

**Sustainability at Gothaer.
A Question of Values.**



Sustainability Report 2021

■ Contents

Our drive: Protecting values in the community — with a focus on sustainability, we are protecting the foundation for life today, and for future generations, and with that, the greatest resource that connects us. To secure the future of younger generations, Gothaer integrates environmental and social concerns into its long-term economic strategies. We can control in which companies and industries we invest, and that lets us pursue our chosen path of transformation.

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Preamble by the Group Management Board

Germany 2021: low-pressure system ‘Bernd’ confronted Germany with the reality of climate change, whilst the pandemic continued to control our lives. Just when we thought we only had to make it through winter, the war in Ukraine broke out. One crisis after another, and they all seemed to come as a surprise. Were there truly no indicators of what was to come?

Scientists and experts warn us of the consequences of human behaviour. In truth, the solutions are just as complicated as the causes. The United Nations’ 17 sustainable development goals illustrate what is required to ensure a liveable life: Along with the fight against hunger, poverty, and discrimination, we also need to work to provide education for all, ensure climate protection, protect the oceans and biodiversity, and commit to peace and the rule of law.

Man-made climate change is, on a new level, a threat to our ability to coexist. The flood disaster in Ahrtal is most likely not to be the last ‘flood of the century’.

We provide cover against risks, so that our clients can focus on their lives and businesses. Risks are changing—and we are changing with them.

Instead of sticking our heads in the sand, we have decided to help shape the future, and we

are taking our clients with us. We want to ‘insure a sustainable future’.

With this ambition in mind, we are pursuing a holistic sustainability strategy that includes our core business, our operations, and our responsibility as a member of society. We offer our employees and sales partners extensive training on sustainability so that they can integrate these practices into their work and pass these benefits on to their clients.

Last year proved that we, despite the difficult overall conditions, can overcome great challenges with the strength of our community. Read our sustainability report to find out which goals we have set to shape a sustainable future, and which milestones we have already accomplished in 2021.

Thomas Bischof, Michael Kurtenbach, Dr. Mathias Bühring-Uhle, Oliver Schoeller (Chairman), Dr. Sylvia Eichelberg, Harald Epple, Oliver Brüß (L-R)



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Gothaer—Strength Through Community

With over € 4.56 billion in premium income, the Gothaer Group is one of Germany's major insurance groups and one of the country's largest mutual insurance associations. Being a mutual insurance association, Gothaer is solely committed to its community of insureds – not to any shareholders – which is an ideal premise for the pursuit of sustainable practices.

Company history and structure

The 200-year company history proves Gothaer's strength of being able to combine tradition with innovation. When, in 1820, Ernst Wilhelm Arnoldi launched the Fire Insurance Bank of German Merchants for merchants by merchants, he established the concept of mutual support: The group carries the burden of the individual. That's how the mutual insurance associations, a legal form of a company that shares risk within the Group, came to existence.

The Group parent is Gothaer Versicherungsbank VVaG. The Group's financial management is done by Gothaer Finanzholding AG. Operational activities are handled mainly by the companies listed below:

- Gothaer Allgemeine Versicherung AG is the risk- and accident insurance company within the Gothaer Group, and one of Germany's largest property insurance companies. Custom solutions address not only private clients, but also mid-sized and industrial-scale clients.
- Gothaer Lebensversicherung AG has a clear focus on the strategic business fields of

biometrics and capital-efficient products, as well as on corporate pension schemes.

- Gothaer Krankenversicherung AG is the partner for modern, private health insurance coverage and positions itself as a health service provider. In all segments – from private insurance, add-on insurance, to compulsory health insurance – the customer can choose from a wide selection of products and health services.
- Gothaer has other 100%-owned subsidiaries like Gothaer Asset Management AG – which is responsible for the Group's own investments

and offers a few mutual funds – and Janitos Versicherung AG – which is a broker insurer that specializes in digitalization. The Group holds shares in other companies. Further information on the subsidiaries can be found in the Group's Consolidated Financial Statements in the Group Annual Report 2021 starting on page 92.



Gothaer Headquarters in Cologne

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Growth and Solidarity Through Difficult Times

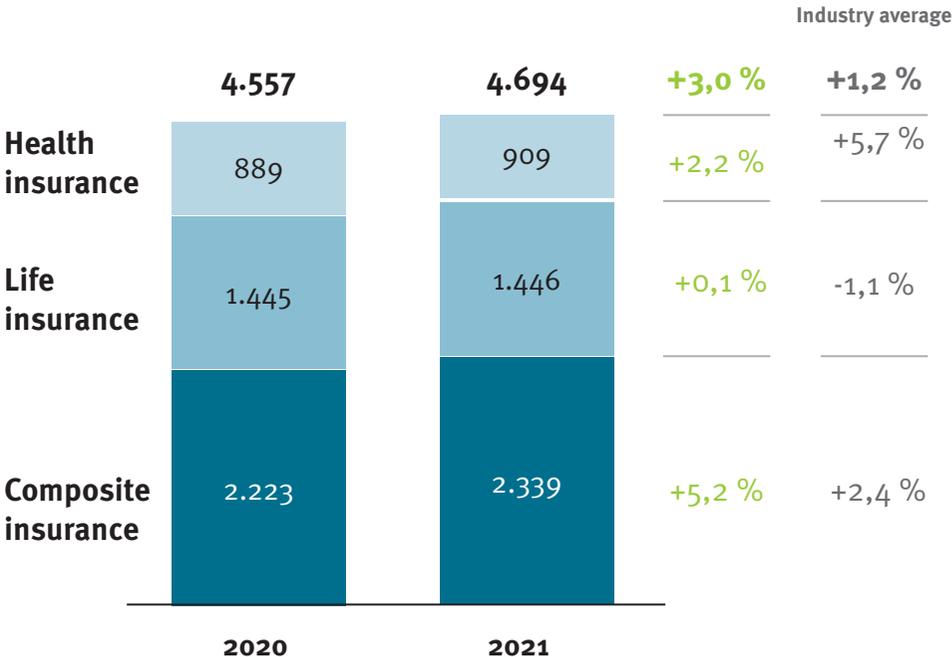
The COVID-19 pandemic and the flood disaster ‘Bernd’ impacted employees as well as insureds. Insurance companies play a decisive role in overcoming crises. Gothaer is prepared for times of crises, which allows for continued growth.

2021 was dominated by the COVID-19 pandemic and the ‘Bernd’ flooding. The flood disaster hit Gothaer’s core business as insurer, but also on a personal level. The headquarters in Cologne were fully committed to processing the insurance claims as quickly as possible. Employees were also directly impacted by the floods. Just like from the onset of the pandemic, the flood disaster continued to fuse the team together. It was proved again, that insurance companies have an important role to play in society.

For more information on the help and active support provided by employees, turn to pages 23 and 99.

Through these difficult times, Gothaer has demonstrated resilience. Even in 2021, the Gothaer Group gross premiums increased by 3% to € 4.69 billion. This is well above the industry average of 1.2%.

The Gothaer Group gross premium income



*Based on the GDV

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🍋 *We are thrilled about this upgrade because it shows that, with our Group strategy, we have been able to use our strengths to develop future-oriented market segments. To be upgraded in the middle of a pandemic as well as a challenging year of natural catastrophes shows just how strongly the Group sticks together.'*

– Oliver Schoeller, Gothaer Group Chairman



The reason for the Group's success, despite 'Bernd', is above all due to the accurate calculation of the reinsurances. 'Because of this we have reached the growth target of the Ambition25 group strategy. I am particularly pleased by the fact that all divisions contribute to the success,' says Oliver Schoeller. Even the Group's own capital base was strengthened in 2021: at the end of 2021 we reached € 1,422 million (previous year € 1,326 million).

The rating agency 'Standard & Poor's Global Ratings' confirmed Gothaer's resiliency with an upgrade: The Gothaer Allgemeine Versicherung

AG, the Gothaer Lebensversicherung AG and the Gothaer Krankenversicherung AG have received the A rating, and the outlook is stable.

Along with the Group's resilience, the Group's capital base is also solid. Just as impressive are the Group's strong competitive position – especially in the commercial client segment – and strategic position, given its broad portfolio mix and sales channel diversification.

Chairman of the Board of the Gothaer Group Oliver Schoeller speaking with Prof. Dr. Fred Wagner, University of Leipzig

In a 50-minute interview, Schoeller speaks about the role of insurance companies in the pursuit of sustainability, the high demands of the EU-Taxonomy, and the 500-50-5 Initiative, and how Gothaer plans to use it to make the small and medium sized enterprises more sustainable.



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Corporate governance

Low-pressure system 'Bernd'

The strength of our community was proved through all the overtime, sleepless nights, and active support that our employees put in on site to process the insurance claims.

Read employee interviews to find out more on pages 22 and 99 et seq.

Strong partnerships

2021 also saw us expand our network to ensure sustainable transformation. Principles for Sustainable Insurance and Net Zero Asset Owner Alliance were, amongst others, added to our list of partnerships.

For an overview of our partnerships, go to page 17.

Sustainability strategy

The sustainability strategy 'Insuring a better future' is central to our corporate strategy. Our goal is to become 'credible sustainable' by implementing sustainability throughout the Group.

You can find more on the strategy goals and milestones on page 13 et seq.

Gothaer Leben rated A+

The Gothaer Lebensversicherung AG received the A+ (good) rating from the sustainability rating agency Assekurata Rating-Agentur GmbH. The subcategory 'governance' was especially well rated with 'very good'.

More about Gothaer life insurance on page 40.

Growth despite crises

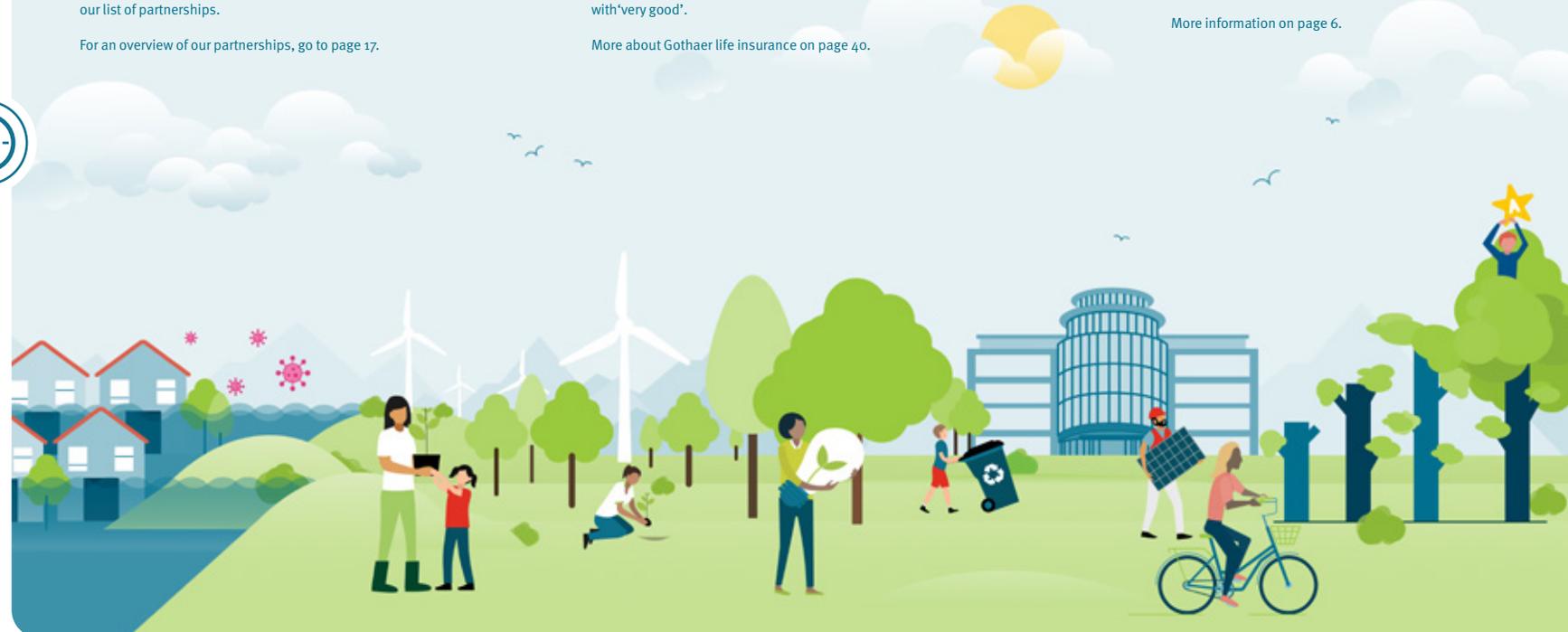
2021 was burdened by the COVID-19 pandemic and the low-pressure system 'Bernd'. Despite it all, Gothaer's growth exceeded the market average.

Get more insight on the key business indicators on page 5.

S&P upgrades Gothaer

The rating agency 'Standard & Poor's Global Ratings' upgraded Gothaer Group to the A rating, despite difficult market conditions. The outlook is stable.

More information on page 6.



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Our Milestones

Sustainable insurance



General insurance

We support our private and commercial clients in their sustainable endeavours. We insure e-mobility, the alternative energies, and made our householders insurance future-oriented.

Sustainable pension schemes

The Gothaer GarantieRente entails two indices with comprehensive sustainability criteria (ESG). 75% of our clients have already chosen the ESG option.

Sustainable investments

The Gothaer Asset Management passed its strategy to phase out of the coal-based energy industry and has committed to reaching net-zero emissions in its portfolio by 2050.

Initiative 500-50-5

We provide support for the small and medium-sized businesses to pursue the massive undertaking of reducing greenhouse gas emissions, and we help companies reach climate neutrality.

Sustainable organization



Low-emission mobility

Our corporate policies pertaining to car and travel expenses support low-emission mobility and thereby reduce our CO₂ footprint.

Strengthening our competencies

Sustainability is becoming an increasingly central focus in our employee training programs. That's why we are developing programs to further ESG knowledge.

Collecting ideas

Our colleagues are pushing sustainability in our company. We have already received over 70 ideas on how Gothaer can act more sustainably.

50,000+ bees

Over 50,000 bees contribute to the urban biodiversity at the Cologne office. Employees take care of the bee colonies, and everyone benefits from their pollination.

Sustainable engagement



The Gothaer Foundation

The foundation's aim is to contribute to the sustainable development of our society. It started its first year with € 1 million in funding, and each year it receives an additional 0.5% of the Group's net profit.

472.334,50 €

Have already been donated by the Gothaer Group to the Gothaer Foundation. 7 projects support sustainability in research, education, and nature conservation.

308.312,58 €

Have additionally been donated to regional projects beyond the foundation.

Committed employees

Our colleagues are proactive in their commitment. Reusing and recycling pens, glasses, and cellphones is beneficial to society, and reduces waste.

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Sustainable Corporate Governance



With Gothaer's positioning based on the principle 'strength through community' its legal form proves to be an advantage for the company's business: The legal form 'VVaG' (mutual insurance association) shows the insureds that whilst they are clients they are also members of the association, and the company follows the 'Mutuality Principle'. This way, Gothaer is committed to its community of insureds only – not to any shareholders. Because of this, we see sustainable governance as being a requirement. As an insurance company, it is our job to insure our clients as well as the association – a job that, due to climate change, is becoming increasingly important.

Topics and sustainability program



Measurable goals in our sustainability strategy

The Group's 2020 Ambition25 strategy focuses on sustainability. The sustainability management works with all company departments to accomplish the Group's ambitious sustainability goals. Based on an internal materiality analysis, three fields of actions were identified: core business, company, and commitment.



Prepared for crises

Climate change brings sustainability risks with it, against which we, as an insurance company, need to protect our clients and the company. Which is why we are paying increasingly more attention to sustainability issues during risk analysis.



Sustainable governance at Gothaer

The sustainability management is a small department with great influence. Under the leadership of Svetlana Thaller-Honold, sustainability is implemented throughout the company. The team simultaneously works with the sustainability network and the Gothaer Asset Management (GoAM) ESG-Team, among others, and they take on initiatives that have a sustainability focus.



Digital and sustainable transformation

Digitalisation is a major trend that supports sustainable transformation, which is why it is part of our sustainability strategy. A 'digital' Gothaer is not only more sustainable because of the reduction in paper use, we also see digitalisation as an opportunity to improve our customer support.

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Our Sustainability Strategy

Based on the materiality analysis and the identification of action areas, in 2021 another important sustainable action milestone was reached: sustainability management developed a sustainability strategy through a process that was not only cross-functional but also included the input and participation of many stakeholders (strategy goals can be viewed on pages 13 and 14).

The Gothaer community is involved

From the very beginning, it was important for Gothaer to include its people in the corporate developments. For that reason, the insurance company included the Gothaer community in the thus far most important step of the sustainability process: the materiality analysis. With the support of permanent employees, field staff, as well as external stakeholders (service providers, reinsurers, banks, NGOs, etc.), it was decided which sustainability topics to focus on.

Gothaer is starting with the top five topics resulting from the materiality analysis: alongside the development of sustainable investments and insurance solutions are climate neutrality and resource protection, responsible interaction with clients, as well as the inclusion of employees and sales partners in the implementation of the sustainability strategy.

The materiality analysis will be conducted every two years to ensure that Gothaer is addressing the right sustainability topics, considering

current benefits and risks, and is fulfilling internal as well as external obligations.

From materiality to a sustainability strategy

Based on the materiality analysis in 2021, Gothaer developed a sustainability strategy for its insurance business. The company is implementing the ‘credibly sustainable for society’ slogan, which is the essence of Ambition25, the corporate strategy.

The sustainability strategy was also developed with support from departments and experts. We made a point to not develop the strategy on our own and then impose it upon our colleagues, but – in the spirit of true transformation management – we included our colleagues in the process. Including our colleagues in on the process made it take longer and more complex to manage, but it resulted in buy-in from the various departments from the very beginning. We consider their buy-in as being fundamental for the successful implementation of the strategy.

Our strategy: insuring a better future

Sustainability is not simply a question of attitude nor a fixed aspect of our corporate strategy – it is humanity’s great duty of our time. As members of the Gothaer community, we are all shareholders in the company. It is our duty to demonstrate ‘credible sustainability’ within the insurance industry – which is why we have built environmental and social components into our products and investments.



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Our Sustainability Strategy

Reporting

With each year's reporting, we crosscheck if we have reached our goals. The sustainability department manages this process. Each department is responsible for reaching its specific goals. In addition to the German Sustainability Code (DNK) code declaration, our participation in the UN-PRI (Principles for Responsible Investment), the Net-Zero Asset Owner Alliance, and the UNEP FI PSI (Principles for Sustainable

Insurance) requires that we provide a thorough report on our progress.

All 17 development goals of the United Nations (SDGs, Sustainable Development Goals), and potential conflicts of interests, are considered while developing the company's sustainability goals and policies. Because of the immediate need to act and the special way in which insurance companies are impacted by climate

change, the SDG 13 'Climate Action' is the biggest focus for our goals and policies. Nevertheless, we follow a holistic approach and a comprehensive understanding of sustainability.

The Gothaer sustainability strategy: foundation and fields of action



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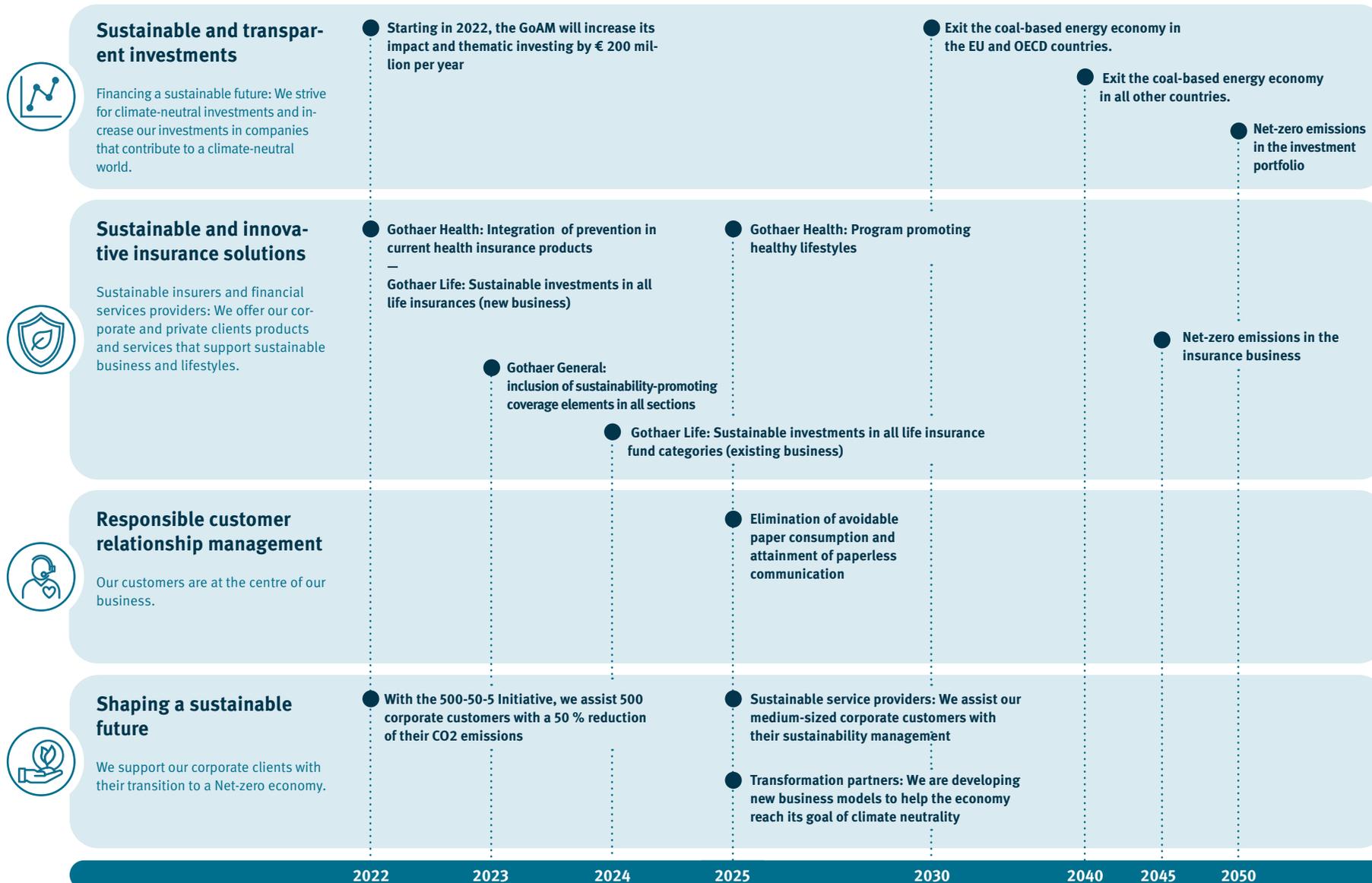
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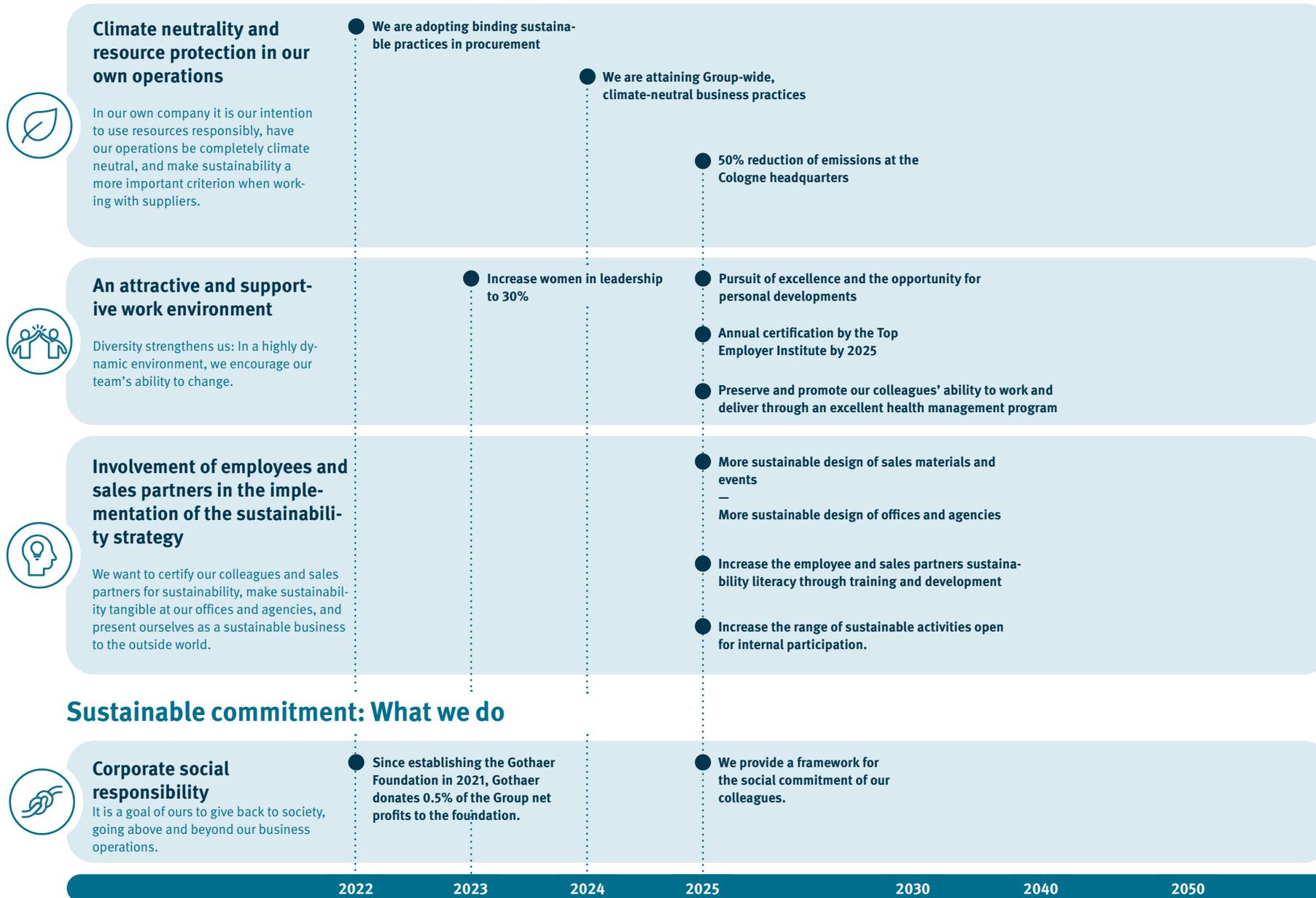
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Sustainable Governance

As the saying goes, he who wishes to go quickly, shall go alone. But if he wishes to go far, he shall go with others. Sustainable transformation is a long journey that we as a society, and as Gothaer, have ahead of us. For us to go on this journey together, we use the sustainability management team as well as our networks and focus groups to help us organize.

Sustainable Management Department

To reach our ambitious goals, we established the sustainability management department in 2020, which is under the leadership of Svetlana Thaller-Honold. Up until 2019, Gothaer’s various sustainability initiatives were not managed centrally, but rather by individual departments. Three people oversee the management of the company’s sustainability efforts, and they report directly to the board. The team has Group-wide, strategic, controlling, networking, and coordinating functions. This results in other divisions also taking ownership of the development and follow-through of strategic sustainability management measures.

The Sustainability Network

The Sustainability Management Department has been coordinating and directing Gothaer’s internal Sustainability Network since it was founded in March 2020. The network consists of 45 board-nominated representatives from the entire portfolio and all divisions – from product development to underwriting policy, risk management, claims management, operations and

procurement, Group organization, Group strategy, human resources, legal and regulation, PR and communication through to IT.

Since 2021 the network meets quarterly. They discuss many fundamental issues and make decisions. The representatives understand that their role is to be sustainability ambassador for their department. They are not only responsible for the management of their department’s sustainability

goals, but they are the first point of contact for their board and the ‘driver’ in their departments.

Gothaer Asset Management

The Gothaer Asset Management (GoAM) is responsible for the investments of the Gothaer Group. To ensure compliance with sustainable investments at all levels, our own ESG department covers the following investment topics:



The sustainability management Team

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- Continuous further development of the Gothaer ESG concept.
- Preparation and introduction of relevant guidelines and processes to ensure ESG compliance
- Definition, classification, evaluation, and documentation of the environmental, social, and governance (ESG) risks as well as their effects on potential and existing investments
- Board consultations
- Development of an ESG reporting system for all asset classes: routine reporting fulfilling regulatory and voluntary requirements according to national and international standards, including the UN Principles for Responsible Investment (UN PRI).
- Continuous exchange with academic institutions, investors, NGOs, and other stakeholders regarding new developments and sustainability standards.
- Making sure that the GoAM employees' qualifications remain up to date through regular training

GoAM ESG-Committee

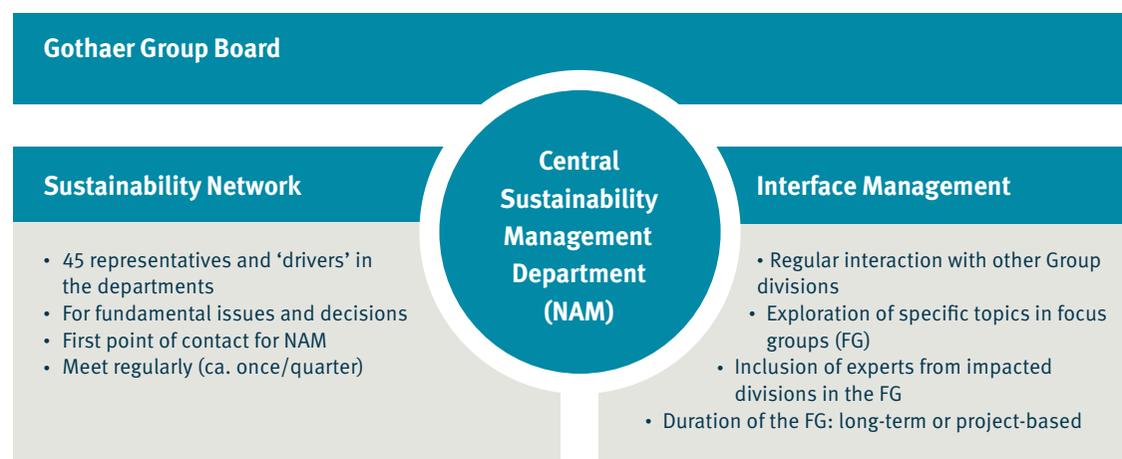
The GoAM ESG-Committee makes decisions on the ESG, its fundamental standpoints and issues, as well as guidelines regarding sustainability topics that affect investments. They typically meet once a month and serve as a panel and contact point for GoAM staff when extra support is needed for the clarification of issues pertaining to individual investments.

Sustainability in compensation schemes for management

The alignment of the company's compensation scheme with the Group's sustainability practices

is a key structural objective. It is especially important to avoid sustainability risks that can result from counterproductive incentives. In 2021, the objectives and bonus system for the management team was further developed. Starting 2022, the variable compensation component of the operations management team was solely based on Group goals. A new Group bonus for the board and employees is directly linked to the strategic and economic success of the company. In 2023, a component for sustainability performance will be factored into the group bonus and will apply to all managers.

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Memberships and Initiatives

We see sustainability as being a common responsibility for society that goes beyond Gothaer as an entity. In order to connect with other companies and institutions, Gothaer decided to become a member of renowned national and international initiatives.

These memberships offer important material support as well as the opportunity to combine resources with other companies, thus resulting in increased influence on the sustainability front. At the same time, Gothaer must fulfil reporting requirements which thereby help increase the Group's transparency and credibility.

- **Net-Zero Asset Owner Alliance:** Gothaer joined the alliance at the end of 2021. The UN-supported initiative brings institutional investors that share the goal of becoming a low-carbon economy together. With their admission, the members agree to attain climate-neutral investment portfolios by 2050 in order to reach the 1.5°C goal of the Paris Agreement.
- **UNEP FI PSI:** As a Principles for Sustainable Insurance (PSI) signee, we aim to include environmental and social criteria as well as aspects of good governance (ESG criteria) throughout the value chain.
- **Diversity Charta:** As a member we pledge ourselves to uphold a non-discriminatory work environment by recognizing, valuing, and including diversity in our workplace.



Gothaer is a member of international sustainability initiatives.

- **Global Real Estate Sustainability Benchmark (GRESB):** Through the GRESB partner program we can measure and manage ESG accomplishments in real estate and prepare ourselves accordingly for climate change-induced financial risks.
- **B.A.U.M. e.V. (Federal Working Group for Environmentally Conscious Management):** This membership provides us valuable insight from many successful industry-specific and intersectoral projects, which allow us to

make speedy partnerships and benefit immediately from innovative impulses.

- **UN-PRI:** Through our UN Principles for Responsible Investment membership, we strengthen the ESG strategy component of our investments. Together with their international network of signees, the initiative ensures that the principles for responsible investing are being followed.

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- **Insurance Fora Leipzig – User Group Sustainability Management:** Through mediation, these fora with specialists and scientific and practical experience result in expert insight. In addition, individual solutions and actual experience in how sustainability can best be incorporated into the insurance sector are shared and discussed.
- **V.E.R.S. Leipzig – German Sustainability Network:** As an industry initiative, this network offers the insurance industry and adjacent players a platform to discuss, process, and further develop their thoughts regarding all sustainability topics.
- **Eurapco – Sustainability Group:** The Eurapco-Alliance is a partnership of insurance companies based on mutuality in Europe. Its cooperative philosophy requires that they act socially and environmentally responsibly. At the end of 2021, Svetlana Thaller-Honold, Head of Sustainability Department at Gothaer, took the chair of the Sustainability Group.
- **GDV – German Insurance Federation** is the umbrella organisation for private insurance companies in Germany. The German insurers are part of the debate surrounding sustainability and climate change. Their contribution to reach these goals is ambitious.

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UNEP FI Principles for Sustainable Insurance (UNPSI)

Signatory of:



United Nations Principles for Responsible Investment (UNPRI)



Global Real Estate Sustainability Benchmark (GRESB)

THE NET-ZERO ASSET OWNER ALLIANCE

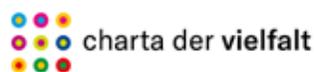
Net-Zero Asset Owner Alliance (NZAOA)



Versicherungsforen Leipzig (Insurance Fora Leipzig)



Bundesarbeitskreis für umweltbewusstes Management (B.A.U.M.) (Federal Working Group for Environmentally Conscious Management)



Charta der Vielfalt (Diversity Charter)



The Sustainability Code (DNK)



V.E.R.S. Leipzig – German Sustainability Network (GSN)



European Alliance Partners Company AG

Prepared for Crises

The climate crisis has proved to be a real challenge for insurance companies. With rising average temperatures and sea levels, more frequent incidences of extreme rainfall, droughts, and social unrest, the risks for society are also increasing. To safeguard against these growing risks for society, Gothaer is looking more closely at sustainability risks.

Managing sustainability risks

In 2020 the risk and sustainability management departments established a company-wide process with the aim of identifying sustainability risks that could impact Gothaer. This process included sending a survey to internal and external experts. The identified sustainability risks were then categorized and assessed according to probability of occurrence and estimated claims expenditure.

The specialist departments work together to ensure a holistic risk management process. By doing this they incorporate the sustainability risks into the various Gothaer departments. The risk management process consists of four steps: identification, evaluation, monitoring, and controlling.

Identification

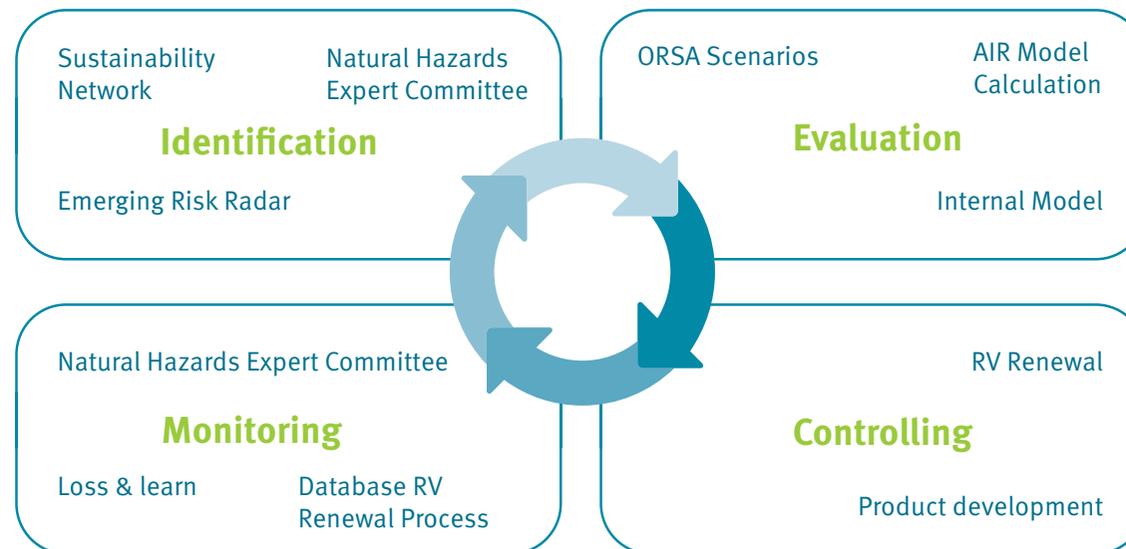
In 2006 we set up an expert committee on natural hazards. This Group-wide network of experts holds regular meetings internally as well as with external guests, like specialists from the Technische Hochschule Köln. In 2021 a team

comprising risk management, sustainability management, and experts from various other departments – all bringing in their unique specialist knowledge – identified relevant sustainability risks based on scientific data.

Climate change risks (physical and transitory), compliance with human rights as well as labour conditions along the value chain, health and demographic risks, business ethics, and transparency were assessed in particular according to probability of occurrence and claims expenditure expected.

Critical sustainability risks are assessed in internal risk disclosure statements in the form of stress tests. Long-term climate stress tests are a focus topic.

The risk management process



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The Emerging-Risk-Radar is an important tool for the early detection of sustainability risks. All too often risks go unnoticed until they manifest into unforeseen, highly destructive incidents or sudden emerging trends. Because of this, we have focused on climate change, and Gothaer is becoming increasingly knowledgeable on the topic. With the Emerging-Risk-Radar, potential risks are regularly reviewed. The results are collected and added to the already available data, which can help in the early detection of potential risks.

Evaluation

The identified sustainability risks then undergo an Own Risk and Solvency Assessment (ORSA). Natural hazards have been factored into insurance plans for years, in particular for property insurance, liability insurance, and accident insurance. What's more, worldwide discoveries and trends are analysed for constant model improvement. Especially the physical impacts of climate change have a heightened effect on the probability of occurrence and expected claims expenditure.

Controlling

One of the most effective tools for protecting the company itself is a solid reinsurance. That is why the reinsurance structure is assessed yearly with a close look at changes in the environment. Gothaer has an especially strong reinsurance for the natural hazards department. This proved worthwhile in 2021 – this is how Gothaer could grow despite having to cover the damages from the flood disaster. Moreover, products and portfolios are continuously adjusted to client and environmental standards.

Monitoring

Losses are documented and analysed to better understand the risks. Sustainability risks are not in a category of their own but are a part of all risk categories. Regular monitoring of the risk situation and developments plus the comparison of potential scenarios with the actual situation all provide insight into the changes in the risks.



Sustainability risks are environmental, social, or corporate governance events that can have a negative impact on a company.

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Overview of various sustainability scenarios

Looking into the future also plays a role in risk analysis. To do this, it is essential to look at different climate change scenarios. One of the most important resources for such scenarios is the *Network for Greening the Financial Systems (NGFS)*:

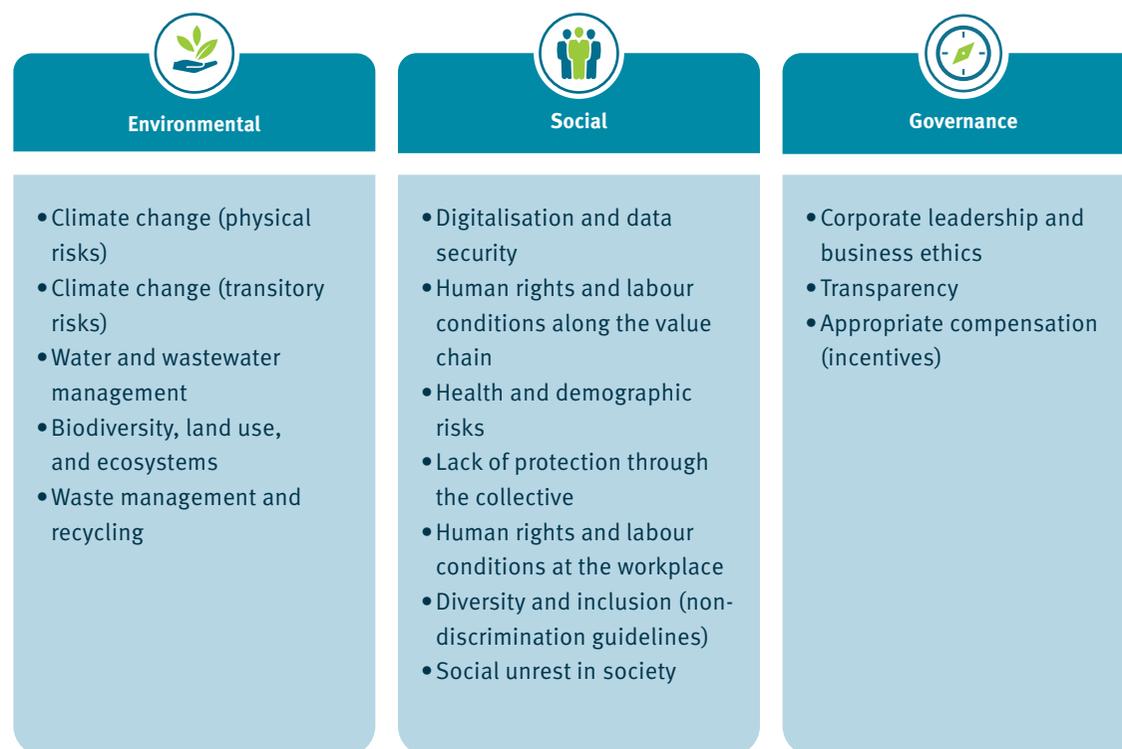
- **Net Zero 2050 Scenario** – limit global warming to 1.5°C
- **Delayed Transition Scenario** – annual Global Emissions will not be reduced by 2030, which is why – through strict regulation – global warming will at least be kept to under 2°C
- **Current Policy Scenario** – if we stick to current policies, global warming will reach 3°C

For each scenario, the possible effects of sustainability risks on the portfolio will be analysed.

Our investments are very diversified with regard to industries, asset classes, and risk factors. Because of this, our investments can, in principle, be impacted by a number of varied sustainability risks. To what extent these sustainability risks affect our investments depends very much on the asset class. Real estate investments are potentially significantly affected by physical as well as transitory climate risks. The investments in government bonds combine, in contrast, a variety of social, environmental, and governance risks that

are to be looked at in its entirety. The possibilities to minimize the individual risks depend on the asset class. For that reason, we analyse risk drivers for each asset class and implement appropriate strategies to minimize risk according to asset class.

Identified sustainability risks



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Crisis Situation Flood Disaster

The consequences of climate change are more noticeable than ever before. The flood disaster of summer 2021 left deep marks on those affected – people and property. Low-pressure system ‘Bernd’ is, to date, the most destructive natural disaster of all time in Germany.

Low-pressure system 'Bernd' brought extra challenges with it for the claims management team. Even a year later, claims are still being made.

6 *The flood disaster in July 2021 is the largest loss in the history of Gothaer since the fire in Hamburg in 1842. During this crisis, we demonstrated what the power of teamwork can accomplish. Everyone in the Group had one goal: Provide assistance to our clients as quickly as possible.*

– Oliver Schoeller, Chairman
Gothaer Group



Extreme precipitation risk

Floods that cause damage as high as ‘Bernd’ happen in Germany only once every 30-50 years.

Gothaer risk management is prepared for events like ‘Bernd’:

- We have a first-class and optimized reinsurance that was recently adjusted for even more extreme scenarios.
- Gothaer’s strong on-site sales presence is well connected locally
- The Expert Committee for Natural Threat brings high expertise
- We are well connected to, German Insurers Association, scientific bodies, and Eurapco
- Gothaer offers increasingly risk-matching rates in the expanded insurance against natural catastrophes

In addition, Gothaer supports the industry initiative of the German Insurers Association, in order to overcome similar catastrophes together. The

The ‘Bernd’ damages that were covered

The numbers are from 13-18 July, 2021. They get updated continuously, as each additional claim that comes in also changes the total damages.

Gross expenditures	€ 503 million
Number of damage claims	8,827 instances
Average damage	€ 60,099

corresponding master plan contains three core elements:

1. Binding steps for climate adaptation
2. Insurance coverage for private homeowners for a comprehensive insurance against damage due to natural catastrophes
3. Provision for the catastrophic total loss claim

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In Focus

Overtime and sleepless nights

The phone lines in the Damage Claims Call Centre did not stop ringing after low-pressure system ‘Bernd’ hit on 14 July 2021. On one end of the phone line: often desperate, at times crying, and sometimes even screaming people. Our employees put in a lot of overtime to help them.

‘It would start early in the morning, at 8:00 a.m., and wouldn’t stop,’ remembers Beate Büttner. She was on the phone in the damage assessment service centre when low-pressure system ‘Bernd’ broke over the Gothaer community. 4,200 calls were taken by the Berlin staff in just two days – three times as many as usual. More than 8,827 damage claims were registered, most of them in the first three weeks after the flood.

High personal commitment

In addition to the immense pressure from the sheer volume of calls, the psychological stress that came from speaking with the people behind each damage claim was high: People who lost everything. ‘I would cry after some of the phone calls,’ said Beate Büttner. ‘My colleagues also had a hard time dealing with it.’



The Gothaer community held together even through the natural disaster ‘Bernd’.

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Many affected colleagues suffered through sleepless nights. They worked even more closely with sales and the damage regulation experts in order to help the flood victims. Within the first three weeks over 90% of the severe damage claims, everything with a cumulative value of over € 20,000, were assessed.

‘We are far from finished.’

By the end of October over 3,400 hours of overtime and Saturday work were put in by affected departments. When the first wave receded for Damage Claims after three weeks, the work continued in Settlements. ‘It was an unbelievable burden – and it is far from over,’ says Sascha Kellershof, Director of Property, Technical Insurance, and Transportation Damages. Many cases cannot be resolved that quickly. Most of the damaged buildings have yet to dry completely. Restoration can begin at the earliest in 2022. It will take even longer for crisis areas like Ahrtal. The infrastructure must first be restored before people can begin rebuilding their homes.

Big praise

‘I am extremely proud of my people,’ says Sascha Kellershoff. ‘Under the toughest of circumstances, they are doing an incredible job, with a high sense of duty to our clients and our self-employed field staff. This is where we witness the strength of our community.’

The director of Gothaer’s Damage Claims Service Center GmbH Uta Buchholz adds: ‘These exceptional circumstances require a certain amount of empathy and high commitment. Our team demonstrated that from the first moment onward. Our colleagues were available for work on each Saturday following ‘Bernd’ and willingly did many hours of overtime. All pitched in to help our clients and agencies as quickly as possible. That was incredible and it made me very happy.’

‘The damages department does incredible work,’ said Thomas Bischoff, Chairperson of Gothaer Allgemeine Versicherung AG. ‘I would like to express great praise and my heartfelt gratitude to all colleagues for their commitment and perseverance.’



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■ Digital and Sustainable Transformation

Along with the current sustainability trend we are also experiencing a trend toward digitalisation in society as well as in our company. Gothaer sees this as an opportunity to make significant changes to how we live and work.

The digitalisation of our products and processes is key to our steady transformation into a more empathetic and user-friendly service for clients and agents as well as for our company's efficient operations. Our digitalisation process targets the following three areas:

- Further digitalisation of our operations
- Transforming the Cologne Campus into a hybrid workplace
- Improving digital customer services and communication

Further digitalisation of our operations

Digitalisation allows us to get even closer to our clients and agents. This includes new digital customer support services and the further development of speech recognition systems that are based on natural voice recognition. Through the digital process support, the availability and effectiveness of our staff can be guaranteed. We have continually expanded our offer of digital solutions in the field of digital health management.

Transforming the Cologne Campus into a hybrid workplace

In order to digitally transform into a hybrid workplace, we need to have IT infrastructure that is future oriented. To ensure this, we introduced our strategic initiative 'NEXT' in 2020/2021. 'NEXT' includes programs and projects that ensure the sustainable renewal of IT infrastructure so that we can support cloud services at Gothaer. The potential we gain through cloud technologies is what will reshape and make our IT infrastructure future proof. Our switch to the cloud is to provide us with a sustainable and future-proof infrastructure, the guarantee and improvement of deliverability, and an increase in Group efficiencies that are clearly felt by the sales team, our clients, and internal cooperation.

Developing digital customer services and communication

Our clients and sales partners' expectations have changed dramatically when it comes to consistent, digital, and excellent service experiences. That's why we are focusing on these target groups, and have launched a stakeholder dialogue. For this, we are ensuring consistent, systematic, and sustainable process automation and process improvement. We are steadfastly working toward becoming a digital and user-friendly service. With the slogan 'Digital First' we are improving our digital customer services and communication channels while achieving a faster and paper-free process.

6 *In order to reach our Ambition25 strategic growth objective 'digital in our core', which is in line with being an enabler, this is one of the infrastructural preconditions that has to be met.'*

— René Merten, NEXT-Leadership



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Sustainable Insurance: What We Offer



As an insurance provider, our greatest impact on sustainability is through our core business. This was confirmed by our stakeholders during the development of our sustainability strategy.

Topics and sustainability program



Sustainable and innovative insurance solutions

As a risk carrier we take on risks that people and companies don't want to carry on their own. We do that in life, health, and property insurance. We can foster sustainable behaviour through how we structure our products. That is in everyone's best interest as, for an insurer, reducing risk is in and of itself a sustainable practice.

That is why we incorporate sustainable practices step-by-step into our products and processes. This includes the integration of sustainability aspects into the underwriting guidelines (this is where we stipulate for which companies we cover risks), in the product development process, as well as in claims settlement and in customer communication.



Shaping a sustainable future

Our insurance solutions are making a substantial contribution to the sustainable transformation of business and society. We support new sustainable business models and simultaneously accompany existing companies in their transition to a low-carbon, sustainable economy. A special focus is on the insurance of renewable energies, a space in which we have years of experience.



Responsible customer relationship management

Fair treatment of our clients is at the heart of our business. It begins with transparent and understandable consultation and ends with a fair claims settlement.



Sustainable and transparent investments

As a responsible investor, we invest our customer premiums in the stock markets. Our investments have their own sustainability strategy. By the time 2021 ended, we were able to ensure that all of our investments were in compliance with our sustainability strategy.

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- Sustainable and Innovative Insurance Solutions
- Shaping a Sustainable Future
- Responsible Customer relationship Management

Sustainable and Transparent Investments

As an insurance provider and investor, Gothaer has a significant impact on sustainable transformation. For this reason, we consistently align our guarantee schemes with our sustainability strategy.

As an institutional investor, sustainable investments are important for us for two reasons:

- Our investment choices have a direct impact on the environment and society. Including sustainability in our investments is part of our social responsibility.
- Our investment objectives are impacted by changes in the environment and society. As a responsible investor, we try to minimize these sustainability risks.

Our investments are managed within Gothaer by the Gothaer Asset Management AG (GoAM). 70 GoAM employees manage around € 34 billion. Company values like continuity and reliability are the guiding principles for our asset management.

Gothaer Invest Finanzservice GmbH manages the interface between Asset Management and Sales. The Gothaer Group subsidiary company manages sales and investment products. Gothaer has

set its goal of raising the quota of investments in funds that are classified as Article 8 or 9 of the Sustainable Finance Disclosure Regulation, and on the list of mutual funds recommended by external asset management companies by the end of 2023, to more than 75%. The extensive documentation pertaining to investment counselling is to gradually be digitalized throughout 2022 and 2023, in order to reduce paper consumption in the counselling services.

The various sustainability training programs we offer our sales team and the organization show a change in values in society toward sustainability. The training programs are not only implemented in sales talks but they also contribute to the proactive adoption of sustainable measures in Gothaer.



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Our approach to responsible investments

Since 2019, GoAM includes sustainability criteria into the process of its managed mutual funds. Its approach to responsible investing equally integrates the environmental, social, governmental, and corporate governance factors into the process, thereby optimizing the sustainable impact.

GoAM 's goal is to get a quantitative evaluation of the investment products' sustainability performance. All of GoAM's mutual funds meet the environmental and social requirements as stipulated in Article 8 of the Sustainable Finance Disclosure Regulation of the European Union.

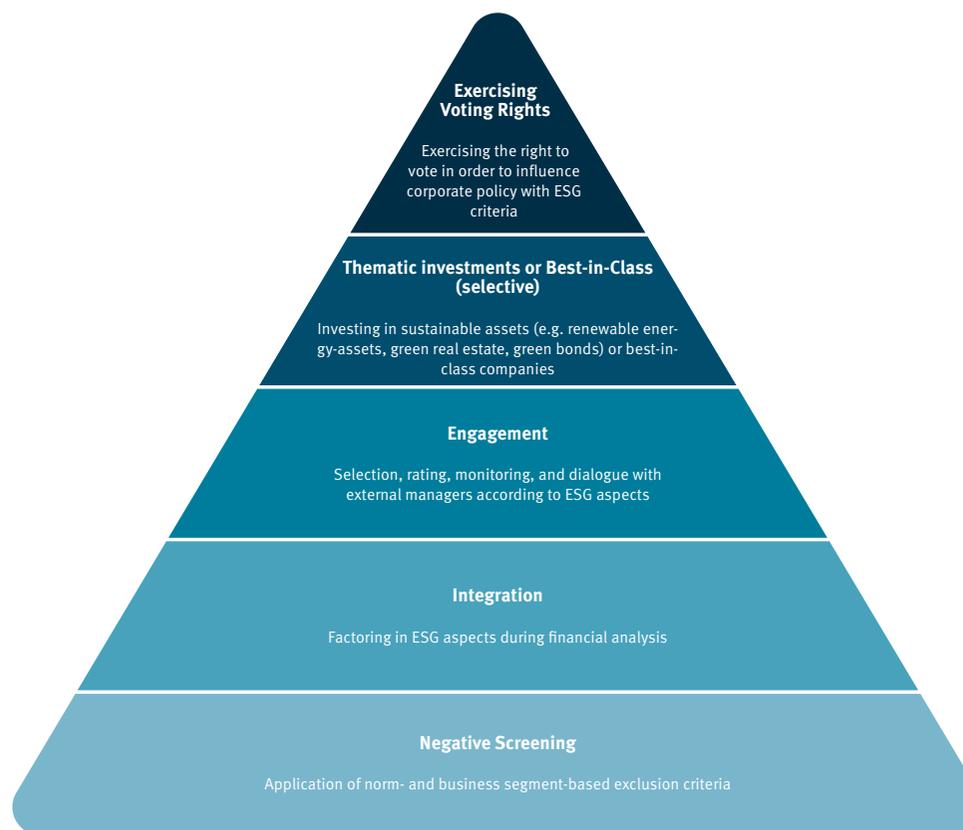
GoAM acts on the principle of materiality. Sustainability aspects that have material financial impact on safety, profitability, and liquidity are the focus. We pursue the following investment strategies in order to achieve the highest possible positive impact on humanity and the environment:

- Exclusion criteria
- Integration
- Engagement
- Thematic investments or best-in-class strategy
- Exercise of voting rights

Along with the six principles of the UN-PRI, our responsible investment approach abides by internationally recognized norms and conventions. This particularly includes the 10 principles of the UN Global Compact for sustainable and socially responsible corporate governance, the International Labor Organization's fundamental labour principles and rights, the United

Nations' guidelines for economic and human rights, as well as the Convention on Cluster Munitions. Gothaer further strengthened its commitment to responsible investing and to the Paris Agreement by joining the Net-Zero Asset Owner Alliance (NZAOA).

ESG investment strategy



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ESG governance

Sustainability has been built into the governance structure of the Gothaer Asset Management AG. Along with the ESG-Team, that reports directly to the Board, sustainability is an integral part of all staff's duties and responsibilities.

GoAM also established an ESG-Committee. Its purpose is to make fundamental decisions regarding the strategic approach to sustainability risks. It is responsible for clarifying issues

pertaining to individual investments. The committee generally meets once a month.

Exclusion criteria

Each investment starts with a selection of potential assets. ESG criteria already play a role at this stage: the application of exclusion criteria to companies that have committed grave violations against the environment, society, or governance or whose dealings do not adhere to our values. These criteria are applied to company

investments in stocks and liquid corporate bonds.

This way, several negative impacts on humanity and the environment – like the advancing climate change and violations against human and labour rights – are removed from the portfolio even before the financial performance analysis.

ESG Governance Structure



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Integration

GoAM includes ESG criteria into the investment analysis for all internally managed investments. The ESG analysis for stocks and liquid corporate bonds is based on ESG indicators like climate indicators, good corporate governance criteria, and social indicators. This data is compiled and made available to GoAM by the external ESG data suppliers ‘MSCI ESG Research’ and ‘RepRisk’. Since 2021, the various indicators are assessed via a

standardized ESG scorecard. Any investment in a company with considerably high ESG risks, like a very low ESG rating or severe violations, require a written justification and continuous monitoring by the specialist department.

Engagement

A large percentage of GoAM’s investments are managed externally. For that reason, the selection, monitoring, and interaction with the external managers is of utmost importance.

When choosing managers, the economic, legal, tax, and financial circumstances as well as their ability to manage sustainability issues are analysed. For due diligence reasons, all managers are questioned in writing and in person regarding their sustainability risks. Their responses to the questionnaires are recorded and contribute to investment decisions. Managers are only considered if they can provide a credible ESG concept. After the contract is signed, GoAM continually monitors the managers’ sustainability performance.

We influence and keep the managers on track through regular and intense contact. In reporting year 2021, we held in-depth conversations with over 60% of our external managers. Climate change, further development of current ESG policies, and the documentation of ESG data were the main conversation topics.

Exclusion criteria overview

Exclusions based on business segment	Norm-based exclusions
<p>We categorically exclude companies that engage in the following business:</p> <ul style="list-style-type: none"> • Conventional weapons (excluding companies located in the USA or the EU) • Outlawed weapons (cluster bombs, landmines, etc.) • ABC weapons (weapons of mass destruction) • Power plant coal (promotion or power generation greater than 20% of turnover or coal reserves greater than 1 billion tonnes) <p>Furthermore, we exclude companies that:</p> <ul style="list-style-type: none"> • Build new coal-burning power plants or that produce more than 100 MW or • The development of new coal mines or a considerable increase in annual production of at least 1 million tonnes of black coal or • The development/expansion of coal conveying machinery or other infrastructure plants that support coal mines 	<ul style="list-style-type: none"> • 10 principles of the United Nations Global Compacts (world’s largest and most important initiative for responsible governance) • International Labour Organisation Labour standards (UNO specialized agency for international labour and social standards) and • UN Guiding Principles on Business and Human Rights (UNO guiding principle for economics and human rights)

* For mutual funds: conventional weapons (turnover more than 10%)

* An investment in arms manufacturers however is only possible after a thorough analysis of the company —especially regarding the purpose and recipient countries — and continued monitoring is possible.

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Thematic investments or best-in-Class Strategy

For many years now, Gothaer has been pursuing the goal of having a positive impact on the environment and society in addition to economic gain through targeted thematic investments. Most of the investments in infrastructure are in renewable energies. That means solar, wind, and hydrodynamic power plants. Thematic investing is taking place more and more in the area of public issuers, corporate bonds, and stocks. This reflects the commitment to social responsibility and simultaneously diversifies the portfolio regarding environmental and social risk drivers.

Exercising voting rights

Gothaer attaches great importance to the responsible exercising of their shareholder voting rights by encouraging sustainable company development. Since December 2021, we have paid particular attention to the climate protection policies of a company.

Sustainability in nations

While companies follow clear corporate objectives, government activities are more diverse. For this reason, we do not have any single criterion in our approach that would lead to categorical exclusion. Instead, Gothaer developed an ESG-Nations-Index that measures the most important sustainability criteria in the environment, social, and governance (national) areas. The Gothaer ESG-Nations-Index ranking system

gives each nation a sustainability score on a scale of 1-5.

- Score 1-3: Nations have no investment restrictions
- Score 4: Nations require a more in-depth sustainability analysis and a written justification by the portfolio managers.
- Score 5: Nations are not to be invested in.

Engagement with external asset managers



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Goal: Exit from the coal-based energy industry

Gothaer supports the Paris Agreement and is working to keep the average increase in global warming compared to preindustrial levels to below 1.5°C. To reach this goal, a rapid decrease and dismantling of coal-burning power plants is necessary.

We are convinced that all companies in the coal power plant sector should have and follow robust transformation plans so that they can curb the climate change risks for humanity and their own companies. To responsibly continue to support

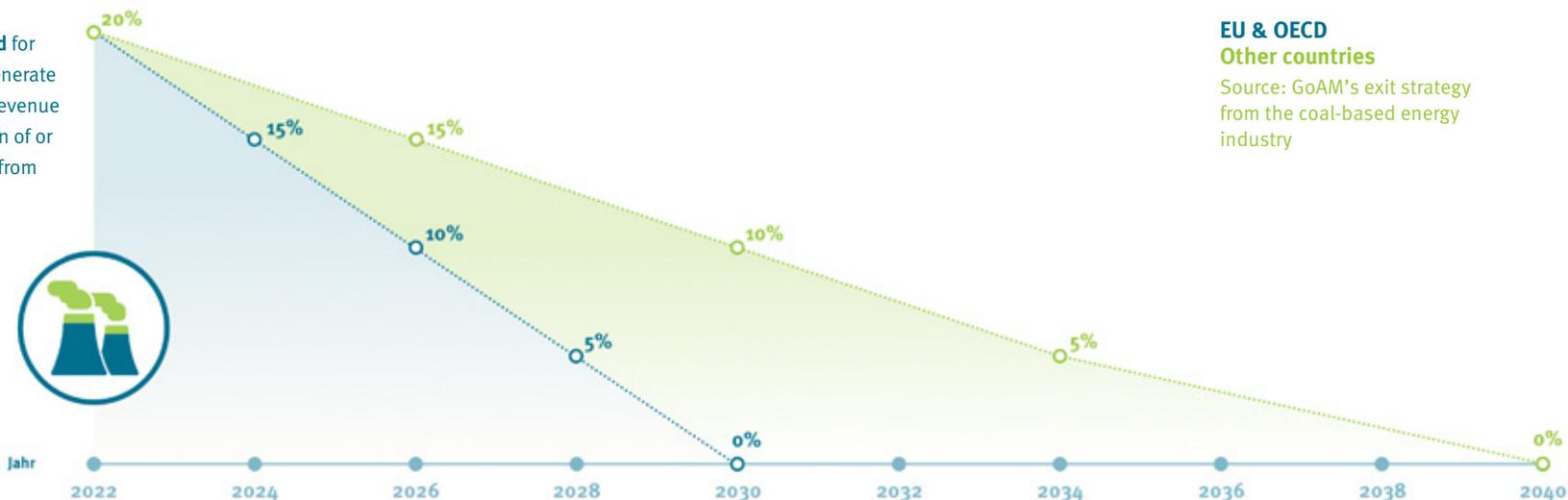
this transformation, GoAM approved the following coal exit strategy that stands since 1 January 2022.

1. Further expansion of the current exclusion criteria for companies that:
 - Build coal-burning power plants that produce more than 100 MW or
 - The development of new coal mining plants or a considerable increase in annual production of at least 1 million tonnes of black coal or
 - The development/expansion of coal conveying machinery or other infrastructure plants that support coal mines

2. Complete exit from coal-burning power plants for EU and OECD countries by 2030 and by 2040 for all other countries.
3. A step-by-step decrease of the turnover threshold for companies that receive a portion of their revenue from the promotion of, or power generation from, thermal coal and are excluded from the GoAM.

Schedule to tighten the exclusion criteria for companies that generate a portion of their revenue from the promotion or power generation from thermal coal

Turnover threshold for companies that generate a portion of their revenue from the promotion or power generation from thermal coal



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Goal: Increase impact and thematic investments in new business by € 200 million

Impact and thematic investments play an important role in our investment strategy. With our investments, we combine the goals of achieving economic gains and having a positive sustainability impact.

We have a long history in the financing of renewable energies and have invested € 1.4 billion in wind and solar parks as well as hydrodynamic power plants. Other thematic investments are, for example, green real estate, low-carbon equity funds, and green bonds. In the reporting year, 3% of our investments are invested here.

An example of such a project is the construction of 10 solar parks in Chile. The solar parks deliver a total capacity of ca. 120 MWp. The first park was put into operation in December 2021.



Impact Investing

Investments with the dual purpose of positive capital gains and measurable positive impact on the environment and society.



Las Tencas Solar Park in Chile

Name:
Las Tencas

Output:
ca. 11.000 kWp

Location :
Chile, Region VI - Libertador General Bernardo O'Higgins (around 50 km south of Santiago de Chile)

Annual generation of electricity:
ca. 19.300 kWh

In operation since:
December 2021

Acquisition Date:
March 2021

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Goal: Net-zero emissions in our investment portfolio by 2050

The financial sector plays a large role in the facilitation of a future with low carbon emissions. As investor, we help shape the decarbonization of the economy. Reaching net-zero emissions in our investment portfolio and supporting the reduction of greenhouse gas emissions is part of that.

We started measuring greenhouse gas emissions in 2021 that are supported through our investments in stocks, corporate bonds, and real estate. Based on the results, by the end of 2022 the first medium-term greenhouse gas

emission reduction goals for these asset classes will have been adopted. This is an important step in the right direction for us.

For we have committed ourselves to convert our investment portfolio to net-zero-greenhouse gas emissions by 2050, that are in line with a maximum of 1.5°C increase in global warming compared to preindustrial levels. By joining the Net-Zero Asset Owner Alliance, we strengthen our commitment.

The UN-supported initiative brings institutional investors together that share the goal of accomplishing the transition to a low-carbon economy. The members of the alliance commit themselves

to set science-based mid-term targets for greenhouse gas reductions in their investment portfolios and to report on them annually.

6 *Efficient climate protection can only happen with long-term goals and by working together. By joining the Net-Zero Asset Owner Alliance, we live up to our responsibility as a large investor and once again prove we aim to be credibly sustainable.'*

– Harald Epple, Finance Director and Board Member responsible for Sustainability at Gothaer



Gothaer commits itself to convert its investment portfolio to net-zero-greenhouse gas emissions by 2050, that are compatible with a maximum of 1.5°C rise in temperature.

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Sustainable and Innovative Insurance Solutions

Next to investments, innovative insurance solutions are Gothaer's second biggest lever that we as an insurance company have regarding sustainability.

Our insurance solutions protect our clients from (sustainability) risks. This is how we help them reduce their own risk, thus protecting the community/society. At the same time, our insurance products allow us to encourage our clients to make sustainable decisions. With this, we live up to our goal be more than 'just' an insurer, which means we work with our clients to think beyond damage reduction.

In order to achieve this, we integrate sustainability-promoting coverage elements into our products and strive toward the climate neutral claims processing. A big step in that direction was the integration of sustainability measures into our product development process and the development of criteria for sustainable product development.

We are developing sustainable investment options for all life insurance products. We have already started that with our newly initiated Garantie-Rente-Index. This product gives the client a choice: They can choose between two growth indices, one of them accounts for ESG criteria. These are very popular: 75% of our clients choose them.

Sustainability and health go hand in hand. That's why we are developing health insurance options that encourage the maintenance of health, and programs that foster healthy lifestyles.

Through insuring companies, insurances have an indirect influence on the carbon footprint. Our goal is to reach net-zero emissions in our insurance by 2045. For this we have identified two levers: transformation support and the exclusion of economic activities (underwriting guidelines).

Sustainable product development

We include sustainability aspects into all our product offers by developing sustainable products and optimizing existing products for their sustainability impact. To standardize the implementation of these into Gothaer, we have done two things:

- We began with the development of standardized sustainability criteria so we could define what sustainability means for each product. The criteria were developed with input from all divisions, and they reflect Gothaer's stance on sustainability. They look to EU taxonomy on sustainable activities for

direction and also have social criteria added to them.

- At the beginning of the product development process, we check how we can include essential sustainability criteria into the products. This is done in coordination with Gothaer's sustainability management team. These criteria are documented for each phase of the development process. With the help of a product checklist, we develop the products according to additional client needs and market requirements.

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Goal: Gothaer General Insurance Sustainability-promoting coverage elements and climate-neutral claims processing by 2023

At first glance, insurance companies have little to do with sustainability. But at second glance, it becomes clear: our Gothaer products make society more sustainable.

We want Gothaer's insurance products to be part of the solution for a sustainable future. To ensure this, we have defined the following approach:

- Each damage that can be avoided, keeps negative effects from the environment and humanity. That's why preventing damage is important for us, an insurance provider, and our clients. And even if damage has occurred, we need to consider climate change adaptation in restoration to reduce the impact of future damage.
- We insure our clients with sustainability promoting coverage modules and services. For example, we are pioneers in the insurance of renewable energies and e-mobility. But we also integrate sustainable elements into householders insurance as well as in specialty insurance, like for rooftop tents.
- A key to reaching climate-neutral claims management is the sustainable digitalization of claims processing. Claims processing and the reduction of paper use in customer communication.

6 *The greatest accomplishment in all matters of sustainability, is that Gothaer recognized the potential of – and has been active in – renewable energies early on. That began in 1995.*

– Svetlana Thaller-Honold,
Head of Sustainability Management



In a conversation with Svetlana Thaller-Honold: What is Gothaer doing for sustainability?

In an interview with Gothaer Svetlana Thaller-Honold, Head of Sustainability Management, she personally reveals what an insurer can do for sustainable change – and how exactly Gothaer is doing it.



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Sustainable Insurance Solutions for Private Clients



- Automobile insurance:** To encourage the switch to sustainable green vehicles, Gothaer expanded its offer for alternative green vehicles in 2021: Electric cars get double the discount (20%) with the new automotive rates. In addition, included in the comprehensive cover is the construction all risk (CAR) for the battery, such as disposal, fire damage, or fire extinguishment costs. Furthermore, the previous coverage amount has been raised. What is also new is that the comprehensive coverage elements have been added to basic coverage so that all clients can benefit from the add-on coverage. Gothaer clients can make their car travel climate neutral by offsetting the car's carbon footprint through our 'ClimatePartner' partner organisation. For this, we provide our clients with our carbon footprint calculator.



- Household contents insurance:** Gothaer covers the costs for 'Advancements in Technology' (e.g., more energy-efficient equipment) when goods of the same kind and quality can no longer be sourced or when the sourcing thereof is inefficient. We also cover the disposal costs of the damaged items.



- Rooftop tent insurance:** Gothaer encourages regional travel through 'new for old' insurance for damages and theft of rooftop tents. Rooftop tent rentals are also insurable which we hope will encourage the sharing of resources.



- Householders insurance:** With the new householders insurance's expanded coverage, Gothaer promotes environmentally friendly behaviour and, at the same time, insures against comparatively new risks that come with a more sustainable future. Existing as well as new clients benefit from expanded services like coverage for damages at charging stations or charge points, support for incidental costs for more energy-efficient living, coverage for solar panels.



- Drone liability and wildlife rescue:** As partner of the German Wildlife Rescue, Gothaer protects biodiversity in Germany through its coverage of drone liability insurance. Each fawn rescue club that is a member of the German Wildlife Rescue gets their first-year premiums reimbursed for the mandatory liability insurance for up to five drones. Drones are regularly used to find and save fawns and other wildlife hiding in fields before the harvesters are brought in.

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Sustainable Insurance Solutions for Corporate Clients



- Insurer of renewable energy:** Gothaer was one of the first insurance companies to develop renewable energies insurance products 20 years ago. Today, Gothaer has insurances for every segment of the renewable energy sector – from wind, solar, and bioenergy to hydropower and energy storage. For hydrodynamic power plants, Gothaer is the largest insurer in Germany and France and is thereby market leader.



- Photovoltaic insurance:** Gothaer insures photovoltaic systems on rooftops and walls. The policy covers the panels and the parts belonging to them like the mounts, charge controller, battery bank, inverter, switchboard, surge and lightning safety equipment, feed meter, generation meter, import meter, stationary monitoring devices, internal substations and DC and AC wiring (architecture).



- Electronics insurance:** The Gothaer electronics insurance includes charging stations for up to € 5,000. Included is the additional cost in case of technological advancement when goods of the same kind and quality can no longer be sourced or when the sourcing thereof is inefficient. In addition, we cover the disposal costs of the damaged items. We hereby also promote the use of energy-efficient devices.



- Contents insurance:** We promote the purchase of environmentally friendly home appliances. If an appliance is damaged or has gone missing, we cover the additional costs for environmentally friendly, water- or energy-saving appliances. We also cover the disposal costs of the damaged items.



- Residential building insurance:** Covers additional costs that arise from choosing environmentally friendly substitutes for the insured and their property (environmental clause). If insured buildings or parts of buildings are damaged in an insured event, the insurer replaces up to the agreed maximum amount for the additional costs occurring for environmentally friendly measures to the insured and the insured property. Environmentally friendly measures include the use of eco-friendly building materials, the switch to renewable or alternative energies, as well as the installation of solar panels, thermal pumps, or smart heating systems. Additional costs accrued from environmentally friendly repairs or replacements are also covered.

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Goal: Life Insurance: Sustainable investment options for new business products by 2022, for existing products by 2024

Since 2009, the Gothaer Lebensversicherung AG has already been offering sustainable products within the framework of unit-linked life insurance to its clients. Clients can choose from sustainable investment funds or sustainable product components when selecting a pension insurance and coverage against critical illness and occupational disability.

The Gothaer Lebensversicherung AG was the first insurance to receive Assekurata sustainability rating A+ (good). The total result is based on the evaluation of four areas: framework, business operations, product management / risk transfer, and investments. Gothaer received a ‘very good’ in framework, and ‘good’ for the other areas.

Not only has the rating agency rated us as ‘good’, but our clients also appreciate our sustainable products. The Garantie-Rente-Index (guarantee rate index), the main product in our company and private pension schemes, was extensively revamped in 2021. Two indices that factor in ESG

criteria were included. So far around 75% of our clients have made use of this.

6 *Assekurata assesses Gothaer Leben’s sales consulting as very ahead of its time. Exclusive distributors, for example, must commit to informing clients of the sustainability risks related to each investment during consultations.’*

– Assekurata Assekuranz Rating-Agentur GmbH



How well does Gothaer life insurance do in sustainability topics as compared to others?

Assekurata rates Gothaer Lebensversicherung AG in the framework, business operations, product management / risk transfer, and asset management.



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Life insurance products

Investment funds: All Gothaer Asset Management AG mutual funds are products with built-in environmental and social features that meet the Sustainable Finance Disclosure Regulation Article 8 criteria as set by the European Union.

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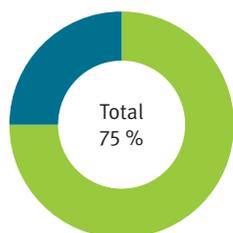
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GarantieRente Index
Over 75% of our customers
choose sustainable indices

Life insurance products – pension schemes

- VarioRent-Plus-Funds – various sustainable investment funds
- Basisvorsorge-Fonds (basic coverage funds) with a sustainability basket
- Garantie-Rente-Index with two indices that include ESG criteria
- Gothaer Index Protect according to the index-adjusted sustainability preferences starting 2023

Life insurance products – biometrics

- Unit-linked occupational disability – choice of sustainable investment funds
- Unit-linked critical illness – choice of sustainable investment funds

Excursus: Schroeder Investment Funds: return opportunities and sustainability – the new, open-ended real estate funds

Gothaer Asset Management and Asset Manager Schroders launched an open-ended real estate fund that has ESG as a central focus and Germany as its geographic focus in 2021. The fund management acquires real estate in German metropolitan areas that particularly benefit from ‘megatrends’ like ongoing urbanization and demographic changes. Sustainability aspects are key to the long-term profitability of the real estate. The fund management therefore pays close



attention to environmental and social aspects of the real estate options. Energy efficiency, investments in education, maintenance, as well as social equality are core concerns.

To be able to evaluate target real estate investments against sustainability standards, GoAM joined GRESB in 2020. GRESB is the leading evaluation system worldwide for measuring sustainability performance of real estate companies and real estate funds. To evaluate, the sustainability performance of the individual properties is recorded in order to then summarize them as a portfolio. GoAM encourages all managers to enter their fund data in GRESB and has set a goal for 2021 to have at least € 1 billion of real estate investments evaluated by GRESB. As a result, 79% of our 2021 real estate portfolio with a market value of € 1.7 billion were evaluated by GRESB. This data allows us to set focus areas for future strategic measures. Also in 2022, we will encourage our managers to enter their data into GRESB to have as much of our portfolio covered as possible.

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Goal: Health Insurance: integrate and promote healthy lifestyle services into existing products by 2022 and healthy lifestyle programs by 2025

Gothaer is changing from being a health insurance company that simply reimburses costs to being a modern and sustainable health service provider. We offer our clients needs-based, innovative services for health maintenance as well as for living with a (chronic) illness and for that we rely on strong partnerships.

Sustainable customer orientation through digital services

It is our goal to support our clients in their pursuit of health as best as possible by being a knowledgeable and strong partner. We see digitalization as being key to creating a holistic customer experience. With the Gothaer health app, our health insurance clients have been able to submit their invoices digitally since 2015. Since 2020, our clients have been able to access their customer history online and get a digital statement of settled invoices on demand.

Gothaer's health app serves as a tool to navigate the health ecosystem. Examples of digital services for general health care are:

- Access to video consultations in almost all specializations (TeleClinic)
- 24/7 house call services in large cities (Medlanes)
- Digital symptom checker for all insureds (Infermedica)
- Second opinion: connect with specialist doctors (BetterDoc)
- Digital nursing care: Advice and support for those in need of care and their caregivers (edith.care)

We also offer several (digital) health programs like:

- Medicine-App for back pain (Kaia)
- Diabetes management for continuous glucose monitoring (Freestyle Libre)
- Digital mental health support (Novego)
- Patient coaching program for (chronic) illnesses (4sigma)
- Smart companion for arthritis in the knees and hips. For optimized treatment and more quality of life (Alley)
- Long Covid customer support for (Corona-Lotse)

Sustainable process digitalization

Through improved digital processes we increase customer and agent satisfaction while promoting sustainable resource management. Through entirely online processes, clients can easily 'sign' their contracts digitally. Our digital services allow clients to check their benefits and billing as well as make contract adjustments online.

In response to our clients, and to reduce our carbon footprint, we have significantly expanded our digital customer communication options. Our carbon footprint is reduced because our sales team no longer has to travel meet with clients. Knowledge transfer, consultations, and signing contracts can all be done digitally.

Since October 2021, our clients receive – if they opted for digital delivery – their contract details in their Gothaer digital inbox 'meinegothaer.de'. This reduces paper consumption and postal service emissions. In 2022, we will try to make every possible correspondence digital. In addition, this year we started using new digital channels for certain services. For example, we can collect missing address details through a simple click of a button or link sent via SMS or e-mail. The digital customer folder 'meinegothaer.de' provides other services, like updating bank account numbers, that our clients can do 24/7.

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Stronger together for sustainable health

‘Sustainable health’ is at the core of our corporate strategy. To achieve this, we pursue two goals: we strive to reduce our carbon footprint by connecting health with sustainability and we encourage our clients to pursue a sustainable and healthy lifestyle. Together, these goals have a positive impact on our environment whilst actively preventing illness.

In order to better understand our clients, we conducted a study with a sustainability

consulting firm to discover possibilities for sustainable health in business environments. In order to support clients in their pursuit of health through innovative health care models and to anticipate market trends early on, we rely on strong partnerships with, for example, the ‘Klima-Docs’. The network of doctors raises awareness of the health risks resulting from manmade climate and environmental change. The ‘Klima-Docs’ are sustainable health pioneers and bring their science- and research-based perspective into our product development.

We cooperate with ‘happybrush’ to promote sustainable daily oral hygiene. The company sells an electric toothbrush with a body made of 100% recycled material. Our clients receive a free toothbrush when they sign a contract for add-on dental insurance.

6 *Positively worded, climate protection is always health protection.’*

Dr. Eckart von Hirschhausen, Sponsor of KlimaDocs e.V.



The Gothaer Health app serves as a tool to navigate the health ecosystem.

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Goal: Net-zero emissions in insurance business by 2045

There are two major levers that help us reach net-zero emissions in insurance. We help insured companies with their sustainable transformation. Our underwriting guidelines exclude companies that are not ready for or committed to taking the path toward sustainable transformation.

In order to encourage sustainable transformation, we kicked off the 500-50-5 initiative in 2021. Through this initiative we assist 500 commercial clients attain a 50 % reduction in their carbon emissions within five years.

Furthermore, we have been providing insurance solutions to the alternative energies industry for over 20 years. We are proud to be one of the leading insurers for wind energy plants and photovoltaic systems. Over 20 years ago, we developed purpose-built insurances together with manufacturers and operators of wind energy plants. Today we insure over 24,000 wind energy parks and over 22,000 photovoltaic systems worldwide. Furthermore, as an investor we have allocated more than € 1 billion in renewable energy projects, viz. indirectly investing in wind energy parks and photovoltaic systems.

As an insurance company we can support, and exclude. Our underwriting guidelines dictate which companies or risks we never take on or can only take on under certain conditions. In 2021, we rewrote our underwriting guidelines to include sustainability risks. In the same year, we included the first ESG criteria in the underwriting guidelines for our commercial clients. Moreover, we have outlined an escalation process for conflicts that might arise between signing companies and the ESG criteria. This process is being further expanded and specified.

Our overall goal is to make our insurance company's emissions measurable. To do this, we started developing methodologies and ran the first pilot test in 2021.



More on the 500-50-5 initiative

Do you want to be one of the 500 companies that Gothaer helps reduce their CO₂ emissions by 50 % in five years? Request more information on the energy transition and the 500-50-5 initiative.



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■ Shaping a Sustainable Future

Our goal is to become an player in sustainable transformation. We are aware of the responsibility we hold for the future of humanity and the environment, and we want to help the economy at large attain climate neutrality.

We are a group with 200 years of tradition. We could never foresee what the future would bring, but we always stayed true to our promise to insure society. Over the next 200 years, society will undergo one of the biggest changes in history: sustainable transformation. Our plan for the next

200 years is to shape our business model in such a way that we are a good example for others, and that we become a sustainable transformation partner.

🌱 *We help our clients become more sustainable. With our 500-50-5 initiative, we want to help small and medium-sized businesses quickly attain climate neutrality and contribute sustainably to the energy transition.*

– Thomas Bischof, Chairman Gothaer
Allgemeine Versicherung AG



Gothaer is the largest insurer of renewable energies in Germany.

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Goal: Support our small and medium-sized businesses with sustainability management

The primary goal of our Ambition25 strategy is to become the leading partner for small and medium-sized businesses.

To do that, we once again sent an online questionnaire to our small and medium-sized enterprises (SMEs) asking them about trends and their opinions, also relating to sustainability, in 2021. 1,005 people (jointly) responsible for their company's insurance participated in the survey. The willingness to think about sustainability exists. This is what the second Gothaer SME Study in 2021 reveals:

- **Expectations of 'sustainable' Gothaer:** Around two-thirds (65 %) of the respondents expect Gothaer to have climate-neutral operations. 71 % expect Gothaer to partake in socially responsible practices and charitable activities. A clear majority (81 %) expects Gothaer to help companies operate more sustainably. Almost three-quarters expect Gothaer to increase their consulting in the area of sustainable insurance options.
- **Responsible corporate governance as primary sustainability aspect:** Sustainability includes the three dimensions of environmental

and climate protection, responsible corporate governance, and assumption of societal and social responsibility. The question asking the respondents to rank the three dimensions according to their priorities resulted in almost the same outcome as in 2020: all three responses received 33-34 % each. In 2021, responsible corporate governance led with 40 %, followed by social equity with 37 %. The environment and climate protection had the least support with only 22 % of the respondents.

- **One in two wants their own company to engage in environmental and climate protection:** 49 % of the respondents indicated that it is 'very important' for them that their companies commit to becoming more environmentally and climate friendly. Only 14 % responded to that question with 'less important' or 'unimportant'. The larger the company, the higher the expectations: 59 % of respondents from companies with 201-500 employees say it is 'very important' that their companies become more environmentally and climate friendly.
- **Financial and time limits slow the transition:** Gothaer's study also asked what the greatest barriers for the transition to sustainability were. The most common responses: too expensive (35 %), not enough time for research (33 %), a transition is too complicated (24 %), there's a lack of understanding/ideas (24 %).

Especially the companies with 1-10 employees show with 30 % that there is very little interest in becoming more sustainable. Only 12 % at companies of 201-500 employees do not care about protecting the environment.

We support sustainability management amongst small and medium-sized businesses through our corporate health insurance and corporate pension schemes. Our goal is to develop products that include essential sustainability criteria – thus protecting against sustainability risks – and ultimately having a positive impact on people and companies.

For the corporate health insurance, we conducted a study in 2021 with sustainability consultant Orbiture on potential links between sustainability and health. Based on the results, we developed prototypes for a sustainable corporate health insurance that helped employees and employers maintain health at work, get healthy again, and promote behaviour that sustains human and environmental health. We also investigated the relevance these services might have for our clients. The resulting insights are already being applied to our product development.

Even the corporate pension scheme can be an important component of a company's sustainability management. Two aspects are satisfied:

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On the one hand the employee pension schemes are secured, and on the other hand the investment can meet ESG criteria. For this we have increased the number of fund options available and are continually expanding the sustainability of our portfolios.

Goal: Become a partner of transformation

Insurance companies and their commercial clients are undergoing a transition. Climate risks, resource scarcity, a decrease in biodiversity, but also demographic changes, quickly changing customer expectations, and advancements in digitalization are making sustainable transformation necessary.

We fully understand the urgency. The increasing threat that comes with climate change reveals systemic physical and transition risks that directly impact the economy. To minimize and avoid these risks, we are developing a strong understanding of these sustainability factors and we want to take our commercial clients with us on the road to transformation.

A worthwhile transition requires joint multi-sector participation. That's why we want to work with the insured companies to help them overcome the physical and transition risks. Together we can accomplish the most pressing issue of our times and make companies sustainable.



Gothaer supports companies with their sustainable transition.

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Responsible Customer Relationship Management

Companies only survive if they put the needs of their clients at the centre of their business. For that reason, responsible customer relationship management is at the core of our sustainability strategy.

Goal: Appreciative and supportive customer relationship management from first contact through to claims

Positive customer experiences result in positive associations with a product or supplier. What kinds of experiences do clients have at Gothaer? A team of Gothaer employees representing various departments is exploring just that question and is keeping the customer experience at the centre of its focus. Customer experience (CX) staff from numerous departments throughout the company created the CXCommunity in 2021. Its purpose is to ensure the success of CX measures as well as to proactively shape and incorporate new CX measures in anticipation of customer needs.

Digitalization of contract signing



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Net-Promoter Score

Gothaer continuously runs customer satisfaction surveys that pull in around 30,000 responses a year. The insight helps us improve our services. Sentiment and attitudes toward sustainability are also included in the surveys. Through this, clients can share what they know of Gothaer’s sustainability measures and share what expectations they might have for Gothaer’s sustainability. General sentiment on how Gothaer can be sustainable is mostly based on going paper-free. Over 90 % of the respondents expect Gothaer to offer products for damage avoidance, e.g., examples on how to avoid fires, or to give discounts when protective measures are taken.

Complaint management

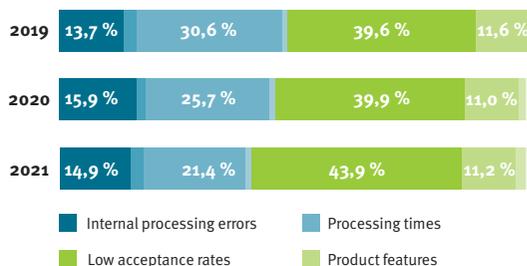
Customer satisfaction also rises through efficiency: long processing times are one of the classic customer complaints. Gothaer did a lot over the last few years to address this: digital assistants support several departments which helps speed up the process substantially, compared to before. Experts work in the customer experience community to, among other things, see the processes through the eyes of the customer and improve them accordingly. The effects of these measures can be seen in the numbers of complaints: In 2021, 2,031 complaints were filed. This is 7.7% less than in the previous year.

Germany 4.0 Challenge

Gothaer used the Germany 4.0 Challenge to get a start-up team to come up with ways to use augmented reality (AR) to better and more

innovatively explain their insurance products. At the same time, the AR solutions should also facilitate access to product information for people with disabilities.

Typical customer complaints



Other quantified reasons that are not listed here are external processing errors, availability, technical errors, jurisdiction/regulations.

The largest number of customer complaints comes from low acceptance rates – like from decisions on damage coverage or similar. Most of them are unfounded. The second largest complaint is processing time. This has improved a lot over the last few years through automation and lean management initiatives. The number of customer complaints relating to process time has gone down accordingly since 2019.

More on the Gothaer challenge ‘AR Meets Insurance’

Insurance products are considered complicated and confusing. New regulatory requirements and complex customer needs make it even more complicated. The Germany 4.0 Challenge tackled that problem, and a team took on the important task of using augmented reality (AR) to make insurance more transparent and fair.



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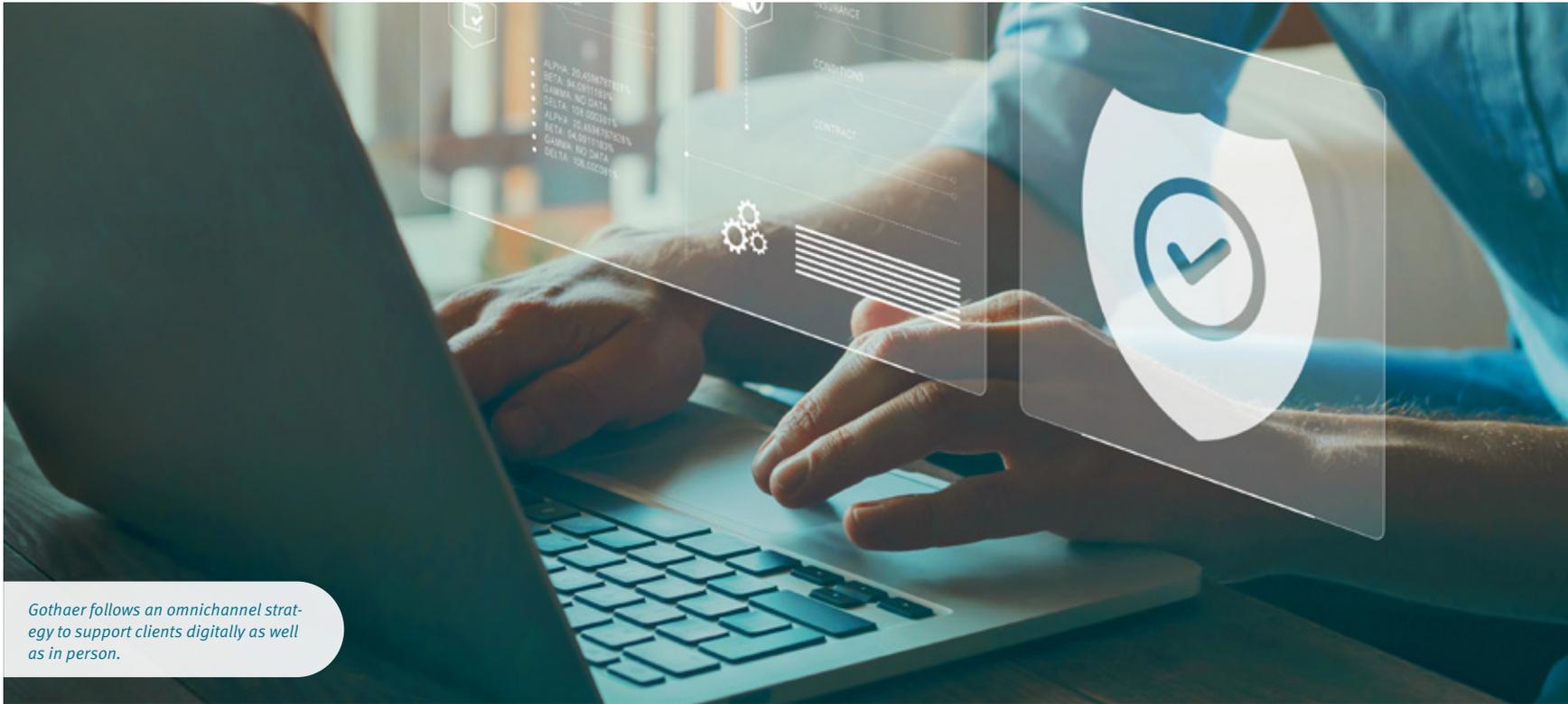
Goal: Easy to contact and honest, individual, and needs-oriented advice

Customer behaviour has changed immensely over the last few years, and with it the number of communication channels available to clients, agents, and consultants. For a while now, clients expect to receive support through a variety of communication channels like live chat, online

portals, and social media in addition to in-person support, e-mail, and telephone, and they expect constant availability and fast response times.

How clients access information is also increasingly along digital channels. The often-cited customer journey usually begins at Google, then moves to comparison or test sites and websites, to finally end up at an insurer's customer portal.

Despite this, the contract is usually signed in-person at an insurance agency. Online research, offline signing: the so-called RoPo Effect (research online, purchase offline) is not omnipresent only in the insurance industry. The answer to this development is: omnichannel sales. With this approach, Gothaer wants to be where the customer is looking.



Gothaer follows an omnichannel strategy to support clients digitally as well as in person.

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Gothaer Germany-wide

Along with a strong digital presence, a large network of exclusive and partner sales agents represents Gothaer throughout Germany. The exclusive sales network is split into 17 regional offices with just under 1,500 agents. We require our agents to provide clients with objective and clear consultations. In 2013, Gothaer joined the Code of Conduct of the German Insurance Association and 'Gut beraten', two of the insurance industry's initiatives to ensure fair consultations.

The Insurance Distribution Directive (IDD) will, in the future, also gather customer sustainability preferences.

Automation

For the motor vehicle process, the damages competence centre received the 2021 Business Excellence Award in the category 'robotic process automation'. Beyond motor vehicles, bots are used for storm and hailstorm claims, liability, and other property insurance. The virtual assistants help the damages competence centre with everything except the actual damage recording.

6 *Brokers can raise awareness for sustainability with clients, thereby creating demand and certain expectations.'*

– Svetlana Thaller-Honold, Head of Sustainability Management



Svetlana Thaller-Honold, Head of Sustainability Management

What do insurance companies have to do with sustainability?

Insurance companies have lots of leverage when it comes to sustainable transformation. But most clients haven't even got a clue that one can get sustainable insurance. Ulrich Neumann and Svetlana Thaller-Honold plan to change that.



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Compliance, code of conduct, and corruption prevention

The Gothaer Group bases its teamwork on acknowledgment, trust, and transparency. Compliance is the starting block for sustainable economic behaviour and requires that laws and corporate guidelines be followed. For Gothaer employees, the Code of Conduct sets the standards by which employees comply. This includes essential social and environmental values and the handling of conflicts of interest and complaints.

The Compliance Organisation's purpose is to ensure that all employees are aware of and abide by the laws, industry codes, behavioural guidelines, and internal rules. Part of the compliance management system at Gothaer is the anti-fraud management. We have implemented several preventive measures in this area to protect against fraudulent conduct. Beside the Code of Conduct this includes internal controls guideline, the Compliance Guideline for Gifts and Entertainment, regular training (for example with the Corruption Prevention e-learning programme) as well as compliance dialogues between the compliance managers and certain employees. There wasn't a single confirmed corruption case in the Gothaer Group in all of 2021. There also weren't any fines or non-monetary sanctions against any companies or employees of the Gothaer Group.

Goal: Transparent, comprehensible, and readily available product information and customer communication

We want to speak openly with our clients. To do this, we use the Hohenheimer Comprehensibility Index. It includes various aspects of text comprehensibility in its algorithm and makes objective and comparable assessments of text possible. To assess a text according to the index, parameters such as sentence length, word length, etc. are measured. The resulting score provides information on how comprehensible the text is.

Regarding customer-centricity and digitalisation, we also try to better understand our clients' needs and make digital communication possible at any time, as well as adapt it to the lifestyles of all relevant customer target groups.

Goal: Addressing sustainability during client consultations

Insurance agents expand their duties and responsibilities in their role as consultants. Sales continues to provide more support in estimating and insuring against individual risks like increased danger of extreme weather conditions that can, in part, be covered by adding on coverage for natural hazards.

To help give our clients an overview of the most important Gothaer 'Sustainability Highlights' during client consultations, we created a fact sheet for sales to use. This gives the customer a short overview of our sustainable products, accreditations, and more. In addition, this prepares sales for the compulsory sustainability-preference question that they must ask starting the second of August 2022.

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Goal: Paper free by 2025

The more digital Gothaer becomes, the more paper is saved. This results in not only greater efficiency but also in higher customer and employee satisfaction. Moreover, less paper means a reduction in CO₂.

To reach our ‘Paper free by 2025’ goal, Gothaer must set the ground rules for paperless operations as stipulated within the ‘Digital Communication’ programme by the end of 2021. Following this programme, Gothaer opted for the ‘Paperless Gothaer’ change programme. Each department, programme, and project should be paper free in the future. The goal is to get everyone, at all levels of the hierarchy, to change their mindset regarding paper use, and to identify potential areas of improvement.

The following projects have already been implemented:

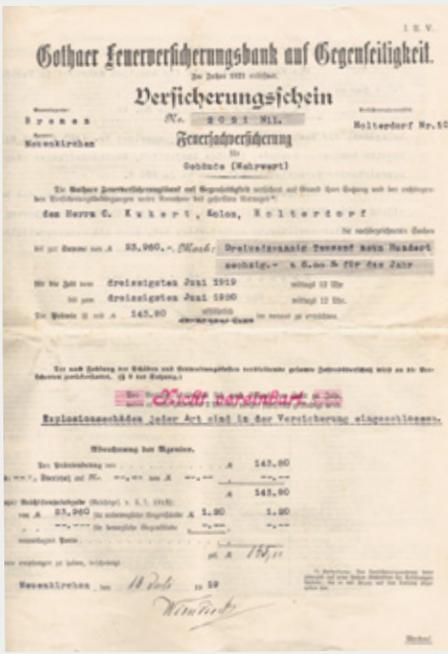
- The integration of ‘Webmailer’ (required for data privacy compliant digital customer communication) into the customer portal, so that we can communicate more directly and conveniently with clients.
- Introduction of ‘Flixcheck’ to provide a convenient and legally compliant method of digitally obtaining declarations of intent.

- Gradual expansion of functional features in the customer portal that make paper communication superfluous, like making contract documents and certificates available for download, as well as updating customer data.
- The introduction of e-signatures which is to make legal signatures easy and available anytime and anywhere.
- Digital mail sorting is more efficient for internal operations.

- Partner sales digitalization: The standardization of data sharing along the industry-wide implementation of the Bi-PRO-Norms (industry institute for process optimization) is our base for a digital and two-way network. At its core, it’s about automated processes, automatic processing, and immediate information exchange. BiPRO-Norms regulate just that – the standardisation of contract initiation, contract signing, portfolio management.

Yesterday’s paper

A routine visit turned into a sensation for Doreen Gille, Employee at the Daniel Dichtler main branch in Osnabrück. The reason for this was the discovery of a 101-year-old insurance certificate from the Gothaer fire insurance bank.



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Sustainable Organization: How We Operate



Work culture, promoting good health, diversity, environmental protection, and climate neutrality – we hope to set an example of how a company can be sustainable, and we encourage our staff to participate actively in the transformation process.

Topics and sustainability programme



Climate neutrality and resource protection within our organization

Integrating sustainability into our own organization is a matter of credibility. Through its own office space setup and how it operates, Gothaer has an impact on its own environmental footprint and on that of its suppliers. This is done through purchasing products and services according to social and environmental guidelines.



Employee and sales partner involvement in the implementation of the sustainability strategy

Sustainability is a joint effort. For colleagues to be able to make decisions and act according to our sustainability strategy, they must understand what sustainability encompasses, and what it affects. We are trying to build the framework in which all departments can contribute to the Group's sustainable transformation.



An attractive and supportive work environment

Qualified and dedicated staff are the reason for our Group's success, as well as for our transformation success. As a responsible employer, we create an attractive environment that addresses the needs of our employees and brings sustainability into our corporate culture.

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Climate Neutrality and Resource Protection within Our Own Business

Along with the leverage we have with our products and investments as an insurance provider, we want to make environmentally responsible choices regarding resource consumption so that our operations can be completely climate neutral in the future.

Even though insurances do not produce physical products, and they consume far fewer resources than manufacturing industries, our operations do produce emissions and consume resources. Especially our office operations play a role with their electrical power and heating consumption. Furthermore, we consume fuel for our vehicle fleet and business trips, as well as paper and water. The manufacturing of our IT equipment also leaves a large environmental footprint.

Through the sustainable design of our work environment and locations we can have a large impact on the consumption of resources and the reduction in emissions. We are also continuously working on reducing the environmental footprint of our procurement by making sustainability more and more of a standard when it comes to acquiring goods and services.



Goal: Climate-neutral organization by 2024

Large amounts of CO₂ emissions are produced by our business operations. Greenhouse gases are especially produced by the centralized operations of our buildings, data centres, but also the regional and sales offices. Another important source of emissions is transportation: commuter traffic and business travel also generate large amounts of greenhouse gases.

To reach climate neutrality in our own organization, we follow the principle ‘avoid – reduce – compensate’. Gothaer makes a big effort to avoid unnecessary emissions from operational activities and to optimize business operations so that emissions can be reduced. The first step to achieve this is to record emissions. Since 2018, we run a yearly carbon emissions audit. Remaining emissions, after reduction and avoidance, have been compensated through climate protection projects since 2020.

Recording emissions

After the yearly CO₂ audits of the Cologne, Göttingen, and Berlin locations were recorded, we could expand our reach and started measuring the emissions of the offices in Hamburg, Stuttgart, Frankfurt, Munich, and Nuremberg. Additional decentralized offices will be measured in

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CO₂ emissions 2021*

Scope 1

Direct GHG emissions

Natural gas (block-type thermal power stations), fuel for vehicle fleets, business trips, emergency power generators, refrigerant loss.

Scope 2

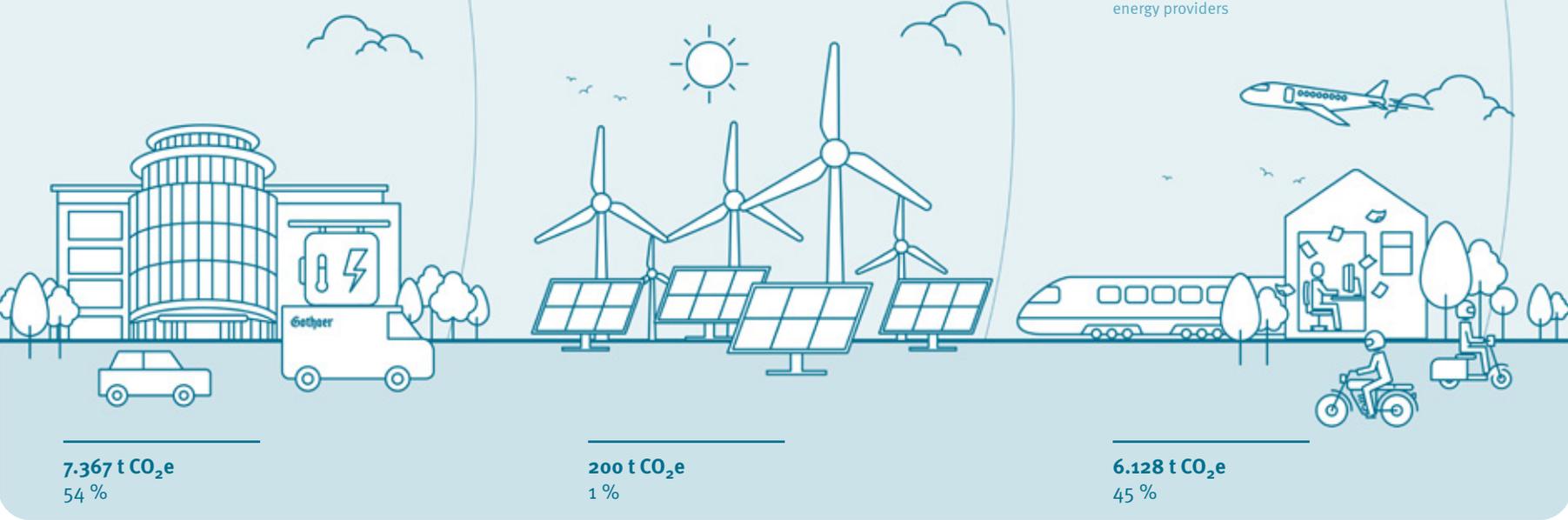
Energy indirect GHG emissions

Electricity (Cologne: remaining energy required after company's own block-type thermal power plant)

Scope 3

Other indirect GHG emissions

Emissions from employee commute, home office, business travel (flights, train, car), paper, printing cartridges, waste disposal, water, upstream value chains of relevant energy providers



*The calculations are according to the Greenhouse Gas (GHG) Protocol. The base year is 2018.

the future. Our goal is to collect data throughout the Group. Already in 2021, we included over 90 % of our employees in our climate balancing. According to the Greenhouse Gas Protocol, the CO₂ emissions of scopes 1, 2, and 3 are recorded which include electricity consumption, heat energy, fuel consumption, paper consumption, drinking water, and sewage and waste

generation. Emissions resulting from home office and employee transportation are also included. TÜV Nord verifies the data. 'ClimatePartner' assists us with the calculation of the climate footprint and the correct compensation. The headquarters in Cologne was certified by TÜV-Nord as a climate-neutral office for the first time in 2020. The Berlin and Göttingen offices

were certified for the first time in 2021. The exact records and certifications are the launch pad for continuous improvements.

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Measures to attain Group-wide emission reductions

The greatest potential for reductions in emissions at Gothaer lies in power consumption and mobility. Currently, there's a special focus on the Cologne headquarters, by far the largest location. Various construction measures are being considered or are already underway. An overview of the undertaken measures can be seen on our campus plan on page 82.

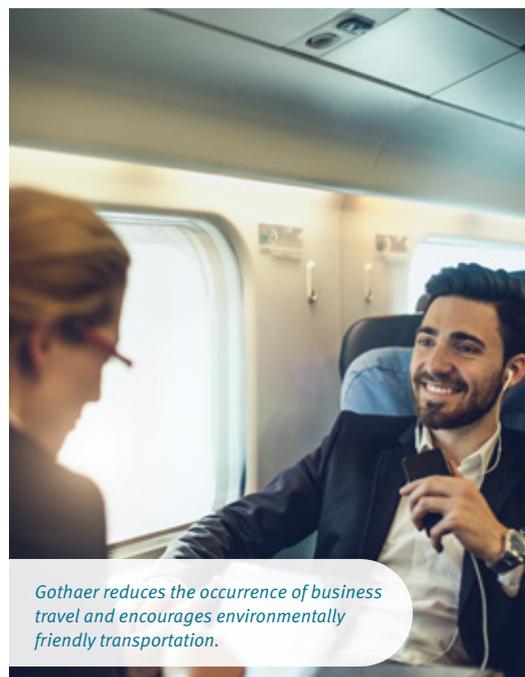
Energy

In particular, the Cologne headquarters' Scope 2 emissions could be reduced dramatically. This has been accomplished through a contractual change for the extra energy needed, which can not be supplied by the company's own block-type thermal power station (BTTP). A 100% green energy option is now in place. A proactive maintenance strategy for the BTTP was developed to further reduce consumption and thereby emissions. We strive for the optimization of the building control systems of all power sources in each building. To collect individual consumption values, measuring equipment was installed in subsections. The insight resulting from this pilot project will be analysed and will help reduce electricity consumption even further.

In addition to increased transparency of the consumption levels and optimization of the building control systems, Gothaer is aiming to improve the use of space, through which less resources will be required. To achieve this, the Cologne headquarters' campus is being modified step-by-step to accommodate hybrid operations.

Business travel

To avoid emissions, commuters and the number of business trips should be reduced in general. During the pandemic 2020 and 2021 the emissions produced by commuters dropped significantly because they stayed at home to work. With



Gothaer reduces the occurrence of business travel and encourages environmentally friendly transportation.

the increased use of video conferencing software, business trips were no longer necessary. At the Cologne headquarters they installed 'Surface Hubs' that offer digital conference services and whiteboards.

At times when commuting is unavoidable, Gothaer promotes environmentally friendly transit options. By offering company sponsored public transportation passes we promote the use of public transportation. In addition to that, increasingly more employees are participating in bike leasing – at the end of 2021 there were 490 active bike leasing contracts. By expanding the bicycle infrastructure at all locations, Gothaer hopes to give a clear signal to encourage the use of alternative transportation options. A positive side effect of this is that employees are participating in an active and healthy mode of transportation.

The adjustments made to the company car policy in 2021 aimed to encourage electromobility in the vehicle fleet. Reduced monthly costs for the employee is an additional incentive to the current subsidy that is provided for hybrid or electric company cars. The financial incentives are already working: Since Gothaer made the changes in the company car policy in 2021, the percentage of newly ordered electric vehicles (electric and plug-in hybrids) is now at 84%. E-mobility charging stations at office locations make getting an electric

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vehicle even more attractive. A plan to expand the charging infrastructure at bigger and smaller office locations is being developed. In addition to that, carbon limits on how much a new company car can emit are gradually being set. The upper limit of 150 g/km was maintained in 2021. By 2024, the average emission of cars in Gothaer's fleet is expected to be under 100 g/km.

The travel expenses policy was also adapted in 2021 to make business travel overall more sustainable. The goal is to make employees more aware of the environmental impact of their business trips. In addition to the consideration of economic and environmental impacts, general rules apply when choosing the mode of transportation: Train travel is preferred to flying and flying is only reimbursed above a certain flight duration. Train travel is made even more attractive by upgrades to first class travel (for travel durations above two hours). For those who travel a lot, a Bahncard 50 can be acquired.

Goal: 50 % reduction in emissions at the Cologne headquarters by 2025

Buildings

At our Cologne location we generate part of the energy we consume with our own block-type thermal power station (BTTP). We could improve efficiency through technical modifications. We are looking into potentially installing solar panels on the headquarters' rooftops so that we can generate additional environmentally friendly power on site. We are also looking at sustainable measures that we can take to turn our campus into a more natural environment to improve the atmosphere.

Mobility

Efforts to reduce mobility-related emissions at the Cologne location as well as throughout the Group are being planned and carried out. The availability of e-mobility infrastructure is one of them: There are already six charging points on site and an expansion is planned for 2022. The bicycle infrastructure is also being updated on the Cologne site: More bicycle parking spots, e-bike charging stations, lockers for bicycle gear,

and service stations are supposed to make cycling more attractive. A bike challenge was also organized to further encourage the use of bicycles (see page 98).

Compensation

Despite all efforts, a complete avoidance of emissions is not possible. In order to reach a balance of net-zero climate neutrality, the remaining emissions (after continuous avoidance and reductions) are offset through external certified climate protection projects. We work with 'ClimatePartner' to achieve this. We offset emissions for the Cologne headquarters in 2021 and we will expand this to additional locations in 2022.

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[Link](#)

Wind and solar power promotion

The solar cooker project in Danjiang is just one of many projects that we support. With ClimatePartner it is possible to get a transparent account of the contribution with which we offset our carbon footprint.

Solar Power – Nanyang Danjiang, China

Project standard: Gold Standard CER (GS CER)

Annual volume: 180,000 t CO₂ e

Verified by: TÜV Rheinland (China) Ltd.



Less coal, more smoke pollution

In China it is a fact: the further you get away from the mega cities in the east, the more impoverished and barren one's life becomes. In rural Xi-chuan in Henan province and in Ningxia province in the south, living conditions are very simple. Over three-quarters of the population live in very modest houses in which they cook on coal-burning stoves.

Through a charitable project that is financed by ClimatePartner, they receive solar-powered cookers. These work by directing sunlight that is captured by a parabolic mirror directly onto the cooking pot thereby heating it. No additional technology is required, but the benefits are enormous.

Sunlight is free, clean, and in abundance in this part of China. The toxic smoke in the huts disappears. Over 100,000 such cookers have been distributed in total. Meanwhile, around 350,000 people benefit from them.

How does solar power contribute to climate protection?

Solar power is considered emissions free because it is produced without the burning of any fossil fuels. To stop global warming and to provide for long-term green energy, we need to build and expand our green energy supply.

The reduction in emissions from a solar energy project is calculated along the baseline method: How much CO₂ would have been emitted through the production of the same amount of energy from a traditional regional electricity mix?



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Goal: Building sustainability standards for procurement by 2022

We plan to monitor our external influences in order to reduce the environmental impact of upstream steps in the value chain. An obligatory consideration of sustainability aspects in bid evaluations, regardless of product group, must be integrated into the procurement directives by the end of 2022. Several product groups, like the selection of furniture and catering, already include a partial integration of the sustainability aspects into their scoring. Sustainability is

also an important point for electricity consumption: Gothaer has its own block-type thermal power station (BTTP). Since 2020, any additional electricity required is sourced from 100 % green energy sources. Expansion into other product groups is in the planning. For work with suppliers, the contractual arrangements need to be expanded to include due diligence obligations and environmental impact.

In order to improve the sustainability of the supply chains and to identify relevant levers, an increase in transparency is also the goal. This should be accomplished through the

digitalization of procurement structures. Meanwhile, Gothaer is continually working on educating employees on sustainability topics and on how their work impacts the environment. Gothaer sees their leverage in not only encouraging thoughtful sustainable procurement, but also in teaching employees to think about sustainability right when a new need is identified (What and why are we buying?).



Gothaer is establishing an obligatory procurement directive for all product groups.

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Attractive and Supportive Work Environment

Adaptability and resilience are important components of sustainability and with that in mind, qualification, demographic and health management are needed so we can grow our strengths.

A culture of diversity is important for Gothaer. Respect and appreciation for different backgrounds and identities is therefore expected. In addition to that, diversity is also a strategic area of action for the Group. Anti-discrimination and equal opportunity clauses are anchored in the Gothaer Code of Conduct. Gothaer offers its staff a variety of opportunities for development. We

provide support and the opportunities for all personal strengths to be developed and used. This includes, for example, encouraging diversity in managerial positions, further education, health management, as well as earning the Top Employer Certificate.

Goal: 30 % women in management by 2023. We view differences in ethnic and social origin, sexual orientation, religion, and physical ability as an opportunity.

Diversity makes companies more innovative and resilient which is why it is also a cornerstone of sustainability. Gothaer’s diversity management is especially focused on the promotion of equal opportunity of all genders.

Gothaer wishes to express its commitment and determination in support of diversity by signing the Diversity Charta in accordance with ‘Change@Gothaer2020’. The percentage of women in leadership positions at Gothaer was at 21 % at the end of 2021. Gothaer has set the goal of attaining 30 % by 2023. To reach this goal, Gothaer has implemented measures in various action areas.

To counter discrimination against women, Gothaer wishes to actively promote a prejudice-free group culture. People in management positions attend mandatory training sessions that address subconscious biases and how to reduce them. Furthermore, the visibility of positive role models must be increased and the employees in charge of external communication (written and visual) must be made aware of



Gothaer supports women and diversity.

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these practices. Prejudice-free and appreciative behaviour is also expected at internal events and in internal conversations.

The promotion of women is not only a big part of internal matters, it is a big part of the recruitment process as well. Female talents are targeted, job descriptions are purposefully gender neutral and diversity-friendly job portals are used. Recruiters must adhere to a 50-50 gender diversity rule and new positions are discussed in the Diversity Team.

To support women who are already working in the Group, goals are set in career development programmes. Gothaer offers training for decision-makers. Talented employees are identified and recommended for leadership positions. In addition to the above, the Gender Mentoring Programme sets up 1-on-1 mentorships to pass on the mentor’s experiences to the mentee, in order to guide and support them. The programme is open to every Gothaer employee who wishes to advance their career and wants to further educate themselves on the various gender perspectives.

A women's network was also started by employees with the goal of making women more visible in the Group, and to come up with ideas on how to roll out the idea at internal events and in processes. The network also brings external insight into Gothaer through its participation in events outside of the Group.

We don’t only want more women in leadership positions: We want to encourage female fresh graduates to take up a career in sales. That is why we set up the ‘Women in Sales’ network. To open our doors to younger generations, Gothaer participated in ‘Girls Day’. 29 women vocational trainees from the regional offices and independent sales force had the opportunity to ask questions to and speak and network with experienced women mentors in sales. The campaign day gave the participants the opportunity to talk about problems they might have and to overcome potential fears.

The work environment is also meant to accommodate different lifestyles and promote diversity. To make family and working life more compatible, jobs are generally advertised as part and full-time positions. Even in shared positions, it is generally possible to reduce hours. To make the return to work after parental leave easier, and to minimize the loss of knowledge and qualifications, Gothaer likes to stay in touch with the employee throughout their parental leave.



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Spotlight

‘This is a particularly great job for single parents.’

Fatma Güngör has been working as a sales rep out of the Bernd Schmieder district office in Emmendingen since 2021. Along with starting her new job, the single mother was finishing her actuarial science training so she could start in sales.

‘My 6-year-old son couldn’t understand why I started going to school again,’ says Fatma Güngör with a smile. In fact, her main reason to dare to embark on a new career was him. Up until he was two years old, she worked as district manager for a fashion company and supported between 12 and 24 shops. She was on the road a lot. She often had to spend the night somewhere else. Many of the shops were hours away by car from her hometown of Freiburg, which is where she has lived since her family came to Germany from Turkey 44 years ago. ‘As a mother, you must give 100 %. I wanted to do that for my job, too, but at some point, it was no longer possible,’ says Fatma today.



Fatma Güngör

While starting her new job in the Bernd Schmieder district office, Fatma Güngör successfully finished her training in actuarial science. She received her certificate in November.

‘At the end I had to admit, even though I loved my job, retail no longer fit my living situation,’ said Fatma. That is what she told Bernd Schmieder when she spoke with him about her job during a consultation. The two of them have known each other for 30 years. That’s how long the 37-year-old has been insured at Gothaer. All her contracts were signed with Bernd Schmieder. ‘I can see you in the insurance business,’ said Bernd during a conversation, which got her thinking. ‘After that, I started looking into it and realized that, yes, this is for me!’ recalls Fatma.

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New job, child, household and education

In May of this year, she started working as a sales representative in Bernd Schmieder's district office in Emmendingen. At the same time, she started her education to become an actuary. On top of working 40 hours per week in a new job, new childcare and household, she studies 2-3 hours per day and all day on Saturday. She's had her certificate of Chamber of Commerce and Industry since November. 'The six months were very difficult, but it was worth it,' said Fatma proudly. Her boss was very supportive throughout, just like her colleagues. 'It really is a great team,' said Fatma, 'and a nice job!' What she likes the most is working with clients, and 'that

I sell security'. She finds that, 'it's a particularly good job for single mothers because you can schedule your time as you like. For example, in the evenings I can bring my child to bed and then work for a few hours.' With her education completed, she can now really get started on her career in the district office.

To actively promote diversity in our company, we not only participate in internal dialogue, we also get external partners on board. During our first event with Global Digital Women, we reported on how we, with our 200-year-old company, are taking new roads to encourage diversity in the workplace. Under the name DIY Diversity—diversity in the company through a bottom-up approach there was a panel discussion moderated by Global Digital Women Founder and CEO Tijen Onaran.

Also during Diversity-Week 2021, more than 1,000 employees participated in a variety of activities like creating a virtual cookbook and a picture gallery. In the strategy arena, presentations shed light on the strategic value of diversity for companies. Knowledge nuggets provided input to listeners interested in various diversity topics like intercultural competency, gender-appropriate language, and unconscious bias.



[Link](#)

Oliver Brüß asked himself if women are better at sales

In today's insurance industry column, Oliver Brüß broaches the difficult topic of whether women are the better choice in male-dominated sales.

Goal: Drive excellence and create personal development opportunities with specialist and general training and development programmes

It is our job as an employer to develop employees through training, and to maintain a long-term relationship through forward-looking talent management. Furthermore, sustainability competencies are becoming increasingly a part of our future education programmes.

Increasing excellence – always future and needs oriented

Our qualification measures aim to develop the professional, interdisciplinary, and sales excellence of our employees. For this we develop formats through group-wide initiatives, HR, the Gothaer Academy, as well as the Sales Academy.

The Gothaer future skill set includes sustainability

Gothaer's future skill set – established in 2021 – identifies which further education and training needs exist and focuses on 16 interdisciplinary skills that can be supplemented by optional department-specific specialist skills. The focus on clients and sustainability is of course part of it. The discussion on developing the pictured skills reveals which strengths and

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development areas each department has. Focused and prioritized, we work together to develop skills.

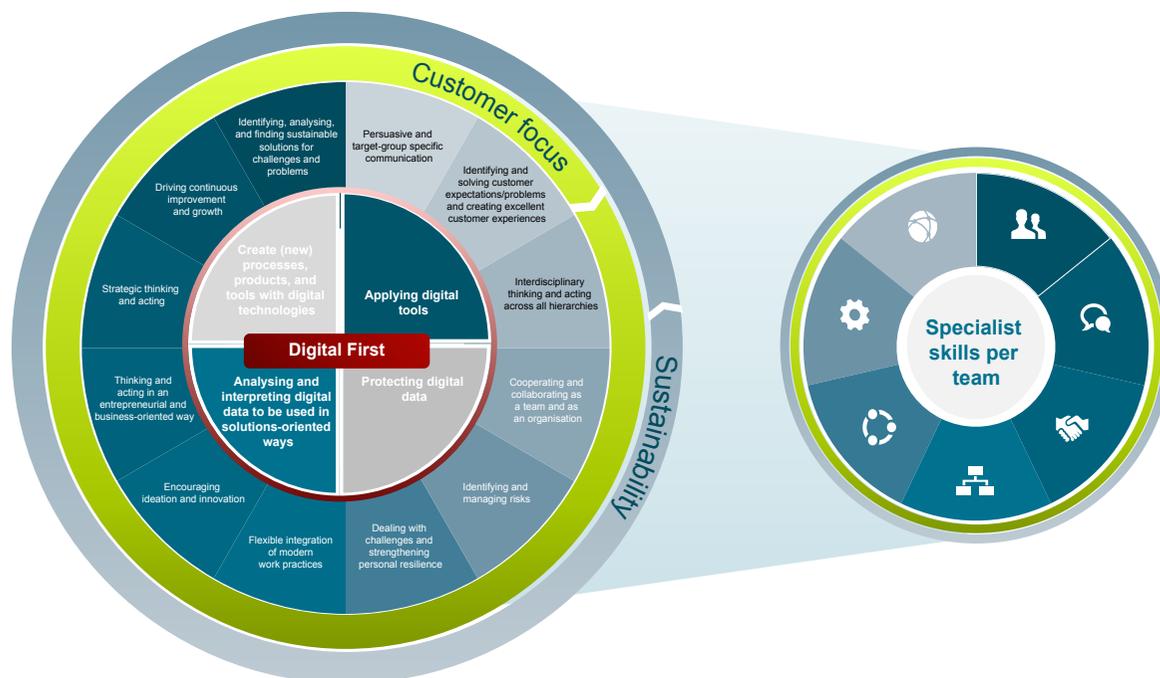
Interdisciplinary skills are developed

Our large offer of interdisciplinary skill development courses, selected by the HR department, matches the current strategic and personal development needs of our colleagues. It addresses the needs of interdisciplinary skills in the areas of leadership, digitalization, health, project and change management, team building, and topics related to the new agile workspace.

The materials are available at any time in the learning management system. They are consistently aligned with needs and requirements and are available online as well as in person. If participant numbers drop, the course is either re-evaluated and updated, or taken out of the programme. If participant numbers rise, more slots are offered.

Choosing either short learning nuggets or in-depth e-learning sessions, colleagues can decide which topics they want to learn and when they want to learn them. In addition, we actively encourage the interaction between different departments through the free auditing of courses.

Gothaer Future Skill-Set



Gothaer Academy

We offer all our employees hands-on specialized training. Together with product managers and contact persons from the various specialist departments, we design further education courses to ensure high-quality qualifications. According to the motto ‘Your qualification is our mission! With each other, for each other’, our experienced employees share their knowledge with colleagues. The offer includes a variety of topics and formats ranging from specifics in the composite, commercial, industrial, health, life insurances to English classes and software training (like Excel and PowerPoint). In 2021, 176 instructors reached over 6,000 participants in 419 appointments. In addition to that, the exchange formats provide

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the opportunity to further expand knowledge, skills, and networks. Because of rapid change in the workplace in 2021, training sessions were offered with more frequency and digitally which allowed for greater reach. Online seminars and e-learning are primarily used for the sharing of expertise. These cannot entirely make up for the in-person advantages which is why especially hybrid training sessions will be implemented more often in the future.

Gothaer Sales Academy

Growth and change bring about advancement. The Gothaer Sales Academy has the role of trainer, coach, and catalyst for the exclusive as well as partner sales teams. Qualifications are becoming increasingly important for sales success, which is why sales are supported with courses that provide qualifications in sustainability and innovation, making sales ready for the future, as well as for potential strategic change. The Gothaer Sales Academy works closely with its sister departments the Gothaer Academy and HR.

Wissen2Go – virtual continuing education

What started as the virtual summer academy during COVID 2020 turned into two events called Wissen2Go in 2021. In two days of bite-sized, 60-minute sessions, employees could gain insight and inspiration from different departments on topics including, for example, the flood

disaster. The format was very popular as it enjoyed the participation of 1,155 participants which means it will be continued.

Development and professional career planning

Gothaer would like to become a more attractive employer by creating a framework in which employees can reach career goals via further education. To help employees reach their full potential, we have set up our development and professional career planning processes as transparently and methodically as possible. Management meets annually to discuss departmental and inter-departmental topics, during which talented employees are recommended and individualized career plans are discussed. The candidates receive feedback and are supported along their path through the various programmes and are individually and methodically supported. Gothaer works hard to create attractive career paths and, accordingly, offers. For instance, project management and the multi-modular Gothaer ‘change professional’ course are alternatives for employees who are interested in further development.

University, vocational training, internships, and trainee programmes

We wish to offer further education programmes to employees at all career levels so they can reach their full potential. Providing attractive programmes for those at the beginning of their careers is a high priority for the Group. The Gothaer offers a merchant apprenticeship for insurance and finance. We also offer our younger generations the opportunity to combine knowledge and



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hands-on experience in a dual programme in applied maths or IT.

Interested persons can get to know the company and its culture through internships. As member of the ‘Fair Company’ initiative, which was created for young professionals and those at the beginning of their careers, we work hard to ensure interesting, learning-intensive, and fair work conditions for the newbies. Through our ‘Start-Up Programme’ we have developed a concept to win and keep our academic young professionals. The programme is directed at high potential people who have master’s degrees and at most two to three years of work experience. The programme was awarded the certificate for career-driving and fair trainee programmes by ‘Trendence’ again in 2021. The Gothaer ‘Management Programme’ is designed for employees with high potential who with help from the programme, get their first experience in management and prepare them for management positions. Our ‘Sales Trainee Programme’ prepares young sales talent with an additional three-years of training to become self-employed salespeople. There they learn everything they need to know about management, sales, and the business to be able to successfully take over and lead a Gothaer agency.

Qualification metrics

10,721 days were invested in further education in 2021 alone. All employees had on average 3.3 days of training. The management team averaged 5.4 days of training. The rest had an average of 3.1 days. The percentage of employees that participated in at least one training programme was 91 %. 100 % of the management team took part in at least one course. These figures refer to the core companies Gothaer Allgemeine Versicherung AG, Gothaer Lebensversicherung AG, Gothaer Krankenversicherung AG, and Gothaer Finanzholding AG.



Gothaer employees get further education through various qualification programmes.

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Goal: Maintain employee health and performance throughout their careers through excellent health management

Our goal is to ensure that our employees can work and perform at the highest level throughout their careers, and to keep our disability rate far under the industry average. That’s why we do more than the legally required efforts to promote health and minimize accidents.

To ensure effective corporate health management, it is necessary to methodically factor programme analysis, concept, and evaluation into the improvement process. The process is driven by the HR director in the area corporate health. The efforts pay off: Gothaer’s corporate health management has been given many awards and sets high standards for the industry. The rate of employees with an incapacity to work is 4.3% which is below last year’s value (4.9 % in 2021) and follows the positive trend of the last few years.

The corporate health management offers, in addition to onboarding, preventive measures like ergonomic consultations and healthy food in the canteen. Health specialists also offer medical consultations. Along with consultation regarding physical health, the provide stress prevention and management courses suited for the leadership level. Corporate sports offers a wide variety of team sports and exercise courses. The corporate health management also offers health screenings.



Gothaer employees participating in company sports.

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Company sports

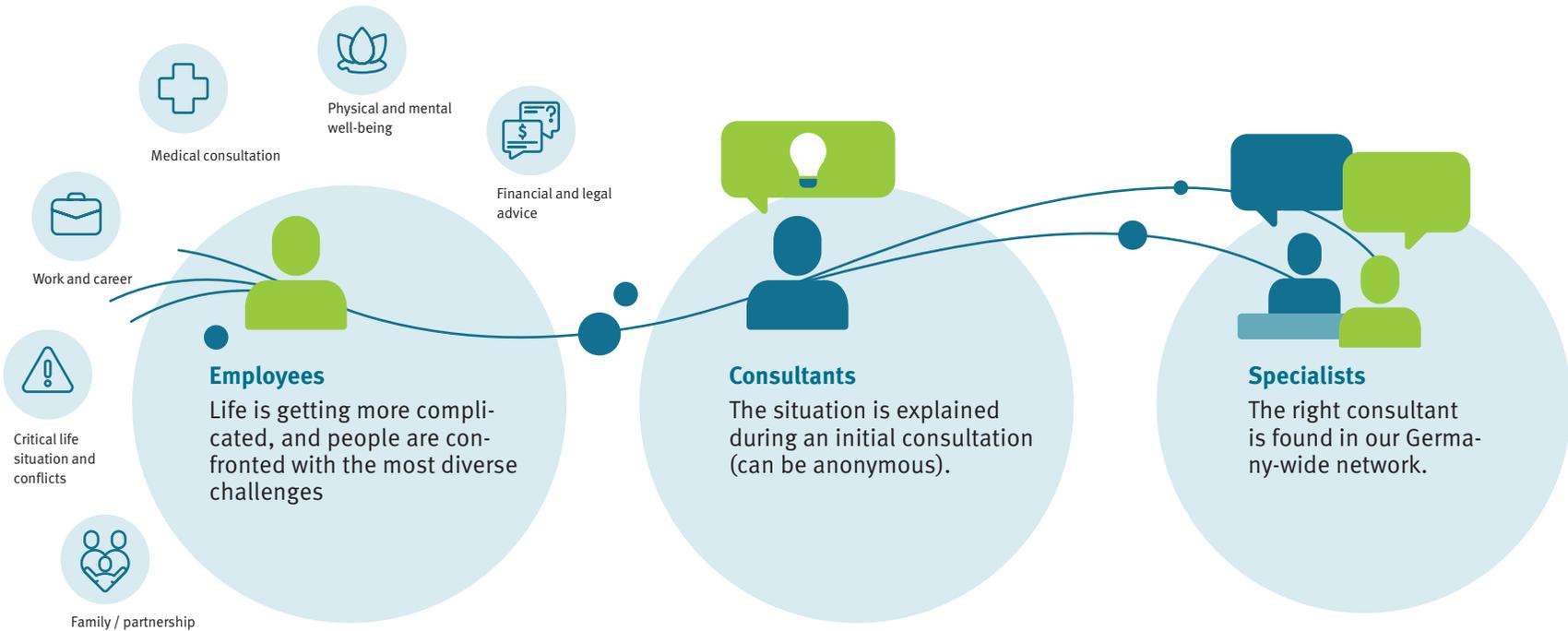
At the Cologne, Berlin, and Göttingen offices, employees can participate in a variety of company sports programmes like back classes, cardio, relaxation, and ‘active movement breaks’ during the workday. Since 1999, the Gothaer sports community belongs to the company sports club and offers a wide variety of amateur and recreational sports. During the COVID pandemic, many of the in-person offers became digital and some courses even took place outdoors.

By 2022 the entire company sports offer will become hybrid so that employees in home office can participate, and so the company can keep up with the times. Even the ergonomics consultation can be done online. Via a YouTube channel, employees can incorporate active movement breaks into their workday.

**Employee Assistance Programme:
Comprehensive consultation for challenging
living conditions**

The Employee Assistance Programme (EAP) will help employees in all aspects of life to better overcome crises and to avoid burnout. Employees and their families can get free and anonymous professional support for physical and mental health needs during crisis situations, whether work-related or not. Depending on the situation, a specialist is sought out – whether it is

Our Employee Assistance Programme



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psychological, financial, health-related or something else. The pilot project will be launched in the first quarter of 2022 and is seen as part of the company's comprehensive support. Beside the clear benefit to employees, this is also advantageous for Gothaer as a company:

- Maintain and improve performance ability
- Improved employee well-being
- Reduction in absence
- Lower employee turnover rate
- Higher employee satisfaction and loyalty

Promotion of healthy and sustainable nutrition

Nutrition does not only have a large impact on one's health and well-being, but also on environmental sustainability. We switched our supplier for the canteen to one that has a stronger focus on easy access to healthy and sustainable food. Half of the options are vegetarian and are

predominantly sourced from the region. With a deposit system we avoid excessive waste. Soon, we plan to raise awareness of our employees for sustainable aspects in catering, with the help of our caterer.



It is important to Gothaer to provide employees access to healthy and sustainable nourishment.

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Sabbatical

It's becoming more and more popular to take time off from work. Gothaer responded to this request by offering sabbaticals. Employees have more work flexibility and can plan their free time, education, and family events better.

The sabbatical requirements allow all employees and managers to participate. After a period of 36 months, up to six months can be taken off.

Employer-supported corporate pension scheme

All staff for whom the company pays social insurance, or who receive professional pension schemes from participating companies that are not covered – up until now over 3,000 employee – will receive an employer contribution for their corporate pension scheme from July 2021 onward.

Rebates for sustainable consumption

In order to encourage sustainable shopping and raise awareness for packaging waste, the Gothaer provides discounts to employees at sustainable shops. Employees get discounts at:

Himmel un Ääd: The young delivery service in Cologne and Bonn specializes in a variety of organic and regional products and delivers them with environmentally friendly cargo bikes.

fejn jewelry: The company in Cologne produces minimalistic jewellery out of recycled gold and silver since 2019. The production takes place on site or in sustainable small businesses in Italy and Thailand.

Junglück: The company in Munich produces personal care products on site with the requirement that they use only natural ingredients and produce as little waste as possible.

Gofurnit: The company out of Cologne manufactures lamps of their own design with sustainable materials. Their commitment goes beyond sustainable materials and, amongst others, upcycles leftover materials.

Goal: Obtain certification from the Top Employer Institute for our appreciative and supportive workplace culture by 2025

Gothaer wants to be an attractive employer for current as well as future employees. We want to appreciate and maintain our human resources just as we do with our natural resources. To test our efforts as employer, we will participate in the Top-Employer-Institut's certification program and will let them rank us according to various criteria.

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■ Involvement of Employees and Sales Partners in the Implementation of the Sustainability Strategy

With around 5,000 employees in the Gothaer Group and over 1,000 sales partners, we have got a lot of hands that can contribute to sustainable change. But in order to do so, we need to mobilize our people through training and courses.

Goal: Improve our employees' and sales partners' sustainability literacy with training and education products

Sustainability is a complex topic that requires new knowledge and skills. To do this, we are developing a variety of training formats that will be introduced in 2022. In 2021 we already had several formats and options for operations and sales staff to learn about sustainability competencies.

Internal staff

Welcome Week

During Welcome Week we hope to achieve first and foremost one thing: Give our new colleagues a great start at Gothaer. During Gothaer's welcome week our new colleagues get to meet various Gothaer departments and projects through a number of web conferences via Skype. In 2022, the welcome week will again take place. There is

also a welcome week at the beginning of the new apprenticeship year. Sustainability management is also part of the week and introduces the sustainable apprentice project. This project was launched in 2021 to give apprentices the opportunity to actively support sustainability.

GoAM provides ESG know-how

Gothaer Asset Management AG (GoAM) manages the Group's investments. The ESG-Team offers a variety of further education programmes to bring employees up to speed on the changes in this dynamic field. GoAM staff regularly partake in external seminars and training. As a member of various initiatives and organizations, Gothaer regularly participates in sustainability events in ESG-specific work groups.

In 2021, Gothaer employees shared ESG know-how through a variety of formats:

- In the regular Monday meeting, seven internal courses were led by the ESG-Team.
- Almost every two weeks, the ESG leadership team meets to share ESG-related information.

- Each quarter there is a GoAM management team meeting that always has ESG as a topic on the agenda.
- In 2021, employees attended more than 49 external online ESG courses.
- ESG know-how also gets brought into the company through regular exchange with external managers.

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Sales staff

Sustainability representative

Since 2021, there is at least one sustainability representative in each sales partner office. The Sustainability representative in partner sales (PS) meet regularly with sustainability management to discuss their own and their sales teams' ideas regarding sustainability. The goal of the PS sustainability meetings is to bundle the sustainability activities, encourage dialogue, and to develop steps to achieve sales sustainability goals.

Certified course for sustainability in sales

The development of a certified course focused on sustainability in sales is planned for 2022. To keep up with market demands, we will offer our partner sales offices the opportunity to attend the 'Sustainable Insurance and Finance Expert' course. Our goal is to have all PVD employees qualify for this, starting with three per office, who are then to be available to our sales partners as consultants on all topics regarding sustainability.

Sales certification

In addition to the legal requirement, sustainability is seen as being part of a comprehensive consultation. Gothaer is aware of their role to help sales implement and advise on the topic. For this, we develop diverse training and courses. Starting the second of August 2022, following the Sustainable Finance Disclosure Regulation, asking clients for their sustainability preferences is mandatory as according to the Insurance Distribution Directive (IDD). Including preparatory courses for activation, we are developing the multidisciplinary certification 'Sustainable Insurance and Finance Expert' jointly with an association focused on professional education in the German insurance market (Deutsche Makler Akademie GmbH).

Along with the regulatory requirement, sustainability is also part of a comprehensive consultation.

The goal of this certification is that participants build deep and comprehensive knowledge on everything regarding sustainability. The participants position themselves as experts for sustainable insurance and finance for a relatively new and fast-growing and attractive target audience. Sustainability impacts every type of insurance, which is why we took the connection to sustainability of life, composite, and health insurance into account when developing the

course curriculum. The participants also take a close look at a variety of sustainable investments. Based on case studies, the advisory expertise and the successful recommendation of sustainable financial products is honed to serve growing customer needs.



Gothaer educates sales employees with the 'Sustainable Insurance and Finance Expert' certification.

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Fact sheet: sustainability every day

Many colleagues want to contribute to sustainability. The question of how one can contribute to sustainability in the workplace comes up. In the 'GoGreen' project, we identified the most important action areas on campus and figured out how we can add value with even the smallest of efforts. With the checklist, we have developed comprehensive recommendations on how sustainability can become part of our every day life and thereby more noticeable. Our digital brochure also offers fun sustainability facts and challenges.



Gothaer
Kraft der Gemeinschaft

Unser Gemeinschaftsprojekt GoGreen – Tipps & Tricks für den Arbeitsalltag

<h3 style="background-color: #0070C0; color: white; padding: 5px;">Wasser</h3> <p>Wasser ist eine lebenswichtige Ressource und in vielen Regionen unserer Welt zunehmend knapp. Mit dem Kauf von abgefülltem Wasser sind zudem Emissionen aus dem Transport sowie aus der Produktion von Flaschen verbunden. Diese Tipps sollen für einen bewussten Umgang mit Wasser sensibilisieren.</p> <p>Wir empfehlen ...</p> <ul style="list-style-type: none"> • Laufen über Wasserhahn beim Händewaschen nicht dauerhaft lassen • Wasser die Spülmaschine auf den Vollstand • Fülle keine mitgelieferten Flaschen an den Trinkwasser spenden der Gothaer auf, statt abgefülltes Wasser zu kaufen • Schalte die Spülmaschine in den Feuchtschritt ein, wenn sie weitergehend voll ist und nutze den Eco-Modus 	<h3 style="background-color: #0070C0; color: white; padding: 5px;">Mobilität</h3> <p>Wichtige Stellen werden nicht nur Zeit, sondern vor allem die Lebenszeit und Fähigkeiten der Menschheit fordern. Deshalb gilt es, auf nicht notwendige Wege mit dem Auto zu verzichten. Auf möglichst nachhaltige Transportmittel ausweichen.</p> <p>Wir empfehlen ...</p> <ul style="list-style-type: none"> • Nutze unser Homeoffice-Angebot • Nutze unser Job-Ticket oder das Bike-Leasing, um zur Arbeit zu kommen • Teile Carsharing Angebote • Hinterfrage die Notwendigkeit von Dienstreisen und plane nach dem Grundsatz „fliegen vor Flug“ • Nutze Fahrradwerkstätten • Nutze unsere Leasingstationen für dein E-Bike oder E-Auto 	<h3 style="background-color: #0070C0; color: white; padding: 5px;">Papierverbrauch</h3> <p>Die Gothaer verbraucht jährlich mehr als 300 Tonnen Papier. Das kostet viel Geld und wertvolle Ressourcen. Im Umweltrechner ist es bereits zu sehen, wie hoch der CO₂-Fußabdruck „Digital vor Papier“ ist.</p> <p>Wir empfehlen ...</p> <ul style="list-style-type: none"> • Versuche so wenig wie möglich zu drucken – E-Mails sind besser, wenn möglich ausgedruckt werden muss • Drucke schwarz-weiß und im Duplexdruck – beides sollte vorrangig sein • Korrigiere digitale Versionen von Druckschleifen und Weiterleitungen an oder bestelle sie ganz ab • Drucke Papier durch dicke Rollen (Lightfast Post-It) und nutze die gesamte einer Papierrolle • Nutze keine Drucker mit der Funktion „Printback“, um Verwirrung für die Tiere zu vermeiden • Nutze Recyclingpapier 
<h3 style="background-color: #0070C0; color: white; padding: 5px;">Ernährung</h3> <p>„Essen hilft sich und Seele zusammen“ – und das Essen eine nachhaltige Ernährung macht sich und unseren Boden und Wasser schonend. Das bringt nicht nur Vorteile für individuelle Alternativen und eine Verringerung des Lebensmittelabfalls, sondern auch für die Umwelt.</p> <p>Wir empfehlen ...</p> <ul style="list-style-type: none"> • Probleme die vegetarisches/veganes Angebote in der Kantine • Führe flexiblere Tage in deiner Wochenplanung ein – Idealerweise alle 7 Tage • Nutze pflanzliche Alternativen wie Hähnchen und Sojafleisch in der Kantine 	<h3 style="background-color: #0070C0; color: white; padding: 5px;">Datenverarbeitung/IT</h3> <p>Die elektronische Datenverarbeitung und Kommunikation sind nicht nur praktischer als ein Aktenkasten oder der Briefkasten, sondern grundsätzlich auch umweltfreundlicher. Nicht nur durch den Wegfall von Papier, sondern auch durch den Energieverbrauch, sondern reduziert auch die Umwelt.</p> <p>Wir empfehlen ...</p> <ul style="list-style-type: none"> • Räume deine Datenmengen/Ordner regelmäßig auf und entferne und lösche doppelte Dateien • Lösche alle E-Mails, insbesondere wenn sie Anhänge beinhalten – je größer der Anhang, desto mehr Strom und Energieverbrauch werden benötigt • Nutze in E-Mails Links statt Anhänge oder komprimiere die verschickten Daten auf ein Minimum • Mache dich von unnötigen Newslettern ab • Suche für unsere Kommunikation eine verkürzte E-Mail-Signatur – das ist die Mail klein und sparsam • Achte darauf, dass Social-Media-Beiträge keine Anhänge beinhalten – denn ab jeder ab, Suchanfrage wird ein Baum gepflanz 	<h3 style="background-color: #0070C0; color: white; padding: 5px;">Energie</h3> <p>Schätze sind für rund 30 % des Energieverbrauchs in Deutschland verantwortlich. Ein umweltbewusstes Verhalten und die Nutzung von Energieeffizienten Geräten kann nicht nur die Betriebskosten senken, sondern hat auch zur Verringerung der Emissionen von Treibhausgasen bei.</p> <p>Wir empfehlen ...</p> <ul style="list-style-type: none"> • Schalte alle elektrischen Geräte wie z. B. Monitor, Rechner, Kopierschreiben, Navigations, Standbygeräten aus, bevor du das Büro und längerer Abwesenheit aus • Schalte beim Verlassen des Raums das Licht und die Heizung aus • Vorher besinne – ob die Heizung nicht ganz aus und keine nicht bei offenen Fenstern • Lüfte regelmäßig – dabei gilt: Bräutchen durch Öffnen • Achte auch im Homeoffice auf eine energieeffiziente Nutzung der Geräte – dies geht auch ein Mehrfachstecker mit Schalter 
<h3 style="background-color: #0070C0; color: white; padding: 5px;">Müll/Entsorgung</h3> <p>In Europa werden jedes Jahr 10 Millionen Tonnen Plastik ganz unterschiedlich nutz einbringen. Einmalweges Plastikflaschen, Popcornbecher und auch Zigarettenkippen gehören zu den häufigsten Fundstücken am Strand. Jede*r von uns kann helfen, die Meere sauber zu machen, denn umweltschont liegt es immer an.</p> <p>Wir empfehlen ...</p> <ul style="list-style-type: none"> • Nutze pro Büro nur einen einzigen Müllimer und entsorge Kleingegenstände (Klebstreifen) gesammelt in dem Müllimer der Toiletten • Entsorge alle Stoffe über unsere Stoffe-Recyclingaktion und schau in GoWiki, welche weiteren Recyclingaktionen anstehen • Spritze Einwegpenselungen sind zu groß für die Müllwegverpackung wie Stempel und Rollen 	<h3 style="background-color: #0070C0; color: white; padding: 5px;">Technik</h3> <p>Notizen und Smartphones sind heute nicht mehr wegzudenken, die von unnötigen, wertvollen Ressourcen (Metalle) und deren Produktion in Anspruch sind. In der Welt der Technik ist es wichtig, zu fragen, ob ein Produkt wirklich notwendig ist, bevor man sich für ein Produkt entscheidet, das die geringsten Auswirkungen.</p> <p>Wir empfehlen ...</p> <ul style="list-style-type: none"> • Nutze deine Geräte möglichst lange und lass sie, wenn möglich, reparieren, statt sie zu ersetzen • Gehe auf gebrauchte Geräte zurück. Das gilt z. B. über Plattformen wie ebay-kleinanzeigen oder Rebuy • Achte bei Neuzuschaffungen auf nachhaltige Produktion und Energieeffizienz. In unserem Techscoring finden: du z. B. das Smartphone 	<h3 style="background-color: #0070C0; color: white; padding: 5px;">Arbeitsumfeld</h3> <p>Verhaltensregeln und Lerner sind Teil des Arbeitsalltags, sind für die Kultur eines Unternehmens mitbestimmend. Umweltschonende Produkte sind ein wichtiger Bestandteil der nachhaltigen Unternehmenskultur. Hier gibt es viele Möglichkeiten, „Qualität vor Quantität“.</p> <p>Wir empfehlen ...</p> <ul style="list-style-type: none"> • Achte bei Bestellungen auf nachhaltige Produkte (z. B. durch Siegel wie Sie und Fairtrade) sowie kurze Transportwege. Nachhaltige Werkstoffe (Holz) du in unserem Werkstoff-Check-Übersicht in einer eigenen Kategorie • Veranlasse nachhaltige Teambuilding-Events (z. B. geführtes Kochen, Pilz- und Müllerkollektionen oder eine Fahrrad-Challenge) • Vergünstigungen für nachhaltige Geschenke (Brot) du auch im Laden 



Kennt du schon unsere GoWiki-Seite?
Hier findest du spannende Challenges und viele weitere Inhalte rund um das Thema Nachhaltigkeit.

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Goal: Creating and expanding participation opportunities in internal sustainability activities

Sustainability discussion and idea collection

Once per quarter, our employees can take part in an informal discussion with the Sustainability Management and ask questions or share ideas on how sustainability at Gothaer can be developed even more.

In addition to the discussion on sustainability, there is also a platform on the Intranet through which improvement recommendations can be made at any time. The ideas are collected by the Sustainability Management and are discussed with the relevant departments and implemented if possible. Employees get regular updates on their projects. One of the favourite projects was bringing four bee colonies with over 50,000 honey bees to the Cologne location. They are lovingly taken care of by two hobby beekeepers from our workforce (see page 103). The GoFit Bike Challenge also comes from this idea collection platform (see page 98).

Internal communication channels on sustainability

Along with the employee representatives there are a variety of communication channels that

promote the discussion of and participation in sustainability topics. Through the intranet and the employee magazine Gothaer Journal, employees are regularly informed about the company's projects. Employees are invited to participate in the various discussion-supporting communication formats. For instance, employees can participate by posts and comments on the digital Newsbox. The 'Chairman's Lunch', which turned into a 'virtual coffee' due to COVID, is a platform through which employees could have a casual chat with the board. The internal Wiki platform allows employees to not only discuss projects but also contribute their own ideas on forums.

In the sustainability section of the Intranet, employees get an overview of current newspaper articles, studies, and surveys regarding sustainability in the insurance industry. The overview

6 *Social commitment is of course also part of our culture, and Gothaer truly is a community in which that really means something.'*

– Friedrich Pautasso, Head of People Management



During a conversation with Friedrich Pautasso: How do employees actively contribute to the organization's sustainability?

In an interview, Friedrich 'Kiko' Pautasso, Head of People Management, shares with Gothaer just how the Gothaer employees work together on sustainability topics.



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gives, for example, insight on the developments in customer preferences that are reflected in laws or on what's happening with our competition. The overview provides the individual employee an understanding of how sustainability is relevant for their own departments, it also gives them a chance to reflect as well as a basis upon which they can come up with their own sustainability solutions.

'Sustainability Challenge' for sales

The Sustainability Management and the sustainability representatives from partner sales offices joined forces in order to reach the sustainability goals. Through this cooperation, eleven measures were developed. They were rolled-out in a 'Sustainability Challenge'. The competition offered partner sales offices approaches to integrate sustainability into everyday sales routine. Over the timespan of a year, seven regional sales teams competed against each other and tried to implement as many measures as possible. The Sustainability Challenge focused on gamification and intrinsic team motivation. The 'Most Sustainable Partner Sales Division' won a sustainable team event in order to celebrate and increase the visibility of the teams' efforts in sustainability.

The participating teams need to, amongst others, follow at least 15 points on the checklist, like

only ordering sustainable giveaways. Additionally, they must support a regional community project and plan a sustainable yearly team event. The projects are shared with each other on the GoWiki page. The competition is held once a year

and, together with the sustainability representatives, the activities are reviewed and adjusted every year.

The image shows two pages from a sustainability challenge booklet. The left page is titled 'Wasser' (Water) and features a water drop icon. It lists tips for water conservation, such as turning off the tap while brushing teeth and using eco-mode in the dishwasher. A challenge is presented: 'Katzenwäsche für Büro-Katzen & -Kater' (Cat washing for office cats & -kittens), which involves washing hands instead of taking a shower. The right page is titled 'Mobilität' (Mobility) and features a bicycle icon. It lists tips for sustainable transport, such as using home office, car-sharing, and e-bikes. A challenge is presented: 'Diese Woche hat das Auto frei' (This week the car is free), encouraging participants to use e-bikes or car-sharing instead of their own cars.

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Future Congress

On the 24th of June 2021, a virtual Future Congress took place to mark Gothaer's 200-year anniversary. The event was at first planned to take place on Gothaer's campus, but because of the pandemic, it was decided to switch to a virtual format so that all employees could safely participate from home.

Gothaer Group Chairman of the Board Oliver Schoeller opened the ceremony with a journey through 200 years of Gothaer insurance history. The neuroscientist Dr. Henning Beck brought us back to the present with modern science, and insight on how the human brain processes information and why artificial intelligence will not replace humans. Then futurologist Sven Gabor Janszky gave us a peek into what 2030 could look like. Four additional experts from different disciplines dared to give us their opinion on what 2220 could look like. Climate scientist Prof. Mojib Latif, geophysicist and Martian Dr. Christiane Heinicke, sociologist Prof. Armin Nassehi, and the science fiction author Frank Schätzing shared their vision of what the future – near and distant – could look like. They then came together for a panel discussion which let employees join in on the conversation. Two interpreters were translating the event for non-German speaking guests.



[Link](#)

The Gothaer Future Congress on GoTV

Highlights from the Future Congress: a holographic travel through time, the welcome speech from NRW Prime Minister Laschet and Federal President a.D. Dr. Horst Köhler as well as visions for 2220 from climate scientist Prof. Mojib Latif and author Frank Schätzing.



[Link](#)

Holographic time travel through 200 years of Gothaer history.

To mark their 200-year anniversary, Gothaer held a virtual Future Congress. Gothaer Group Chairman of the Board Oliver Schoeller took the guests on a holographic tour through the last 200 years and the challenges that came with them.

Goal: Sustainable offices and agencies by 2025

We not only make our offices more environmentally friendly through sustainable design, but we also make sustainability visible. This way sustainability becomes part of our corporate culture and our daily working life.

Cologne campus

GoFlexCampus: New work environment on the Cologne campus

The GoFlexCampus project creates the setting for a new work environment and clearly displays flexibility and an overarching collaborative spirit. This is how the Cologne campus should be set up for the new work concept by early 2022:

- Hybrid work and desk sharing will be the norm for employees and the management team. Office space will be reduced, and home office will become standard practice.
- Easily adjustable chairs and desks allow for ergonomic workstations for all.
- A ‘Welcome Area’ acts as a meeting point for stand-up meetings and is the starting point for a day in the office with, for instance, employee lockers.
- Depending on the individual department size, meeting and brainstorming rooms – including conference equipment – are set up.

- Offices are available in smaller and larger formats: from one to nine-people offices are available, it all depends on the type of work and needs per department.

The first pilot space: The pilot space will be built in February 2022. A total of 34 employees will test the new modular work environment in their daily work routines. The next modular office spaces will be built based on feedback on the design and technical features from this pilot project.

Remodelling conference room II: For the remodelling of conference room II, we used only resource-efficient, durable, and recyclable materials. In addition, the wood panelling is made of untreated wood, sustainable furniture was selected, and the new carpet has the ‘Blauer Engel’ seal. Furthermore, we used as much of the existing materials as possible. In order to accommodate future technology, the room was built as a reversible design.

Flower meadow

Our flower meadow promotes biodiversity and is a source of food for insects, like bees. The bees from the project also get enough food for their honey production from the meadows.

Bicycle infrastructure

The campus is becoming more bicycle friendly. This supports employee health and reduces pollution in cities. Bicycle stands, lockers, service stations for smaller repairs, and charging units have been installed to accommodate bicyclists.

Sustainable catering

Our canteen offers a variety of certified products as well as seasonal and regional products that predominantly come from Germany. Half of the dishes are vegetarian.

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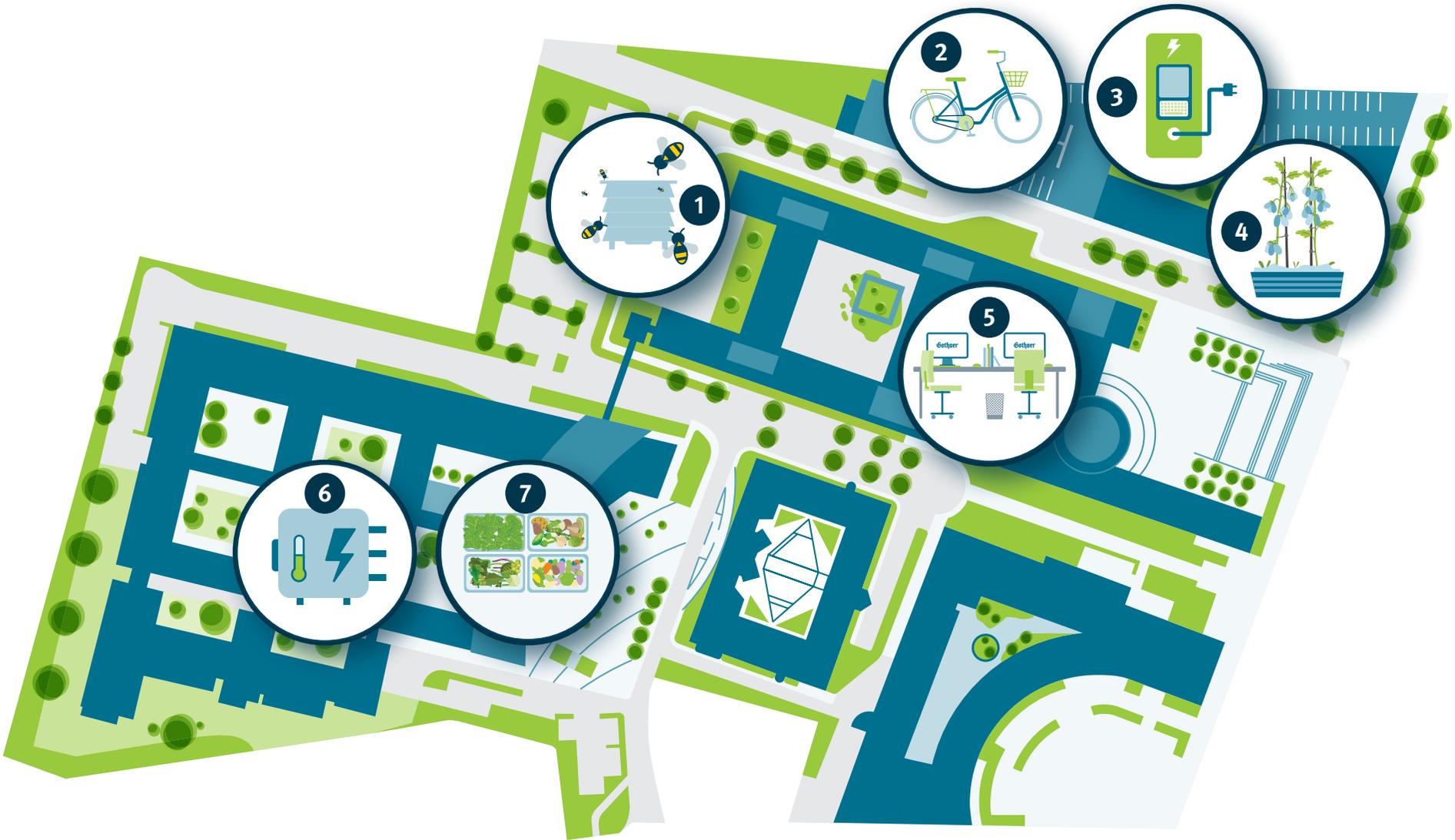
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Cologne office: Sustainable projects
across the campus



1 – Bees on campus
2 – Bicycle-friendly campus

3 – Environmentally friendly
vehicle fleet

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Goal: Sustainable agencies by 2025

In our agencies which are spread across Germany, clients come into direct contact with Gothaer insurance brokers. That's why it is important for us to demonstrate sustainability through our public image. Many of our insurance brokers also wish to set their agencies up more sustainably. From page 83 onward, Michael Reißbach and Fabian Myschi share their experiences with this.

Goal: Sustainable events and advertising materials by 2025

Sustainable advertising materials

A number of suggestions on the sustainable design of advertising materials and events were brought forward. That is why we now have a sustainability category in the advertising materials shop which only offers products with a connection to sustainability like the solar-power battery bank. If promotional products are sourced from outside the advertising-materials shop, then they should fulfil the following criteria:

- Quality above quantity
- Little or no extra packaging
- Long-lasting use (no disposable products or freebies at trade shows)
- Made of renewable or recyclable raw materials (preferably certified)

Newsletter cancellation

Even as a company we receive numerous magazines and newsletters that use an incredible amount of natural resources. That is why a project team has taken on the task of reducing junk mail. The information logistics colleagues recorded, in collaboration with other departments, the increase in unnecessary mail and junk mail. Since early 2021, 564 sources of newspapers and mail have been classified. Digital alternatives for the favourite newspapers, when available, were found. Unwanted mail and papers are continuously cancelled which should result in a reduction in paper consumption.

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In Focus

‘Sustainability is an opportunity for everyone’

Michael Reißbach is acting partner at Gothaer regional office rmb³ and is a pioneer in sustainability topics. He lives near his hometown of Wuppertal, is married, and has three children.

You have been working in the insurance industry since 1984 – when were you first confronted with sustainability?

I watched closely as Gothaer first started insuring renewable energies 25 years ago. To be honest, renewable energy never was a sustainability topic for me, it was simply another business field with good potential. It's only been in the last five years that sustainability has become important to me – and that's mainly thanks to my children. I especially had to defend myself against my youngest daughter – she is 19, vegan, and active with Fridays for Future – for being an ‘old white man’.

Why is sustainability important to you?

We talk a lot about how in 30 years the 1.5°C global warming topic will come crashing down on us. But sustainability is not only about the 1.5°C, it is much more about the question of how we want to live together. How do we – employees and employers – want to work together? And we mustn't forget: how do we want to live with our fellow humans in Africa, Asia, and so on?

How we want to live as a society in the future already plays a role for us today. I think we can improve our current lives if we remodel how we live together. The higher, faster, farther mindset we have today is not good for us. That is why thinking and doing something about sustainability is a chance for everyone to improve their lives.



Michael Reißbach

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Besides, we can avoid a whole mess of catastrophes if we pay more attention to how we go about treating people, diversity, different cultures, and so on. That is an important topic for us insurers. I have to learn about sustainability for professional reasons, and I have to internalize it so that I can be a good conversation partner on this topic for my clients.

You are one of the top salesmen at Gothaer, what's your secret? And how big of a role does sustainability play in your approach?

My secret lies in our three core values: partnership, professional, and personal. That is also where our advantage over Allies – we approach clients with know-how and empathy. It is very important for people to have a single contact person with whom they can solve problems together. That also has got something to do with sustainability.

What sustainable measures have you already implemented in your agency?

We replaced our aluminium-capsule coffee machines with coffee machines that have recyclable waste. We only use glass

water bottles. We are currently replacing all our office lights with LED lights.

Additionally, I am talking with the city of Wuppertal about installing solar panels with battery storage and wallbox chargers on our building. One of my employees' ears perked up when he heard that because he had just ordered an electric car and his house doesn't have a charging point for his car.

We have also dramatically reduced our printing and send most of our offers by e-mail. When I'm at a client's, I bring my iPad and an additional monitor so we can be flexible about what we talk about. Going digital is therefore doubly advantageous: It is more sustainable and clients like it. On top of that, we support the 'Gut Einern' project.

Tell us about the 'Gut Einern – Zurück zu Neuem' project!

The idea behind 'Gut Einern' is to create a modern village. At the core of the concept is multi-generational living and climate neutral energy sources, e-mobility, and innovative agriculture.

Along with this is the academy which provides training on sustainability. We think that 'Gut Einern' can really take off in Germany and be an inspiration to others. That is why we are supporting this project with content as well as financially together with Gothaer. Of course, we also are there to support the people in charge at 'Gut Einern', and other companies that want to follow their lead, in risk management and finance topics.

What do you see as being your responsibility regarding sustainability?

For one, I get us ready for all the legal requirements. For example, the new EU transparency provision that takes effect for sales and consultations in August 2022. This will not be the last directive that will come our way.

That's what I tell our commercial clients. Even though the regulations may seem far away for small and medium-sized businesses, they will come. Banks and insurances will ultimately be ensuring the regulations are followed, if they like it or not.

At the same time, I try to give sustainability a positive twist. What is the added value? As an insurance association we have a lot of leverage because of our asset pool. We can offer clients a pension scheme that not only provides returns but also invests sustainably. Clients really like that.

What are your next sustainability objectives?

One of my next goals is to get my colleagues on board this train. Especially the younger colleagues should take an active role in shaping and living sustainability because it really is their future that we are talking about – personal as well as professional.

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In Focus

‘My recipe for success is visibility through things that make sense’

Fabian Myschi is agency head in Bergisch Gladbach. His fleet of electric cars makes his agency and sustainability visible.

You have been working in the insurance industry since 2013 – when did you first start thinking about sustainability?

I first started thinking about sustainability a few years ago. I tried living a vegan lifestyle. But I have also recently noticed that society and companies are trying to get a start in sustainability.

Which sustainable measures have you already implemented in your agency?

We make sustainability experienceable. For example, we had a raffle at our opening celebration for sustainable jute bags filled with sustainable promotional gifts from the Gothaer marketing portal. Lunch boxes, reusable water bottles, and a test drive in a Tesla.

Besides that, two to three years ago we started an e-mobility pilot project – with four hybrid cars. Today we have five Teslas and a hybrid car. We have a wallbox and plan to install public charging stations in front of the agency. On top of that, we consume only green energy and have already asked the city if we can install solar panels.



Fabian Myschi

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What is your recipe for success, and is sustainability part of it?

My recipe for success lies in making things that make sense visible. In our agency, we do that with electric cars. I have been interested in e-mobility for a very long time because it is innovative and exciting.

We gain a lot of benefit from this: People trust us because they see that we care about our environment and that we are doing something about it. They see us as being innovative, because we dare to do new things. They also attribute competency to us because we recognize, at the right time, what is important for the future. These are all qualities one would expect from a financial advisor.

Do you have a tip for social media marketing?

You can use social media to get your colleagues, clients, or even friends and family interested in sustainability. I don't think people only want to see insurance topics on social media anyway! They want to get to know you as a consultant and as a person, to build trust and to find out if

you are a right fit for them. That's why social media is perfect for sharing the sustainability projects you feel passionate about.

How do you get your clients interested in e-mobility?

We established a mobility guarantee: one can easily borrow a Tesla from, whenever their car breaks down. Our slogan: local, regional, carbon neutral. We support the transition to e-mobility through this, as this way our clients get to test an electric car.

What does your team think of your sustainability efforts?

They're really excited about them! It is motivating to be perceived positively. Insurance is considered to be one of the more boring career paths, so it is very refreshing to be seen as a role model, and to feel the positive reactions.

Why is sustainability important to you?

I hope that we can live as long, and as naturally and as close to nature as possible.

That's why I look for ways in which I can help, where I might have leverage. With my agency, for example, I can have a positive impact on my employees and clients.

Do you have a recommendation for brokers who are just starting to think about sustainability?

Don't get ahead of yourselves, and don't simply do what others are doing. I would first figure out what is important to me, and then look for sustainable projects that are aligned with my interests. That way you make changes in your life and environment out of conviction. You have also got to ask yourself how you can integrate your sustainable measures into your value chain.

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Gothaer is more than an insurance company; we see ourselves as a part of society. Because of this, social commitment is also one of the pillars of our sustainability strategy. This is why the Gothaer Foundation supports research, education, and environmental protection projects. We are therefore very pleased about our employees' active commitment, and we support them in their community involvement.

Topics and sustainability Programme



The Gothaer Foundation

'Protecting values through community' – that is the Gothaer Foundation's purpose. With the Gothaer Foundation, we bring society a big step forward. By promoting sustainable projects, we hope to secure the foundation for future generations. In order to achieve this goal, we support projects in the area of research, education and environmental protection.



Employees' social commitment

From 'GoTogether' initiatives to flood disaster relief to recycling projects – Gothaer employees engage in social and sustainable projects and commit to building a sustainable society. We take on our employees' social commitment and help them implement their projects.

Corporate Social Responsibility

To strategically bundle and make our corporate social responsibility more visible, we launched the Gothaer Foundation at Gothaer's 200-year anniversary. The foundation aims to contribute to and help with the sustainable development of society in order to secure the foundation for a life worth living for future generations.

Goal: The Gothaer Foundation receives 0.5 % of Group net profits annually

Gothaer Foundation Board of Directors

The Gothaer Foundation is led by three honorary board members with equal footing: Harald Epple, Lisa Janke, and Wilm-Hendric Cronenberg. One of their functions is to regularly and transparently report on the foundation's activities. The Board is advised by members of the Board of Trustees who are also volunteers. They support and monitor the foundation's activities.



The Gothaer Foundation supports projects and initiatives that serve the greater good.



Gothaer Insurance launched the foundation with € 1 million in grant funds.



Gothaer Insurance contributes to sustainable development through the foundation



Each year, around 0.5 % of the Group's net profits are used for funding.

More on the Gothaer Foundation

Find out more about the goals and objectives of the Gothaer Foundation on our website. Or make your own proposal for financial support of a sustainable project.



[Link to the website](#)

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The Gothaer Foundation's values and goals

'Protecting values through community' – that is our purpose. With the establishment of the Gothaer Foundation, we rethink the concept of community through an insurers perspective: from the community of insureds to the whole of society. Clean air, clean water, healthy forests – we all want that. Getting from the concept stage to the actual execution stage is often a long road. It goes faster if we go together. Oliver Schoeller,

Chairman of the Board of Gothaer Group, shares his perspective: 'In the next few decades we will be making decisions that affect future generations. From the sustainable treatment of our planet to the ethical use of technology to the question of how to achieve an open and united society in Europe and around the globe.

6 *Acting sustainably means shaping the future in a way that's worth living. Even beyond the borders of Gothaer. That's what I support.'*

– Harald Epple, Chairperson of the Gothaer Foundation and Chief Financial Officer (Gothaer Group)



6 *When all work together, sustainability is worthwhile and beneficial to all. We want to bring this vision into society through the Gothaer Foundation and its projects.'*

– Lisa Janke, Deputy Chairperson of the Gothaer Foundation and Senior Expert in Sustainability Management (Gothaer Group)



6 *My involvement in the Gothaer Foundation provides me with new, clear perspectives regarding sustainability. In particular, the social and natural sciences provide us with sustainable development opportunities.'*

– Wilm-Hendric Cronenberg, Member of the Board of the Gothaer Foundation and Managing Partner (Julius Cronenberg oH)



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The essence of insurance is sustainability in practice

What one cannot accomplish alone, one can accomplish with others – that is also the idea behind most insurances. Many together carry the financial risk of the affected few.

- At the launch of the foundation Gothaer Insurance granted € 1 million in funds for it to manage. € 500,000 were allocated to the endowment fund and € 500,000 to achieving the foundation's goals.
- Each year, around 0.5 % of Group net profits are allocated for funding.
- In 2021, the foundation received € 472,334.50 in donations from the Gothaer Group.

The priorities of the Gothaer Foundation

By promoting sustainable projects, the Gothaer Foundation hopes to secure the foundation for a life worth living for future generations. To do this, we support the following priorities:



Research and education, advancing socially relevant developments.



Learning opportunities that raise public awareness of sustainability topics.



Environmental projects that protect the climate.



[Link to the website](#)

Your application for project funding

As a funding foundation, we are open to new project ideas. The prerequisite is that your project aligns with our funding principles. You can apply for funding on our website.

The Gothaer Foundation projects

In 2021, the Gothaer Foundation supported seven projects in the areas of research, education, and environmental protection.

First IfWV Sustainability Academy

The Sustainability Academy was developed by the Institut für Versicherungswissenschaften (IfWV) e.V. (Leipzig University) and the Gothaer Foundation and is intended to help students and experienced participants learn where sustainability fits along the insurance industry's value chain. Through the initialization of the academy,

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there is an extensive and comprehensive range of courses available across Germany with a focus on sustainability management in the insurance industry.

The academy mainly focuses on whether insurances can be sustainable. Yes, they can! They insure against financial risks of climate change that are brought about through storms, floods, and fires. They offer pension solutions that secure against demographic changes in society. And they can invest their customer premiums in sustainable projects. That makes insurance companies big actors when it comes to integrating sustainability into society. Insurance companies can also strongly influence companies and their business policies by withholding insurance from companies that do not engage in sustainable practices.

The first IFVW Sustainability Academy took place online in 2021 from the 22nd of November to the 3rd of December. The 30 spots were filled very quickly: ‘We are very pleased that there was so much interest in this sustainability initiative and that we got so much positive feedback from participants after the first round,’ said Lisa Janke, Senior Expert in Sustainability Management (Gothaer Group) and Deputy Chairperson of the Gothaer Foundation. Through Gothaer Foundation funding, the course will be free for students.

The work of the Sustainability Academy will be funded for 15 months until 2022.



The Gothaer Foundation supports a lectureship in sustainable finance.

Application to the Sustainability Academy

Find out more about the IFVW Sustainability Academy curriculum and when the next course begins. The course is free for students.



[Link to the video](#)

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Lectureship in sustainable finance

The Centre for Financial Research (CFR) welcomes Dr. Tobias Bauckloh as the new lecturer for sustainable finance. Bauckloh got his doctorate in sustainable capital markets. He is currently researching, among other topics, the contribution of sustainable investments as a solution for social issues resulting from investments as well as the success of voluntary initiatives and regulations in promoting sustainability in the investment process. The new lectureship in sustainable finance instituted at the University of Cologne was a CFR initiative. The Gothaer Foundation will support the lectureship for a period of five years.

The reason for this research is to reach the European Union goal of becoming climate neutral by 2050. That is the ‘Green Deal’ plan. An immense amount of capital is needed to reach this ambitious goal as well as the sustainability goals of the United Nations. For that reason, the EU is restructuring its financial sector to aim for sustainability. Research in sustainable finance helps with this process and gives politicians as well as companies and investors important insight into the interplay of sustainability and finance.

Solar village Kettmannshausen e. V.

During the solar village Kettmannshausen e. V.’s 3D project days in Thüringen, one can build, tinker, and be amazed. Around 6,000 school children from all over Germany get treated to this extraordinary educational programme. The inhabitants of the solar village make everything that young techies would love available to them, when it comes to the school visits: 3D printers, laptops, tablets, projectors, and a whole catalogue of ideas for 3D models that can be powered by solar energy or fuel cells. Through this, kids have fun

working with technologies that the grown-ups implement for climate protection.

The Gothaer Foundation has been supporting the Solar-Dorf Kettmannshausen with their ambitious educational projects. The support, which runs through mid-2022, also enables the development of a web-based, computer-supported user interface for the assembly of carbon-neutral energy use models, that are to be built during 20 project days at 20 schools in the Gotha district.



Children have fun while working with technology at the solar village Kettmannshausen e. V.

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SOKO forest education

Forests are invaluable important habitats for many plants and animals, protectors against avalanches and floods, and providers of numerous renewable resources like wood and rubber. Without a doubt: our forests must be protected. In order to do this, we must raise awareness of the importance of forests, get people to care about them, and to better understand forests in all their facets.

This is exactly what the Schutzgemeinschaft Deutscher Wald Bundesverband e. V. is doing. Together with experienced foresters, middle schoolers discover the range of everyday products made of raw materials that come from forests. Through diverse methods and visual aids, they learn about the connection between the origins of products and the effects they have on humans and nature. They also develop the ability to support sustainable consumption in their own lives, starting with themselves. The goal is to demonstrate how important forests are for our daily lives.

The Gothaer Foundation has supported the Schutzgemeinschaft Deutscher Wald Bundesverband e. V. since April 2021 with their research, design, and implementation of this unique educational programme, which has already been recognized by the Federal Ministry of Education and Research and UNESCO. It

follows the principle of education for sustainable development and uses diverse, hands-on, and cooperative learning methods accordingly. Discussions and above all time for reflection hold high importance during the lesson. The grant continues through the 31st of March 2022.

Bee-friendly flower meadows in the city centre

Through the planting of new flower meadows in the Gotha city centre, the city administration takes another step in increasing the liveability and improving the atmosphere of the urban area. Pretty flower gardens are not only nice to look at, but they also contribute – ecologically – to a better climate and are an important contribution to environmental protection. As vital biotopes, they are true ‘life rafts’ for endangered insects as the meadows provide sustenance and important breeding grounds.

The flowering-meadows initiative of the city of Gotha strives for more: ‘Awareness for sustainability among Gotha residents and visitors needs to be increased,’ explains Gotha Mayor Knut Kreuch. The Gothaer Department of Parks and Recreation has declared a total of three additional locations for bee-friendly growth: at Ek-hofplatz, in the Hospitalgasse, and Arnoldiplatz. The Gothaer Foundation is supporting these measures, and they should be finished by March 2023.

Moor maintenance at the Theikenmeer in Lower Saxony

Moors, with their ability to absorb more carbon than all forests on the planet combined, are on the top of the list of the most important landscapes to protect. Since the 1980s, the Nature And Biodiversity Conservation Union has campaigned to save the Theikenmeer moors. Germany’s most popular environmental protection agency has set clear goals in line with a comprehensive renaturation plan: restoring wetlands in order to curb the unwanted growth of birch trees and to stop the release of enormous amounts of climate-damaging greenhouse gases.

Over 152 acres at the Theikenmeer are protected by the Nature And Biodiversity Conservation Union already. The purchase of moorland is essential for the implementation of the most effective measures for this nature reserve. The Gothaer Foundation has supported the Nature And Biodiversity Conservation Union since June 2021 with the purchase of the plots as well as with numerous additional measures to revive this unique ecosystem. The protection of the moor along Theikenmeer is supported through mid-2022.

Natural heritage Tiltzow on Rügen

For wildlife to really feel safe, it often needs one thing in particular: space. Unfortunately, nowadays this is in short supply, because people keep

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claiming more of it. For exactly this reason, the national natural heritage was founded. On over 405,000 acres, important habitats for wildlife are maintained. This is done through the maintenance and development of natural forests, open-land ecosystems, wetlands, and coastal flooding areas. One of these areas is Tilzow on the Baltic Island Rügen, which has been a focus of the German Wildlife Foundation since 2018.

The German Wildlife Foundation plan of action is to leave existing near-natural forests alone so monocultures, like the spruce and pine forests in the western part of the reserve, can little by little return to their natural state. The Gothaer Foundation supports the German Wildlife Foundations' recording of breeding birds by taking measures to improve traffic safety and to enable long-term photo-monitoring, so that certain areas can be carefully observed. The timeframe for these funded measures began on the first of April 2021 and continues throughout 2022.

Additional donations beyond the foundation

The Gothaer Group supports education and science, art and culture, as well as social and other general causes. Donations to political parties or politicians are excluded. In total, Gothaer donated € 780,647.08 in 2021 (subsidiaries and sponsorships are not included in this figure).

Regular (yearly) donations and funding (extract)	
Cologne Region	
Förderverein, Institut für Versicherungswissenschaft	2.510 €
Technische Hochschule Köln	5.150 €
A. W. Klein Stiftung (to support professional training Programmes)	1.022,58 €
Various local associations and clubs (including Allg. Bürgerverein Zollstock, Romanische Kirchen, Zentral-Dombau-Verein, Museen)	456 €
Göttingen Region	
Arnoldi-Schule (vocational school)	2.044 €
University	400 €
The City of Gotha	
Deutsches Versicherungsmuseum; project history of insurance	30.250 €
Gothaer Kulturstiftung	5.000 €
Country-wide	
Insurance science faculties of various universities (Leipzig, Frankfurt, Jena, Münster)	3.710 €
Deutscher Verein für Versicherungswissenschaft, Berlin	4.500 €
Stifterverband für die Deutsche Wissenschaft, Essen	12.000 €
Gesellschaft zur Förderung des Unternehmenswachstums, Baden-Baden	12.000 €
Various vocational schools and training centres	1.798 €
Overview of one-time donations (extract)	
Forest donation at the Cologne location; project 'a fourth forest for Cologne'	4.900 €
Gothaer Sports Association	26.520 €
Gothaer Foundation	472.334,50 €
Klimadocs e. V.	30.000 €
Flood victims from our own' Gothaer Hilfsfonds'	118.000 €
Total donations 2021	780.647,08 €

*Net of reinsurance

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More forests for Cologne

As in 2020, Gothaer campaigned again for forests in Cologne and took part in the planting campaign ‘a fourth forest for Cologne’ again in 2021. Along with a donation of € 4,900, two board members and Gothaer Group’s Oliver Schoeller and the Chairman IT, Operations and Digitalization Mathias Bühring-Uhle actively participated in the planting of trees.

Gothaer established relief fund for severe-weather regions

Many clients and Gothaer and SAD (self-employed sales force) employees were affected by the severe weather in Rhineland-Palatinate and North Rhine-Westphalia. To date, around 5,000 claims with an estimated value of € 100 million have been registered. Gothaer is doing everything it can to help the affected people as quickly as possible and has even established a relief fund.

The fund is initially equipped with € 500,000. Support should go to projects in crisis areas with a special focus on either offsetting social inequality or on the sustainable rebuilding of the regions. The allocation of the funds will be decided by the

agencies and regional offices – and thereby most accurately addressing the needs of the affected regions. But the Gothaer clients who are among the volunteers also receive support. They get free casualty insurance throughout the duration of the clean-up efforts. This of course also applies to affected Gothaer employees. For assistance offers and requests, a Gothaer help exchange portal was set up on the SADnet for employees and clients alike, through which many people have already found help.

Gothaer also provided quick and easy support for mental health problems in the impacted areas. Gothaer Health Insurance even set up a mental health guide. Those who not only suffered physical damages, but also suffered greatly under mental strain or were even traumatised, receive expert advice and assistance in finding medical specialists and getting appointments.

Furthermore, a taskforce with colleagues representing different departments was set up under the leadership of Uta Buchholz. During the flood disaster, they met daily and coordinated all Gothaer efforts. ‘It is very impressive and nice to see how great the readiness to help is

from everyone in the Group. You can feel the strength of the Gothaer community during emergency situations like this,’ said Oliver Brüß, Chairman of Sales and Marketing as well as Company Communication.

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Goal: Create a framework for our employees to get involved in social and community projects

Many Gothaer employees initiate social and sustainable projects and are committed to creating a sustainable society. We are happy about their commitment and provide our employees with the space and support to continue their activities.

Especially the flood disaster sent a wave of solidarity to wash over the employees. The taskforce ‘Starkregen’ was quickly formed, and the volunteers on-site helped energetically. Furthermore, there were many projects through which Gothaer employees made bigger or smaller contributions to their communities.

Cycling for the climate

Over 220 colleagues participated in the GoFit bicycle challenge from MediExpert and rode more than 83,000 kilometres. The challenge was not only worthwhile from an athletic standpoint; the winning team donated the € 500 prize money to the Federal Agency for Technical Relief Association and the Action Group Disaster Relief.



Raised herb beds

The Gothaer Consulting and Sales Services built raised beds out of sustainable wood in the courtyard of House IX on the 10th of September in 2021 – and planted them immediately with, for instance, Italian and gyros herbs and tomatoes. The entire team were excited to be part of it: (from top, l-r) Marco Meyer, Stefan Strähle, Bernd Menden, André Lossignol and Christian Zeiler as well (bottom, l-r) Heiko Nortmann, Director Benina Scherschel, Luca Hogreve and Wulf Schmidt-Boras. ‘We hope to encourage our colleagues to do something social and sustainable in their daily routines, to tend to something and literally reap the benefits,’ said Benina. Her team will tend to the plants.

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In Focus

Regional manager in Euskirchen himself becomes a victim of the flood disaster

After traumatic events, one can remember every little detail, even after a lot of time has passed. Reiner Huthmacher can say the same. Emotional and work-intensive weeks lie behind the Euskirchen regional director. Even during the days leading up to the low-pressure system ‘Bernd’ on the 14th of July, the weather apps sent warnings to Huthmacher’s smartphone: ‘It was clear that it would be intense. We expected to have water in the basement.’ But low-pressure system ‘Bernd’ was different.

Huthmacher had a customer meeting on the afternoon of the 14th of July – ironically to add natural disaster insurance to a residential building insurance – when a neighbor knocked and called ‘Get your sandbags!’ Huthmacher was still calm. He sent a WhatsApp message to his sports group: ‘Is everything ok where you are? Does anyone need help?’ He immediately gets moving. A friend’s basement is already filled with water. For the next few hours, a water pump is Huthmacher’s constant companion. This first round lasted three hours.

Meanwhile, the rain gets heavier – and Huthmacher’s phone rings again. It’s his daughter: ‘Papa, water is coming through the ceiling.’ The next call comes shortly after; it’s his mother. The water is constantly rising in her basement. Huthmacher rushes to help. The water pump is in continuous use. ‘When we had the situation somewhat under control, I tried to go home that night,’ said the regional director. Not a chance. Where once there were rivers, now there were lakes. Bridges were destroyed.

Huthmacher was stuck for two whole days. No water, no electricity, no cellphone reception, and thereby no information. Friday, the 16th of July, the situation started to ease up. There was finally reception, up on a hill near Euskirchen. And Reiner Huthmacher’s phone didn’t stop ringing: SMS; WhatsApp messages, phone calls. One of the first calls to come through was randomly from the Chairman of Sales, Marketing as well as Company Communication Oliver Brüß. ‘He called from his holidays asking how my family and I were doing, and he immediately confirmed that Gothaer

would do everything possible to help us and our clients on site,’ tells Huthmacher. ‘That was one of the moments in which I realized that I was in the right company.’



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Taskforce ‘Starkregen’ deployed: ‘I would do it again’

A state of emergency was declared for many parts of Rhineland-Palatinate and North Rhine-Westphalia during the month of July. The low-pressure system ‘Bernd’ claimed 160 lives, destroyed houses and property, and devastated whole regions. Support on site was needed. Many from Gothaer helped.

‘The 19th of July, we helped people in Ahrweiler town centre empty shops and houses and clear away the mud,’ reports Lisa Schindewolf, Consultant for Human Resources Development. ‘On site we simply approached anyone and asked who needed help.’ A few days later she helped clear out the wine cellar of a winery in Walporzheim to save as many bottles as possible. ‘The stories they told us were very bad,’ said Lisa. ‘But at the same time, I was really impressed by the positive mindset of many people, and that they didn’t lose their sense of humour.’

After the flood disaster, the Gothaer platform that connected helpers with those who needed help, provided the chance for people to meet to talk about what happened, and to share their experiences. Along with her message on the platform, Lisa also posted on her private

LinkedIn account asking people to help on site – including the reference to the shuttle service available to helpers in Ahrweiler.

Surreal situation

For Stefanie Stein-Wegener, Consultant at the Gothaer Academy, this was exactly the news she was waiting for. On the 18th of July she was already sorting donations at the Düsseldorfer Eishockey Gesellschaft but had hoped to help on site. ‘I absolutely did not want to try my luck and just drive up and possibly make things harder for the charities already there. Lisa’s LinkedIn Post was perfect,’ she remembers. The following Wednesday she set off with Jennifer Breuer, Director of the Gothaer Academy – with her leadership’s support in that they spontaneously took over her appointments for the day.

When they arrived in Ahrweiler, they were shocked. ‘I was stunned by what damage water can cause and how strong it is,’ sad Stefanie. ‘A helicopter would regularly circle above us, and excavators constantly shoveled and scratched their shovels along the streets. Emergency power generators rattled. Engines and the constant noise of rubble as it is forcefully pushed, crushed, and gets loaded. Completely surreal: when you stop shoveling the debris and you look up and see the wine hills basking in glorious sunshine.’

Aneta Philipps, Stefanie Schütz and Patrick Tigges-Dowé also found out about the Ahrweiler shuttle service through Lisa Schindewolf. They already bonded in the buses on the way to the sites, said Aneta: ‘Without knowing each other, we were together as a team. We heard the first awful stories on the bus. It was surreal for me, how calmly people could speak about death and loss.’

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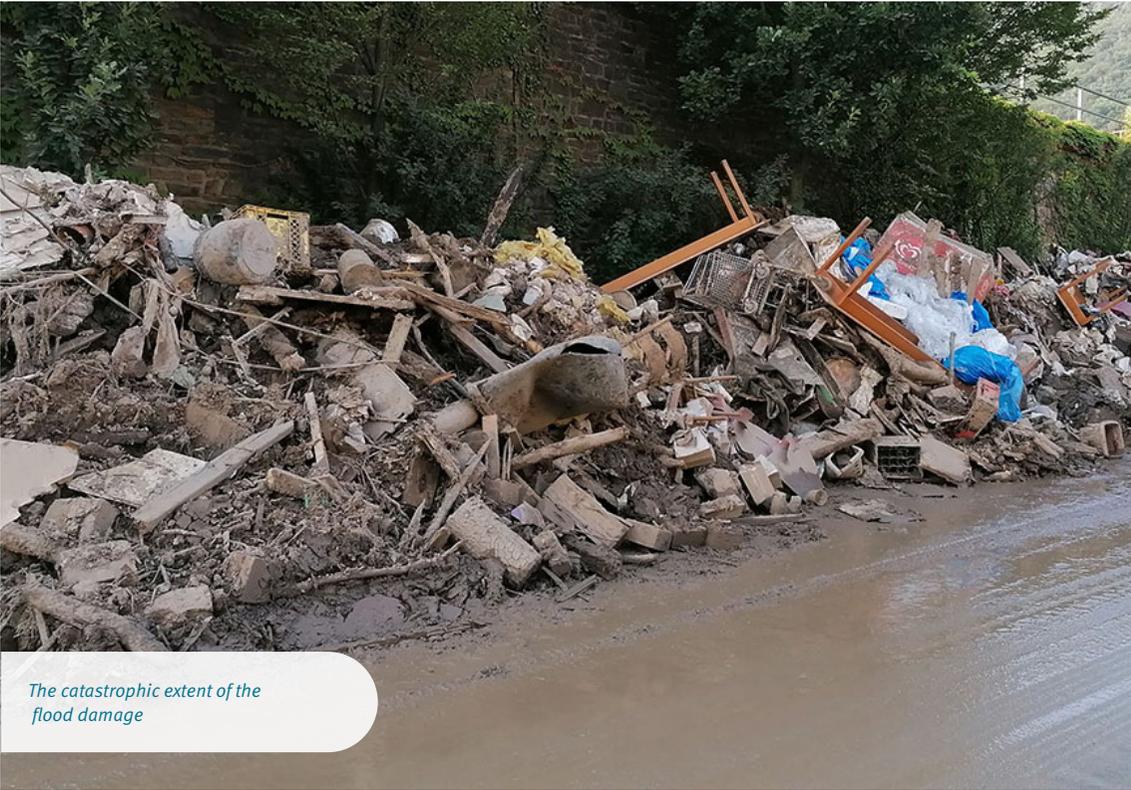
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Even the stories couldn't prepare him for the situation on site. 'As a member of the volunteer fire brigade, I had already seen some pretty awful things, but this was new for me,' said Patrick. With many volunteers, they built human chains to pass on bucket after bucket of mud, water, household and furniture pieces out of dark, wet, and musty-smelling basements. 'It was an oppressive feeling to throw such personal items on a huge pile, that now were reduced to garbage,' remembers Patrick. 'The experience was hard, but also good,' said Aneta. 'I am happy that I was there, and I would do it again.' After that day in the Ahrtal, she accompanied another Gothaer colleague to help: Elia Moshe, Composite Executive Director. He did not only help with manpower, but he also did a fantastic job of organizing. He is simply an angel without wings,' stated Aneta.

A flood of helpfulness and consolation

Elia was visiting his brother in Hoven near Düren when the flood hit. His house lies directly on the Ruhr. 'At around 6 p.m., the call came through the radio that all apartments along the Ruhr be cleared,' said Elia, 'it was at that moment that I first understood the gravity of the situation.' In the end, Düren was for the most part spared, but just the thought that families could lose everything motivated Elia to help.



The catastrophic extent of the flood damage

As board member in the FC Rhenania Girelsrath football club, he asked members and 1,000 social media followers to help. Through the club, he is often in touch with the mayor of Merzenich, so he offered him his support. Many phone calls and WhatsApp messages later, Elia had gathered 15 volunteers. Together with the fire brigade, they set up three sports halls in Merzenich as meeting points for all affected people. Two halls were set

up with 500 field beds and the third hall was used as a meeting point to talk with others, and to eat and drink together.

'Our first shift went through the night until 7 a.m., that's when my boss Jens Schilling, Director Partner Sales, luckily let me go,' said Elia. Otherwise, he took over the organization after work. He never thought of taking a break: 'The

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thought of all those in need continued to worry me.’ With their own cars and trailers, his football boys and other friends drove together to the affected areas like Inden, Eschweiler, Stolberg, and Blessem ‘simply to help. It didn’t matter with what or for how long,’ explains Elia. Gothaer colleagues were also there, Aneta, Sören Servas, Trainer VVT 4, Stefan Boving, Insurance Expert, Key Account Manager Support, and Julian Kratz, Sales Coordinator Composite. Together with his club and friends, Elia also started collecting donations. ‘We witnessed a flood of helpfulness and consolation, there was an endless number of supporters and helpers. It was incredible,’ he explained enthusiastically. ‘The destruction on site was and is indescribably terrible. But it felt good being able to make a difference as a community.’



Gothaer presents the German Life Saving Association with a donation for their incredible support.

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AmBeetious

Through the collection of sustainability ideas on GoWiki at the beginning of the year, a number of colleagues suggested bringing bees onto the Gothaer grounds, among them were Andreas Schroeder (Group Leader Investment Planning in GoAM) and Frank Kirchholtes (Business Analyst in Composite Insurance). The experienced hobby beekeepers will henceforth take care of the wellbeing of the animals.

‘With the bees, we want to make our office’s sustainability visible, thus confirming Gothaer’s credible sustainability,’ explains Timm Dominik (Working Student in Sustainability Management). The busy bees do more than produce honey: worldwide more than 90 % of wild plant species and more than three-quarters of the most important food crops are at least partially reliant on pollination by animals.

The new members of the Gothaer community moved to the balcony above the gym in House II of the Cologne headquarters on the 10th of August 2021. They can also find a food supply on the headquarter grounds: last year a flower meadow was planted near the outer parking lot between the houses.

Andreas: ‘It’s best to buy produce directly from the growers, or to at least buy organic products because organic farmers do not use pesticides on their crops. That also helps bees. Ever since I got interested in beekeeping, I have become a more conscientious shopper.’ Things have also changed a lot since Frank started pursuing his hobby: ‘I am much more attentive to nature, I keep a lookout for insects when I am outdoors, and I simply enjoy my surroundings more.’

Recycling campaigns

We regularly have collection campaigns at Gothaer locations that serve social or environmental purposes. In 2020, we initiated a recycling campaign for writing utensils that collected pens, highlighters, and markers in an environmentally friendly way with help from our cooperation partner ‘TerraCycle’.

In 2021, employees were encouraged to donate old glasses to the NGO to help people who need glasses but have no access to them.

‘GoTogether’ initiative

Year-round, Gothaer employees participated in social campaigns like the internally organised ‘GoTogether-Initiative’. To these belong, for example, the support of a senior citizen’s home or Diakonie with Easter gifts or by partaking in the ‘Charity Tree’ which raised over 450 gifts

for our Cologne based collaboration partners Diakonie Michaelshoven and OASE Benedikt Labre e.V.



Since summer 2021, the Gothaer community has 80,000 new members.

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In Focus

Interview with Manuela Schumacher – recycling glasses project

Manuela Schumacher, Group Director GSL 23, launched the campaign ‘donate glasses – gift sight’ at Gothaer.

Why did you start the ‘donate glasses – gift sight’ campaign?

At Christmas last year I donated to the ‘OneDollarGlasses’ cause, and I asked myself: What happens to our old glasses? My sister then introduced me to the organisation ‘donate glasses – gift sight’. Sustainability Management was immediately enthusiastic about my idea to collect glasses at Gothaer and gave me the green light right away.



Manuela Schumacher organised the ‘donate glasses – gift sight’ campaign.

How did your colleagues react?

There was a lot of resonance, loads of likes on my NewsBox post and a lot of personal messages regarding the campaign. I really was very touched. Other offices even participated in the campaign and sent me packages – I would like to take this opportunity to send my regards and thanks to the Hamburg and Göttingen colleagues for their contribution. And of course to everyone else, says Manuela with a smile, ‘Thanks to you we collected several hundred glasses!’

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Are you involved in other causes, in your free time?

Yes. I try to dedicate time, even though it sometimes is not much, to social and sustainability causes. I believe that if everyone contributed even just a small amount of time to causes like this, we, by working together, would all make the world just a little bit better.

Does your job at Gothaer also have a social aspect?

Yes, it does. My team and I help our insureds through illness. We support them during disability so they can get well as quickly as possible and are able to return to work. We try to personally reach out to our clients as early as possible, thereby building trust. This social aspect is very important for me.



The glasses are donated to people around the world.

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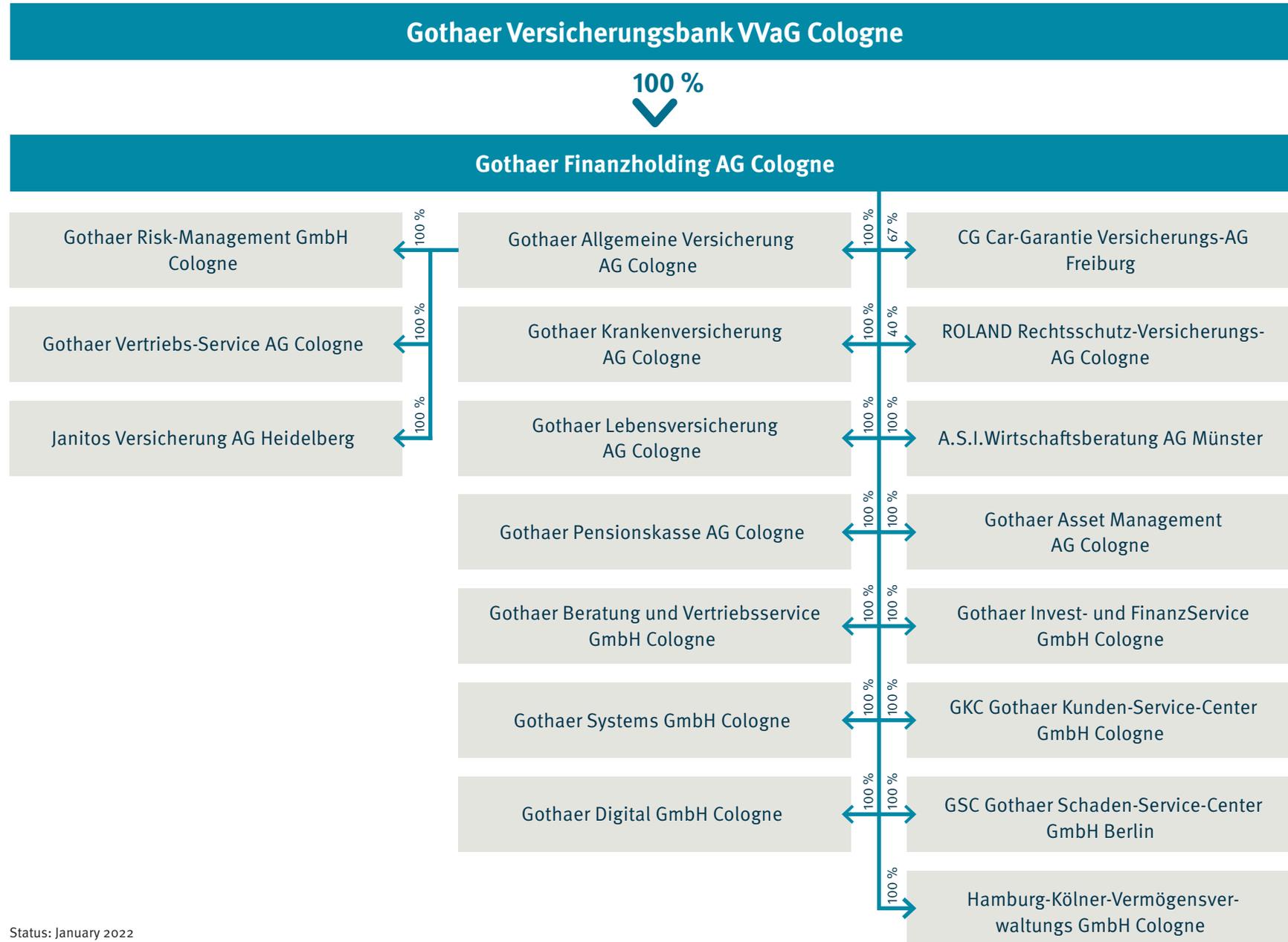
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Environmental Data

Corporate Carbon Footprint ¹			
in Tonnes	2021	2020	2019
Scope 1			
Heat	6.102	4.344,0	4.982,3
thereof HV Cologne	5.553	3.995,0	(s.o.)
Vehicle Fleet	1.233	717,8	972,6
thereof HV Cologne	679	573,8	(s.o.)
Refrigerant leaks	18	7,2	74,4
thereof HV Cologne	18	0,0	(s.o.)
Diesel generator	15	14,5	14,5
thereof HV Cologne	15	14,5	(s.o.)
Total Scope 1	7.367	5.083,5	6.043,8
thereof HV Cologne	6.265	4.583,3	(s.o.)
Scope 2			
Electricity (market-based)	200	336,1	1.386,7
thereof HV Cologne	3	121,3	(s.o.)
Scope 3			
Employee commuters	1.642	3.499,7	5.981,3
thereof HV Cologne	1.282	2.952,5	(s.o.)
Home Office ²	1.778	1.197,5	nicht erfasst
thereof HV Cologne	1.389	1.010,2	
Upstream heat/cold	1.038	968,6	1.111,0
thereof HV Cologne	944	890,8	(s.o.)

Corporate Carbon Footprint ¹			
in Tonnes	2021	2020	2019
Rental and private cars	606	907,3	584,3
thereof HV Cologne	278	257,0	(s.o.)
Upstream electricity	307	460,7	486,2
thereof HV Cologne	178	385,4	(s.o.)
Flights	71	120,9	455,2
thereof HV Cologne	60	106,0	(s.o.)
Office paper	192	335,1	343,1
thereof HV Cologne	183	329,5	(s.o.)
Upstream fuel	306	126,0	164,0
thereof HV Cologne	170	101,9	(s.o.)
Printed matter	70	117,8	117,9
thereof HV Cologne	70	117,8	(s.o.)
Waste management	84	119,6	93,0
thereof HV Cologne	65	100,8	(s.o.)
Train travel	27	27,5	83,7
thereof HV Cologne	21	22,1	(s.o.)
Water	8	28,7	23,4
thereof HV Cologne	7	24,8	(s.o.)
Total Scope 3	6.128	7.909,4	9.443,1
thereof HV Cologne	4.646	6.298,8	(s.o.)
Sum total	13.695	13.329,0	16.873,6
Carbon Footprint per capita ³	3,33	3,36	5,64

¹ Numbers from 2019 include 5% security surcharge. For the purposes of balancing emissions based on the limits by subsidiary/location we are deviating from the methodology described on page 54 as follows: GKC Gothaer Kunden-Service-Center GmbH (Cologne), Gothaer Digital GmbH (Cologne), Gothaer Schaden-Service-Center GmbH (Berlin), Gothaer Vertriebs-Service AG (Cologne) as well as Pensus Pensionsmanagement GmbH (Göttingen) will also be considered.

The number of employees, which is relevant for the balancing of emissions, includes the changes in the relevant subsidiaries within the year. For the purposes of this calculation 4,155 full-time employees and equivalent are considered.

² Carbon values for home office are based on the ClimatePartner's EcoAct 2019.

³ Measured in full-time equivalents of the system limit.

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Selected Financial Metrics 2019-2021

Selected Financial Metrics 2019-2021			
(in thousands of Euro)	2021	2020	2019
Gross written premiums	4.694.281	4.557.025	4.524.645
Earned premiums net of reinsurance (in %)	4.236.142 90,5	4.196.470 92,2	4.164.489 92,1
Claims expenses net of reinsurance*	3.217.263	3.082.030	3.183.244
Underwriting expenses net of reinsurance*	774.555	740.695	737.655
Net income for the year	82.128	72.431	114.990
Return on equity	6,0	5,6	9,5
Investments	31.265.744	30.666.518	29.473.399
Investment result	1.028.072	1.025.244	993.960
Net return (in %)	3,3	3,4	3,4
Underwriting reserves net of reinsurance*	29.488.627	28.847.969	27.863.537
Equity	1.421.959	1.326.456	1.263.692

*Net of reinsurance

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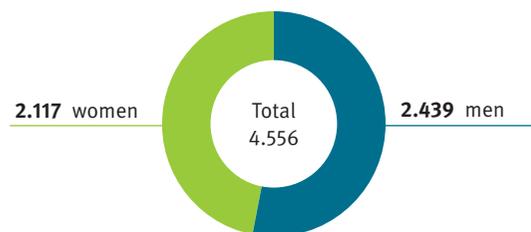
Key Human Resources Metrics*

Employees			
	2021	2020	2019
Total	4556	4.351	4.221
there of men	2439 (53,5 %)	2.319 (53,3 %)	2.236 (53,0 %)
there of women	2117 (46,5 %)	2.032 (46,7 %)	1.985 (47,0 %)
Full-time equivalent	4.093	3.895	3.797
there of men	2.303 (56,3 %)	2.196 (56,4 %)	2.146 (56,5 %)
there of women	1790 (43,7 %)	1.699 (43,6 %)	1.651 (43,5 %)

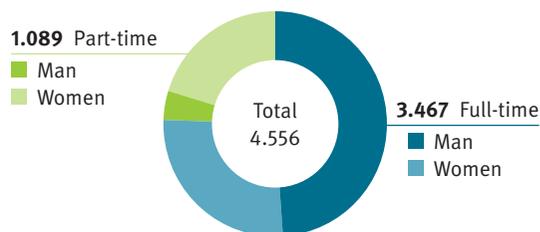
Type of Employment			
	2021	2020	2019
Full-time employee	3.467	3.292	3.159
there of men	2.224 (64,1 %)	2.132 (64,8 %)	2.059 (65,2 %)
there of women	1.243 (35,9 %)	1.160 (35,2 %)	1.100 (34,8 %)
Part-time employees	1.089	1.059	1.062
there of men	215 (19,7 %)	187 (17,7 %)	177 (16,7 %)
there of women	874 (80,3 %)	872 (82,3 %)	885 (83,3 %)

Type of Employment			
	2021	2020	2019
Under 30	674	586	507
there of men	342 (50,7 %)	294 (50,2 %)	243 (47,9 %)
there of women	323 (49,3 %)	292 (49,8 %)	264 (52,1 %)
30-49	1.884	1.824	1.806
there of men	944 (50,1 %)	897 (49,2 %)	866 (48,0 %)
there of women	940 (49,9 %)	927 (50,8 %)	940 (52,0 %)
Over 50	1.998	1.941	1.908
there of men	1.153 (57,7 %)	1.128 (58,1 %)	1.127 (59,1 %)
there of women	845 (42,3 %)	813 (41,9 %)	781 (40,9 %)

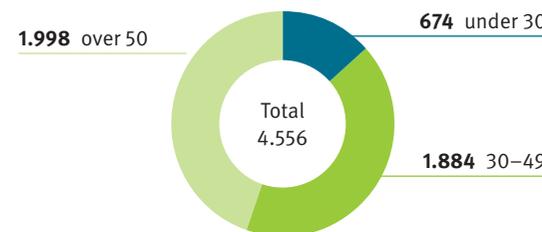
Employment by gender 2021



Type of employment 2021



Employment by age



* Unless otherwise stated, the human resources metrics refer to the fully consolidated companies of the Gothaer Group, with the exception of the foreign subsidiaries of Gothaer Allgemeine, CG CarGarantie Versicherungs-AG, Gothaer Asigurari Reasigurari S. A. and the companies Scira AG and VBMC GmbH, which were added in 2020. The figures are per capita as at 31.12. This results in deviations from the Group Annual Report, which reports the average number of employees per calendar year. All figures exclude members of the Executive Board or management, death benefit recipients, pensioners and temporary workers.

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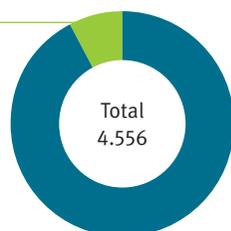
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Employees according to Type of Employment			
	2021	2020	2019
Full-time	4.169	4.019	3.910
thereof men	2.230 (53,5 %)	2.130 (53,0 %)	2.069 (52,9 %)
thereof women	1.939 (46,5 %)	1.889 (47,0 %)	1.841 (47,1 %)
Temporary contracts¹	387	332	311
thereof men	209 (54,0 %)	189 (56,9 %)	167 (53,7 %)
thereof women	178 (46,0 %)	143 (43,1 %)	144 (46,3 %)

¹ Incl. trainees

Type of employment contract 2020

387 fixed-term employees



4.169 permanent employees

Sick Leave Rate			
	2021	2020	2019
Disability (according to AGV)	4,31	4,88	6,04
thereof over 6 weeks	1,16	1,40	1,49

Fluctuation Rate			
	2021	2020	2019
Persons leaving (according to AGV)	4,6	4,2	7,3
thereof natural fluctuation	2,0	1,6	1,8
thereof dismissal by employer	0,2	0,3	0,3
thereof resignation by employee	1,5	1,2	1,8
thereof amicable cancellation	0,4	0,6	3,0
thereof end of contract	0,4	0,5	0,3

Training ¹			
	2021	2020	2019
Skills (Training days per employee)	3,3	3,4	4,4
Training days (workdays)	10.721	14.223	17.892
Training participation (% employees who got training)	91 %	95 %	89 %

¹ This data is from the core companies Gothaer Allgemeine Versicherung AG, Gothaer Lebensversicherung AG, Gothaer Krankenversicherung AG and Gothaer Finanzholding AG.

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Content According to the German Sustainability Code (DNK)

This overview shows where the 20 assessment criteria from the German Sustainability Code (DNK) are in this sustainability report. In the compliance statement of the German Sustainability Code (DNK) in the publicly available DNK > [database \(DNK-DB\)](#), one can find the

contents in more detail and according to the 20 criteria. The DNK refers to certain data in Sustainability Reporting Standards of the Global Reporting Initiative (> [‘GRI-Standards’](#)).

Areas	DNK Criteria	Data according to GRI Standards	Pages
Strategy	1. Strategy	GRI 102-15 Key impacts, risks, and opportunities	3
	2. Materiality	GRI 102-40 List of stakeholder groups	11, DNK-DB
		GRI 102-42 Identifying and selecting stakeholders	11, DNK-DB
		GRI 102-43 Approach to stakeholder engagement	11, DNK-DB
		GRI 102-44 Key topics and concerns raised	11, DNK-DB
		GRI 102-47 List of material topics	11, DNK-DB
	3. Goals		13, 14, DNK-DB
4. Depth of the Value Chain	GRI 102-7 Scale of the organization	4-6, 106	
	GRI 102-9 Supply chain	30, 61, DNK-DB	
Process Management	5. Responsibility	GRI 102-16 Values, principles, standards, and norms of behavior	10-11, 27, 45, 51, 55
	6. Rules and Processes	GRI 102-16 Values, principles, standards, and norms of behavior	11-12, 19-20, 29-32
	7. Control	GRI 102-16 Values, principles, standards, and norms of behavior	29-32, 62, DNK-DB
	8. Incentive schemes	GRI 102-35 Remuneration policies	16, DNK-DB
		GRI 102-38 Annual total compensation ratio	16, DNK-DB
	9. Stakeholder Engagement	GRI 102-44 Key topics and concerns raised	DNK-DB
10. Innovation and Product Management	GRI 102-2 Activities, brands, products, services	4-6, 36-43	

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Areas	DNK Criteria	Data according to GRI Standards	Pages
Environment	11. Usage of Natural Resources	GRI 301-1 Materials used by weight or volume	56-58, 80
	12. Resource Management	GRI 302-1 Energy consumption within the organization	56-57, 107
		GRI 302-4 Reduction of energy consumption	56-59
		GRI 303-3 Water withdrawal	107
		GRI 306-2 Waste by type and disposal management	107
	13. Emissions	GRI 305-1 Direct GHG* emissions (Scope 1)	57
		GRI 305-2 Energy indirect GHG emissions (Scope 2)	57
		GRI 305-3 Other indirect GHG emissions (Scope 3)	57
		GRI 305-5 Reduction of GHG emissions	58-59
	Society	14. Labour Rights	GRI 403-4 Worker participation, consultation, and communication on occupational health and safety
GRI 403-9 Work-related injuries			DNK-DB
GRI 403-10 Work-related illnesses			70, 109
15. Equal Opportunity		GRI 405-1 Diversity of governance bodies and employees	62-65, DNK-DB
		GRI 406-1 Incidents of discrimination and corrective actions taken	None.
16. Qualifications		GRI 404-1 Average hours of training per year per employee	69
17. Human Rights		GRI 412-1 Human rights assessment	Not applicable
		GRI 412-3 Human rights training	Not applicable
		GRI 414-1 New suppliers that were screened using social criteria	30-31, 61
		GRI 414-2 Negative social impacts in the supply chain and actions taken	30-31, 61
18. Corporate Citizenship		GRI 201-1 Direct economic value generated and distributed	96
19. Political Influence		GRI 415-1 Political Contributions	None.
20. Conduct that Complies with the Law and Policy		GRI 205-1 Operations assessed for risks related to corruption	All.
		GRI 205-3 Confirmed incidents of corruption and actions taken	None.
	GRI 419-1 Non-compliance with laws and regulations in the social and economic area	None.	

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*GHG = Greenhouse gasess

■ About This Report

This is Gothaer Group's second sustainability report. It has been written and released on behalf of the Gothaer Versicherungsbank VVaG by the Gothaer Finanzholding AG. The scope of the report includes the Group companies that are named on [pages 4–5](#); we indicate any instances in which certain data might deviate from this.

As framework for this report, we followed the German Sustainability Code (DNK) which refers to the Sustainability Reporting Standards of the Global Reporting Initiative (GRI) on several occasions. Accordingly, we have added an index on [pages 111 and 112](#). Supporting information can be found in the [databases of the DNK](#).

Reporting year is financial year 2021 (1 January to 31 December). We report annually on the progress of our sustainability efforts.

■ Imprint

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