

# 

DIVERSITY



# CARE 2017 / DIVERSITY

## Explanation of symbols and abbreviations used in the Report



Good practice according to the Responsible Business in Poland 2017. Good Practices Report.

Frequently discussed issues and matters of relevance to our stakeholders which they shared in dialogue sessions, business meetings and presentations, and in the Care Report survey.

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Videos with stories of our projects and initiatives. The videos are labelled with the icon in the Report, inviting the reader to watch them online.



International Core G4 guidelines of the Global Reporting Initiative (GRI) followed in the Report. The complete GRI Table is presented in the section "About the Care Report".

The Report refers to the UN 2030 Agenda for Sustainable Development. In line with last year's concept, we discuss our practices in the context of the 17 Sustainable Development Goals. We present our initiatives contributing to selected Goals.

## Sustainable



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**Diversity** constitutes a fundamental value of the modern society. Equal rights policies and diversity management translate into measurable benefits and drive forward the development and innovativeness of organisations. Taking into consideration the respect for a diverse multicultural society and placing special emphasis on the policies promoting equal rights, irrespective of **gender**, **age**, **disability**, **health**, **race**, **nationality**, **ethnic origin**, **religion**, **creed**, **irreligiousness**, **political views**, **union membership**, **psychosexual orientation**, **sexual identity**, **family status**, **lifestyle**, **employment form**, **scope and basis**, **other types of cooperation or other traits which may give rise to discrimination**, our organisation undertakes to implement diversity management and equal rights policies and to promote and disseminate them among all of its stakeholders.

The above quote comes from the Diversity Charter, an international initiative supported by the European Commission. Signing the Diversity Charter is voluntary and, as such, it represents a major commitment.

ERGO Hestia has been a signatory of the Diversity Charter since December 2016. We consistently develop business and social initiatives in support of diversity.





diverse factors.

Years ago, when we first subscribed to a strategy, later adopted by the UN as Sustainable Development, instinct told us that we could grow only if we challenged time-tested solutions. We embarked on a road less travelled. We explored the unknown at the cost of facing trouble. Then and now, we have been inspired by a sense of awe, which is stoked by diversity.

Throughout 2017, we developed projects which incorporate the ideas captured in the international Diversity Charter. The Integralia Foundation and the Personal Injury Rehabilitation and Support Centre (CPOP) are both rooted in social inclusion. They come close to the philosophy of Father Józef Tischner, the spiritual mentor of ERGO Hestia's social engagement, whose memory and work we pay tribute to with the annual Father Józef Tischner Znak and Hestia Award. This was made possible by the solid business position of the Group. In 2017, ERGO Hestia reported the highest-ever annual technical result. We crossed the mark of PLN 5 billion of gross written premiums in non-life insurance for the first time in our history.

its diversity.

Respect for diversity may be helped by lessons learned in modesty. We have discovered that some of the terms and conditions of ERGO Hestia's insurance products lag behind the pace of change happening in our world. We responded promptly by replacing an archaic and discriminatory definition of "partner", which oddly enough survived in insurance documentation. We looked at a single difficult case and used it as an opportunity. We decided to review the provisions of all our insurance products accordingly. The Report we present contains a detailed record, incomplete as it may be, of our quest in search of an optimum balance of diversity. It is not a description of the objectives but rather an account of the road we travelled in 2017 together with all employees and business partners of ERGO Hestia.

The world we live in abhors simple definitions. Permanence and predictability become short-lived. New circumstances change our reality from day to day. Today's social space is shaped by powerful factors: migrations, new economic models, the digital revolution, the (dis)order of communication, artificial intelligence, to name but a few. Better orientation means being responsive to more and more

The common denominator of our strategy of business growth and social engagement is active responsibility and the spirit of co-operation and openness to others. Readiness to challenge clichés and overcome barriers helps us put to best use people's natural skills and abilities, addressing everyone's need to make a difference and get satisfaction from work. Active responsibility is the lynchpin of ERGO Hestia's cohesion with all

Piotr M. Śliwicki President of ERGO Hestia Group

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## Milestones of **2017**



<b>01</b> January	<ul> <li>ERGO Hestia becomes the Strategic Partner of the Museum of Modern Art</li> <li>ERGO Hestia is awarded the Service Quality Star for the seventh time</li> <li>Launch of a new brand of motor insurance YU! offered in partnership with Yanosik.pl</li> </ul>	<b>07</b> July	<ul> <li>100<sup>th</sup> ERGO Hestic</li> <li>More than 300,00</li> </ul>
<b>02</b> February	• Hestia Artistic Journey exhibition "Confluence of Events" at the Częstochowa Museum	<b>08</b> August	<ul> <li>ERGO Hestia and B</li> <li>ERGO Hestia Polish</li> <li>Launch of the proc</li> </ul>
<b>03</b> March	<ul> <li>ERGO Hestia becomes the ERGO Group Competence Centre co-ordinating business in the Baltic States and Belarus</li> <li>The Agent Ombudsperson is appointed</li> <li>Hestia Artistic Journey exhibition "Confluence of Events" at the Centre of Contemporary Art in Toruń</li> <li>The Integralia Foundation becomes a member of the Labour Market NGO Network Council</li> </ul>	<b>09</b> September	<ul> <li>ERGO Hestia is na</li> <li>ERGO Hestia and f</li> <li>The ERGO Hestia (</li> <li>Launch of present</li> </ul>
<b>04</b> April	<ul> <li>ERGO Hestia Group CEO Piotr M. Śliwicki is appointed to the Board of ERGO International</li> <li>ERGO Hestia's platform iHestia is awarded in the Techno Biznes competition of <i>Gazeta Bankowa</i></li> <li>ERGO Hestia is named the best insurer by the Banking &amp; Insurance Forum</li> <li>ERGO Hestia boasts the lowest complaint ratio for the 8<sup>th</sup> time according to the Financial Ombudsman's report</li> <li>ERGO Hestia is the best insurer according to the <i>Responsible Business in Poland 2017. Good Practices Report</i></li> <li>17<sup>th</sup> edition of the Tischner Days and the Father Józef Tischner Znak and Hestia Award</li> </ul>	<b>10</b> October	<ul> <li>The Cyber Lab open</li> <li>CarSharing as a rep</li> <li>Winners of the 2<sup>nd</sup></li> <li>The LIGHTS by Arti</li> <li>ERGO Hestia Group ter Competition</li> </ul>
<b>05</b> May	<ul> <li>ERGO Hestia receives the Fair Play Award for the 10<sup>th</sup> time and is named the most trustworthy insurer at the Broker Congress</li> <li>The Super Fair Play award for the best corporate insurance offer in the last 25 years</li> <li>ERGO Hestia Tri-City Sailing Cup</li> <li>ERGO Hestia is named the industry leader in the 11<sup>th</sup> Responsible Company Ranking</li> </ul>	<b>11</b> November	<ul> <li>International ERGC</li> <li>Discriminatory provpartnership, and popartnership, a</li></ul>
06	<ul> <li>Winners gala of the 16<sup>th</sup> edition of the Hestia Artistic Journey competition at the Museum of Modern Art</li> <li>Windsurfing European Championships at the ERGO Hestia Sopot Sailing Club in Sopot</li> </ul>	12	<ul> <li>ERGO Hestia wins t</li> <li>ERGO Hestia Group</li> </ul>

• Windsurfing European Championships at the ERGO Hestia Sopot Sailing Club in Sopot

• ERGO Hestia and Integralia Foundation beach zone equipped with an amphibious vehicle for people with disabilities

December

12

• Publication of the Care Report

June

## Milestones of **2017**

tia Standardized point of sale opens ,000 honeybees in ERGO Hestia's apiary

Blue Media launch regular card payments in the omnichannel model sh Surfing Challenge 2017

oduct "Organisation and Financing of Medical Treatment Abroad" in partnership with Best Doctors®

amed the 2017 IT Leader by Computerworld

- d the Hestia Artistic Journey Foundation are partners of the Warsaw Gallery Weekend
- a Quality Mark campaign is launched
- ntations of Jupiter: a new modern, simple and intuitive sales platform for agents

pens in partnership with Hestia Loss Control engineers

- eplacement vehicle service: ERGO Hestia's innovative solution
- <sup>d</sup> edition of the ECO HESTIA SPA competition are announced
- rtistic Journey competition opens
- up 2016 Annual Report, Risk Focus and Dealer Zone magazines awarded in the Agape 2017 Corporate Newslet-

GO Group Corporate Insurance Centre opens in Sopot

- ovisions of the general terms and conditions are amended: modification of the definitions of close person, partner
- erms and conditions are adapted to the needs of people with visual impairments
- GO Hestia lawyer chat service for insurance intermediaries. Topics covered include GDPR and IDD
- Focus meetings in Sopot: Eco-Care debate in partnership with the Association of Polish Spa Communities
- tistic Journey competition exhibition opens in Warsaw
- nd's first movie on the deaf culture "Signs" with the support of ERGO Hestia
- up 2016 Annual Report wins the Audience Award in The Kantar Information Is Beautiful Awards

the Golden Bumper Award for the 3<sup>rd</sup> time

- ERGO Hestia Group 2016 Annual Report is awarded by the HOW International Design Awards
- First anniversary of signing the Diversity Charter
- First anniversary of signing the Standard of the Ethical Programme in Poland





# (=) About ERGO Hestia

## About ERGO Hestia

The ERGO Hestia Group is comprised of two insurers (life and non-life), their specialised subsidiaries, as well as two foundations. It is a part of the international corporation ERGO owned by one of the world's biggest reinsurers Munich Re. Since inception, ERGO Hestia's heart has beaten in Sopot, the site of its headquarters which manage a network spanning all of Poland.



The ERGO Hestia Group is a part of the strong international insurance corporation ERGO owned by one of the world's biggest reinsurers Munich Re. The ERGO Hestia Group has its headquarters in Sopot at ul. Hestii 1. Its companies run insurance operations across Poland. At the end of 2017, the ERGO Hestia Group was comprised of five companies and two foundations: Sopockie Towarzystwo Ubezpieczeń ERGO Hestia SA, Sopockie Towarzystwo Ubezpieczeń na Życie ERGO Hestia SA, Hestia Loss Control Sp. z o.o., Centrum Pomocy Osobom Poszkodowanym Sp. z o.o., Sopockie Towarzystwo Doradcze Sp. z o.o., Fundacja Grupy ERGO Hestia na rzecz integracji zawodowej osób niepełnosprawnych Integralia, Fundacja Artystyczna Podróż Hestii. In February 2017, ProContact Sp. z o.o. was integrated into Sopockie Towarzystwo Ubezpieczeń ERGO Hestia SA. Specialised companies of the Group offer insurance for individuals, including life and non-life insurance, as well as insurance for the industry and SMEs. The five brands which ensure the optimum selection of non-life insurance include: ERGO Hestia, MTU, mtu24.pl, You Can Drive, and YU!.

In 2017, STU ERGO Hestia SA and STU na Życie ERGO Hestia SA offered insurance products in all the statutory categories of insurance.

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125 .... Standardized points of sale

460

Other Points of sale

The ERGO Hestia Group has an extensive network of Branches, Standardized points of sale and Points of sale. ERGO Hestia insurance products are available across Poland. In 2017, 44% of our locations were small and mid-sized towns. The Group serves both business clients, including Poland's biggest corporations, and numerous retail customers. The ERGO Hestia Group respects all customers and wins their trust through responsibility and care.



The Management Board and the Supervisory Board of ERGO Hestia Group Companies



### STU ERGO Hestia SA and STU na Życie ERGO Hestia SA

#### Management Board

Piotr Maria Śliwicki CEO & President of the Management Board

Małgorzata Makulska Vice-President of the Management Board, Marketing & Sales

Grzegorz Szatkowski

Adam Roman

### STU ERGO Hestia SA and STU na Życie ERGO Hestia SA

Supervisory Board – from 1 January to 6 October 2017

Thomas Schöllkopf

Thomas Schirmer Deputy Chair

Jürgen Schmitz

#### STU ERGO Hestia SA

STU na Życie ERGO Hestia SA

#### Supervisory Board – from 7 October to 31 December 2017

Monika Sebold-Bender	<b>Cornelius Alexander Ank</b>
Chair	Chair
<b>Cornelius Alexander Ankel</b>	<b>Maximilian Happacher</b>
Deputy Chair	Deputy Chair
<b>Deniss Sazonovs</b>	<b>Deniss Sazonovs</b>
Member	Member
<b>Wojciech Kostrzewa</b>	<b>Wojciech Kostrzewa</b>
Member	Member
<b>Janusz Reiter</b>	<b>Janusz Reiter</b>
Member	Member

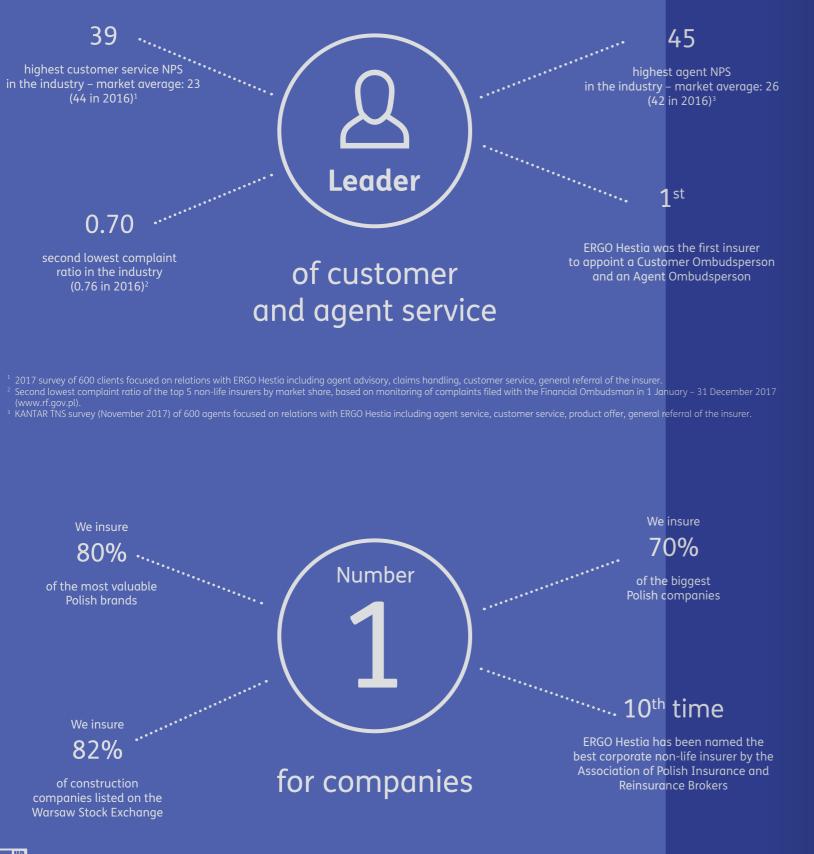
The Management Board of the ERGO Hestia Group is comprised of four members, including three men and one woman. All of the members are Polish nationals. The Supervisory Boards are comprised of six members, including five men and one woman.



# ERGO Hestia in Numbers

## ERGO Hestia in Numbers

To be the industry leader and go further than our peers: this is ERGO Hestia's motto. The scale of our business, measured by the market share and gross written premiums, is growing year after year.



## PLN 5.85 billion

gross written premium of ERGO Hestia Group insurance companies (PLN 5.18 billion in 2016)

## PLN 12.22 billion

assets of ERGO Hestia Group insurance companies (PLN 11.19 billion in 2016)

2,624

ERGO Hestia Group employees representing ca. 23% of the working population of Sopot

## PLN 12.22 billion

assets of ERGO Hestia Group insurance companies (PLN 11.19 billion in 2016) equal to ca. **11%** of estimated Gross Region in 2016 (GDP according to Central Statistical Office report by region)





## PLN 3.17 billion

gross claims and benefits paid by ERGO Hestia Group insurance companies (PLN 2.92 billion in 2016)

## PLN 1.34 billion

insurance costs of ERGO Hestia Group insurance companies (PLN 1.34 billion in 2016)

## PLN 191.95 million

net profit of ERGO Hestia Group insurance companies (PLN 93.91 million in 2016)

## 1.68%

market share in life insurance (3.79% in 2016)

## 14.23%

market share in non-life insurance (13.36% in 2016)



## 3.45 million

individuals insured with ERGO Hestia (3.3 million in 2016)

## PLN 72,414 billion

total liability of ERGO Hestia Group insurance companies (sum of sums insured) to clients (PLN 71,562 billion in 2016)

## 75%

of IT solutions deployed in ERGO Hestia are supplied by Polish vendors

## Over 100

products and services. ERGO Hestia Group insurance companies offer insurance products in all the statutory categories of insurance

## 222 days

in 2017 is how long the City of Sopot would stay in business if ERGO Hestia Group insurance companies were the only taxpayers in town and all taxes and other fees would go to the City







## ERGO Hestia ERGO Hestia INNOVATES

## ERGO Hestia Innovates

Innovation, which is often understood in terms of technology, is all about people at ERGO Hestia. People are the focus of all new solutions and services, improvements of the organisation and procedures. We care about people's needs and goals, lifestyles and motivations. Clients, intermediaries, employees – everyone is important for very special reasons. And everyone can inspire change.

## For clients and intermediaries –

### iHestia

More than 11 thousand insurance intermediaries use iHestia. Most operations require no intervention of the insurer. The platform boosts the efficiency of sales, customer loyalty and product saturation. With the successful combination of insurance and technology, ERGO Hestia was named the IT Leader 2017 in Banking & Finance by Computerworld.

## YU!

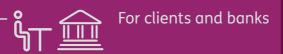
If you drive several hundred miles with the app Yanosik, ERGO Hestia's technology partner, you will get a personalised insurance offer from YU! The product offers coverage of the vehicle and its owner at a price linked to the individual driving style. We promote and reward responsible, safe driving. The telemetric solution is available only on mobile devices.



For clients and intermediaries —

### Jupiter

To address the needs of the biggest insurance multiagents, ERGO Hestia has developed an intuitive system of mass sales and post-sale service of simple non-life insurance. Jupiter builds on and adds to the capacity of iHestia. A single sales process supports the sale of motor insurance and property insurance from ERGO Hestia's two brands.

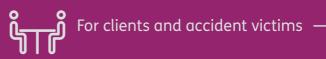


### **Banking Platform**

Clients using the mobile app are one click away from assistance. Millennium Bank clients who buy ERGO Hestia's travel insurance get access to a state-of-the-art claims reporting and handling system. Claims are paid over the bank's systems, cutting the claims handling time to several hours.

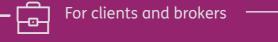
### **ERGO Hestia Pomoc 24**

This investment in advanced technology facilitates claims handling. Clients deliver damaged vehicles to a recommended workshop and pick them up when repaired. The insurer supervises and pays for the repair without the clients' participation. The product ensures 24/7 responsiveness. Workshop operators have awarded ERGO Hestia Pomoc 24 the Golden Bumper Award.



## CarSharing

Clients and victims of accidents caused by ERGO Hestia clients get access to replacement cars in in Poland. Available through an intuitive mobile app.



## Hestia Corporate Solutions

Hestia Corporate Solutions (HCS) is how the leader in corporate insurance addresses the needs of companies faced with the risks of the new digital economy. ERGO Hestia offers services, products and tools which turn advanced insurance programmes into

### For clients and accident victims



## Agent Ombudsperson

Insurance intermediaries can always rely on ERGO Hestia experts. The Agent Ombudsperson offers additional support. The team responds to complex cases and develops new solutions facilitating the work of intermediaries.



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## For clients and brokers

## Cyber Lab

ERGO Hestia in partnership with Hestia Loss Control engineers helps companies and institutions to mitigate the impact of potential cyberattacks by running a thorough analysis of the ICT environment. Recommendations and guidelines improve security and mitigate potential attacks.



## New life insurance sales tool

Insurance is easier to sign and the price is low, benefiting both clients and agents. The new life insurance sales tool implemented by ERGO Hestia in 2017 offers all these advantages. It reduces paper documentation based on state-of-the-art IT solutions, which continue to be developed even further.

## ERGO Hestia Innovates

For clients and intermediaries -

### Organisation and financing of treatment abroad

in the new product developed in partnership with Best Doctors®. ERGO Hestia ensures a second medical opinion. Where treatment abroad must continue, ERGO Hestia organises and pays the cost of the best doctors.

For agents

### **Local Discussion Groups**

Agents are free to select the topic and format of the meeting and invite participants. The key is to exchange expertise and experience. Thirty meetings of Local Discussion Groups held in 2017 brought together 450 agents. The initiative is unique in the industry. ERGO Hestia provides organisational and marketing support.

For agents

### Lawyer Chat

Over 1,000 insurance agents have used the new service of videocalls with ERGO Hestia lawyers. The Lawyer Chat service offers a convenient format of talks which can improve the understanding of key current issues including the EU General Data Protection Regulation (GDPR) and the Insurance Distribution Directive (IDD).

For agents

## **Advisory Training**

Understanding customers' needs, handling the meeting with a client, developing an offer which matches individual needs: all those skills are improved through innovative training for insurance intermediaries offered since mid-2017. It is the first step in the development of the ERGO Hestia Insurance School scheduled to launch in 2018.

For people with disabilities

## Product for people with disabilities

ERGO Hestia in partnership with the Integralia Foundation under the Friendly Communications umbrella developed general terms and conditions of insurance tailored to the needs of people with visual impairments. A specially designed one-pager presents examples of insurance products and assistance services useful for people with disabilities. Clients with disabilities are offered a 20 percent discount on home and car insurance.



## Polish Insurance Chamber good practice of electronic equipment insurance

ERGO Hestia experts contributed to the development of the Polish Insurance Chamber documentation of electronic equipment insurance. The new solutions were consulted with insurers and electronic equipment distributors and endorsed by the Financial Ombudsman, the Office for Competition and Consumer Protection (UOKiK) and the Polish Financial Supervision Authority (KNF).



## **ERGO Hestia Quality Mark**

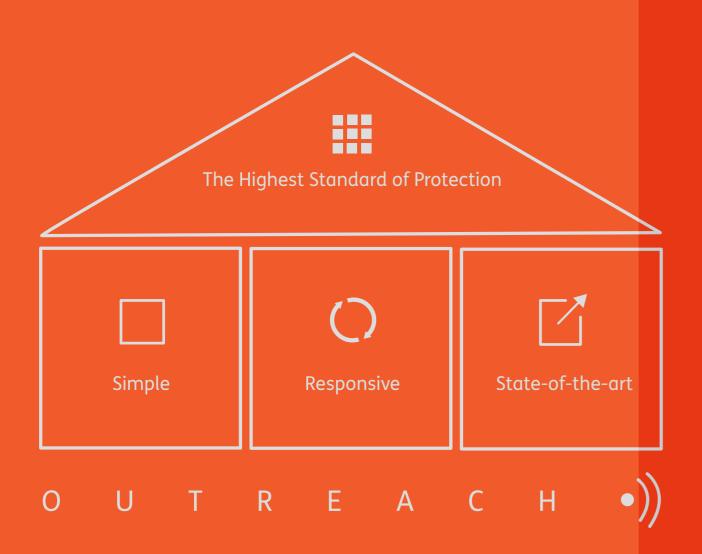
ERGO Hestia rewards insurance intermediaries for the highest standard of services. Those agencies which ensure a professional image of their offices and provide the best customer service are awarded the ERGO Hestia Quality Mark. In 2017, the certificates were accompanied by a dedicated online marketing campaign.

For clients and intermediaries





Confidence at all levels is the foundation of effective business relations, especially when it comes to institutions of public trust. ERGO Hestia follows a strategy of prudence, friendly partnership and lasting ethical values in its relations with opinion-makers and third parties. The bottom line? Confidence of clients, partners, and employees.

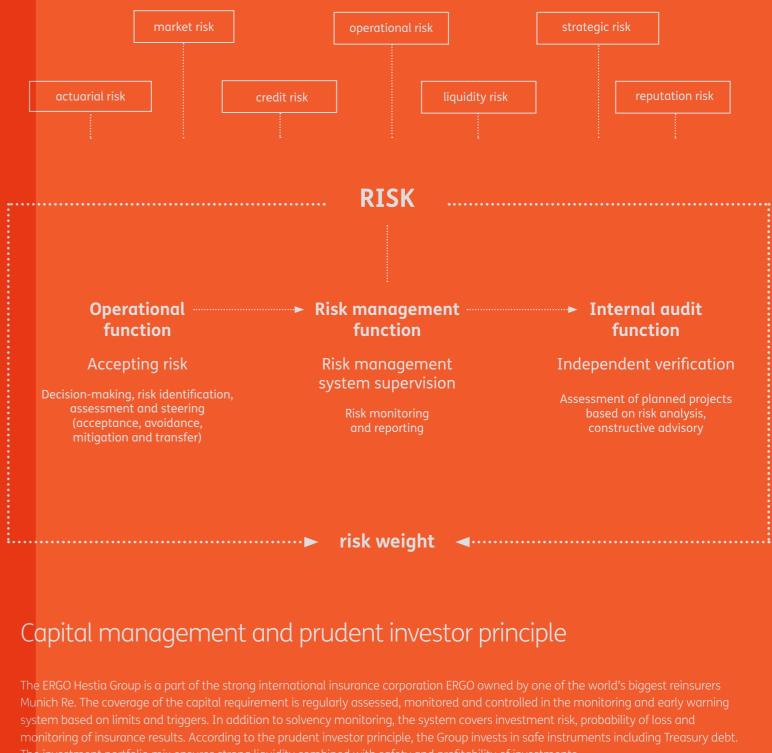


## **Business model**

ERGO Hestia relies on diversification in sales of both corporate and retail insurance products. In the latter case, selected groups of customers are

## Risk management system

The ERGO Hestia Group has in place a risk management system integrated with the Group's organisation, decision-making processes and The Group uses a risk catalogue which defines seven risk categories:



The investment portfolio mix ensures strong liquidity combined with safety and profitability of investments.

## **Ethics management**



### Anti-mobbing and non-discrimination

efforts to prevent mobbing and discrimination in compliance with the Group's obligations and policies of anti-mobbing and non-discrimination.

AML

Anti-money laundering and terrorist financing procedures and actions.

#### Cartel policy

Rules of conduct in line with the ERGO Group cartel policy of compliance

#### ERGO Hestia Agent Code of Conduct

defines rules of conduct in relations with

#### Incentives

#### ··· Compliance

requirements and expectations. and external relations.

**ERGO Hestia Group** ethics programme

### **Ethics Coalition**

ERGO Hestia is a member of the UN Global Compact Ethics Coalition Steering Committee.

#### Training programme

Programme of training in ethics

#### Internal communication

Internal communication of corporate values, principles of ethics and whistleblowing designed as a refresher of training.



## Supply chain

tenders opened in accordance with the Procurement Planning and Tender Organisation Instructions. We work with more than 2,800 vendors across



## Initiatives and commitments we are part of



Signatory of the **Diversity Charter** 



Strategic Partner of the Responsible Business Forum



of the Ethics Coalition



Signatory of the Standard of the Ethical Programme



## Membership of organisations and associations



## Awards Category: Employer



Most Desirable Employers

ERGO Hestia was one of the winners of the annual Antal Most Desirable Employers ranking in Poland. More than 3,300 specialists and managers named the companies of their dreams. The employers represent the top of minds: brands that respondents name spontaneously.



#### Reliable Employer 2015

ERGO Hestia was awarded once again in headcount over the years and responsible



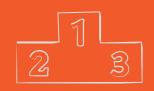
#### Pomeranian Employer of the Year 2017

The competition is addressed to Pomeranian Region, promote responsible



#### Most Attractive Employer 2017

ERGO Hestia was one of Poland's most



## Awards **Category: IT and Partnership**



Technobiznes Award 2017

companies and institutions which provide

and brokers.



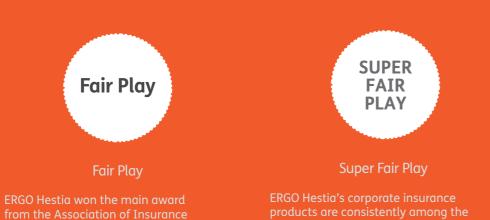
#### IT Leader 2017

Computerworld awarded ERGO Hestia Computerworld named ERGO Hestia the since deployment, the platform has insurance intermediaries.



Golden Bumper

ERGO Hestia was awarded for the third time in the Golden Bumper ranking of the friendliest insurers nominated by car workshops providing repair services in recognition of the quality of relations, competences, credibility and timely payment. The award was presented at the 12<sup>th</sup> Motor Insurance



best in the industry, as recognised by the



## Awards management, creation



The Best Insurer

ERGO Hestia was named the Best Insurer at the 9<sup>th</sup> Insurance Forum in recognition of the industry's best claims ratio among the biggest insurers and the implementation of the state-of-the-art insurance platform iHestia.



Banking, Finance and Insurance as the best insurer in the Responsible Companies Ranking assessed for the quality of corporate social responsibility (CSR). The ranking is organised

## Category: Quality of customer service, quality of CSR



#### **Confidence Leader**

in Poland. ERGO Hestia remained the Confidence Leader in the most customer complaints published by the Financial Ombudsman.



#### Service Quality Star 2017

provided by ERGO Hestia employees. Recognised by 10 million Poles, the Service to open dialogue with customers. The award was granted following a year-long survey supported by the online portal jakoscobslugi.pl

#### Responsible Companies Ranking



#### Audience Award

The ERGO Hestia Group Annual Report 2016 – Network won the Audience publication designed by the graphic artist

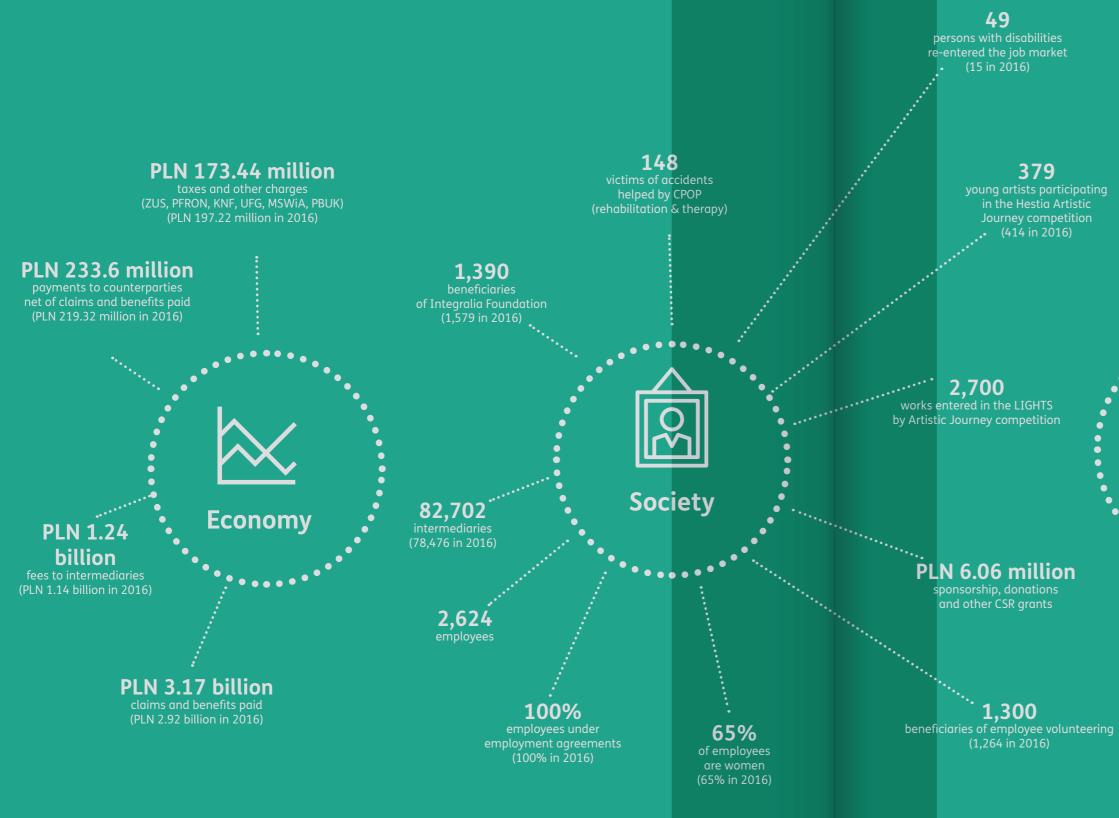




## Areas of Sustainable Development

## Areas of Sustainable Development

To understand one's environment is one thing. To make a positive change is quite another. ERGO Hestia has for years successfully combined business with a complex and in-depth contribution to the economy, society and the environment. Its unique projects bolster sustainable development and positive transition in all of those areas, from the economy to ecology.



## PLN 100 thousand

ECO HESTIA SPA competition (PLN 100 thousand in 2016)

## 340 tonnes of CO

saved because employees drive hybrid cars instead of traditional vehicles (107 tonnes of CO<sub>2</sub> in 2016)

## 20,000 m<sup>2</sup>

total area of the Hestia Park in Sopot (20,000 m² in 2016)



Environment

#### 34,000 bike commutes

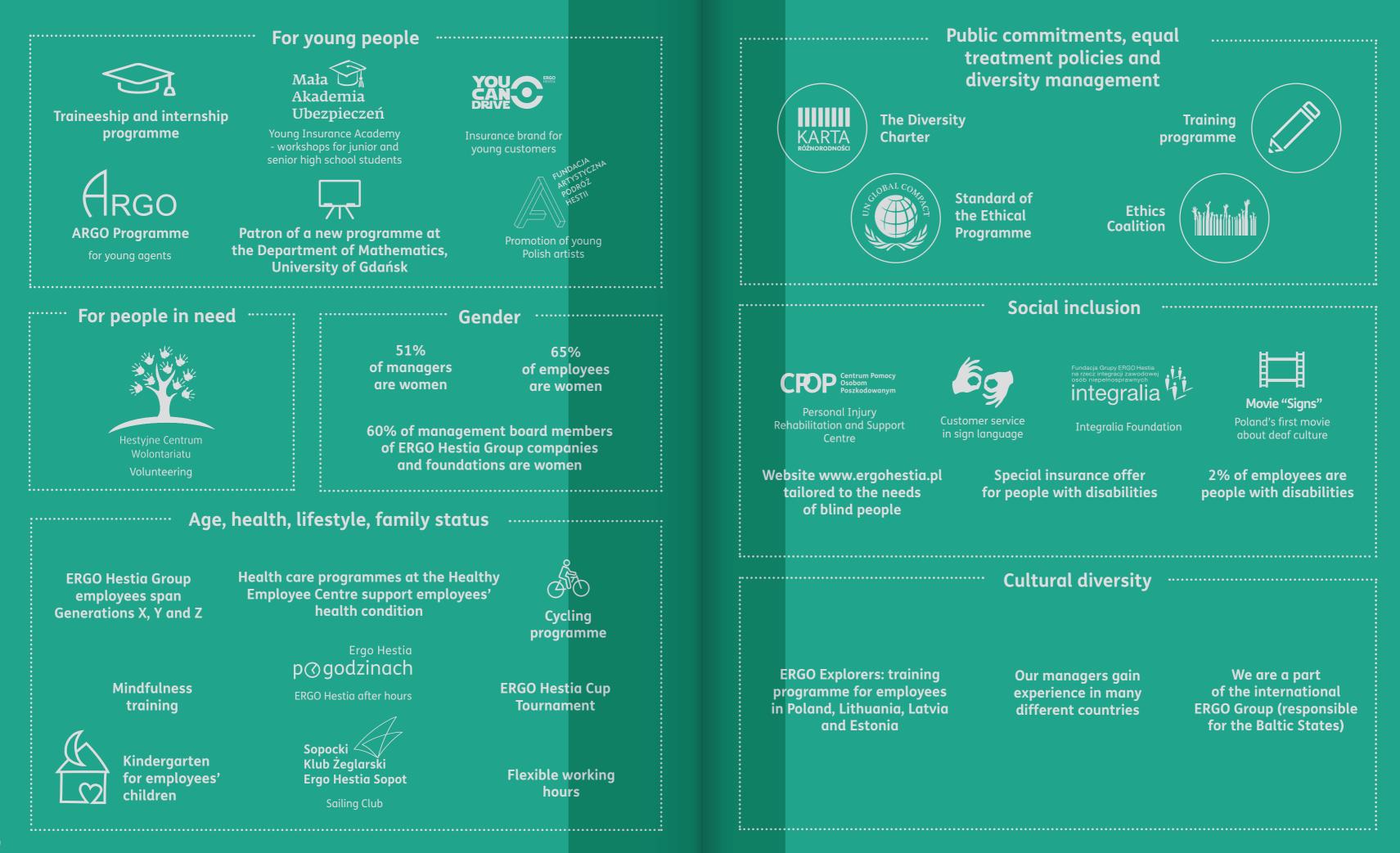
## Over 300,000

honeybees in the ERGO Hestia apiary (60,000 in 2016)

CARE 2017 / DIVERSITY

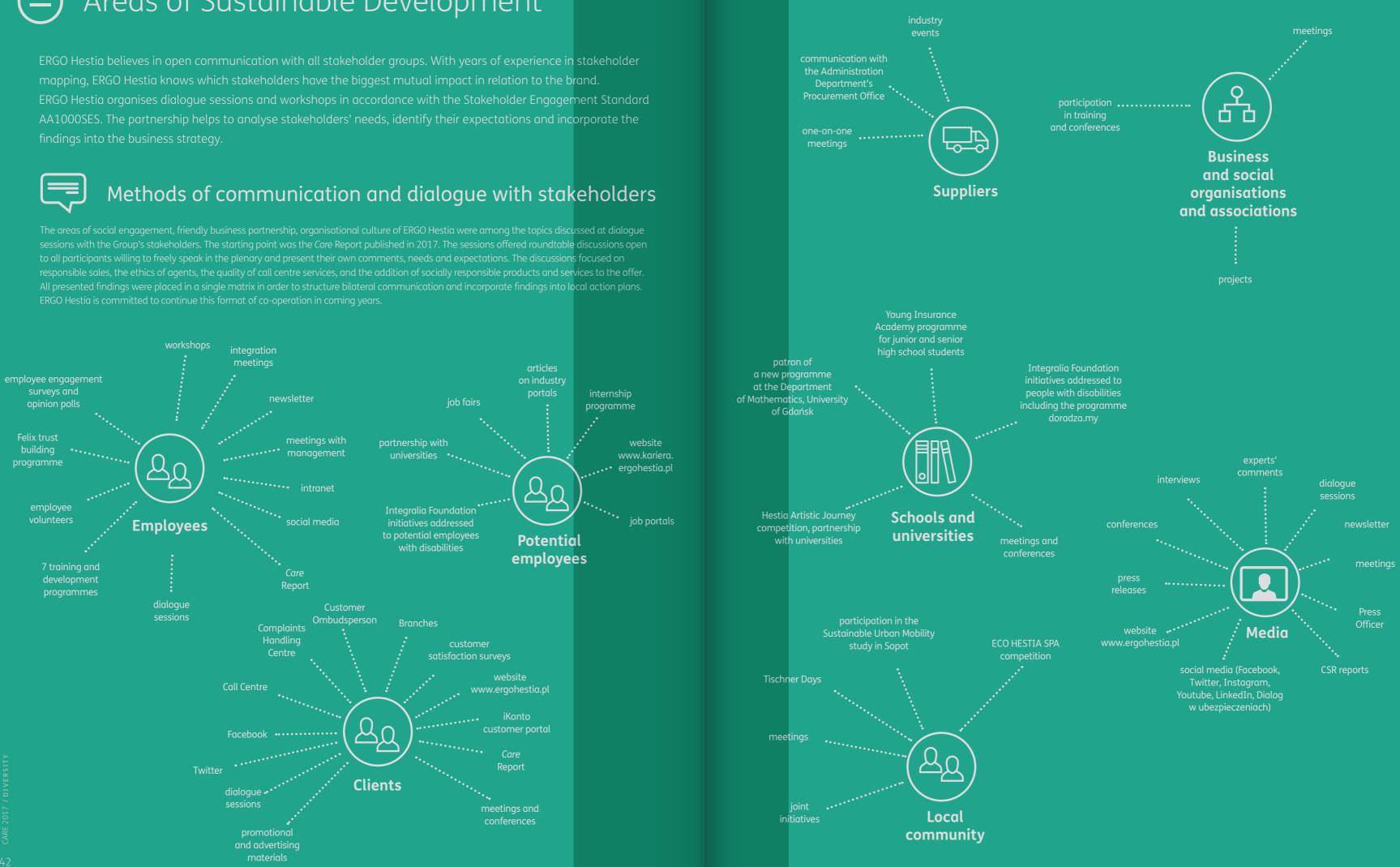
## Areas of Sustainable Development

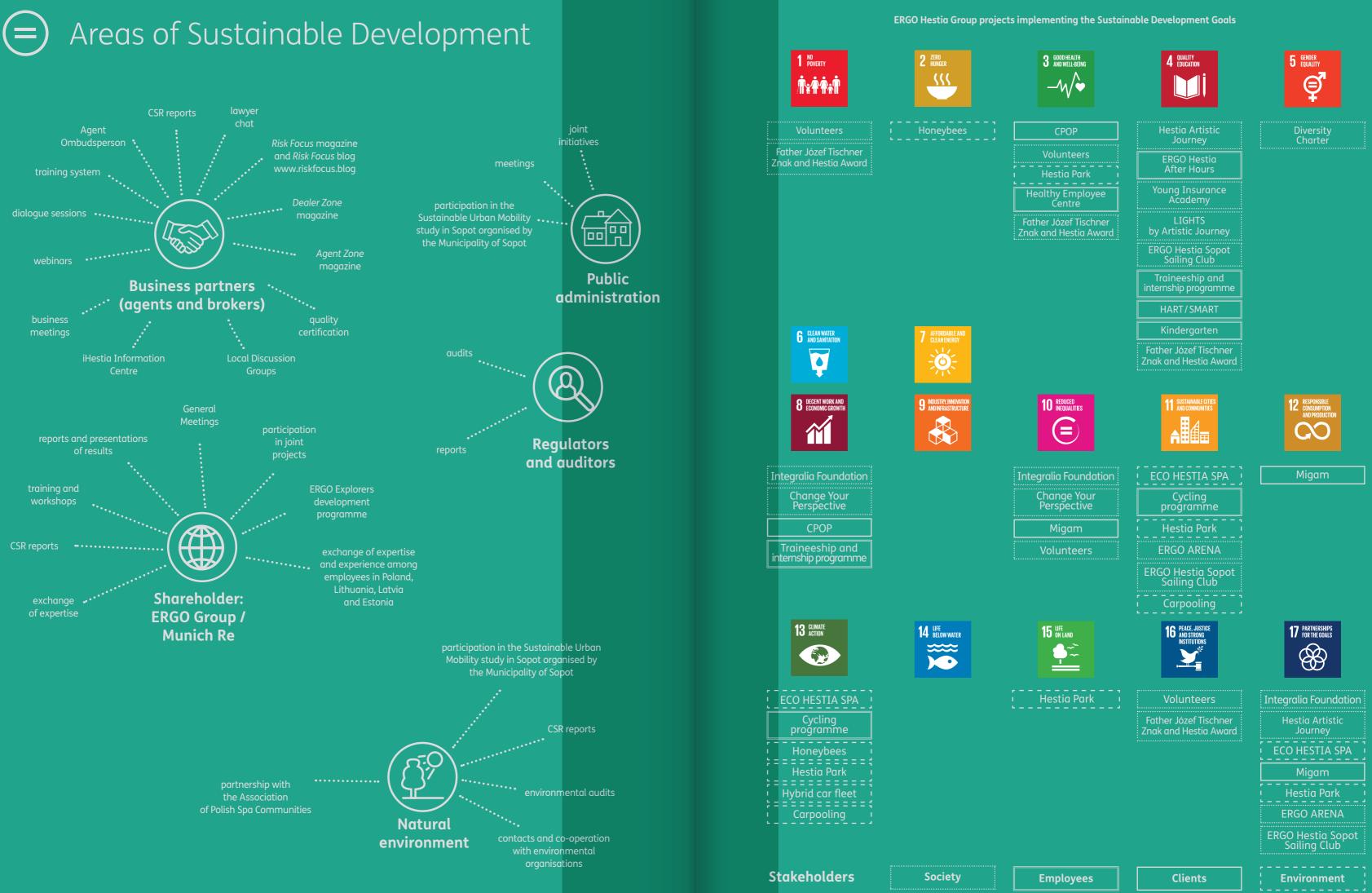
## Diversity at ERGO Hestia



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## Areas of Sustainable Development











The best insurer, top quality service... ERGO Hestia's awards won in competitions and rankings are true to fact including the lowest complaint ratio in relation to market share, continued reduction of claims payment periods. However, the overall image of any insurer mainly depends on stories of thousands of clients supported by ERGO Hestia in difficult moments.

#### Value generated for clients 39 0.7 PLN 3.17 billion One in five clients 97% the industry's highest the industry's second claims and benefits paid of ERGO Hestia get the of complaints closed NPS of ERGO Hestia in lowest complaint ratio, (PLN 2.92 billion in 2016) claim payment decision within 30 days claims handling\* equal to the share of during the first contact complaints to market with the insurer share, according to the Financial Ombudsman's 2017 report (0.76 in 2016) Golden Quality Best Bumper Star Insurer Award Award ERGO Hestia named granted to quality of motor the best insurer by the **ERGO Hestia for** insurance claims the seventh time **Banking & Insurance** handling based Forum on a survey of car workshops

#### iHestia

2017 was the first full year in operation of the stateof-the-art digital sales and post-sale service platform iHestia

### **ERGO Hestia** Pomoc 24

Comprehensive repair of damaged vehicles. Individual account managers are responsible for the entire claims handling process

### **Banking platform and new Car** Assistance service

#### Cyber Lab

ERGO Hestia in partnership with Hestia Loss Control engineers helps companies and institutions to mitigate the impact of potential cyberattacks by running a thorough analysis of the ICT environment. Recommendations and guidelines improve security and mitigate potential attacks

#### Organisation and financing of medical treatment abroad

New insurance product offered in partnership with Best Doctors® with a sum insured of one million euros. We ensure a second medical opinion. Where treatment abroad must continue, we organise and pay the cost of the world's best doctors

#### YU!

ERGO Hestia in co-operation with its technology partner (Yanosik) implemented a state-of-the-art tariff solution based on telemetry under the YU! brand

## New services for retail clients

#### CarSharing

Clients are offered replacement cars in CarSharing

Innovation available to Bank Millennium clients who buy travel insurance. New Car Assistance service for ERGO 7 and iHestia Moja Firma clients

### **Product for people** with disabilities

In partnership with the Integralia Foundation, we have developed general terms and conditions of insurance tailored to the needs of people with visual impairments

#### Hestia Corporate Solutions

ERGO Hestia offers a platform of services, products and tools which turn advanced insurance programmes into comprehensive solutions

New services for corporate and SME clients

#### Pen tests

Penetration tests explore vulnerabilities of clients' IT systems open to hackers

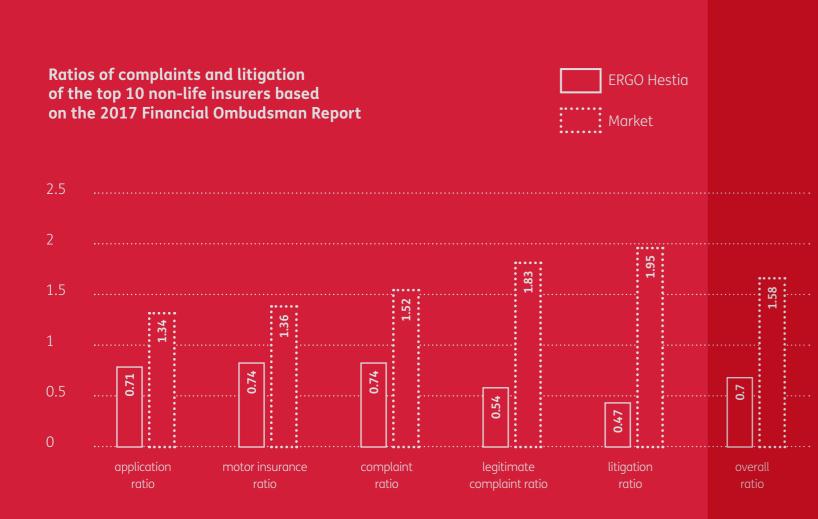


Insurance audits of electrical systems that mitigate the risks of fire and support business continuity

## 😑 Our Clients

## Customer satisfaction surveys and handling of complaints

ERGO Hestia ensures high quality of dialogue with customers. We were the first insurer in Poland to develop a process in which we analyse complaints and appeals received from clients. Findings combined with monitoring of market trends help us tailor our services and products to the expectations of the most demanding clients. We have learned from clients' suggestions and implemented over 700 modifications and improvements.



- Application ratio: clients' interventions filed with the Financial Ombudsman\*
- Motor insurance ratio: clients' interventions concerning motor insurance filed with the Financial Ombudsman\*
- Complaint ratio: complaint procedures reported by financial market institutions in regular reports to KNF\*
- Legitimate complaint ratio: legitimate complaint procedures reported by financial market institutions in regular reports to KNF\*
- Litigation ratio: court proceedings concerning filed complaints reported by financial market institutions\*
- Overall ratio based on the share of intervention requests, complaints and litigation\*

\*in relation to the market share

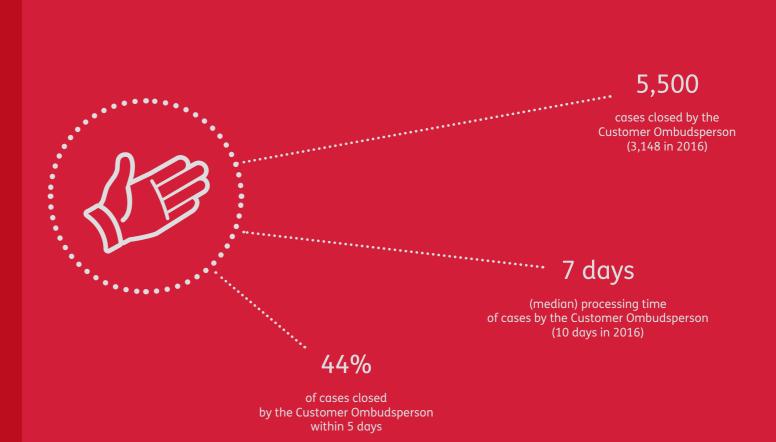
#### Summary

In 2017, the complaint ratio dropped by 0.06 percentage points (from 0.76% to 0.7%). The complaint ratio in relation to the market share decreased. This trend implies that ERGO Hestia's ratio was less than the average ratio of the top 10 insurers according to the Financial Ombudsman report.

## Customer Ombudsperson

ERGO Hestia is the first insurer whose clients may contact the Customer Ombudsperson. The quality of ERGO Hestia's service was acknowledged by the Service Quality Star awarded to ERGO Hestia for the seventh time. The award reflects the opinions of consumers who name companies which they would recommend to others.

www.rzecznik-klienta.ergohestia.pl



## **Diversity example**

Clients inspire change! Everyday life has forced us to reconsider our procedures and ensure that they do serve people. ERGO Hestia approved the request of a female client who wanted to insure her female partner. We decided to amend the provisions of life insurance contracts. We were already working to modify the general terms and conditions of family insurance Hestia Rodzina for a broad range of clients. Following the modifications, the definition of partner covers same-sex partners. Whatever their sexual identity, all clients get the highest standard of protection for themselves and their close ones.

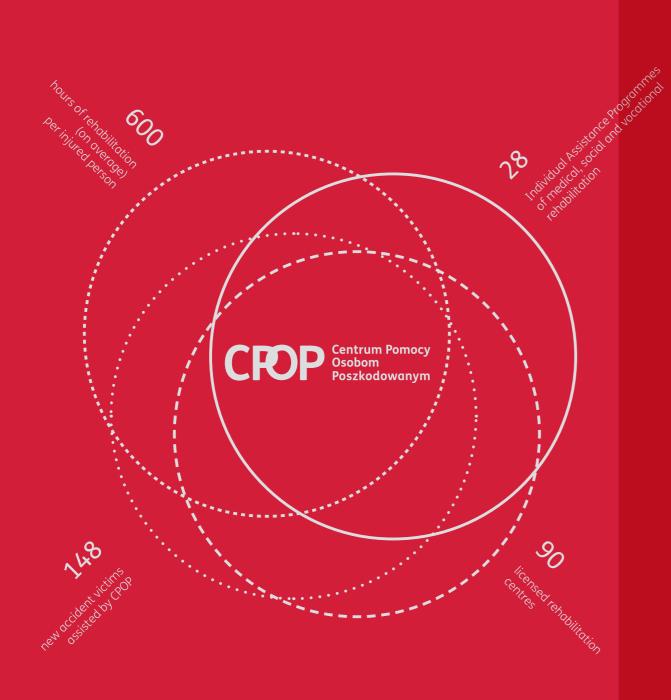


## Our Clients

ERGO Hestia in partnership with the CPOP Personal Injury Rehabilitation and Support Centre revolutionises personal claims handling in Poland. At the request of the insured, we organise comprehensive social, occupational and medical diagnostic for injured parties and develop Individual Assistance Programmes. Rehabilitation is delivered by the best clinics. As a result, those injured can get back to autonomous life and occupational activity.



www.cpop.pl

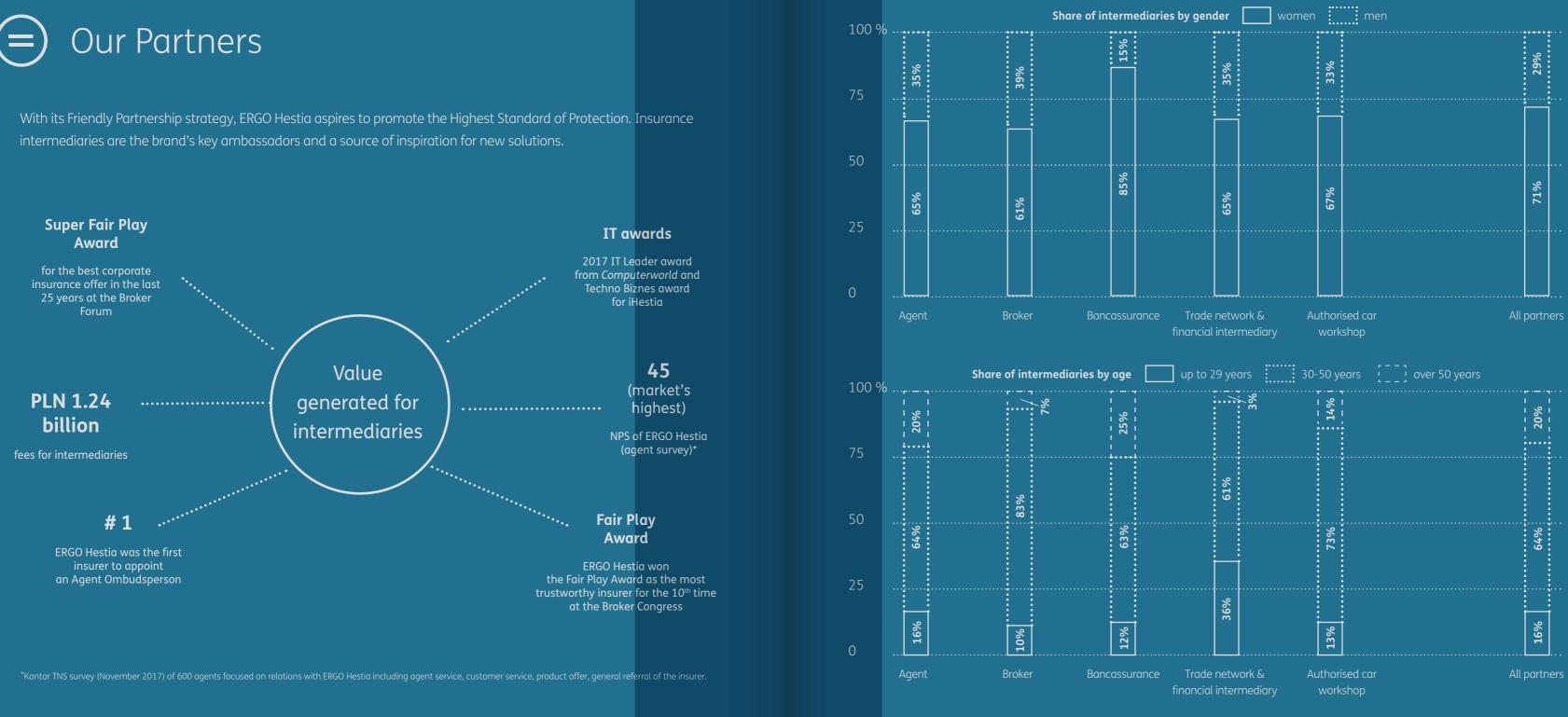








Our Partners



Friendly Partnership is understood as corr



Available

We are open to the need of our intermediaries. We stay in touch based on advanced technologies and solutions

The objective of the **Outreach** strategy is to ensure that the Highest Standard of Protection is available at any time to all clients and partners. The ERGO Hestia Group offers the Highest Standard of Protection to clients based on a partnership with intermediaries. To achieve this strategic objective, the ERGO Hestia Group aspires to be the **Partner of First Choice** of intermediaries, partners and clients. **Friendly Partnership** is the best way to **Promote** the Highest Standard of Protection.

and competitive conditions



The terms of our co-operation with intermediaries are governed by agent contracts. Our co-operation with intermediaries is based on respect for mutual interests; we act at all times with due diligence and according to a code of conduct.

Friendly Partnership is understood as compliance with the three conditions of partnership with intermediaries:





We have mutual trust in our relations with intermediaries



In their daily business, insurance intermediaries put ERGO Hestia's offer to a test. They are the first to know which solutions address the needs of the market, how they are perceived by clients, and what could be changed. Listening to their opinions while communicating the corporate message is necessary to generate positive feedback.

## Agent satisfaction survey and opinion poll

We regularly commission independent opinion pollsters to run agent satisfaction surveys. We check satisfaction with our products and sales support, the sales system, fees, services for clients and agents, as well as development opportunities. Based on survey results, we implement

## Agent Ombudsperson

ERGO Hestia insurance intermediaries have their representative, the Agent Ombudsperson appointed in 2017. The Agent Ombudsperson with a team resolve issues, collect findings and review comments of agents. The main function of the Agent Ombudsperson is to initiate and implement modifications which could improve the quality of agents' performance in customer service. The Agent Ombudsperson, the Customer Ombudsperson and the Quality Management team take a comprehensive perspective on the needs of participants of the insurance market to better align customer service solutions to the dynamically changing business environment. This represents another step in the development of ERGO Hestia's dialogue with

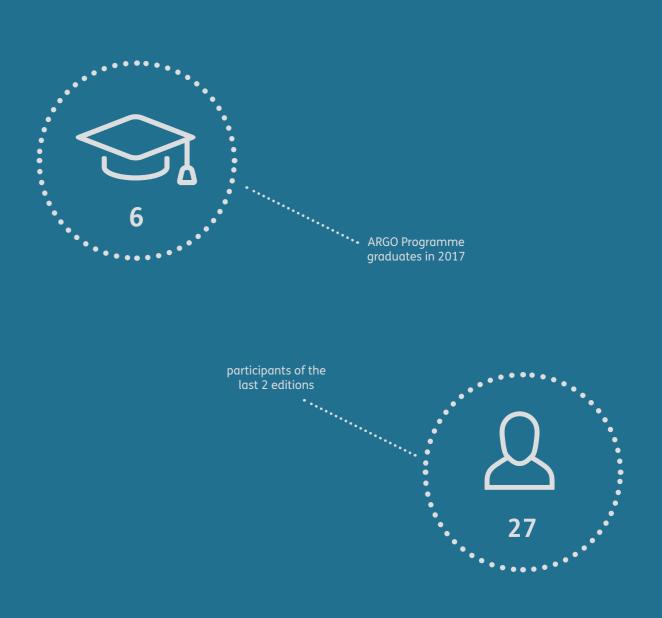
For more information, visit www.rzecznik-agenta.ergohestia.pl



## **ARGO Programme**

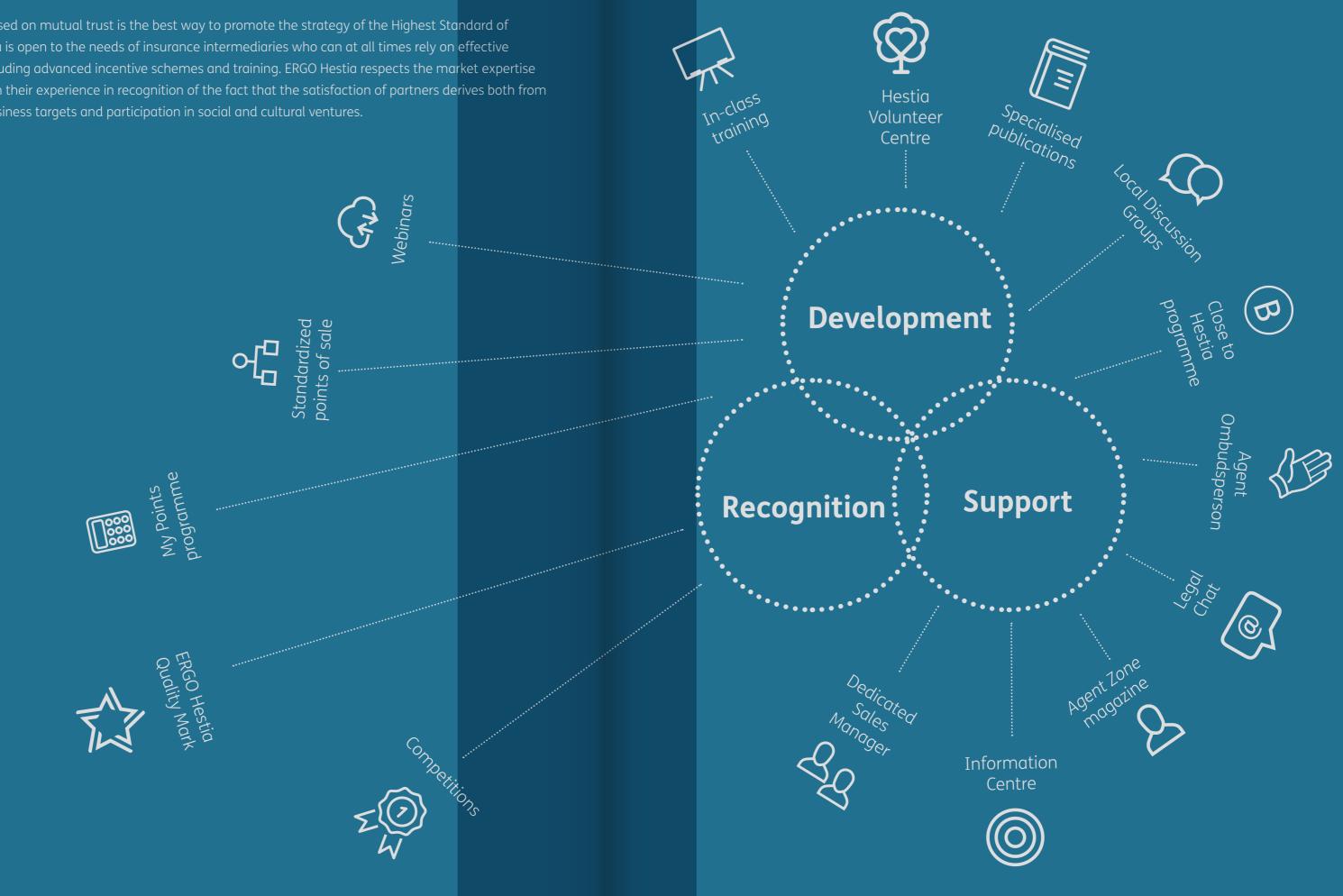
The objective of the ARGO Programme is to build a community of insurance advisors who offer the Highest Standard of Protection and take care of customers based on a solid understanding of their insurance needs and a smart selection of the appropriate insurance cover. The ARGO Programme addresses the needs of potential and existing business partners of ERGO Hestia. The solution is dedicated to individuals who have no experience in the insurance industry and are ready to start and develop a business of their own in partnership with ERGO Hestia (ARGO Standard), as well as agents who need support in business succession or want to develop together with ERGO Hestia and work with new sales forces who have a potential (ARGO Succession). Every ARGOnaut is offered support in development including an extensive training offer and a mentoring programme which provides the expertise and tools necessary to achieve sales targets. The carefully selected training curriculum, the unique hands-on approach and diverse formats are the key to success.

For more information, visit www.ergohestia.pl/argo





Friendly Partnership based on mutual trust is the best way to promote the strategy of the Highest Standard of Protection. ERGO Hestia is open to the needs of insurance intermediaries who can at all times rely on effective support of experts, including advanced incentive schemes and training. ERGO Hestia respects the market expertise of agents and draws on their experience in recognition of the fact that the satisfaction of partners derives both from the achievement of business targets and participation in social and cultural ventures.





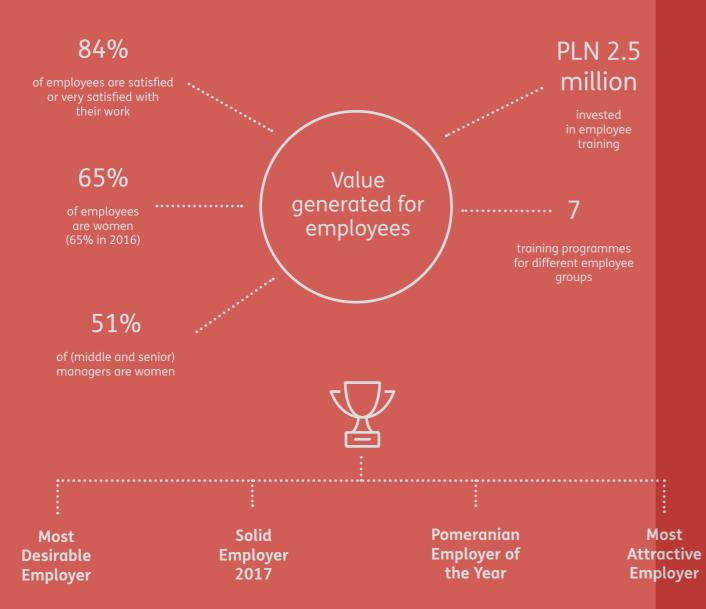


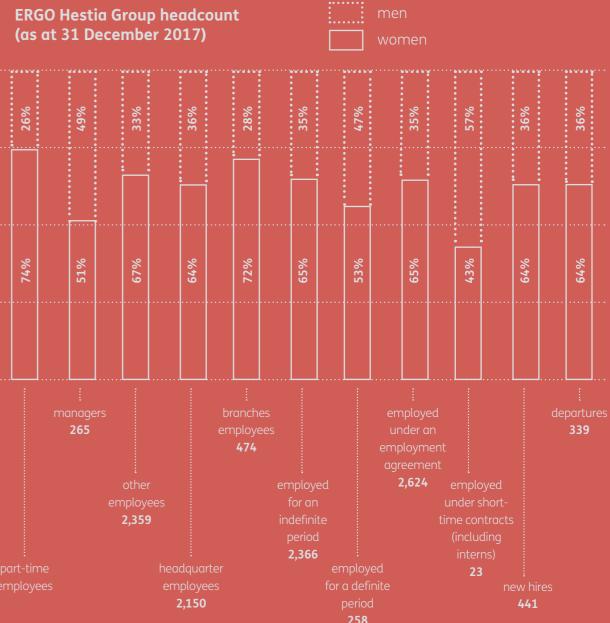


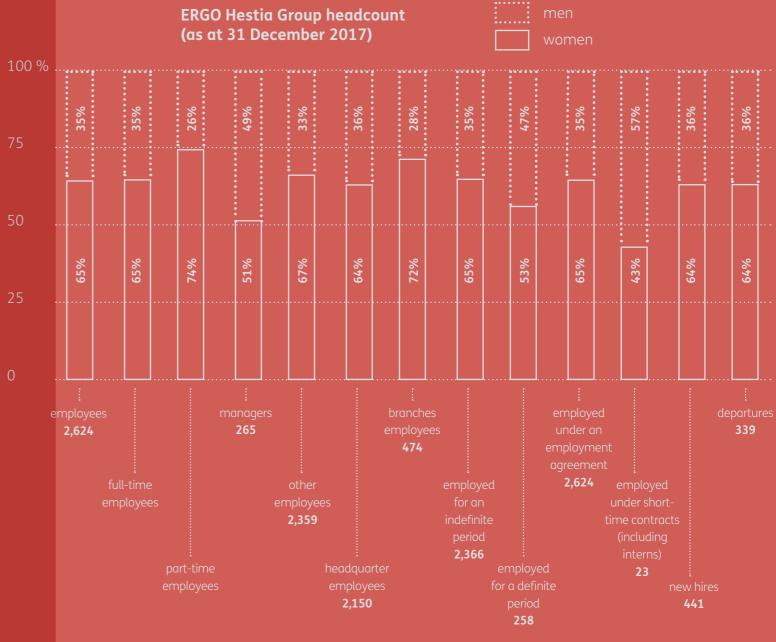
# Our Employees

## Our Employees

Equal opportunities and respect for diversity are the pillars of ERGO Hestia's organisational culture. The Group is a unique employer, as demonstrated by the awards won for our HR policy and by our day-to-day engagement. The organisation brings together close to 3,000 people who inspire each other and span several generations. Employees' children attend the corporate kindergarten. Everyone is offered professional development opportunities including a range of training programmes and diverse career paths. Employees take part in community projects: many volunteer initiatives are best







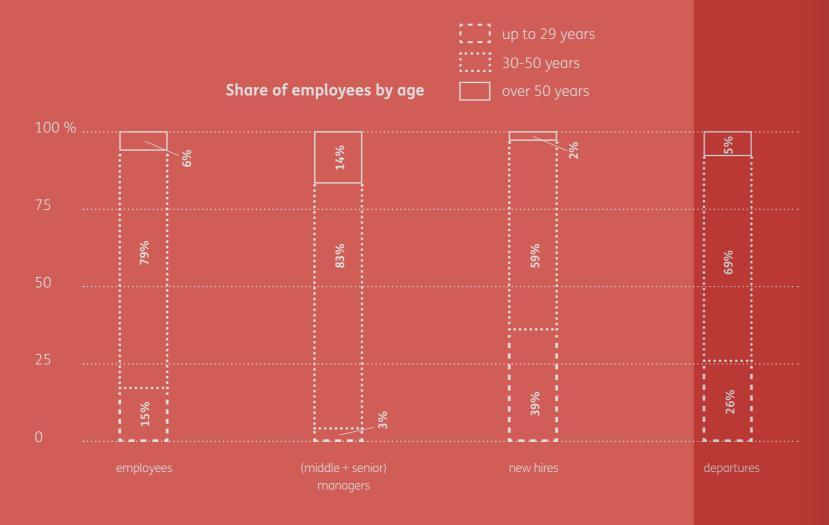
in the headcount.

Predispositions, competences, educational background are the key selection criteria of ERGO Hestia employees. The HR policy is designed to fully leverage their potential. More than 80% of employees have higher education. Young people who start their professional career are welcomed in a friendly environment and can learn from the experience of senior colleagues. Many have successfully entered the competitive job market either in

ERGO Hestia builds employee engagement by offering a range of development programmes and activities, many of which are focused on creativity. Employees and affiliates participate in regular events and workshops dedicated to the arts. Those are offered by the Hestia Artistic Journey

In line with the Diversity Charter, of which it is a signatory, ERGO Hestia promotes equal treatment policies and diversity management at the work place. In all of its teams, it strongly promotes social and environmental responsibility and implements projects and initiatives proposed by employees. The ERGO Hestia Group has no collective bargaining agreements and neither does it employ supervised employees. There were no seasonal fluctuations





Personal development and individual targets as well as a sense of belonging to a community – all are equally important and supported by fringe benefits available to employees. ERGO Hestia provides medical services for employees. ERGO Hestia offers a kindergarten, a canteen, and a café. It supports employees by enabling flexible working hours. It offers benefits to bike commuters.





- 15<sup>th</sup> edition
- 300 graduates (60% promoted as managers)
- 36 participants
- Objective: programme dedicated to highly engaged corporate talent

#### **Expert Forum**

- 1<sup>st</sup> edition
- 2 fora: Analysts and Project
- Managers
- 36 participants
- Objective: efficient organisation based on expert activities

## Train the Trainers

- 1<sup>st</sup> edition
- 10 internal trainers in claims handling, processes and sales
- Objective: training series for Internal Trainers who share their expertise with ERGO Hestia employees and intermediaries



## **Training programmes**



- 2<sup>nd</sup> edition
- Over 30 graduates, currently 16 participants
- Objective: management
   competences of new managers

#### Sales Manager Certification

- Over 100 participants
- Objective: role-based competence training of Sales Managers

### Leader development

Dedicated Development Certification Programme

### **ERGO Explorers**

- 1<sup>st</sup> edition (international programme) with 50 participants (Poland and Baltic States)
- Objective: exchange of experience and shared business goals

### Certification

- Certification programme for 112 Sales Managers, Underwriters and over 300 Claims Handlers
- Objective: certification of specific groups of employees necessary to support independent decisions within their tasks and responsibilities

## Our Employees

## **Development programmes**

ERGO Hestia offers an extensive training and development programme for employees. The programme covers strategic and professional training. The former is closely linked to the Group's business strategy. It includes talent and manager training such as the Hestia Talent Development Academy and Navigator. Other training programmes are addressed to selected groups of employees including the Expert Forum, Train the Trainers, ERGO Professional training is designed to address the needs of specific units of ERGO Hestia. It develops expertise required in a unit or at a position.

## Partnership with universities 🔂











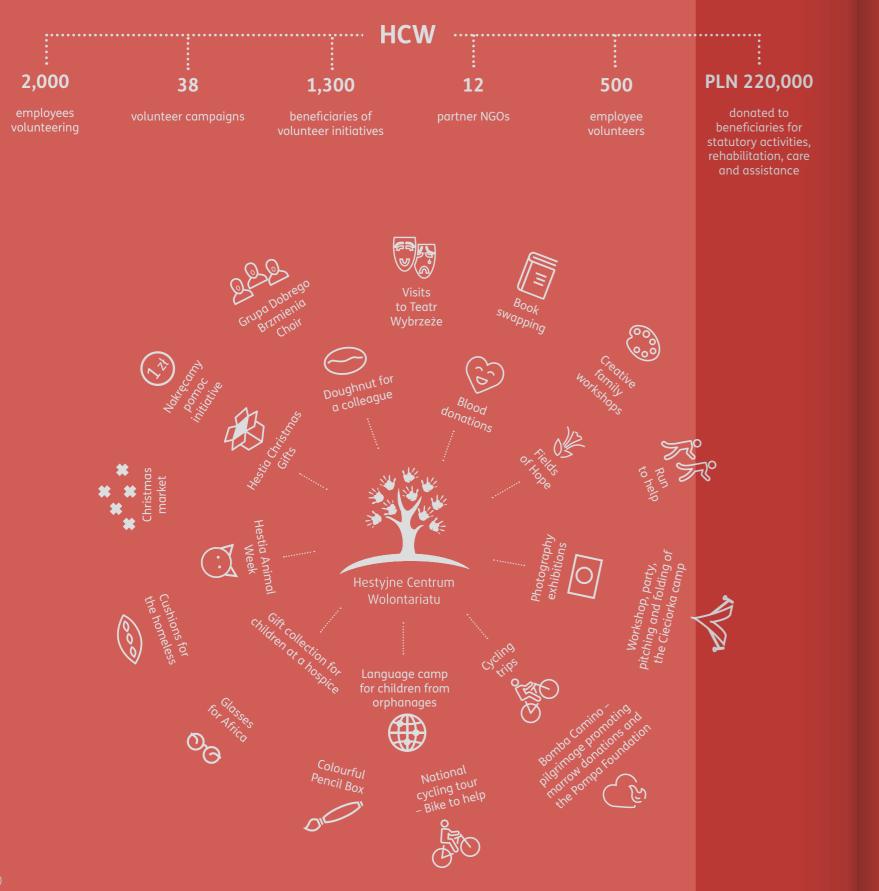


## Flexible working hours (September 2017)



## Hestia Volunteer Centre (HCW)

The Hestia Volunteer Centre co-ordinates many grassroots initiatives developed across the ERGO Hestia organisation. Our employees love



## FELIX

Valentine's Day with stress-relief hearts

Coffee with managers on Shrove Thursday

Foster care for children at Easter

Chocolate

Tournament

New dress code Handling Department

Competition

moovie trivia

Dress green on

Action

Quiz

Juice

Draft

a welcome email for employees Email movie trivia

April May

Launched in 2017, the project covers 1,000 persons. It includes a range of initiatives: Felix After Hours, Sport Felix, Very Special Holidays. Close to 30 campaigns in 2017 generated strong participation and engagement. Some 500 participants attended movie and music trivia contests. Almost 300 people took part in Chocolate Days and another 300 decorated the Christmas tree and collected donations for charities.

> Tournament playing football on consoles

Music Day

Action photo contest for mobile claims Going Out There?"

Summary of training team

ERGO Arena Hans

une July

Children's Action "Claims Handling Department through the Child's Eyes"

Action

Day of board games and chess

> Quiz disco music trivia

Coffee

Participation in safe driving and cyber-risk workshop with Hestia Loss

Library in the lounge area

Hire

St Martin croissants on Independence Day

Training in mindfulness

Apple & Carrot

Action for mobile claims handlers "Fun Stories from Work"

> Christmas Eve gifts, snacks and a charity collection

> > 2017





ERGO Hestia's social engagement projects originated two decades ago. Innovative and consistently pursued, they have earned recognition in the target communities. New projects have been developed over time, dedicated to education, social integration and the arts. They serve the community through participation in culture.



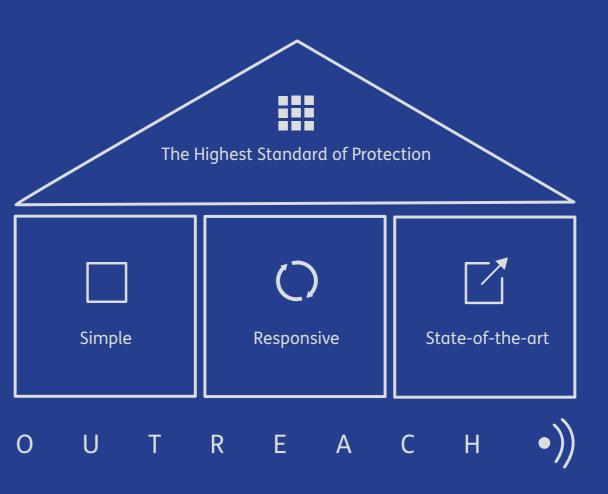
### Our social engagement projects

Globally, we take responsibility for the planet. Individually, we care about the quality of human life. ERGO Hestia supports the Sustainable Development Goals and makes a measurable contribution to a number of key areas.



# The culture of ERGO Hestia Group: Our social projects and the ERGO Hestia Group strategy

The key objective of promoting the Highest Standard of Protection is to ensure broad recognition of the values and initiatives of the ERGO Hestia Group among all stakeholders. It is a necessary condition of dynamic growth.



The ERGO Hestia Group has over its 27 years of consistent development fostered a culture that is unique in the industry. It is a culture of ACTIVE RESPONSIBILITY. We anticipate customers' needs, overcome barriers, develop advanced technologies and solutions. We actively respond to the needs of internal and external stakeholders. We look at a broader picture, take one further step. This motto guides all our actions.

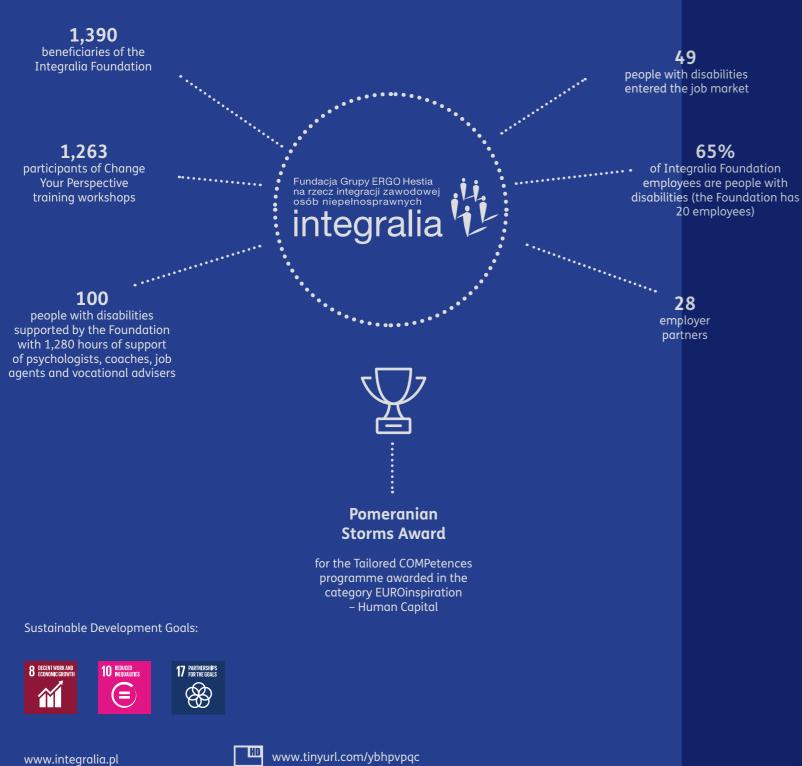
The way we act is equally important at t century of our operation.

Acting in the spirit of ACTIVE RESPONSIBILITY, we have developed ERGO Hestia's key initiatives which underpin the Highest Standard of Protection. ACTIVE RESPONSIBILITY relies on openness, promotes interaction and overcomes barriers within the organisation. This approach consolidates the ERGO Hestia Group as a cohesive and robust organisation. It inspires employees to take pride in their work. The ERGO Hestia Group achieved its 2015-2017 strategic objectives in the spirit of active responsibility.

The way we act is equally important at the ERGO Hestia Group. Our employees have at all times followed top standards of conduct for the quarter-

CARE 2017 / DIVERSITY

Sessions with psychologists, coaches, job agents and vocational advisers under the umbrella of the Tailored COMPetences programme give people with disabilities a chance to enter the general job market. The Foundation's Inspiratorium programme helps young people understand educational and occupational opportunities. The Foundation trains ERGO Hestia employees under the motto "Change Your Perspective" to overcome the taboo of disability. We have opened an integration beach zone in Sopot equipped with an amphibious wheelchair for people with motor disabilities.



### Integralia Foundation projects



### Doradza.my

An online platform which offers a series of webinars for people with disabilities preparing to plan a career and get a job. www.doradza.my



#### **Change Your Perspective**

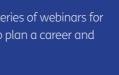
Workshops focused on the perception of people with disabilities. Participants are introduced to the specificity of different dysfunctions, get to understand issues faced by people with disabilities and learn how to interact with them.



### **ERGO Hestia Group** Internship Programme

The programme identifies potential candidates for job positions at ERGO Hestia headquarters and branches and with insurance agents.

In 2017, the Integralia Foundation became a member of the Labour Market NGO Network Council, an organisation of institutions which support job market participation in Poland. In addition to the Sopot NGO Council and the Gdynia and Sopot District Labour Market Council, this is yet another organisation through which we help to plan and develop initiatives dedicated to people with disabilities at the local and national level.







### Inspiratorium

The project helps people with disabilities enter the job market. We support occupational activity through workshops and motivation sessions as well as training which prepares participants for the job market.



### **Tailored COMPetences**

This is our sixth project supported by EU funds and addressed to people with disabilities in order to train them and provide support in finding a job that matches their competences.



### **Vocational Support** for CPOP Beneficiaries

Career advice and employment of accident victims. The programme is operated in partnership with CPOP Personal Injury Rehabilitation and Support Centre.

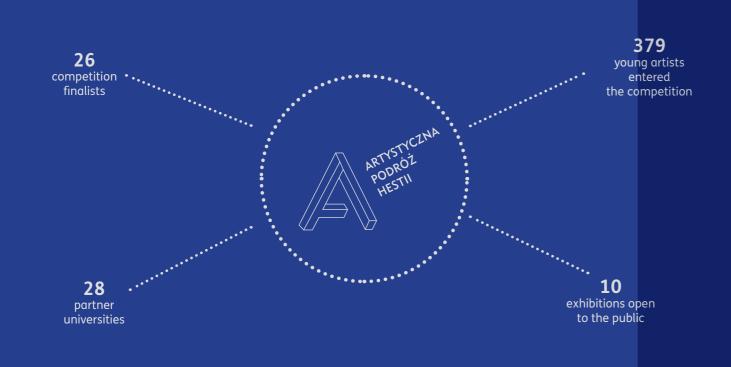
ERGO Hestia has for many years been a patron of young artists, offering them space of inspiration and opening opportunities to encounter works of generations of leading artists from around the world and reach out to the public. We support the creative edge of the business community and arrange inspiring artistic events for employees and partners. ERGO Hestia widely draws on the potential of new technologies including the social media.

### Hestia Artistic Journey

It all started in Gdańsk. A competition for students of the Gdańsk Academy of Fine Arts, which soon went national, brought a new quality of art patronage to Poland. Inspired by the age-old tradition of grand tours, it introduced a unique format of awards granted to young talents. Inspiring artist residences in New York, Valencia and other centres of culture are the signature touch of the Hestia Artistic Journey. Hundreds of students of art academies across Poland enter the annual competition. Winners of the past editions have won recognition in Poland and beyond. Established by the initiative of ERGO Hestia Group CEO Piotr M. Śliwicki, the Foundation organises exhibitions which promote promising Polish artists as well as art events in Poland and abroad. Its track record includes 17 editions of the Hestia Artistic Journey competition, 29 artist residencies, 46 individual and group exhibitions and a growing collection of young art which encompasses more than 50 works.

www.artystycznapodrozhestii.pl







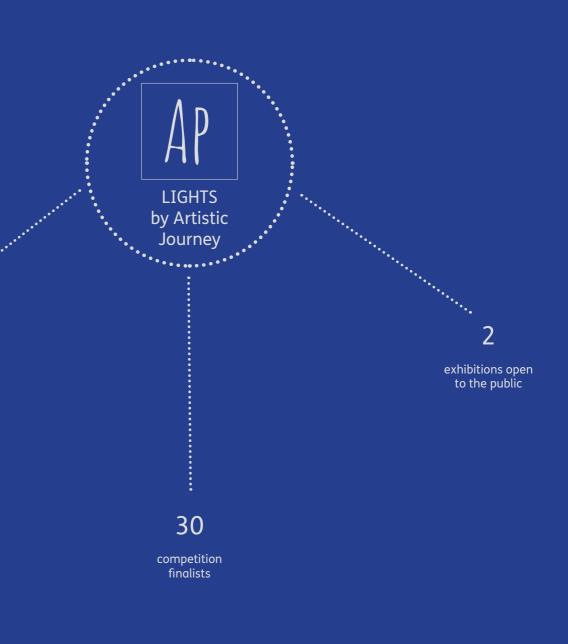
This unique competition has democratised the medium of photography. Everyone had a chance to present their photographs in a professional art gallery. To enter the LIGHTS by Artistic Journey project under the auspices of ERGO Hestia, participants were requested to publish a photograph relating to the topic of light on the Instagram profile www.instagram.com/artystycznapodroz. Photos taken with a smartphone or tablet had to be marked with the hashtag #artystycznapodroz and #aplights2017. Shortlisted photos were exhibited at the galleries Mysia 3 in Warsaw and Sztuka Wyboru in Gdańsk. The winner's award was a trip to Paris, the City of Lights. The profile had more than 16 thousand followers and the hashtag #artystycznapodroz was used more than 200 thousand times.

www.artystycznapodroz.pl



2,700 works entered in the LIGHTS competition

www.tinyurl.com/ydb4ejwm

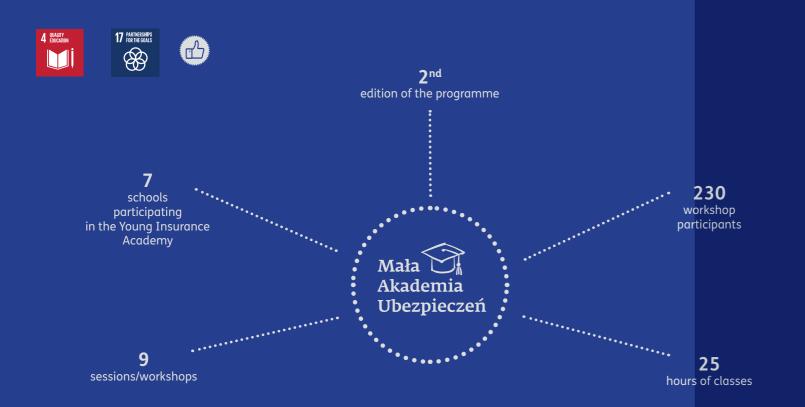


ERGO Hestia promotes humanistic values through active participation in intellectual life in Poland. Respect for old masters is as important as education of the young. Along with support for the arts and promotion of equal opportunities, ERGO Hestia's social engagement traditionally focuses on sports, in particular the noble sport of sailing.

### Young Insurance Academy

The key principles of structuring an insurance product offer, the key obligations and responsibilities of insurers, hands-on training in first aid for victims of road accidents - all these are on the curriculum of the Young Insurance Academy, ERGO Hestia's series of workshops for junior and senior high school students. Organic work helps to raise the awareness of Poles about insurance, which still lags behind Western Europe.

www.media.ergohestia.pl/pr/313781/ruszyla-mala-akademia-ubezpieczen-ergo-hestii



### Father Józef Tischner Znak and Hestia Award

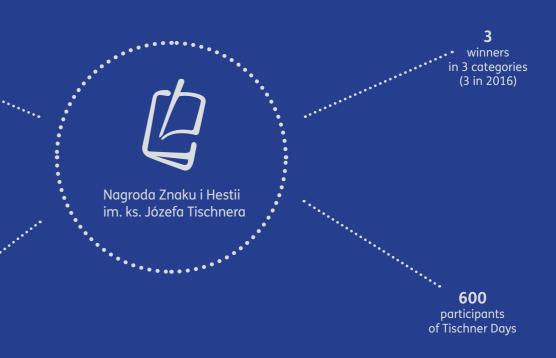
sensitivity to others.

www.nagrodatischnera.pl





Presented to leading intellectuals, essayists, and social activists since 2001, the award pays tribute to Father Professor Józef Tischner. The winners of the award are recognised for work and actions in the spirit of Józef Tischner's teachings, openness to dialogue and



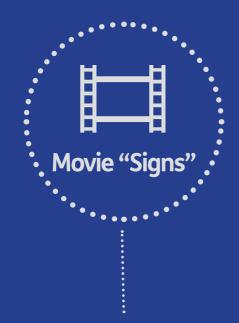




Every client has the right to freely communicate with the insurer. ERGO Hestia in partnership with Migam provides a sign language service. Deaf customers who need to buy a policy or report a claim are supported by a sign language interpreter throughout a video call. The service is available on business days. The customer simply needs to go online and select the option on www.ergohestia.pl.

www.tinyurl.com/yapbnrkv





Iwona Cichosz, Miss Deaf International 2016, an associate of Migam and the ambassador of the ERGO Hestia campaign We Understand Each Other Without Words, features in the documentary "Migam", Poland's first movie about deaf culture produced to counter social exclusion. The movie opened in November 2017 in Warsaw.





### **ERGO ARENA**

Exciting sport, music and industry events bring together thousands of participants. Opened in 2010, the show and sport hall ERGO ARENA is a landmark of the Tri-City. It contributes to cultural and social life, promotes physical activity and healthy lifestyles.

www.ergoarena.pl



# Sponsorship

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#### Sopocki 🧹 Klub Żeglarski Ergo Hestia Sopot

### **ERGO Hestia Sopot Sailing Club in Sopot**

Since 2000, ERGO Hestia has been the titular sponsor of the sailing club which has produced many winning athletes including Olympians and champions of Poland, Europe and the world. With ERGO Hestia's support, the ERGO Hestia Sopot Sailing Club in Sopot organises many sport events and tournaments. Its modern location next to the beach in Sopot features hangars for 400 sailing boats, changing rooms, showers, a gym, a hotel, a restaurant, conference rooms, offices and infrastructure, serving the local community and visitors in Sopot.

www.skz.sopot.pl



### Museum of Modern Art

ERGO Hestia's engagement as a patron of the arts has led it to establish a partnership with the Museum of Modern Art in Warsaw. The strategic partnership bolsters the promotion of young Polish artists. ERGO Hestia supports the statutory activity of the Museum and the two institutions jointly organise the Hestia Artistic Journey competition. Final exhibitions of the competition open every June at the Museum on the Vistula as a landmark of cultural life in Warsaw.

www.artmuseum.pl/pl







# ERGO Hestia for the Environment

# ERGO Hestia for the Environment

Thousands of ERGO Hestia's employees and partners consume huge amounts of energy, water and paper in their day-to-day life and business. They travel from place to place. Smart is the way forward. The smallest gesture, a thoughtful responsible decision makes the difference. Multiplied by the scale of the organisation, they help save our environment.



# Environmental impact

Daily commutes, business travel by road, rail and air, day-to-day consumption of energy, water and paper, production of waste – business inextricably causes environmental impact. ERGO Hestia has committed itself to reducing its footprint on the ecosystem.

Since early 2017, the company headquarters in Sopot and Gdańsk use only environment-friendly energy from renewable sources certified by the vendor. ERGO Hestia's annual consumption decreased year on year by 263.49 MWh of electricity, 134,038 MJ of gas, 497 litres of water and over 13 tonnes of paper. The findings of an energy audit completed by a third-party contractor inspire further changes reducing energy consumption. Nearly 200 employees use company hybrid cars. Fuel consumption and business travel in 2017 increased in line with business expansion and new responsibilities with regard to the ERGO Group companies in Belarus, Lithuania, Latvia and Estonia.

The Hestia Employee Green Pledge, endorsed by the Sustainable Development Ambassadors, servers as a reminder that environmental responsibility is really simple. Every small gesture counts.

Big projects start with simple ideas. Just swap your car for a bike or offer to carpool with colleagues who also commute. ERGO Hestia supports ideas which grow into large-scale projects of sustainable transport. They match individual behaviour with goals of the organisation.





CYCLING PROGRAMME



CARPOOLING



ERGO Hestia actively works for the benefit of the planet, human life, health and welfare. We support the Sustainable Development Goals and



# ERGO Hestia for the Environment

### ECO HESTIA SPA

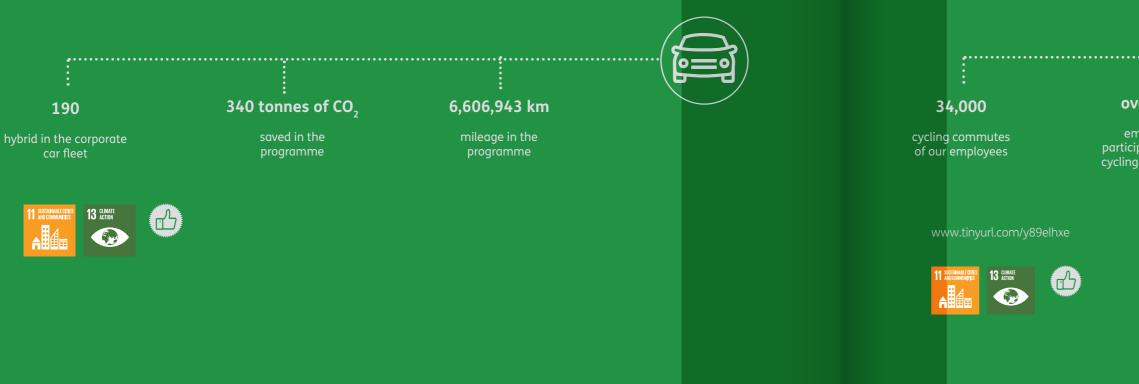
We respect our roots. ERGO Hestia is a citizen of Sopot, a spa community with a long tradition. We inspire others to protect the environment.

www.tinyurl.com/y9u24ke4



# Hybrid cars

ERGO Hestia operates Poland's most advanced and environment-friendly fleet of cars used by claims handlers. All mobile claims handlers drive Toyota



# Sustainable transport

4 082

7000

6000

5000

4000

3000

2000

1000

.65

The ERGO Hestia headquarters offer more and more parking spots for bicycles and carpooling participants. Employees who decide to carpool or go on a bike in the daily commute get more benefits: changing rooms with lockers, showers and hairdryers, as well as a free lunch from ERGO Hestia. The benefits include CO, emission reductions coupled with better fitness and satisfaction of employees, a successful mix of logistics and environmental protection. The initiative provides charity benefits, as well: the Hestia Volunteer Centre offers cycling trips for employees and affiliates. As a result, 1,031 cyclists took part in the rides in 2017 and ERGO Hestia donated PLN 1 per each kilometre cycled.

Employees commuting on a bike or carpooling



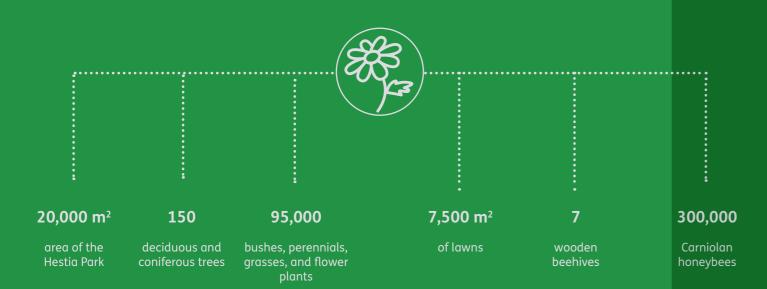
# ERGO Hestia for the Environment

Going back to nature is both a need and a must in today's cities. Plant a tree, build a beehive, organise your neighbourhood to serve people and nature. Inspired by its location on the sea coast, ERGO Hestia promotes responsible environmental action in all parts of the country.

### The Hestia Park and a rooftop apiary

Up to 300 thousand honeybees could live in the environment-friendly apiary on the rooftop of the ERGO Hestia Group office building located between the cities of Sopot and Gdańsk. The neighbouring Hestia Park is a home to many melliferous plants. The expanse of former waste land has been converted into an urban greenery open to everyone. More than two hectares of land accommodate close to 95 thousand bushes, perennials, grasses and rose bushes and more than 150 deciduous and coniferous trees. The Hestia Park also houses works of art by artists affiliates with the Hestia Artistic Journey competition: Matěj Frank's sculpture "Spaces", Jarosław Fliciński's mural and Katarzyna Kimak's light installation "Human Reborn".







I switch off the light when I leave common space



I switch off computers and other electronic devices before leaving the office



I never leave devices on and in sleep mode

I unplug any chargers not currently in use



Pledge



I pour no more water in the kettle than I need



I save paper. I use e-mail and double-side printing



I segregate waste and put it in the designated containers



I close the windows when I use air-conditioning or heating



I economise on running water

I make efforts to commute in eco-friendly ways



# (=) About the Care Report

# About the Care Report

### How the Report was made

The ERGO Hestia Group 2017 Care Report has been developed in dialogue with selected key groups of stakeholders with the biggest mutual impact. The Report was drafted taking into account the findings of the online survey on last year's edition of the Report; conclusions from dialogue sessions held with the key stakeholders: clients, employees, insurance agents and brokers, and journalists; as well as consultations with managers of the foundations, social and environmental projects and initiatives implemented by the ERGO Hestia Group.

The Report relies on the concepts and directions defined in the business strategy The Highest Standard of Protection.

The development process produced a list of key topics i.e. significant reporting aspects which impact the operations of ERGO Hestia and its environment. Specific issues relevant to stakeholder groups are presented in dedicated sections of the Report.



# Key aspects, business and CSR priorities identified in dialogue sessions

	Efficient com	munication of s	service stand	ards and inte	rmediary ı	relations	
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- Organisational culture: overcoming barriers at the workplace resulting from the split between the headquarters and the branches
- Definition of responsible selling, misselling and the ethics of agents
- Call Centre: query and request waiting time
- Addition of socially responsible products and services to the offer
- Diversity in the ERGO Hestia Group
- CSR Report: scope, quality, relevance
- Improved, extended communication of CSR activities within the organisation and beyond
- Quality of customer service and business partnerships
- Innovation and new activities
- Impact of social and environmental projects

These aspects were identified as relevant with respect to impact of the ERGO Hestia Group from among all issues raised by stakeholders. We did not identify material changes of the scope and aspect boundaries compared to previous periods covered by the Report. There were no material changes compared to the previous Report published in December 2017.

# Report profile

The ERGO Hestia Group publishes reports on an annual basis. This is the third ERGO Hestia Group Corporate Social Responsibility and Sustainable Development Report and the second report based on GRI-G4 indicators. All data presented in the Report cover the period from 1 January to 31 December 2017 as defined according to GRI-G4 indicators and internal indicators. The Report has not been subject to external assurance. The Report includes data of companies and foundations of the ERGO Hestia Group: Sopockie Towarzystwo Ubezpieczeń ERGO Hestia SA, Sopockie Towarzystwo Ubezpieczeń na Życie ERGO Hestia SA, Centrum Pomocy Osobom Poszkodowanym Sp. z o.o., Hestia Loss Control Sp. z o.o., Sopockie Towarzystwo Doradcze Sp. z o.o., Fundacja Grupy Ergo Hestia na rzecz integracji zawodowej osób niepełnosprawnych Integralia, and Fundacja Artystyczna Podróż Hestii.

In 2017, ProContact Sp. z o.o. was acquired by Sopockie Towarzystwo Ubezpieczeń ERGO Hestia SA. The composition of the Supervisory Boards of the insurers changed in the period covered by the report. The Supervisory Board was comprised of three members from 1 January to 6 October 2017 and five members from 7 October to 31 December 2017.



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	:	
-3	Report the name of the organisation	page 12
-4	Report the primary brands, products, and services	page 12
-5	Report the location of the organisation's headquarters	page 12
-6	Report the names of countries where the organisation operates	page 12
-7	Report the nature of ownership and legal form	page 12
-8	Report the markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries)	page 12
-9	Report the scale of the organisation	page 12, 13, 16, 17
-10	Report the total number of employees by employment contract and gender	page 63
11	Report the percentage of total employees covered by collective bargaining agreements	page 63
12	Describe the organisation's supply chain	page 30
13	Report any significant changes during the reporting period regarding the organisation's size, structure, ownership	page 92
-14	Report the precautionary approach	page 27
-15	List externally developed economic, environmental and social charters, principles, or other initiatives to which the organisation subscribes or which it endorses	page 30
16	List memberships of associations (such as industry associations) and national or international advocacy organisations	page 12, 30



### **Strategy and Analysis**



Provide a statement from the most senior decision-maker of the organisation about the relevance of sustainability to the organisation and the organisation's strategy for addressing sustainability



### **Organisational Profile**



#### **Identified Material Aspects and Boundaries**

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G4-17	List all entities included in the organisation's consolidated financial statements	page 12
G4-18	Explain the process for defining the report content and the Aspect Boundaries	page 92
G4-19	List all the material Aspects identified in the process for defining report content	page 92
G4-20	For each material Aspect, report the Aspect Boundary within the organisation	page 92
G4-21	For each material Aspect, report the Aspect Boundary outside the organisation	page 92
G4-22	Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements (e.g., mergers or acquisitions, change of base years or periods, nature of business, measurement methods)	page 12
G4-23	Report significant changes from previous reporting periods in the Scope and Aspect Boundaries	page 92



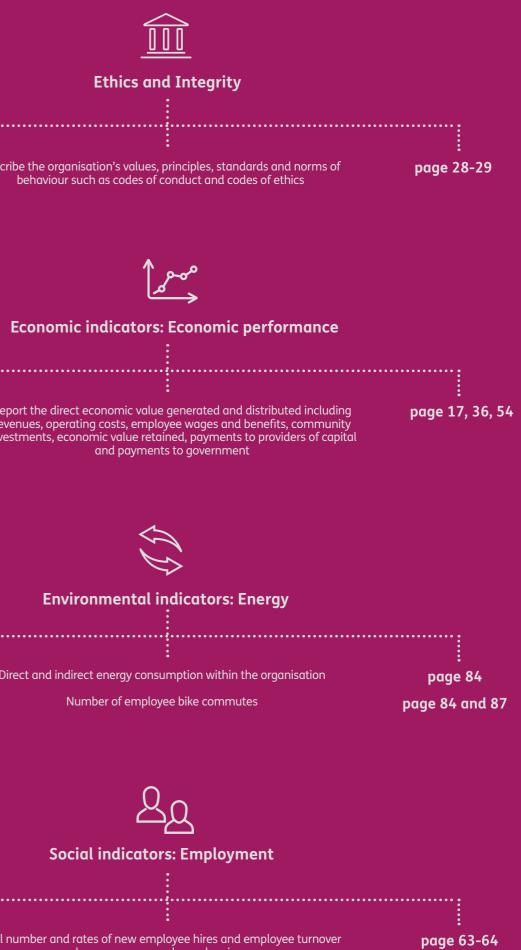
#### Stakeholder Engagement

		:	
G4-24	Provide a list of stakeholder groups engaged by the organisation	page 40-42	
G4-25	Report the basis for identification and selection of stakeholders with whom to engage	page 92	
G4-26	Report the organisation's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process	page 92	
G4-27	Report key topics and concerns that have been raised through stakeholder engagement, and how the organisation has responded to those key topics and concerns, including through its reporting	page 40-42, 9	2

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	Report Profile :	
•		:
G4-28	Reporting period	page 92
G4-29	Date of most recent previous report	page 92
G4-30	Reporting cycle	page 92
G4-31	Provide the contact point	page 97
G4-32	Report the GRI Content Index	page 93-
G4-33	Report the organisation's policy and current practice with regard to seeking external assurance for the report	page 92
G4-34	Report the governance structure of the organisation, including committees of the highest governance body. Identify any committees responsible for decision-making on economic, environmental and social impacts	page 14

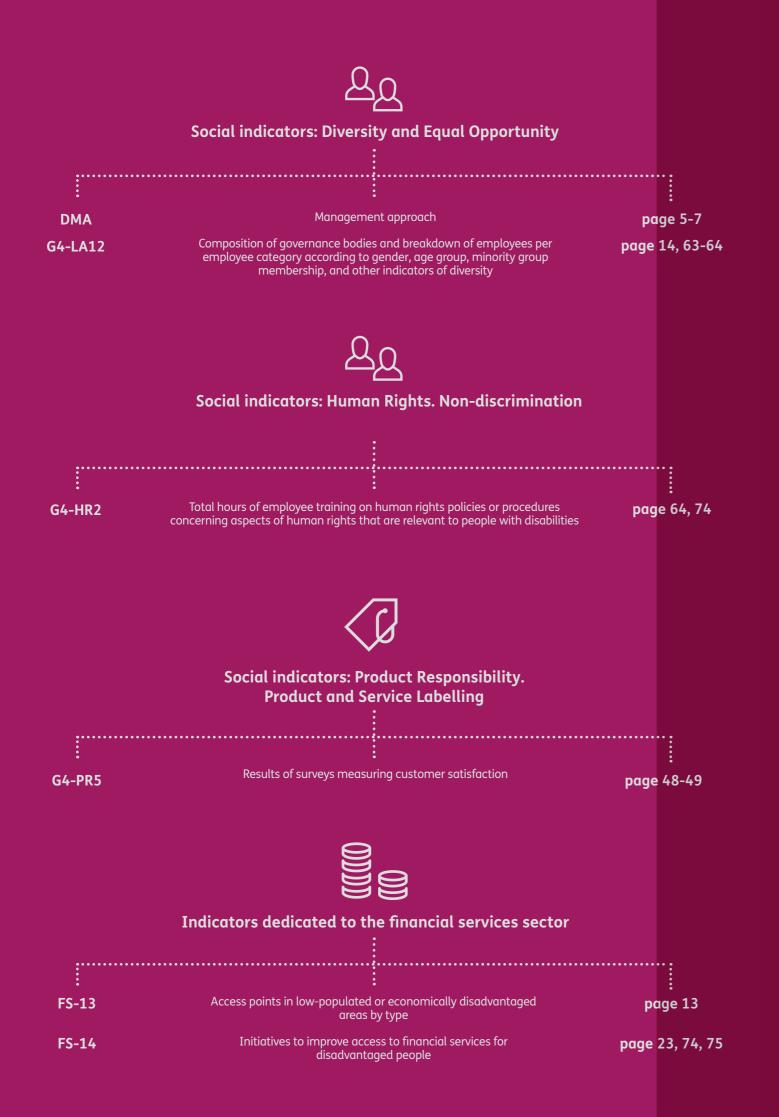
Desc	 G4-56	
Re rev inve	 G4-EC1	
D	 G4-EN3 Own indicator	
Total Benefits	: G4-LA1 G4-LA2	



s provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation

by age group, gender and region

page 66-67



# Acknowledgements

The Report team wish to thank all stakeholders for their assistance and support in drafting the Report. Your contribution helps us to measure and publish the social impact of the ERGO Hestia Group, which is of key relevance to corporate business responsibility.

The Report was prepared by the Sustainable Development Section.

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### Survey

We want to improve our reports year after year in order to best address the expectations of our stakeholders. Please take a moment to complete a survey on our 2017 *Care* Report. To access the survey, scan the QR code or visit: www.ergohestia.pl/zrownowazony-rozwoj/ankieta/



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