

2022



Groupama Asigurări S.A.

SUSTAINABILITY REPORT



Groupama

CUPRINS



Message from the CEO	3
About the report	5
The year 2022 in figures	7
1. Governance	8
1.0. Corporate Governance and Strategic Management	13
1.1. Ethics and responsible business	20
1.2. Economic Performance	23
1.3. Risk management	26
1.4. Indirect economic impact	27
1.5. Data protection	28
1.6. Cyber security	30
1.7. Reporting under the EU Taxonomy regulation	31
1.8. Sustainability Programme	35
1.9. Stakeholders	37
1.10. Materiality analysis	38
1.11. Awards and membership	42
2. Services	44
2.1. Portfolio of products and services	46
2.2. Responsible marketing and communication	54
2.3. ONLINE SERVICES	55
2.4. National and international brokerage and leasing services	56
2.5. Partnerships and strategic development	57
3. Environment	58
3.1. Optimal management of resources	60
3.2. GHG emissions	62
3.3. Waste Management	66
3.4. Climate risk management	69
4. Social	70
4.1. The health and satisfaction of our employees	75
4.2. Human rights, Diversity and equal opportunities	79
4.3. Talent management and employee retention	81
4.4. Investment in local communities	84
5. GRI/SASB Index	88



MESSAGE FROM THE CEO

"ACT NOW, FOR THE FUTURE"

The Groupama story was born in the world of agriculture, a world of entrepreneurs who saw the future as an opportunity to help, to build, to innovate, to move forward. For us, sustainable development is rooted in the Group's very identity, the one of a mutual insurer

that has always put people at the centre, committed to supporting and being there for them throughout their lives in this ever-changing world.

In the current context of unprecedented crises such as the economic and energy crisis or climate change and its serious effects, a collective commitment is needed to achieve and increase economic and social performance in our communities. Dialogue and cooperation between policy makers, economic actors and civil society is needed to secure the resources that people and the planet need to exist in the future.

That's why, more than ever, sustainable development is at the heart of Groupama's strategy. And it is our values – **proximity, commitment, responsibility** and **solidarity** – that provide the overarching framework for the company's principles of action: we are committed to community development; we add confidence to the lives of our customers and employees; we act now, for the future; we are authentic.

Historically, but also intrinsically, Groupama is a socially responsible player. In addition, we have always known that the success of a business lies not only in its financial results, but also in its contribution to the common good. In recent years, this contribution has also translated into actions aimed at **creating strong, sustainable communities** that enable as many people as possible to build their lives with confidence. One of the programmes developed by Groupama Asigurări in this regard is the **CSR Ambassador**. We are very proud that, through this programme, we have given colleagues across the country the chance to become a voice for the communities where they grew up, live or work. Together, we have designed and implemented projects over the years to **improve access to education, encouraging children from disadvantaged backgrounds**



Groupama

to continue their studies or take up sport, facilitating access to culture or fighting inequality, to name just a few of the areas we have targeted.

With every CSR project, we want to make a real difference in the community and respond to people's needs. A concrete example of this is the implementation of a social responsibility project in 2022, in which more than 800 employees from over 40 cities in Romania participated. The **"Life Savers"** campaign, carried out through a partnership with the SMURD Foundation, was part of the main area of focus of our actions, that of prevention, and is proof of the involvement and important role that the Groupama team has in the company's social responsibility strategy.

At the same time, **Groupama is committed to the fight against climate change through concrete actions** such as reducing our carbon footprint, an indicator we measure on a voluntary basis. In 2022, we have managed to significantly decrease our administrative cost rate and reduce our carbon footprint by approximately 100t. We will continue these efforts to reduce CO₂ emissions, through energy efficiency and economical use of resources, to help limit the impact of these changes and **create a clean environment for future generations**.

At the same time, as an insurer, we are committed to providing effective, flexible and sustainable solutions to meet the challenges of today's society and build confidence in the lives of our customers. In fact, our goal when creating business strategies, but especially our sustainability strategy, is to be a trusted partner for customers, partners, society, stimulating innovation and combining the human component with technology and artificial intelligence to deliver products and services that are simple and as predictable as possible.

We have been and will continue to be involved, together with our partners, in prevention-related actions aimed at informing about risk reduction methods, promoting sport and general health, fighting inequalities and protecting the environment.

Reducing the carbon footprint, responsible management, approaching the CSR strategy in the most authentic way, responding to the real and concrete needs of people, in this period full of economic, social and human challenges, are the basic pillars of Groupama's sustainability strategy in the coming period.

Our desire is to support, build and act responsibly, so we are committed to making every effort to achieve these objectives and thus contribute to a better future for us and future generations.

Călin MATEI

Chief Executive Officer Groupama

ABOUT THE REPORT

Sustainability reporting has been a priority for our company from the beginning. 2022 is the year in which we decided to go one step further by producing a comprehensive Sustainability Report, guided by reporting standards and in which we concentrated all our previous experience gathered in the 5 Corporate Social Responsibility Reports issued over the years. Because we are responsible and aware of the impact that our company can generate, we have decided that, alongside this new approach to reporting, we will also focus on expanding our environmental analysis. So, we are constantly tracking the level of greenhouse gas emissions through specific calculations according to the GHG (Green House Gases) protocol for Scope 1 and 2, and for the period 2022 (1 January - 31 December), we have extended the analyses by performing calculations for Scope 3. We believe that such actions can guide us towards awareness and implementation of optimal solutions for our future performance in this vast area of sustainability.

REPORTING FRAMEWORK

The current sustainability report is prepared for Groupama Asigurări S.A., the only entity included in this reporting session.

The report contains the non-financial performance of key aspects of the business and has been produced following the methodology proposed by the GRI 2021 (Global Reporting Initiative) stand-

ards and by the reporting frameworks SASB (Sustainability Accounting Standards Board).

In addition, both our company and the Groupama Group are subject to Regulation (EU) 2019/2088 of the European Parliament and of the Council of 27 November 2019 on sustainability reporting in the financial services sector (SFDR).

The report also complies with the Non-Financial Reporting Directive 2014/95/EU (NFRD), the most important normative document of European legislation on sustainability reporting obligations, as well as the provisions transposed into national law by Order of the Minister of Public Finance 1938/2016 as amended. In addition, the requirements of Regulation (EU) 2020/852 on establishing a framework to facilitate sustainable investment are included.

The information in the report presents data on the economic, social and environmental impacts of our day-to-day activities, as well as data on our efforts to control these impacts. The report covers the period 1 January 2022 - 31 December 2022.

By reading this report you can learn about the material topics identified as well as quantitative information about our performance.

The report was built on 20 material topics, these are classified into the following categories:

- Governance;
- Services;
- Environment;
- Social.



Groupama

For each material topic, quantitative and qualitative information, details of the economic, social and environmental impact are presented and the way in which the material aspect is managed within our company is explained.

The methodology used to analyse material topics is the Double Materiality methodology. The Double Materiality analysis was performed in anticipation of the Corporate Sustainability Reporting Directive (CSRD) 2022/2464/EU which will amend the Non-Financial Reporting Directive (NFRD), starting from the financial year 2024.

As this is the first Sustainability Report, there is no need for any information updates/adjustments to its provisions.

EXTERNAL SUPPORT AND AUDIT

In the process of producing this report, we had the support of the consulting firm denkstatt Romania S.R.L. based in Timișoara, a consultancy firm in the field of sustainability management, with experience at European level. This report has not been subject to the external assurance process.

Thank you to everyone who actively contributed to this report, both the internal Groupama team and the external consultants!

CONTACT

For any information regarding the data in this report, please contact us by e-mail **office@groupama.ro**, by phone on 0374 110 110 or at Bucharest, Sector 1, Mihai Eminescu Street, no. 45, Romania.

THE YEAR 2022 IN FIGURES

GOVERNANCE

Number of locations in which the company operates	110
Total number of investments incorporating environmental, social and governance (ESG) criteria	17
Total value of securitization proceeds for which environmental, social and governance (ESG) factors have been taken into account	10 709 771 RON
Total value of revenues from transactions for which environmental, social and governance (ESG) factors have been taken into account	10 800 000 RON
Total value of investments incorporating environmental, social and governance (ESG) criteria	67 300 000 RON
Total investments in shares or bonds	2 277 945 105 RON
Total net sales	2 974 048 774 RON

SERVICES

Number of policies addressed to individuals	1 491 715
Number of policies addressed to legal persons	585 534
Number of policies in force – property and accident insurance	2 029 541
Number of policies in force – life insurance	47 708
Number of claims files uploaded to online platforms	59 630
Total number of suppliers	1 254
Total number of local suppliers	1 156
Percentage of procurement budget that is spent with local suppliers	92%
Total number of international brokers	17
Total number of local brokers	226
Total number of leasing partners	26

SOCIAL

Number of new jobs	282
Total number of employees	1 374
Retention rate at the end of the year	91,7 %

ENVIRONMENT

The total amount of thermal energy used by the company	102 950 kWh
Fleet fuel consumption – petrol	160 513 l
Fleet fuel consumption – diesel	98 411 l
Total electricity consumption in the organization	946 690 kWh



Groupama



01

GOVERNANCE

OUR MISSION is to help our clients engage in life with optimism, in the small projects or the big milestones, because they know we will be here for them, no matter how big the challenge.

BORN FROM AN ACT OF SOLIDARITY

Our company is headquartered in Bucharest, Sector 1, Mihai Eminescu Street, no. 45, Romania, is identified by unique tax identification code RO 6291812 and is registered at the Trade Register under no.: J40/2857/17.03.2010 - Parent company. In Romania there is also a subsidiary Groupama Services SRL, with registered office in Bucharest, Sector 1, Mărăști Boulevard, no. 2, Romania, identified by unique tax identification code RO 15381850, registered at the Trade Register under no.: J40/7059/2013.

Groupama Asigurări S.A. is incorporated as a joint-stock company, governed by the Romanian laws and regulations in force, as well as by our articles of association.

According to the articles of association, the company's main business is the offer, negotiation and conclusion of life and non-life insurance and reinsurance contracts.

Our activity consists of the following business lines:

- **Other insurance activities** (except life assurance) – CAEN code **6512**;
- **Activities by insurance by life** – Code CAEN **6511**;

both under **Insurance activities** – CAEN code 651, and **Reinsurance activities** – CAEN code 6520, under **Reinsurance activities** – CAEN code 652. We offer a broad portfolio of products and services to individuals, small and medium-sized enterprises (SMEs) and corporations. These include both compulsory (MTPL) and facultative insurances such as: general property and motor insurance, liability insurance, agricultural insurance, life insurance or health insurance. Groupama Asigurări SA is the first insurance company to introduce innovative services on the Romanian market, such as CASCO Telematic insurance, the remote ascertainment service – Video Asist, the telemedicine service that combines artificial intelligence with human interaction – Ask the Doctor or the Customer Advisory Board.

Our strengths:

- **Quality of customer relations:** we are attentive when it comes to customer relations. Quality human interaction, together with technological innovations and automation, helps us to be there for them, when and where they need us.
- **Innovation:** our ability to innovate and reinvent ourselves for more than 120 years. Today, we succeed in providing our customers with customized, flexible, predictable products that integrate advanced technological solutions.
- **Credibility:** Trust is essential for an insurer. For us, trust is not a given, but a consequence of everything we do, every day.

- **Personalisation:** We respond to the everyday needs of our customers in a personalised way with simple and flexible products, always adding a touch of humanity and empathy.
- **Local culture:** The expertise and credibility of an international insurer is combined with the skill and commitment of a local insurer who understands the specific needs of its community.
- **Ability to understand real life:** Because we are close to people, we understand them better. We know what real life looks like: with its joys, its sad moments, its challenges.

Our main objectives are:

- profitable and sustainable development under conditions of sufficient solvency;
- strengthening the portfolio, increasing efficiency and developing all projects for the benefit of the client;
- offering quality products and services at a fair price that meet the real needs of customers.

Challenges and risks are not absent from our work. These include dumping (especially in the MTPL line), successive bankruptcies in the insurance market leading to major distortions, rising inflation and other industry-specific costs (e.g., claims costs), changes in the legislative framework, and increases in taxes or caps.

AN OVERVIEW

Groupama Romania is part of a mutual group, with a tradition of over 100 years in France. Since the group was founded, at the end of the 19th century on the initiative of an agricultural community,



Groupama

Groupama has continually developed and adapted to the economic challenges and ever-changing needs of its customers and partners, while remaining true to the principles of action inherited from French agricultural mutualism.

Evolving in a consolidated perimeter, the group continues to develop through its strong positioning in France and its international activities, to the benefit of its clients, its collaborators and the markets in which it operates.

Our story in Romania began in 2007 with the acquisition of three local insurance companies: Asiban, BT Asigurări and OTP Asigurări.

The official launch of the Groupama brand took place in September 2009. Today, we are the leader of the insurance market, with a diverse portfolio of products and services addressing all insurance needs. Our distribution network is complex and includes partners (brokers, banks, leasing companies) and our own retail channels (direct sales and agents). Brokerage companies, insurance agencies, affiliated insurance agents, exempt insurance intermediaries and reinsurance brokers contribute significantly to the growth of insurance sales, representing distribution channels distinct from Groupama Asigurări S.A.



In terms of governance, we have identified the following material topics:

Material topic	Economic impact	Social impact	Environmental impact
Corporate Governance and Strategic Management	Corporate governance and strategic management are powerful and very valuable tools for our business strategy. They underpin our business performance, which is why we are implementing sustainable systems and structures that will sustain our activities over the long term. At the same time, we create monitoring and control tools that guide and support us in all our business processes.	The social impact of corporate governance and strategic management requires social engagement, both within the communities we belong to and in achieving the well-being of our employees. Through well-designed structures, we aim to play a significant role in improving the quality of people's lives in general.	An effective governance structure considers viable measures to protect the environment. This important issue is part of our long term strategy. That's why we take into account the impact our activities can have on the environment, and why we extend our environmental responsibility to all our partners through collaboration agreements.
Economic Performance	We can generate a significant positive impact economically, only through our own economic performance. We have identified this as paramount to the existence and sustainability of our company, thereby generating sustainable value for the economy in which we operate.	With the same principle of sustainability in mind, we know that the positive impact on society is closely linked to the economic performance of our business. This allows us to support actions and allocate resources for positive social impact.	A sustainable vision is also based on actions to manage potential environmental impacts. We comply with the current legislative regulations on environmental protection and follow the direction of our group, which is to support the environmental and energy transition towards a more sustainable economy through an investment policy based on environmental criteria.
Ethics and responsible business	Business ethics is not only about compliance with the law, it involves the introduction of rules into day-to-day decisions and management strategies that define behavior business of our company. Within Groupama Romania we ensure that conflicts of interest are prevented and mitigated, ethical decisions are encouraged and unethical behavior or corruption is reported.	The concept of social responsibility should be seen as a key concept for business ethics. As an employer, we promote diversity, equality, inclusion and ensure a safe environment for employees and co-workers, without compromising ethical principles, without violating human rights and preserving the highest standards of safety and health.	The principles and rules that guide our company's activities incorporate environmental protection aspects. We are convinced that only a responsible attitude towards the environment can truly support the transition to a sustainable society, with care for the resources we have.
Risk management	Risk management is about the culture, processes and structures actually, dedicated to managing potential opportunities and adverse effects. The risk management system, which is a component of the governance system implemented by us, enables the identification and control of present and potential risks	Factors such as discrimination, inequality or human rights violations can have a financial impact on companies that apply low standards in these respects. Our company aims to analyze these social factors in the insurance business.	Environmental risk is the result of the interaction between human activity and the environment. We manage the portfolio of financial assets related to the insurance business by analyzing environmental factors. So, when we consider the risks that may affect our business, we also consider the impact we may have on the environment and we focus on business optimization solutions in this respect.



Groupama

Material topic	Economic impact	Social impact	Environmental impact
Indirect economic impact	Significant indirect economic impacts, both positive and negative, may include changes in the productivity of organizations, sectors or the economy as a whole. Being aware of this our investments take into account current and future impacts on the local economy.	Indirect economic impact plays an important role on the national economy. So, we contribute through support and sponsorship actions for disadvantaged communities. We believe that is very important to bring our contribution from a social point of view.	Our long-term success depends on natural capital. We intend to develop our activities and operations of protection of natural capital, while also paying attention of the indirect economic impact we can generate in relation to the environment.
Data protection	The protection of personal data is very important for us and the processing of such data is done in accordance with the applicable legislative requirements, thereby succeeding to have control over the economic impact on which we can generate.	The aim of our company's protection of personal data is to ensure that all fundamental rights and freedoms of peoples are respected by our company.	We associate the possible negative impact on the environment with the possible need to increase operational actions in case of unpleasant data protection incidents. This would automatically lead to a negative environmental impact. But discipline and rigor are our hallmarks when it comes to the procedures governing this sector.
Cyber security	The benefits of the usage of new technologies into almost all aspects of life are undeniable. Cybersecurity is about protection, in addition to that of computer devices, and digital information or assets. It is a well-implemented practice in our company and allows us to keep non-public Information, safe, within the Organization, and to be managed or accessed only by authorized individuals and for specified purposes.	By ensuring cyber security, our company has adopted a responsible behavior in cyberspace, respecting human rights, fundamental freedoms and the rule of law.	Cyber security processes help us use IT tools and cyberspace safely. This also supports and controls activities that could generate a significant negative impact on the environment.

CORPORATE GOVERNANCE AND STRATEGIC MANAGEMENT

EXPLAINING THE MATERIAL TOPIC

At Groupama we attach great importance to our governance structure, through all the activities we carry out, so that we apply professional ethics in all departments our company.

In same time, we support the effective strategic management practices based on clear risk management activities and concrete attitudes and actions regarding legal compliance. We believe that these two aspects are very important for the smooth running of the business and that their optimal management helps us to maintain our desired level of performance. For us, employees and customers are among our most important partners, and one of our main missions is to build quality relationships with them and help them to look at life with optimism, to enjoy every moment, knowing that we will be there for them when they face various challenges.

We believe that a long-term partnership is based on trust, honesty and mutual respect, values that also guide our daily activities. We are committed to respect always the laws, rules and regulations applicable to our activities. Thus, we require all suppliers to adopt the highest standard of transparency and integrity during the procurement process and in the execution of contracts.

MANAGEMENT OF THE MATERIAL TOPIC

We are an insurance company operating entirely in Romania. The shareholders of our company are GROUPAMA HOLDING FILIALES ET PARTICIPATIONS S. A., a French public limited company, having its registered office at 8 - 10, Rue d'Astorg, 75008 Paris, France, registered with the Paris Trade and Companies Register under number 822 131 579, holding shares representing 99.9999983% of the share capital and voting rights, and GROUPAMA INVESTISSEMENTS S.A.S., a French simplified joint stock company, having its registered office at 8 - 10, Rue d'Astorg, 75008 Paris, France, registered with the Paris Trade and Companies Register under number 428 767 909, holding shares representing 0.000007% of the share capital and voting rights.

Our company is managed by a Board of Directors and the executive management is delegated to persons who, according to the articles of association and/or the resolution of the statutory structures of the company, are empowered to direct and coordinate the day-to-day business of the company and are vested with the power to engage the responsibility of the company.

The selection and appointment of members to the highest governing body and its committees is carried out through the extremely strict "Fit & Proper" process and laborious for



Groupama

entities operating in the insurance sector. This process is carried out by our company's Nomination Committee, the General Meeting of Shareholders or the Board of Directors, as the case may be, with additional approval from the Financial Supervisory Authority based on regulations concerning the assessment and suitability of the candidate(s) for the position.

The Board of Directors is always an odd number and the term of office of the directors is 4 years, re-eligible. The members of the Board of Directors comply with all independence requirements as laid down in Romanian company and insurance legislation. The Chairman of the Board of Directors is appointed by the General Meeting of Shareholders which appoints the Board of Directors.

Name of the member of the Administrative Board	Position
Mr. Olivier PÉQUEUX	Chairman of the Board of Directors
Mr. Pierre - Hubert PERROMAT	Member of the Board of Directors
Mr. Pierre MARTIN	Member of the Board of Directors
Mr. François COSTE	Member of the Board of Directors
Mr. Nicolas Maurice Georges NAFTALSKI	Member of the Board of Directors

The General Meeting of Shareholders may be Ordinary or Extraordinary. It and the Board of Directors have powers under company law and insurance companies

and in accordance with our articles of association.
In 2022 the senior executive management of Groupama Asigurări S.A. was:

Name of Executive Management member	Position
Mr. Calin Rareș Matei	Chief Executive Officer (CEO)
Mr. Nicolas Edmond Naouri	Deputy Director-General (DCEO)

The term of office of the senior executive management is 4 years.
The Board of Directors approves the company's main directives, including those on managing the organisation's impact on the economy, the environment and people, which are then implemented by the senior executive management and other entities at operational level.
All decisions and measures taken by the Board of Directors are taken under conditions of maximum responsibility.
The effectiveness of the organisation's processes is reviewed annually or in the event of significant changes, with the board of directors ensuring that the best decisions are made.

The Committees that operate alongside the Board of Directors are:

- The Audit Committee which monitors the financial reporting process, the effectiveness of internal control and risk management systems, the statutory audit, the selection of the financial auditor and the auditor's independence. It validates the annual internal audit plan, monitors its status and regularly informs the shareholders of the "management letter", including the action plan following the recommendations made by the statutory auditor.
- CRisks Management' Committee that meets at least quarterly and

consists of DCEO/Deputy CEO, directors of the main divisions (Sales Division, Marketing, Communication and Customer Services Division, Legal Division, Finance Division, IT and Operations Division, Strategic Planning and Strategic Projects Division, Procurement Department, Human Resources and Logistics Division), heads of key functions: Actuarial, Compliance, Risk Management and Internal Audit, as well as persons responsible for data protection and IT security.

- The main role of this committee is to provide the Board of Directors with a consolidated view of the risks to which the company is exposed (underwriting, financial, operational, counterparty, other risks), to provide risk oversight, to provide a communication platform for the risks to which our company is exposed, to ensure compliance of the business with the risk management policy, to validate the ORSA (Own Risk and Solvency Assessment) reports and to submit these reports to the Board of Directors for approval.
- Nomination Committee which is an advisory committee. It assists the Board of Directors and aims to ensure the assessment of the suitability of the persons appointed under the Fit & Proper Policy by establishing the principles for the selection of candidates for the position of member of the Board of Directors or member of the Executive Management.
- Compensation and Benefits Committee which validates the salary policy and significant decisions regarding salaries, bonuses, bonuses and other benefits of a salary nature. The Chairman of the Remuneration Committee is an independent member of the Board Administration. Our pay policy ensures the right to fair pay.

- Senior Executive Management which consists of the Chief Executive Officer and the Deputy Chief Executive Officer and provides the day-to-day executive management of the company.
- The Executive Committee (ComEx), which executes corporate strategy, is chaired by the CEO and meets 3 times a month or more often, as often as necessary, if requested by one of the permanent members or at the request of Executive Management, depending on unforeseen significant needs or events.

The main roles of the committee are to develop the company's business and implement the strategy while ensuring alignment with the strategy of the group to which we belong, validating and approving business cases for strategic projects, monitoring their execution and overseeing them, as well as ensuring operational coordination of activities and ensuring proper communication, both internally and externally. ComEx has the right to request any company employee to attend meetings as a guest. Key functions in departments: Actuarial, Compliance, Risk Management and Internal Audit, are permanent guests of the Executive Committee with dedicated sections.

The Board of Directors and ComEx ensure that environmental, social and governance factors that may affect the company are taken into account in any decision.

At present, there is no director in our organisation responsible for all environmental, social and governance issues, but these are delegated to managers in different departments.

The management of environmental, social and governance impacts within our company is carried out by a project team of employee from different departments. The team is led by a Project Manager.



Groupama

Reporting on the management of the organisation's impact on the economy, the environment and people to the highest governance body is done annually.

The highest governance body within the company is responsible for reviewing and approving reported information, including material aspects of the organisation. We organise annual training and development programmes on sustainability issues for Executive Committee members, project team members and senior management within the company.

The themes of the training programmes, in terms of sustainable development, are identified on the basis of a dedicated needs identification questionnaire.

We call on the know-how of the group to which we belong and the expertise of a specialised consultancy team to improve the knowledge of the members of the governance body on sustainability issues.

Management team performance reviews are conducted annually.

The quality of services and products offered by our company depends on the

quality of the supply chain, especially for services such as health insurance, property insurance and motor damage.

The supply chain starts with the formulation of the purchase need and continues until the completion of the sale of our products and services and if the situation requires it, the payment of damages. All our employees are required to comply with our Code of Ethics and Professional Conduct. By implementing the Purchasing Policy and the Code of Ethics and Professional Conduct we require our employees to meet specific social or environmental requirements.

We have identified all those areas that can be influenced by us and where we can add value in terms of our environmental, social and governance performance.

We assess the value chain regularly and try to identify new processes that we can focus on to have a positive impact on society at large.

We collaborate with different stakeholders along the value chain and our business practices take into account the social and environmental concerns of our partners or collaborators.

Our value chain is shown below:



We have implemented a procurement policy aimed at:

- to ensure the conditions for acceptable collaboration between our company and suppliers (actual and potential);
- provide a framework for implementing and monitoring ethics in the behaviour of suppliers and all participants in the procurement process;
- include all supplier processes;
- to homogenize all documents in the procurement process;
- strictly comply with all rules and regulations on preventing and combating corruption, money laundering and the financing of terrorism.

The Procurement Policy contains a comprehensive guide to all stages of our company's procurement processes, including all stages of the supply chain, from the stages prior to entering into a selection process to the termination of contractual relationships.

As regards the selection criteria in Groupama Asigurări S.A.'s procurement processes, they are mentioned in the procurement procedures in force, through the Compliance criterion, which requires adherence to the Code of Ethics and Professional Conduct.

The Purchasing Department ensures that suppliers understand the requirements of the code they receive.

Also, in the selection/tendering process used by our company, suppliers confirm that they will comply with this code. Compliance with its provisions is also ensured through contractual declarations.

By the end of 2022, 231 suppliers have signed Our values and principles are described in our Code of Ethics and Professional Conduct.

This code applies to our company and our business partners and their subcontractors. By signing a contract with Groupama Asigurări S.A., our partners agree to abide by this code. Our suppliers also undertake to take all necessary measures to ensure that their subcontractors comply with the obligations set out in this code of ethics and professional conduct.

Our internal company policy commitments on responsible business conduct provide for due diligence but do not provide for the application of the precautionary principle. They are approved within our company by the Board of Directors, are communicated to employees and are published on our intranet and website and are thus available to the general public.

Our company policies include a Responsible Investment (RI) Policy. This policy supports the systematic incorporation of environmental, social and governance factors into the investment process, managing both risks and opportunities. Our company's strategic asset allocation is set by Groupama Assurances Mutuelles, which, through Groupama Asset Management, is a pioneer in responsible investments closely linked to sustainability.

Thus, we have also included in our investment policy sustainability risks (environmental, social and governance factors) arising from extra-financial events that may affect the value of our portfolio.

Our approach, for all asset classes (equity funds, corporate bonds and sovereign bonds), will be gradually based on analyses leading to a single financial recommendation that will also take into account the identification of the riskiest issuers from an environmental, social and governance point of view.



Groupama

17

INVESTMENTS

Total investments incorporating environmental, social and governance (ESG) criteria

110

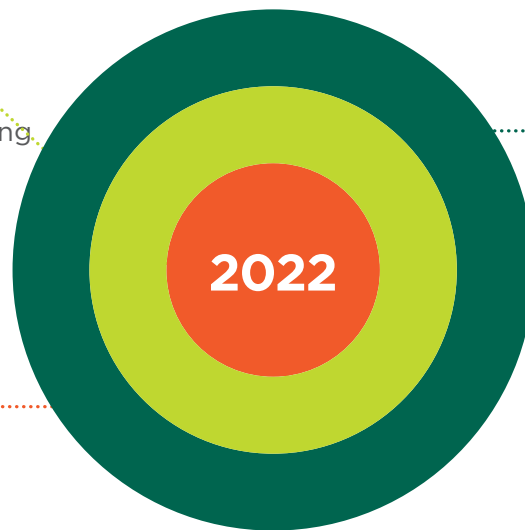
LOCATIONS

where the company operates

200

CONTRACTS

Number of confidentiality contracts signed in 2022



The implementation of the environmental, social and governance analysis process is complex and differs from asset to asset and from country to country.

The current tort or contract liability is governed by the legislation in force and compliance with it is an absolute priority for our company.

If there is information about a negative impact caused by the company to which it has contributed, we analyse, at a co-ordinated decision level, how to remedy it. Our Complaints and Petitions Procedure (insurance-specific complaints) is an integral part of our complaints and petitions resolution mechanisms, together with customer complaint handling and reporting channel in accordance with public whistleblower requirements. We have also set up a Collective Committee which is responsible for analysing and resolving complaints, thus facilitating

their resolution in the shortest possible time.

In order to monitor the effectiveness of the complaint handling mechanisms, quantitative and qualitative performance indicators have been established which are also measured and analysed during weekly activity and productivity review meetings at team level.

At the same time, regular inter-departmental meetings are held with the main parties involved in the process, during which the evolution of the number of complaints is analysed and measures are taken to reduce the number of complaints.

Annually, we conduct an internal survey to collect feedback on our complaints handling activity.

We continually monitor the signs of non-compliance with applicable laws and regulations.

In 2022.

Significant non-compliance with laws and regulations for which fines were imposed in 2022	
Minor infringements concerning the handling of MTPL claims	3
Violations of ANAF legislative requirements	2
Violations of ITM legislative requirements	1
Total monetary value of fines received in 2022	
Fines for non-compliance with laws and regulations	RON 211 424
Significant non-compliance with laws and regulations for which non-monetary sanctions were applied in 2022	
Written warnings for minor violations of RCA damage insurance instrumentation and respectively the incomplete reporting of some data	2

We are aware that environmental, social and corporate governance (ESG) policies will reshape the global economy

in the coming years, which is why we are considering responsible investment and ESG criteria in our business strategy.

Total number of investments incorporating environmental, social and governance (ESG) criteria	17
---	----

We use environmental, social and governance (ESG) analysis in managing the portfolio of financial assets related to the insurance business. This analysis includes the study of negative or positive

impacts of companies or organisations on sustainability factors (environmental and social impacts, respect for human rights, business ethics).

Investments incorporating environmental, social and governance (ESG) criteria	RON
Total value of investments	67 300 000
Amount of revenue from transactions for which ESG factors have been taken into account	10 800 000
Revenues for which environmental, social and governance (ESG) factors have been taken into account	RON
Total value of securitisation proceeds	10 709 770,83



Groupama

ETHICS AND RESPONSIBLE BUSINESS

EXPLAINING THE MATERIAL TOPIC

At Groupama we give the major importance to our governance structure, through all the activities we carry out, so that we apply professional ethics in all departments our company.

At the same time, we support the effective strategic management practices based on clear risk management activities and concrete attitudes and actions regarding legal compliance.

We believe that these two aspects are very important for the smooth running of the business and that their optimal management helps us to maintain our desired level of performance. For us, employees and customers are among our most important partners, and one of our main missions is to build quality relationships with them and help them to look at life with optimism, to enjoy every moment, knowing that we will be there for them when they face various challenges.

We believe that a long-term partnership is based on trust, honesty and mutual respect, values that also guide our daily activities. We are committed to always respecting the laws, rules and regulations applicable to our activities. Thus, we require all suppliers to adopt the highest standard of transparency and integrity during the procurement process and in the execution of contracts.

We are aware of the responsibility we have and believe that the ethics is the key factor that contributes essentially

to the evolution and progress of our company. To create economic value and avoid potential negative impacts, we have developed tools to identify and assess corruption-related risks. At the same time, we are committed to comply at all times with the laws, rules and regulations applicable to our company. We also expect all our employees to adhere to the same standards and, like us, to be committed to upholding and implementing these core values.

MANAGEMENT OF THE MATERIAL TOPIC

We actively apply the principles of anti-corruption, conflict of interest, anti-competitive behaviour in every decision we make and these are integrated into our standards to ensure compliance with legislative regulations and industry standards. At the same time, through the Code of Ethics and Professional Conduct we ask our business partners to adopt the same standards of business ethics and responsibility, an obligation that will be respected by the partner throughout the duration of the contract between the parties.

Our company's ethics requirements in business, conflicts of interest and anti-corruption are included in the Policy on the Identification and Management of Conflicts of Interest within Groupama Asigurări S.A., the Code of Conduct, the Internal Regulations, the Procedure for investigating ethical alerts, the

Procedure for declaring gifts, benefits and invitations sent and received, as well as in the Code of Professional Ethics in relations between Groupama Asigurări and its suppliers.

All these documents have been shared with all employees and can be consulted by them at any time.

All employees and members of management are required to comply with the provisions included in the specific conflict of interest policy and to report any situation that may represent a potential conflict of interest.

Conflicts of interest are carefully monitored in order to prevent bribery and corruption, as well as to prevent any other conduct that could have a negative impact on our clients and partners.

The procedural framework is updated as often as necessary for each significant event, including:

- internal events;
- significant changes in the field of activity;
- significant changes in the internal organisation or the group to which we belong;
- external events;
- changes in legislation.

Responsibility for processing critical ethics alerts rests with the key compliance function, i.e., the Compliance Manager in the Compliance Office. He/she shall provide the management structure with information on critical ethics alerts handled.

The Human Resources Division periodically submits, at the request of the Risk Management Committee, a report on the status of conflicts of interest. It informs the management structure of any circumstance that may give rise to a conflict of interest and that represents a risk to the company, to establish and approve management and mitigation measures. There were no critical concerns about

ethics alerts or conflicts of interest during the reporting period.

Our Code of Conduct outlines guiding examples to raise employee awareness to identify potentially risky situations. Corruption, influence peddling, bribery, conflicts of interest can be hidden under various mechanisms, which is why employees must remain vigilant.

In the event that an employee suspects a violation of our company's business ethics, conflict of interest and anticorruption requirements, he or she should not hesitate to contact his or her direct manager and/or the Human Resources Division as well as the Compliance Manager by e-mail.

A whistleblower system is in place at our company that complements any existing whistleblower channels or structures, hierarchical structures, staff representative bodies, statutory auditors or public authorities provided for by law, as well as any internal reporting mechanisms.

- at e-mail: **etic@groupama.ro**;
- the direct manager (N+1) or the employee's senior manager (N+2).

Partners and collaborators can send alerts to the address:

sesizari.clienti@groupama.ro posted on the company's website under Complaints. Persons responsible with receiving complaints, then when identifies an ethical warning, they will immediately direct the warning to the e-mail address: **etic@groupama.ro**, and the information thus sent will be examined.

Alerts are processed in accordance with the rules of confidentiality regarding the identity of the complainant, the person concerned and the facts that are the subject of the complaint. Only persons authorised to handle alerts have access to information after having been trained and signed a specific confidentiality agreement. At Groupama Asigurări level,



Groupama

the process for reporting situations of violations of internal regulations/legal provisions or irregularities within the organisation is described by the Code of Conduct, Internal Regulations, Procedure for investigating ethical alerts. These have as objectives, among others, to provide support to the internal whistleblowing mechanism. In this context, we have developed a dedicated reporting channel (etic@groupama.ro) that can be used by our staff, collaborators, suppliers and any other third party that has a business relationship with us, to report alleged or known behaviours or situations that may constitute violations of laws, regulations, procedures, Code of Conduct.

Confidentiality of information and protection of the identity of the reporting party and the other persons involved are guaranteed at all stages of the process. During the reporting period, no cases of breaches of the standards of ethical behaviour were confirmed.

During the reporting period, the entire business was re-assessed for corruption-related risks as part of the Group-wide risk management exercise. No increased risks were identified during this exercise as our company has internal rules, processes and controls in place to prevent, monitor and identify potential misconduct.

Our company has a strict zero-tolerance policy towards any type of corruption to declare any aspect related to it.

In addition, both employees and contract partners have an obligation to immediately report to us any act of corruption committed by an employee or business partner, by which they are aware of. Anti-corruption policies and practices are at way systematically brought to employees' attention through information and training. In reported period were no confirmed incidents of corruption.

In view of the above, we believe that we are making consistent efforts to ensure professional integrity.

We had no pending or completed litigation cases during the reporting period relating to anti-competitive behaviour and antitrust and monopoly violations in which the company was identified as a participant during the reporting period, 2022.

Thus, the total amount of monetary losses as a result of legal proceedings associated with professional integrity was 0 lei.

During the reporting period we had an investigation completed by the Competition Council on 19 December 2022, with no Competition Council decision communicated until the end of 2022.

As a result of the investigation, the Competition Council found that 56 companies coordinated their commercial behaviour through the Trade Association, jointly agreeing, among other things, on a fixed level of prices and tariffs, thus eliminating competition between them. These actions were supported, reinforced and amplified by the behaviour and actions of other entities, including 7 motor insurers, whose participation made the cartel more far-reaching.

We make sure we bring it to your attention, to all employees our principles of integrity and the values that guide us in this regard. We carefully monitor the behaviour of all our staff (internal and external) and during the reporting period we investigated 4 professional integrity breaches. In 2022, we had no incidents of corruption.

Given that in all of our activities we are committed to the conduct of our business and place great emphasis on this aspect, when we consider it necessary, we ask external support and advice. The mechanism we use for this is based on identifying needs and the

most important sectors, together with an assessment of the associated risks. In addition, when seeking support from outside our organisation, we pay close attention to the expertise and experience

of experts on the subject. We are aware of the importance of external consultancy and draw on it to continually improve our business conduct.

ECONOMIC PERFORMANCE

EXPLAINING THE MATERIAL TOPIC

We believe that economic performance is underpinned by specific procedures for analysing the financial implications of identified risks and opportunities, which is why we pay close attention to these issues by identifying needs and expectations for tax payments, as well as benchmark indicators that can provide us with an overview of our economic performance. To this end, we have prioritised actions of a fiscal nature, attaching the necessary importance to key factors, with the help of which we can be informed punctually and concretely on the financial-accounting results.

MANAGEMENT OF THE MATERIAL TOPIC

We operate through multiple distribution channels: retail (direct sales and agents), non-retail (brokers, bancassurance) and corporate. The bancassurance channel is supported by strategic partnerships with the main banking and leasing players in Romania. We offer our individual, SME and corporate clients diversified products and services. We serve 1.4 million individual customers and 145 000 corporate customers.

Our tax department is responsible for our tax strategy, so we can comply with and enforce tax regulations issued by the competent authorities, making, within the legal deadlines, the calculation and transfer of tax liabilities to the state or local budgets and reporting various statements requested by the authorities. We have a risk management system in place, and the Tax Department undertakes verification actions to ensure tax compliance, thereby mitigating tax risks.



Groupama

26LEASING
PARTNERS**243**BROKER
PARTNERS**725**PF AND PJ
AGENTS**26**BANKING
PARTNERS

Compliance with the governance framework and fiscal control is assessed through audit or internal control by specialised departments within our company. We comply with and apply tax regulations issued by the competent authorities.

Annually, the corporate tax calculation is reviewed by an external consultant.

At the same time, we send annual information to insurance agents on

their tax reporting obligations, thus contributing to increased tax compliance. Our company's approach to the tax authorities is based on fairness and respect, the opinions and requests of colleagues or external partners are analysed in the light of the legislative provisions, and the conclusions of these analyses, if reliable, are implemented within the company.





TAX APPROACH

Economic impact on the local economy for the reporting period	RON
Total revenues recorded by the company at the end of 2022	4 508 000
The economic impact that the company had on the local economy in 2022 through payroll payments	158 600 000
The economic impact that the company had on the local economy in 2022 through local tax payments	736 000
Financial information	RON
Operational costs	1 809 063 811
Net sales	2 974 048 774
Taxes and related charges	1 945 781
Direct economic value generated and distributed	RON
Employees' salaries	125 769 940
Value of employee benefits	10 718 693
Net profit	131 205 108
Sales volume	2 637 016
EBIT (profit before tax)	131 205 108
Investments	RON
Total investments in shares or bonds	2 277 945 105
Total investments in derivatives	-945 000
Total real estate investments	0
Total investment in mortgages	0



Groupama

RISK MANAGEMENT



EXPLAINING THE MATERIAL TOPIC

Risk management is a very important pillar for the smooth running of our company. This is why we have implemented a risk management system in accordance with the guiding principles of the group we belong to, thus ensuring prudence and efficiency in this area. We are convinced that it is only through identification, assessment and control that we can gain an overview of current and potential risks.

MANAGEMENT OF THE MATERIAL TOPIC

We have integrated a risk management system in accordance with the guiding principles of the group to which we belong and the requirements of the Solvency 2 regulatory requirements to ensure efficient and prudent management based on the principle of proportionality. The risk management system, which is a component of our governance system, enables the identification and control of risks to which the company is or may be exposed.

Within our company, risk management is handled by the Risk Management Department, which coordinates the implementation of the risk management

system. This system takes into account the risks to which the company is or could be exposed, as well as sustainability risks. Our risk management strategy is developed in line with our business strategy. Risk identification, measurement, monitoring, management and reporting processes are implemented in our company and the results of risk assessments and reports are integrated into the decision-making process. Governance, risk management and internal control systems are implemented to ensure cross-functional coordination and adequate monitoring of strategic components, as well as the appropriate level of decision-making and accountability through specialised committees, with a transparent reporting and communication flow at management and executive level.

Groupama Asigurări SA has a portfolio investment in derivative financial instruments such as forward contracts on currency pairs. These contracts are non-deliverable forwards, valued at fair value and are not centrally cleared, with immediate settlement with counterparties under ISDA contracts with them.

As at 31.12.2022 we had a portfolio of derivative financial investments amounting to EUR 17 million with a fair value of -945 000 RON and for these a guarantee of 440 000 RON is deposited with one of its counterparties.

Our company has a capital management policy in place to ensure a stable level of capital in compliance with Solvency 2 regulatory requirements, as well as ensuring that solvency ratios are maintained in line with risk appetite. As part of the capital

management, we also consider the definition of the dividend distribution policy in relation to the group's objectives and also to historical and projected solvency. In the case of dividend payments, the capital management policy ensures that

the SCR coverage is maintained at a satisfactory level, with a prudential solvency threshold defined from which dividends can be distributed to cope with potential shocks depending on the dynamics of the macroeconomic situation.

INDIRECT ECONOMIC IMPACT

EXPLAINING THE MATERIAL TOPIC

For us, the indirect economic impact is the scale of development of our significant investment in infrastructure and related services. We place significant importance on the positive impacts we can generate on local communities and economies, which is why we work hard to identify needs.

MANAGEMENT OF THE MATERIAL TOPIC

As an insurance company providing insurance-based investment products (IPIB), we intend to follow the direction of our group in the long term, namely to play an active role in responsible investment in the future.

Our company is aware that the inclusion of environmental, social and good

INVESTMENTS

1 564 288,23
RON

The value of significant infrastructure investments and supported services that also provide a public benefit

governance criteria in our investment decisions can be, on medium to long-term, a driver for risk-adjusted, above-market returns.

Sustainable development objectives and ESG criteria are taken into account when deciding on investments in infrastructure and services.

We focus on taking into account the social and environmental benefits of our products in their development, while also generating indirect economic impacts. This is what we wanted to achieve by developing products that are easy to access, so that the resources needed to access them are as limited as possible.



Groupama

In this respect this section includes the online services that we have managed to facilitate and make available to our customers.

The infrastructure investments proposed by to the Projects, Contracts and Logistics Investments Department and the Logistics Services Department are approved by the Executive Committee.

DATA PROTECTION



EXPLAINING THE MATERIAL TOPIC

At Groupama we have taken reasonable steps to ensure the security of personal data collected, stored, processed or disseminated and the system for handling justified complaints about breaches of privacy and data loss. To protect the privacy of our customers, we collect data by lawful means and through transparent ways of collection, use and security. We have also appointed a Data Protection Officer (DPO), who monitors compliance of operations centrally, with a view to the smooth running of these actions and in subsidiarity.

MANAGEMENT OF THE MATERIAL TOPIC

The right of individuals to be protected with regard to the processing of personal data is a fundamental right enshrined in the Charter of Fundamental Rights of the European Union.

We have appointed a Data Protection Officer (DPO) at the level of our company who is responsible for overseeing the implementation of measures related to the protection of personal data, and at the level of directorates and departments, process owners have been identified and appointed from the perspective of GDPR and GDPR correspondents have been appointed. Monitoring and reporting of complaints about data breaches and data loss is done according to a procedure detailing how to identify and report possible privacy breaches, analyse them, what measures to implement, whether or not to notify the ANSPDCP, and identify and implement measures to prevent of recurrence of such breaches. Our company has implemented policies, procedures, workflows, and technical and organizational measures that are designed to prevent breaches of confi-



Total number of identified leaks, thefts or losses of customer data



Number of substantiated complaints received from customers or other external stakeholders regarding breaches of customer privacy and loss of customer data



Complaints from regulators about breaches of customer confidentiality and loss of customer data

Confidentiality and security of personal data. In order to ensure the security of the processing of personal data, the legal context of the processing has been identified, the risks and the degrees of probability and seriousness for the rights of the data subjects have been identified, plans and procedures to manage the risks to the rights of the data subjects and the security risks have been established and implemented, as well as IT security procedures.

The Personal Data Security Incident Management Procedure sets out the responsibilities and procedures for identifying, monitoring, classifying, escalating, resolving and reporting to the ANSPDCP such incidents, as well as informing data subjects, so as to ensure compliance with Article 33 of the GDPR. The procedure includes the obligation to maintain the Personal Data Security Breach Log and defines its format.

Incident reporting on personal data is laid down in the agreements signed with customers. The Data Protection Officer shall draw up the annual verification plan for the personal data protection system

implemented in the company, and the verification of the compliance of the system is also done through audits. The annual verification plan for the personal data protection system ensures that:

- Company policies/procedures/workflows/manuals comply with legal requirements on data protection (GDPR, e-Privacy, national legislation, etc.);
- the regulations in force are respected;
- opportunities for improvement are identified and exploited.

The results of the checks are recorded by the Data Protection Officer in reports, the results of which are shared in the Risk Committee meetings. Depending on the non-compliances found, the DPO proposes corrective actions.

After approval in the Risk Management Committee meetings, they are included in the Action Plan for the implementation of personal data protection requirements. Verification of the implementation and effectiveness of corrective actions is done periodically.



Groupama

CYBER SECURITY



EXPLAINING THE MATERIAL TOPIC

We believe that effective information security management can only be achieved through the implementation of security solutions and tools that can detect and resolve any such incident. Therefore, we have taken care of the proper training of all Groupama employees in order to prevent and optimally manage such situations. We attach great importance to these issues and consider this subject to be a key one for the smooth running of our business.

MANAGEMENT OF THE MATERIAL TOPIC

We constantly consider taking technical and organisational measures to maintain data security.

We have implemented cyber security solutions such as network-wide Firewall and DMZ, Proxy and antivirus for all users and we monitor all antivirus triggered events 24 hours a day.

The security and operational controls and security policy in place help us protect our information, devices and digital assets.

All reported spam/phishing attempts by suspected users are reviewed by the seizure specialist and all necessary actions are taken to secure the information.

All users are trained and tested annually on the most known security threats.

We remotely access our company information via secure VPN using certificate-based authentication and SaaS (Software as a Service) access for integrations is restricted via VPN lines.

All of our mobile devices are encrypted and we use SIEM technology, which helps us gain visibility into network activity so we can respond quickly to potential cyber-attacks.

PERFORMANCE IN FIGURES

ZERO
TOTAL NUMBER
OF CYBER SECURITY
BREACH INCIDENTS

1 130
NUMBER OF
EMPLOYEES TRAINED
ABOUT CYBER
SECURITY

REPORTING UNDER THE EU TAXONOMY REGULATION

Taxonomy Regulation 2020/852 sets common criteria for classifying environmentally sustainable economic activities. It was published by the European Commission (EC) in June 2020 and transposed into national law by OMFP nr. 1239/2021, published in 4 October 2021, amending and supplementing the requirements of OMFP 1802/2014 and OMFP 2844/2016, as amended, on the reporting of non-financial information. The Taxonomy Regulation aims to redirect capital flows to sustainable investments and combat greenwashing.

On 6 July 2021, the EC adopted Delegated Regulation 2021/2178 supplementing Article 8 of the Taxonomy Regulation and requiring large financial and non-financial entities to provide information to investors on the environmental performance of their assets and business activities. The overall objective of this delegated act is to increase transparency in the market by clearly specifying the content, the methodology and nature

of the information to be submitted. The intention is to provide information to financial market players so that they can design financial products and portfolios based on the data thus provided. The delegated regulation became applicable from 1 January 2022.

1. CAPITAL INVESTMENTS ELIGIBLE ACCORDING TO THE TAXONOMY

As an insurance company, Groupama Asigurări S.A. is required to publish the key performance indicator (KPI) on investments made in 2022, reported at market value as at 31 December 2022.

KPI on investment =

Investments directed to finance or associated
with economic activities eligible under the taxonomy

Total investments

Groupama Asigurări S.A. must publish, in addition to the indicator on eligible investments, the following quantitative information:

- Percentage of exposures to central government, central banks and supranational in total assets;
- Percentage of exposures to total derivative assets;



Groupama

- Percentage of exposures in total assets related to companies not covered by the Non-Financial Reporting Directive 2014/95/EU (NFRD);
- Percentage of exposures in total assets related to non-eligible activities for 2022.

By investments we mean all assets held directly and indirectly on the balance sheet of the life and non-life insurance company Groupama Asigurări S.A.. This is therefore a transparent picture of the company's assets. In accordance with Article 7(1) of the Delegated Regulation, sovereign exposures are excluded from the calculation of the KPI on investments, both at numerator and denominator. Derivatives are excluded

from the numerator but included in the denominator of the report. Companies not covered by the NFRD are not subject to the taxonomy. Thus, exposure to them should not appear in the calculation of the numerator of the report. The numerator has been excluded from the numerator due to the impossibility of being allocated to a particular economic sector.

All real estate exposures held directly or indirectly have been fully recognised as eligible. For the remaining assets, for operational reasons, it was not possible to obtain data on the proportion of taxonomy-eligible turnover or capital expenditure for each company covered in our investment portfolio.

Economic impact on the local economy for the reporting period	Thousand RON	%
Value of exposures to taxonomy eligible activities	67,15	7,77%
Value of derivatives	-0,94	-0,11%
Value of exposures to non-NFRD companies	71,57	8,28%
Time deposits and cash	5 57,14	64,43%
Value of exposures to non-eligible activities	169,79	19,64%
Financial information	Thousand RON	%
Value of exposures to central governments, local (sovereign) governments, central banks or supranational issuers	2 127,60	71,11%
Direct economic value generated and distributed	Thousand RON	%
Assets	total	100%

2. INSURANCE PREMIUMS ELIGIBLE UNDER THE TAXONOMY

For the year 2022, also as insurer, Groupama Asigurări S.A. must publish the following report on the data as at 31 December 2022:

KPI on general insurance e =

Gross general insurance premiums eligible for the taxonomy

Total gross non-life insurance premiums

Delegated Regulation (EU) 2021/2139 sets out which activities are eligible for the climate change adaptation objective, which is the objective under which general insurance activity falls. The law also sets out the criteria that insurers must meet to be aligned with the taxonomy. Publication of the alignment percentage according to these technical criteria for insurance products will apply from 2024 (tax year 2023).

In accordance with Annex I to Delegated Regulation, lines of business A3 to A9 and A18, so named according to the financial reporting to the Financial Supervisory Authority (FSA), have been identified as eligible for the taxonomy, as long as there is explicit coverage of a weather risk event under the general conditions set out in the underwritten product's insurance schedule. The following 8 lines of business are considered potentially eligible for 2022:

- A3. Land vehicles, excluding railway rolling stock;
- A4. Rolling stock;
- A5. Aircraft;

- A6. Sea, lake and river vessels
- A7. Goods in transit;
- A8. Fire and natural disasters;
- A9. Hail, frost and hazards other than A8;
- A18. Assistance to persons in need during travel.

The table below shows the correspondence between the lines of business eligible under Annex 1 of the Delegated Regulation and the eight lines of business identified as potentially eligible in Groupama Asigurări's product portfolio. However, the table also contains a breakdown of the eligible insurance products included in the identified business lines. Thus, only the insurance premium of products containing explicit coverage of a weather risk event has been included in the numerator of the report. The results of the analysis carried out indicate 38.30% of total gross written premiums by the end of 2022 associated with eligible business under the taxonomy.

Economic activities		Gross written premiums, year 2022 (RON million)	Share of premium, year 2022 (%)
Insurance underwriting activities eligible under the taxonomy			
Motor third party liability insurance			
A3. Vehicles terrestrial, exclusively material rolling railway	Car HELMET	44,17	1,51%
	HELMET Use	23,88	0,82%
	CASCO Gradual	665,85	22,83%
Other car insurance			
A3. Vehicles land railway rolling stock	UT - Agricultural equipment and machinery insurance excluding	44,17	1,51%
Marine, aviation and transport insurance			
A4. Material rolling railway	UT - Insurance of equipment and machinery in agriculture	1,55	0,05%



Groupama

A6. Sea, lake and river vessels	VF – Rail vehicle insurance		
	NMA – Insurance of commercial, fishing and collectors' vessels and other floating structures, installations and equipment similar to ships	2,71	0.09%
A7. Goods in transit	NFA – Insurance of commercial fishing vessels and collectors and other floating structures, installations and equipment similar to ships	4,67	
		0,02	0,16%
	NAA – Recreational craft insurance		
Fire and other property insurance			
A8. Fire and natural disasters, (for property other than those insurable in classes A3 – A7)	ALEXA – Home insurance with extra coverage	73,68	2,53%
	IFIRE – Insurance against fire and other disasters	69,16	2,37%
	GI – Complex household insurance for individuals	51,72	1,77%
	EEI – Electronic equipment insurance	2,79	0,10%
	CAR/EAR – Construction erection insurance	4,24	0,15%
	CPM – All risk insurance for the builder's equipment and machinery	15,24	0,52%
	V Storage – Insurance of money and other valuables: DEPOSIT	1,02	0,03%
A9. Hail, frost and risks other than those referred to in class A8 (for property other than that insurable in classes A3 – A7)	AGR – Agricultural crop insurance	47,13	
	AN – Animal insurance	0,12	
	PAS – Pass insurance	0,05	
	VVPF – Insurance of vines and fruit trees	0,99	1,66%
A4. Railway rolling stock	UT – Agricultural equipment and machinery insurance	1,55	
Assistance insurance			
A18. Assistance to people in difficulty while travelling	Group travel insurance – 6202		
	Group travel insurance – 6203		
	Travel insurance – 6205	47,70	1,64%
	Group travel insurance – 6206		
Total eligible insurance income, 2022		1 117,24	38,30%
Total insurance income excluding life insurance, 2022		2 916,70	100%

SUSTAINABILITY PROGRAMME

Responsibility, solidarity, commitment and proximity are our core values, which we always keep in mind and consider as the pillars of our business. We believe that partnerships based on these values are long-lasting, which is why we are always close to stakeholders who share the same values with us.

We focus our sustainability programme on the following key pillars of the business. The approach to grouping the guidelines of the programme has been set at local level considering the importance of sustainability objectives committed at Groupama Group level

SERVICES AND PRODUCTS

- Sustainable investments;
- Portfolio of competitive and adaptive products;
- Strategic partnerships;
- Responsible marketing.

GOVERNANCE

- Corporate Governance and Strategic Management Policies;
- Ethics and responsible business;
- Systematic risk management and compliance.

ENVIRONMENT

- Optimal management of resources (energy and fuel);
- Mitigating climate impact;
- Adapting to climate risks.

SOCIAL AND COMMUNITY

- Staff awareness and involvement;
- Staff development;
- Employee health and satisfaction;
- Community involvement and investments.

Specific objectives:

1. Carbon footprint reduction by 20% by 2024 vs. 2022 baseline year;
2. Responsible investment;
3. Educate and raise awareness about sustainability among employees and customers;
4. Community investment.

We are in the process of developing a sustainability strategy for Groupama Asigurări that will be available to stakeholders by the end of 2023.



Groupama

STAKEHOLDERS

Stakeholder identification and analysis was carried out as part of the materiality analysis process to gain a better understanding of their needs and expectations. We are aware that the potential impact of relevant aspects of our business may be very important to a large proportion of our stakeholders. That is why we were interested in understanding which stakeholder groups have a medium to high level of influence on the organisation so that we can focus our efforts on finding the best ways to engage and manage them. Careful analysis of the activities that were carried out within our value chain, have also led to the identification of stakeholder groups. The focus was on key stakeholders who can influence or are influenced by the activities carried out by our company. We are aware that we need to maintain relationships based on mutual trust

and transparency in order to grow our business, and we are keen to involve our stakeholders in reviews that consider our company's future strategies.

Stakeholders identified:

1. Management;
2. Non-managerial employees;
3. Corporate Clients;
4. SME customers;
5. PF customers;
6. Competitors;
7. Public Authorities;
8. Media;
9. Groupama providers;
10. Partners - intermediaries;
11. Regulatory authorities;
12. Customer service providers.

As part of our activities, the organisation interacts with them through various forms of engagement.

Employment status	Methods and tools used to collect need	Methods of managing needs and needs expectations
PREIMPLICATION	Evaluation of satisfaction Employees / customers complaints Applications and requests Media monitoring	Information Internal newsletter Internal communication platform Report Announcements Events in the community Speeches Presentations
INVOLVE	Forums Direct discussions Dialogues Research Focus groups Workshop Forums Advisory groups Stakeholder engagement process interested in decision-making Advisory Working Groups	Information Collaboration Joint projects Internal/external voluntary initiatives Partnerships Power of attorney Inclusion of interested parties in leadership, strategy or operations

When we want certain stakeholder groups to be involved in the decision-making process, we use communication methods such as: working groups or specific meetings on personnel issues such as Occupational Health Committee meetings or other working groups on collective personnel issues. We have a collective labour agreement that covers 100% of all employees in the organisation. Problems, decisions and improvements regarding the management of internal social issues are addressed and solved by the Human Resources department. Other critical business issues that are related to sustainability issues are addressed in the Com Ex meetings that discuss different critical issues raised by different functions in the organisation. In addition to the normal course of business, in which we interact with the interested parties to determine the impact associated on key material aspects, we have considered appropriate to launch a survey, to help us mapping the relevant aspects for business and important to our stakeholders, as well as to determine where our activities have an environmental or social impact. For the survey, we used the Lime Survey platform, and stakeholders were invited to complete the questionnaire by clicking on a specific link. The platform

ensured collecting information without having access to respondents' personal data. Protecting data has been a priority for us. We obtained 1159 valid responses. We appreciate the fact that our stakeholders have shown their involvement and interest in our company through the responses and suggestions we have received from them.

What we aim to do next is to improve our interaction with all stakeholders and to continue to follow one of our core values: to communicate openly and transparently with all stakeholders.

Suggestions received from our stakeholders:

- Optimisation of our services and products with the needs of the younger generation in mind;
- To continue to work to support the communities we are part of;
- Active involvement in projects which protect the environment;
- To make relevant investments in the technological processes of the services we offer;
- To develop policies to manage the implementation and enforcement of Human Rights;
- To promote our sustainability actions more effectively.

Partitioning of responses

37,4%
EXTERNAL



62,6%
INTERNAL



Groupama

MATERIALITY ANALYSIS

For the 2022 Sustainability Report, we opted for the Double Materiality Analysis method. This means that after defining the most important material aspects, we have analysed each one from two perspectives:

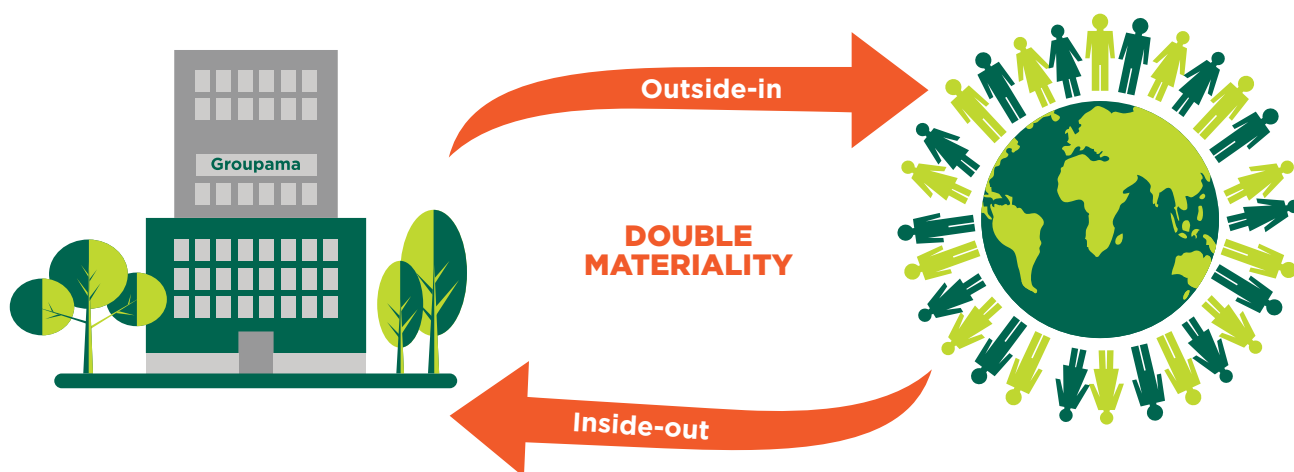
- Influences of sustainability aspects on economic success (outside-in perspective)
- Impact of the company on the environment and society (inside-out perspective)

Materiality analysis is the process that has helped us to identify the most important material issues to focus on so that they can be highlighted as a priority, as well as to understand what the most important issues are and

how they impact on the environment and society. Materiality analysis has provided us with important data for our business strategy and ensures that our sustainability reporting is relevant.

In the process of determining the relevant material aspects, we have taken into account the activities we carry out in our value chain and followed some concrete steps to define the 20 material issues, divided into four areas of intervention. We first identified possible material issues/themes by analysing current global trends and conducting thorough benchmark analyses in the industry. We consulted SASB standards applicable to companies in the Financial/Insurance industry (SASB – Investment-banking-and-brokerage-standard, SASB – Insurance-standard)





and then we prioritised the most relevant themes, in line with our company's current focus.

Thus, the material aspects that entered into the evaluation process are:

GOVERNANCE	SERVICES	ENVIRONMENT	SOCIAL
Corporate governance and Strategic management	Portfolio of products and services	Optimal management of resources	The health and satisfaction of our employees
Economic performance	Responsible marketing and communication	GHG emissions	Human rights, Diversity and equal opportunities
Indirect economic impact	ONLINE Help Centres	Waste Management	Talent management and employee retention
Ethics and responsible business	National and international brokerage and leasing services	Climate risk management	Investment in local communities
Risk management	Partnerships and strategic development		
Data protection			
Cyber security			

Given the holistic and intrinsic approach of the Double Materiality process, we assessed the material aspects through 3 specific activities:

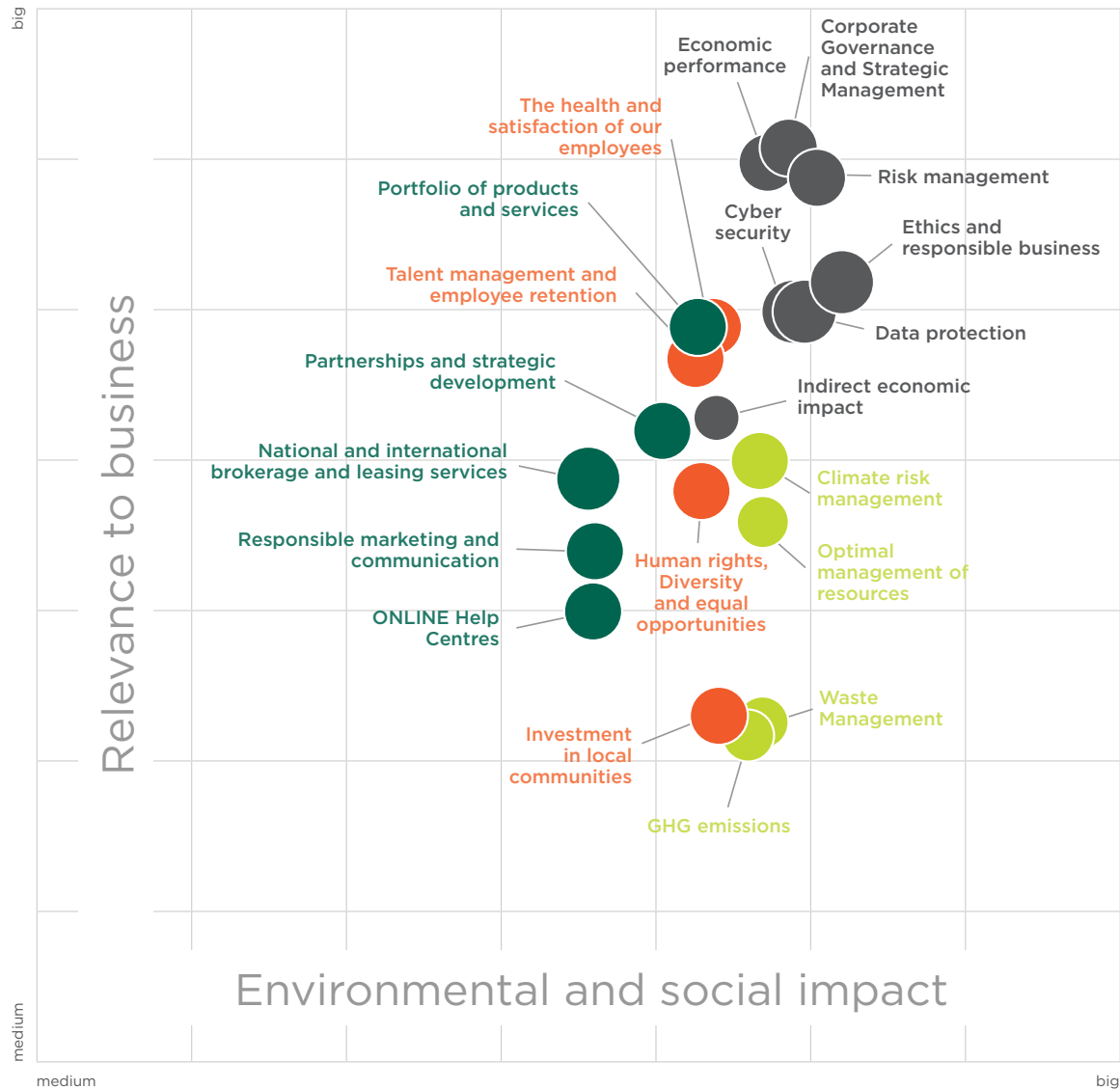
- **Internal evaluation** – through a specific workshop attended by people from the management of each department;
- **Internal-external evaluation** – through a questionnaire sent to the most important stakeholder groups;
- **Interviews with members of Top Management** – there were one to one discussion with representatives from the Top Management of our company. Interviews were conducted and moderated by external consultants to ensure impartiality in the process and to ensure openness in discussions on specific topics. Discussions focused on the importance and relevance



Groupama

to the business of material issues, the identification of risks and the opportunities coming from outside and associated with each material topic seen as prospects of impact on the company's financial capital. Four interviews were conducted.

DOUBLE MATERIALITY ANALYSIS



- Material topics related to the area of GOVERNANCE
- Material topics related to the area of PRODUCTS AND SERVICE
- Material topics related to the ENVIRONMENT area
- Material topics related to the SOCIAL area

Note – the size of the bullets shows the potential size of the impact on financial capital on certain material topics due to poorly managed risks

INTERPRETATION OF RESULTS

According to the statistical assessments made as a result of the questionnaires, a number of material topics are considered to have a high impact on the environment and society, while others are considered to be of high relevance to business. On the x-axis of the matrix the environmental and social impact of the organisation is identified and on the y-axis the business relevance. The size of the bullets shows the potential size of the impact on financial capital on certain material aspects in the case of poorly managed risks.

RELEVANCE TO BUSINESS

The results led to the highlighting of 12 material topics with high relevance for business in different areas: governance issues (ethics and responsible business,

risk management and compliance, economic performance, data protection, governance and strategic management, cybersecurity, indirect economic impact), issues social (talent management and employee retention, employee health and satisfaction), environmental aspects (climate risk management) and product aspects (product and service portfolio, partnerships and strategic development).

IMPACT ON THE ENVIRONMENT AND SOCIETY

The results highlighted 10 topics with high impact on the environment and society such as: governance issues (Ethics and Responsible Business, Risk Management and Compliance, Data Protection, Governance and Strategic Management, Economic Performance, Cyber Security) and environmental issues (Climate Risk Management, Optimal Resource Management, Waste Management and GHG Emissions).

Governance	Services	Environment	SOCIAL
Corporate governance and Strategic management	Portfolio of products and services	Optimal management of resources	The health and satisfaction of our employees
Economic performance	Responsible marketing and communication	GHG emissions	Human rights, Diversity and equal opportunities
Indirect economic impact	ONLINE Help Centres	Waste Management	Talent management and employee retention
Ethics and responsible business	National and international brokerage and leasing services	Climate risk management	Investment in local communities
Risk management	Partnerships and strategic development		
Data protection			
Cyber security			



Groupama

AWARDS AND MEMBERSHIP

AWARDS OBTAINED IN THE REPORTING YEAR/MEMBERSHIPS

MEMBERSHIPS:

Our society is a member of:

- **B.A.A.R.** – Bureau of Motor Insurers in Romania;
- **UNSAR** – National Union of Insurance and Reinsurance Companies in Romania;
- **PAID** – Natural Disaster Insurance Pool.

AWARDS:

For the fifth consecutive year, in January 2022, we have been certified as a "Top Employer" by the Top Employer Institute in the Netherlands. This certification is based on a rigorous process of evaluating employers' HR practices, processes and policies based on international best practices.

This certification recognises our differentiation as an employer in terms of our systematic human resources management process.

To achieve this certification, the human resources strategy, learning and development programmes, talent management, remuneration and benefits, organisational culture, technology used, and support and involvement of the top management team.

The certification process also involved checking aspects related to work from home, hybrid work, virtual hiring or business sustainability practices.

Company of the Year – "Excellence in Service Quality"

We received this award during the 22nd edition of the Insurance Market Awards Gala offered by PRIMM - Insurance & Pensions Magazine.

Community Index – Silver Recognition for the CSR Ambassador programme

to make the most effective contribution relevant to communities and to encourage volunteering, in 2022 we implemented a new CSR programme.

Creativity and usefulness programme was recognised in the fourth edition of the Community Index, winning SILVER in the Employee Engagement category.

Community Index is the largest evaluator in Romania dedicated to community investment projects. Projects are evaluated annually according to the Community Index Scorecard based on three major international references: Business for Societal Impact (The LBG Framework), International Finance Corporation – Strategic Community Investment Guide and GRI Sustainability Reporting Standards (GRI Standards).

The mission of this index is to highlight high-performing CSR projects that place more emphasis on issues such as stakeholder dialogue, project sustainability and measuring medium- and long-term impact. Community Index is part of the Romania CSR Index ranking.

Gold certification as a Lean Six Sigma organization

2022 was a remarkable year. This year we also received the Lean Six Sigma Organisation Gold Certification Award, a recognition which once again confirms how much continuous improvement, innovation and quality in everything we do matters to us, with the voice of the customer at the centre.

The assessment was conducted by the International Lean Six Sigma Institute (ILSSI) in the UK through local partner Enviso, and certifies Groupama Asigurări SA's maturity as a Lean Six Sigma organisation in the financial services industry.

Insurance Awards Gala

For the eighth time in a row, we received the 2022 Excellence in Service Award at the Insurance Awards Gala.

The Insurance Awards Gala is a traditional event for the Romanian insurance market, which annually brings together leaders and specialists from the most important insurance, brokerage and related services companies, authorities, professional and employers' associations. The aim of the event is to honour and reward the best insurance achievements of the previous year, including successful product launches, industry innovation and business dynamism.

Top Success Stories 2022 - December 2022

"CSR Ambassadors" project has been nominated among the finalists of the Top Success 2022 competition. The competition was organised by our group and our company was named the winner. In this edition, 15 projects competed in the categories:

- Housing and cars
- Life and health
- Agriculture
- Professionals and business
- Human resources and new ways of working
- Employee involvement

The jury was made up of former competition winners, members of the Group Executive Committee, directors and branch presidents, who met at the end of November 2022 to choose a winner for each category.

"CSR Ambassadors" competed in the "Employee Involvement" category alongside two other projects from branches in France and received the most votes from the jury members, making it the winner.



Groupama



02

SERVICES

WE ARE A RELIABLE PARTNER FOR OUR CUSTOMERS, offering them **PRODUCTS AND SERVICES** to ensure the continuity of their plans when faced with unforeseen moments.

We have identified the following material topics for our services and products:

MATERIAL TOPICS & ESG IMPACT

Material topics	Economic impact	Social impact	Environmental impact
Portfolio of products and services	Our products and services contribute to the economic development by protecting & defending public and private integrity, by assuring continuity of production processes, but also, by providing financial resources for long-term.	Our insurances offer the people, companies, or entrepreneurs a sense of security, guaranteeing a partner on which they can call on when they face the unseen, encourages prevention risk awareness.	Our portfolio includes products specifically designed to provide our customers with the support they need when faced with natural disaster events such as floods, storms, landslides and other climate change events.

Material topics	Economic impact	Social impact	Environmental impact
Responsible marketing and communication	One of our priorities is to build a relationship of trust with our partners and customers, a relationship based on fairness and mutual respect. We monitor and treat all incidents of non-compliance regarding products and services offered as well as looking at marketing communications. Incorporating ethical practices in marketing activities, we contribute to growth our company's reputation, attracting more customers who purchasing the products ours will benefit from support in uncertain situations what will leads to economic stability, financial security, risk management and investment promotion.	We pay special attention the feedback we receive from our customers, this one helping us improve services, to offer experiences aligned with their expectations and let's develop. Through this approach, which has in view of responsibility and transparency, we generate a positive social impact significant.	Marketing campaigns digital enable our company to contribute to reduce paper waste, in this way avoiding generation of waste. Also, marketing and communication within our company perform using information clear, exact, without exaggeration relating to achievements and commitments in the matter of environmental protection, which allow customers to choose wittingly.
ONLINE Help Centres	Our innovative online services are available for our customers, many of them, being introduced in premiere on the Romanian market by our company.	Our company offers numerous online services, from medical support platforms, to video assistance and chatbots. We consider that customizing services, will help us to have a positive social impact.	Every time when we have developed online services, we considered the protection and the optimization of resources, including those provided by the environment. Our online services are environmentally friendly having a low impact.
National and international brokerage and leasing services	Through the Services offered, we contribute to stability and viability economic of the industry leasing.	Urban mobility is supported by our company through the policies of auto insurance that provides support drivers in the case a road accident.	By collaborating with leasing' companies we do not encourage the use of old vehicles, practice that leads to pollution of the environment. Using services leasing development technology is encouraged the utilization of less used vehicles which are less polluting.
Partnerships and strategic development	Our set of values and business' principles stands at the basis of the evaluation of the current and potential suppliers of goods and services. The values and our principles described in this code applies to both us as well as to the businesses' partners, but also to their subcontractors. We support economic' well-being of our company through strategic partnerships, generating at the same time a positive economic impact.	At Groupama we make sure that, together with our suppliers, we respect the standards regarding working conditions safe and apply ethical practices in labor relations, generating a consistent social impact.	We are mindful of the impact which our chain of supply has it on the environment.



PORTFOLIO OF PRODUCTS AND SERVICES

EXPLAINING THE MATERIAL TOPIC

In our company our responsibility is defined by the care and respect for our customers and society, which is why we carefully build the portfolio of products and services we offer, prioritizing quality at a fair price. At the same time, we attach great importance to the impact that the services and products offered by our company can have on the environment and society.

Our values guide our daily activities. Thus, dedication helps us to become a reliable partner in people's lives, proximity helps us to be close to people, and solidarity and responsibility help us to build quality relationships with our partners and customers.

Our company provides services locally for more than 1.5 million customers, and in 2022 we won the Company of the Year "Excellence in Service Quality" award at the 2022 Insurance Market Awards Gala. The main types of insurance offered by our company are:

Insurance for INDIVIDUALS

- Insurance for individuals
- Life insurance;
- Home insurance;
- Car insurance;
- Legal liability insurance;
- Personal accident insurance;
- Travel insurance;
- Health insurance.

Insurance for LEGAL ENTITIES

- Car insurance for companies;
- Buildings and property insurance;
- Insurance and employee benefits;
- Liability insurance for companies;
- Insurance for builders;
- Insurance for transport activities;
- Agricultural insurance;
- Complex insurance for companies.

PERSONAL INSURANCE

LIFE INSURANCE

Joint life assurance

With this type of insurance, we provide continuity to our clients' plans, even in uncertain times, and guarantee the financial support they need to achieve their goals. They benefit from protection in the event of death, through the possibility of doubling the sum insured and a cash sum at the end of the insurance period. In addition, at the end of the contract, clients receive a sum of money, resulting from the investment of part of the premiums paid.

Life insurance with savings for children

This product allows savings to provide the financial support to a child needs to get a head start in life and gives them financial security in case they are no longer able to enjoy parental support.

Private death insurance with „24-hour“ payment of compensation

Private death insurance with “24-hour indemnity” provides the client or his family with the immediate financial support necessary to cover the related expenses in the event of death (funeral expenses, legal and inheritance taxes). This insurance provides protection for life. By opting for the partial indemnity clause for critical illnesses (stage 3 or 4 malignant tumour, multiple sclerosis/plaque sclerosis, stroke and leukaemia), clients benefit from an advance of 50% of the insurance indemnity.

Providing protection in the event of death

Groupama Asigurări's death protection insurance is the guarantee that the financial balance of our clients' families will be maintained in the event of an unfortunate event.

LIFE INSURANCE

Compulsory home insurance

This product is designed for all residential buildings: service housing, social housing, intervention housing, housing of necessity, protocol housing or holiday housing.

The insurance of natural disasters, from a construction point of view, falls into two categories:

- Type A buildings insurance, for which the sum insured is €20 000. Type A buildings are buildings with a reinforced concrete, metal or wooden structure or with external walls made of stone, burnt brick or any other material resulting from heat and/or chemical treatment;
- Type B building insurance, for which the sum insured is €10 000. Type B buildings are buildings with exterior walls made of unbaked brick or any other material not subject to heat and/or chemical treatment.

Voluntary home insurance with extra cover

Voluntary home insurance with extra cover is a flexible and adaptable solution for different needs, allowing customers to insure their home against a wide range of risks:

- **Flexa Risks (basic cover)** – Fire, Explosion, Lightning, Falling aircraft;
- **Atmospheric phenomena** – Thunderstorm, Blizzard, Tornado, Hail, Heavy snow cover, Snow avalanche;



Groupama

- **Catastrophic risks** – Earthquake, Floods, Landslides/landslides (specific to PAD);
- **Altercations** – Flooding, water from neighbours, theft, vandalism, insurance of electrical appliances, electronics, household appliances, insurance of breakable goods, valuables, insurance of central heating, heating and air-conditioning systems, accidental breakage of windows, hitting/damage to the insured building by road vehicles, damage caused by falling or collapsing objects outside the building.

AUTO INSURANCE

Compulsory MTPL insurance for individuals

With compulsory MTPL insurance from Groupama Asigurări S.A., customers no longer have to worry about the person they accidentally hit.

Insurance covers:

- personal injury or death, including non-pecuniary damage;
- material damage;
- damage resulting from the lack of use of the damaged vehicle;
- costs incurred by the injured party.

Gradual CASCO insurance for individuals

CASCO Gradual is a flexible insurance for individuals with 5 cover options, to which additional cover can be added. The risks covered by this insurance are: damage caused by natural disasters, fire, lightning, explosion, collisions, bumps, scrapes, falls, falling bodies on the vehicle, skids, rollovers, damage caused as a result of a road accident caused exclusively by third

parties outside the insured vehicle and insured by the MTPL, theft of the vehicle or damage caused to it as a result of attempted theft, vandalism, civil risks, damage by unknown perpetrators in the carpark, chemical or corrosive substances and basic roadside assistance.

Self-checking clause “CASCO Gradual Groupama has introduced for the first time in Romania the CASCO Telematic service, whereby customers can reduce the price of their CASCO policy if they have a preventive driving style. With the help of a telematic device installed in the car and a mobile app, they can continuously assess their driving style and accumulate discounts.

CASCO Motorcycle Insurance

CASCO Moto motorcycle insurance offers customers advantageous insurance packages tailored to their needs:

- **Casco Moto Seasons:** for year-round stationary risks and traffic risks in the warm season (15 March – 14 November);
- **Casco Moto Complete:** for traffic and stationary risks all year round.

The product offers insured amounts and insurance premiums correlated to the real values of the motorcycle, the rider's protective equipment is also insured and the insurance is valid both in Romania and in 44 other European countries.

LEGAL LIABILITY INSURANCE

Tenant's legal liability insurance against the landlord

The tenant's legal liability insurance against the landlord covers damage that the client has caused to natural or legal persons and for which they have become liable under the rental agreement.

Legal liability insurance of the landlord against his tenants

Liability insurance from Groupama Asigurări covers damage caused to natural or legal persons and for which clients are liable under the rental contract.

Personal accident insurance

Through personal accident insurance, our company provides customers and their families with non-necessary financial support in the event of unfortunate events such as death or permanent disability (total or partial) due to an accident.

TRAVEL INSURANCE

Insurance for travel abroad

In the event of an unforeseen event, in the event of an accident or illness, customers are entitled to reimbursement of emergency medical expenses arising from the insured event during the trip.

In addition, customers have free access to the Ask the Doctor service, an innovative, remote medical support platform, whereby they receive free medical advice in the form of micro-

consultations from real licensed doctors via WhatsApp, Facebook Messenger, Telegram or SMS. Customers can use this solution at any time, either as a first consultative and preventative step or when they do not have access to other solutions due to location, time or travel difficulties.

Travel insurance in Romania

Through our travel insurance in Romania, we provide our clients with medical and non-medical assistance services throughout their trip in Romania.

HEALTH INSURANCE

Individual comprehensive health insurance

Comprehensive health insurance is a health insurance for individuals, created by Groupama Asigurări in partnership with the private health network Regina Maria. Regardless of the insurance package taken out, customers benefit from all 3 components of health care: prevention, diagnosis and treatment.

Health insurance - hospitalisation and surgery

Health insurance - hospitalisation and surgery helps clients to cover medical expenses that may arise as a result of an accident or illness and even relapse after a first event, up to a limit of €20 000/year, regardless of whether medical services are chosen in a state or private hospital or a specific provider, such as our partner Regina Maria.



Groupama

LEGAL EXPENSES INSURANCE

CAR INSURANCE FOR COMPANIES

Casco Gradual's optional motor vehicle insurance „Fleet Control Clause for companies

This is a flexible insurance with 5 coating options, to which you can add several additional coatings. The client is notified by SMS when the damage file has been registered, and if the client has opted for extended roadside assistance, we intervene within a maximum of 1 hour for damage in Romania and within a maximum of 4 hours for damage abroad. With Casco Gradual the customer is covered not only in Romania but also in 44 other European countries.

Fleet insurance for vehicles with a maximum authorised mass ≤ 7.5 t

The product is designed to come into business support including transport frequent damage to goods or persons. In the event of an incident on the road, with Groupama Asigurări Casco Fleet Insurance, customers benefit from support in repairing their vehicles, being spared additional expenses and being able to continue their activity more easily.

CASCO Moto for legal persons

CASCO Moto insurance provides our customers with 2 cover options. When they are involved in a road accident,

customers are notified by SMS when the damage file is registered and if they have opted for extended roadside assistance, in the case of damage in Romania, we intervene within 1 hour and for those abroad within 4 hours.

MTPL insurance and direct settlement clause

MTPL insurance and the direct settlement clause cover bodily injury or death, including non-property damage, property damage, damage resulting from the loss of use of the damaged vehicle and legal costs incurred by the injured party. It is valid in Romania and in 44 of the 46 member countries of the Green Card system, except Russia and Belarus.

Insurance for buildings and other company property

- **Insurance by fire and other disasters for legal persons;**
- **Insurance against accidental damage to company machinery and equipment;**
- **Insurance for the company's electronic equipment.**

Ensuring a company's property or assets gives our clients the certainty that, whatever the risks they are exposed to, they will find it easier to overcome any problems, both financially and in terms of the time it takes to remedy the damage.

Advantages offered:

- **Predictability** in Ensuring business continuity;
- **Tailored insurance** to the specifics of your business, insuring your business against a wide range of risks;
- **Professional assistance** in finding the optimal insurance solution;
- **Costs optimisation** by choosing the optimal package: cost – coverage – support, tailored to your needs;
- **Promptness and simplicity** in settling claims and paying compensation;

- **Financial continuity** with a reliable partner who supports the development and success of the business.

Insurance and employee benefits

- Health insurance “hospitalisation and surgery for employees”;
- Health comprehensive group insurance;
- Group life insurance for employees;
- Group personal accident insurance;
- Group insurance for travel abroad;
- Group insurance for travel in Romania.

Life and accident, travel and health insurances are an essential benefit of one of the most important resources of any business, the team. They cover medical expenses that may arise as a result of an accident or illness, financial security in difficult times or support in the event of unwanted events occurring during business travel.

Advantages offered:

- **Useful tool** to motivate and retain employees by offering insurance in the salary package;
- **Predictability** in ensuring the continuity of your business;
- **Tailored insurance** to the specifics of the business, the specifics of the groups or their size;
- **Costs optimisation** by choosing the optimal package: cost – coverage – support, tailored to your business needs;
- **Financial continuity** with a reliable partner who supports the development and success of the business;
- **Professional assistance** in finding the optimal insurance solution;
- **Speed and simplicity** in settling claims and paying insurance benefits.

Liability insurance for companies

- Insurance by Liability general liability insurance;

- Insurance by Liability professional indemnity insurance;
- Civil liability of directors and executive officers (D&O).

In the course of doing business, any company may cause damage to third parties: property damage, personal injury or financial loss. Liability insurance helps our corporate clients to cope with unforeseen situations, ensuring business continuity.

Advantages offered:

- Provides multiple industry-specific coverages;
- It has a positive impact on the development and reputation of the company;
- Provides financial support for the continuation of the business in case of unexpected incidents;
- Increases the confidence of business partners and customers.

Insurance for builders

- All risks insurance for construction-assembly works and builder’s liability;
- All risk insurance for the builder’s machinery and equipment (CPM);
- Professional liability insurance for architects and engineers in the field of construction;
- Providing guarantees (Bond) for companies.

Construction’ businesses are exposed to many risks. With the right insurance, they can be overcome more easily, while the company’s business moves forward.

Advantages offered:

- **Predictability** in ensuring the continuity of your business;
- **Tailor insurance** to the specifics of the business;
- **Professional assistance** in finding the optimal insurance solution;
- **Costs optimisation** by choosing the optimal package: cost – coverage –



Groupama



- support, tailored to your needs;
- **Speed and simplicity** in settling claims and paying compensation;
- **Financial continuity** with a reliable partner who supports the development and success of your business.

Insurance for transport activities

- CARGO insurance (goods in transit);
- Insurance of money and other valuables for companies;
- Insurance of sea or inland waterway vessels and recreational craft;
- Rail insurance;
- CMR Insurance - Road haulier liability;
- Liability insurance for forwarding agents and road haulage operators.

For businesses that frequently include the transport of goods and/or people, Groupama Asigurări takes care of and provides support and continuity through flexible products and simple, fast and predictable services. Specific insurances are useful for both passengers and cargo shipped/carried. Damage to own means of transport used (road, rail or ship) can be covered, and through various forms of third-party liability, customers can be compensated for damage they may cause to third parties. In the case of freight transport, insurance covers total or partial loss of or damage to the goods from the time of receipt until delivery.

AGRICULTURAL INSURANCE

Groupama offers its customers insurance for crops, machinery or animals through a wide range of products.

- Premium agricultural insurance bankrolled;
- Standard insurance for agricultural crops;
- Animal insurance;
- Bird insurance;
- Insurance for vines and fruit trees;
- Insurance of agricultural machinery.

COMPLEX INSURANCE FOR COMPANIES

HoReCa Insurance

HoReCa insurance is tailored to each individual business, with all its particular features. It is intended for hotels, motels, guest houses, inns, restaurants and

canteens, and consists of insuring the components essential to the running of the business, such as buildings and other special constructions intended for HoReCa activities, installations, goods contained in the buildings, equipment, machinery, machines, fixed or inventory means, electronic and electro-technical equipment, furniture, stocks of goods and rolling stock, raw materials, finished products or work in progress, own employees and goods in transit.

Insurance for IT&C professionals

We meet IT&C and Business Process Outsourcing businesses with dedicated packages to streamline costs and increase employee efficiency through insurance for IT&C professionals ensuring business continuity when unexpected events occur:

- Liability insurance;
- Insurance for buildings, fixtures and fittings and their contents;
- Insurance for electronic equipment;
- Insurance for employees;
- Car insurance.

Insurance policies in 2022

Number of life insurance policies in force	47 708
Number of policies in force "property and casualty insurance	2 029 541
Number of policies addressed to individuals	1 491 715
Number of policies addressed to legal entities	585 534



Groupama

RESPONSIBLE MARKETING AND COMMUNICATION

EXPLAINING THE MATERIAL TOPIC

At Groupama, we see our relationship with our customers and partners as an integral part of our mission. Our values are responsibility, solidarity, proximity and commitment. To uphold these values, we opt for effective, responsible and transparent communication, with reference to the company's entire activity. We comply with all applicable legal requirements when communicating about our products and services, thereby maintaining a favourable public image of our insurance activities.

During the reporting period, we did not report any incidents of non-compliance related to marketing communications and there were no financial losses as a result of legal proceedings related to marketing and communication actions.

The customer retention rate during the reporting period was 73%.

The ratio of complaints to the number of claims during the reporting period was 8 complaints per thousand claims.

Marketing and communication activities within our company are carried out by the Marketing, Communication and Customer Services Division, which is composed of the following departments: Communication and Public Relations Department, Marketing Department, Voice of the Customer Department, Market Research and Portfolio, Customer Service Centre.

This division informs customers about the company's products in various ways, such as posting information on the website, communication campaigns on its own networks (website, social media) or newsletter.

Sales representatives and specialists in the Call Center department also promote our products and services in direct interaction with the customer, which are also available to customers via the Chat-bot on the company's website.

Incidents of non-compliance with regulations and/or voluntary codes in 2022

Total number of customer information incidents	1
Total number of incidents relating to marketing communications, including advertising, promotion and sponsorship	0

Monetary losses incurred as a result of legal proceedings associated with the marketing and disclosure of information about insurance products in 2022

Total value	RON
	0

Transparent and accountable communication claims in 2022

Ratio of no. of customer complaints to 1 000 complaints	%
	0,08
Customer retention rate*	73

* (total no. of clients)/clients at end 2022 – clients involuntarily terminated or no longer covered by employer-sponsored plans)

ONLINE SERVICES

EXPLAINING THE MATERIAL TOPIC

The field in which we operate requires a strategic business vision that implies discipline and accuracy in the services we offer online. We have made our products and services easier to access, serving our customers with innovative and easy-to-use platforms that are linked to the most popular social media applications. We are convinced that we have met the needs of the market in which we operate and will continue to strive to optimise all these processes.

Online portal

Our online portal allows customers to purchase travel insurance, home insurance or personal liability insurance online quickly and easily. Customers have access to information about offers and policies taken out online directly from their user account and can pay for the policy in full or in instalments.

Online approval

Our customers can quickly and easily report damage online for:

- Car insurance – Casco and RCA;
- Life insurance;
- Property and home insurance;
- Liability, transport and special risks insurance.

Virtual assistant “AMELIE”

If they need information, our customers can turn to Amélie, our virtual colleague, who answers questions addressed on our website, whatever the time or day.

Amélie can provide useful information about the main product categories in our portfolio such as motor, travel, property and casualty, life or health insurance, how they can be purchased, claims procedures and necessary documents, settlement deadlines or emergency assistance details.

Video Asist

Customers can access our services via the Video Asist app installed directly on their phone. Through this app they can report car damage and damage to construction/agricultural machinery, carry out risk inspections for motor insurance (CASCO, construction/ agricultural machinery) or report interior damage for home insurance with extra cover.

Electronic signature

Policies and insurance documents can be signed online, without having to go to an agency, whether renewing a policy or signing a new policy.

The process is simple, intuitive and does not require the installation of an application. All documents are signed in a single operation.

Each document can be consulted before signing and clients can choose to approve or reject it.

Electronic and paper signatures have the same legal value.

Number of employees trained about online support – total no. of employees who are trained to offer online services and products	70
Number of damage files uploaded to online platforms	59 630
Number of complaints from customers with policies issued online about breaches of their privacy	0



Groupama

NATIONAL AND INTERNATIONAL BROKERAGE AND LEASING SERVICES

EXPLAINING THE MATERIAL TOPIC

Groupama has a comprehensive distribution network that includes all our trusted partners (brokers, banks, leasing companies) and our own retail channels (direct sales, agents, online and telesales).

An important part of our turnover is associated with financing from banks or leasing companies, the insurance offer

contributing to the competitiveness of the financial offer.

Each partner plays an important role in our distribution network, from our 1 000+ sales advisors to the 250 brokers we support both through training sessions on our offering and by assisting in the underwriting and underwriting process.

Total number of local brokers	226
Total number of international brokers	17
Total number of leasing partners	26



PARTNERSHIPS AND STRATEGIC DEVELOPMENT

EXPLAINING THE MATERIAL TOPIC

One of our core missions is to build quality relationships with our partners and customers. We are convinced that a long-term partnership is based on trust, honesty and mutual respect, values that also guide our daily activities. We want our suppliers to use our code of ethics and professional conduct as a guide to implement their own principles - identical or comparable to ours - in their dealings with subcontractors and suppliers. We believe that this is the only way we can add value to the society in which we operate.

Strategic partnerships are very important to our company, so we strive to meet the needs of our stakeholders and are always interested in innovation and technology. We are also guided by sustainability criteria when choosing our partners.

Our commitments that help us manage our relationships with our business partners are:

- Ensuring supplier diversity and the continued development of a responsible supply chain in line with sustainability best practice;
- use of contractual clauses for compliance with national environmental protection legislation in all contracts concluded.

The Budget Administrator during the contract period is responsible for the relationship with suppliers and the Procurement Officer is responsible during the selection/negotiation of existing contracts.

All suppliers, including new ones, by signing the contract with our company declare that they will comply with our code of ethics and professional conduct which includes elements on environmental standards.

Below are some facts about our suppliers:

Total number of suppliers	1 254
Total number of local suppliers	1 156
Number of suppliers assessed for environmental impacts	0
Number of suppliers assessed for social impact	0
Expenses with suppliers	RON
Total expenditure with suppliers	143 767 273
Total expenditure with local suppliers	132 733 472
Percentage of procurement budget that is spent with local suppliers	92%
Suppliers' evaluation	%
Percentage of new suppliers that have been assessed using environmental criteria	0
Percentage of new suppliers that have been assessed using social criteria	0





03

ENVIRONMENT

We pay close attention to the **POSITIVE IMPACT** we can have on the environment through our **CONTRIBUTION**, which is why we undertake activities to **PROTECT AND PRESERVE** it.

We are focused on the activities we carry out and implement systems to monitor and control consumption so that we can make timely decisions.

Our strategic objectives aim to conserve natural resources and mitigate the effects that our business, through its specific activities, can have on the environment. To support them and achieve results in this sector, we have taken numerous actions, including:

- We are in a continuous process of optimizing our sites by implementing programs that have to reduce our consumption, our costs and our negative impact on the environment;
- We get involved and support concrete projects that aim to reduce greenhouse emissions;
- We have reduced paper consumption company-wide and eliminated plastic cutlery and cups from our premises;
- We have modernised and optimised our mobility fleet by purchasing electric cars and bicycles;
- We encourage and support hybrid working;
- We seek to manage climate risks by implementing innovative and sustainable solutions.

By guiding us towards optimization and control solutions in relation to the nature of our business activities, we will continue to contribute to the protection of the environment.

MATERIAL TOPICS & ESG IMPACT

Material topic	Economic impact	Social impact	Environmental impact
Optimal management of resources	At Groupama we are aware of the negative economic impact that can be generated by the incorrect management of resources. So, we monitor and we manage accordingly the necessary resources for deployment of our activities, taking in consideration, also, the related costs.	Availability of natural resources is a major cause of conflicts and wars, which may endanger human rights and can harm human health. The actions that we undertake within our company, aim to manage in an optimum way the resources in order to have a sustainable future, aiming a positive social impact.	Humanity's economic activities depend on the global ecosystem, in particular its capacity to provide resources and absorb pollution and waste. Our company aims to minimize resource consumption and where appropriate use resources from sustainable sources.
GHG emissions	High temperatures due to the greenhouse gas emissions can cause economic losses for a country, through lower agricultural yields, reduced labor productivity and lower industrial production. We aim to reduce greenhouse gas emissions from our company, which is why we are carrying out extensive calculations to monitor, control and reduce emissions (Scope 1, Scope 2 and Scope 3).	Scientific studies show that climate change will have, and in some cases has already had, serious consequences for society, such as the spread of disease or increased food insecurity that is why, knowing the amount of greenhouse gas emissions related to our activity, we will be able to implement measures to minimize this effect.	Emissions from our business are a constant concern. We are aware of the impact they can have on the environment, which is why we have chosen to calculate our Carbon Footprint (Scope 1 and Scope 2), monitor it and set targets to reduce it. And for a positive environmental impact, we have extended this analysis downstream and upstream of our activity (Scope 3).
Waste Management	Waste pollution affects not only the health of our communities, our wildlife and our ecosystems, but it also has a real and very significant economic impact. A significant proportion of government revenues are spent on waste removal. At our company we pay particular attention to waste recycling to mitigate the economic effects of poor waste management.	Waste pollutes soil, air and water, affecting human health. We try to protect people's health by recycling waste and paying attention to monitoring and controlling the waste we generate.	Landfills can contaminate soil and pollute water and air. We avoid uncontrolled waste disposal which can lead to the release of dangerous chemicals that can harm the environment and our health. To control our waste, we have collaborators who recycle the waste we generate.
Climate risk management	Climate change is important to our business as an insurer. Our economic performance is underpinned by specific processes for analyzing the financial implications of identified risks or opportunities due to climate change, so we are actively involved in climate risk management.	As the climate continues to change, millions of people face increasing challenges in terms of extreme events, health impacts, food, water and livelihood security, migration, loss of cultural identity and other related risks. By managing climate risks, we are trying to reduce the social impacts of climate change.	Environmental and climate-related risks, including extreme weather events and climate change unpreparedness, are among the main risks facing the world. Through effective climate risk management, we can help mitigate climate change.



Groupama

OPTIMAL MANAGEMENT OF RESOURCES

EXPLAINING THE MATERIAL TOPIC

At Groupama we are aware of our responsibility for the way we manage resources. To this end, we have put in place specific actions to monitor, control and optimise all consumption. We also pay close attention to the potential negative impact we can have on the environment and on society in general, and do our utmost to avoid it.

Our economic, social and environmental responsibility motivates us to strive for the best possible management of the resources we use in order to optimally carry out our business activities. We want to minimise the potentially negative effects we could have on society. We have opted for solutions that help us both in our efforts not to endanger the environment and in the process of optimising consumption and therefore costs.

The Purchasing Department is responsible for the purchase of consumables, electricity and other necessary utilities. Approximately 28 900 kg of paper were used during the reporting period. In addition, 968 ink cartridges were ordered, with an estimated total weight of approximately 968 kg. It is important to note that accurately estimating the weight used can be difficult as the efficiency of each ink cartridges can vary.

So, at Groupama, we make sure we use materials consumables carefully

in order to optimise consumption and reduce environmental impact. At the same time, we focus on responsible resource management and minimising environmental impact through the use of recycled materials.

“Zero Plastic” and “Zero Paper” projects have been implemented, which seek to reduce the use of plastic and paper in our business. For plastic we have eliminated the use of disposable plastic being replaced by recycled paper, glass and wood (e.g., crockery – cutlery, plates and glasses).

As far as water resources are concerned, as a common resource, we use drinking water only for consumption and sanitary purposes, supplied from the public network. The water is filtered in each premises and discharged through the public sewerage network. We are identifying the water-related impact of utility bills and we plan to run an employee awareness programme to optimise consumption. Our company has no sites located in water-stressed areas. In the future, we want to implement employee awareness programmes to optimise water consumption. Our water objectives and targets are set to contribute to protect

YEAR 2022

6,035

MEGA LITERS

Total water consumption in mega litres (ml)

this vital resource and to a more sustainable future. We pay particular attention to responsible resource management, including monitoring energy consumption. This is extracted from utility bills and fuel consumption records.

To assess energy consumption, we use standards, methodologies and training such as the Green House Gases Protocol and factors provided by utility providers. This allows us to identify areas where we can optimize consumption and reduce our environmental impact.

ENERGY RESOURCE MANAGEMENT

TOTAL CONVENTIONAL FUEL CONSUMPTION 2022

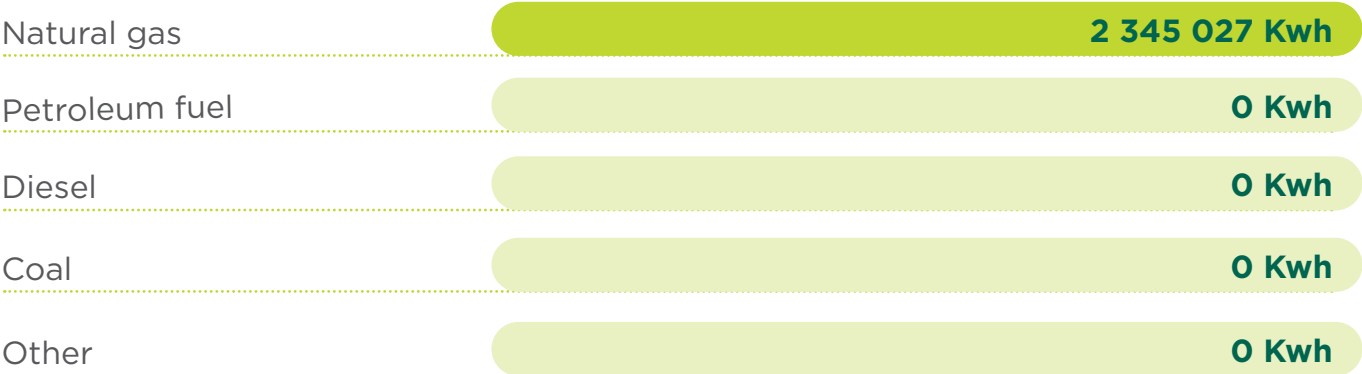
FLEET CONSUMPTION



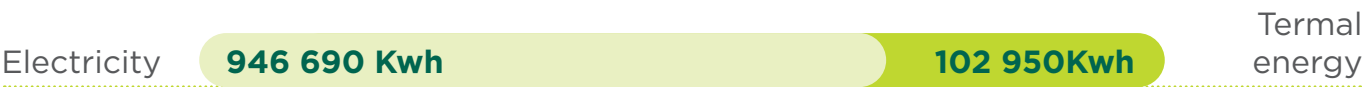
TOTAL FLEET TRAVEL DISTANCE



FUEL CONSUMPTION



TOTAL ENERGY CONSUMPTION



We use different types of energy, including electricity from the national grid, photovoltaics, heat, natural gas and pellets for our buildings.

For cars, we use petrol, diesel and electricity for electric cars.

During the reporting period, the amount of energy consumed from gas and electricity is 3 291.71 MWh and the total area to which we refer is 17 773.72 sqm. We also have energy certificates for our headquarters in the buildings we own. Gas consumption during this period was 2 345,03 MWh.

We are committed to reducing energy consumption and implementing energy conservation and efficiency initiatives. To this end, we have implemented photovoltaic systems, heat pumps, replacement of traditional lighting with LED technology and time-activated occupancy sensors on lighting circuits.

Consumption reductions included electricity and gas, and energy savings were calculated by the installed capacity of photovoltaic systems and heat pumps, based on information provided by manufacturers and specialist websites. The standards, methodologies or calculation tools used to measure energy savings were estimated on the basis of information provided by manufacturers and specialist websites.

GHG EMISSIONS

EXPLAINING THE MATERIAL TOPIC

As we have decided to make considerable efforts to reduce greenhouse gas emissions, we have calculated our Scope 1 and Scope 2 Carbon Footprint generated by our business. We are therefore monitoring the evolution of our emission levels and constantly looking for solutions that can be implemented to reduce them. Next, in order to have a complete picture of the emissions generated, we have decided to start calculating Scope 3 emissions, including emissions generated downstream and upstream of our activity.

Careful monitoring of consumption energy and fuel is a priority for our company. We know that this is the only way we can reduce the negative environmental impact our activities can have.

In this context, we have carried out projects to reduce greenhouse gas emissions. As the most substantial impact we

YEAR 2022

17 366,32

SAVED ENERGY

**Total energy consumption in
kWh/year**

Investments to ensure savings (lei)

- Photovoltaic systems;
- Heat pumps;
- Replacing conventional lighting with LED technology.

**The initiative has led to a reduction in
the amount of energy used:**

- Energy conservation and efficiency.

can generate is in the area of transport and mobility in general, we have taken measures such as:

- Purchase of electric cars – Renault ZOE model – 6 pcs;
- We purchased bikes and made them available to our employees;
- We have implemented an internal car-sharing programme;
- We encourage hybrid working to further mitigate these effects.

Our ongoing concern to minimise our potential negative impact on the environment has led us to become actively

involved in this process of monitoring, controlling and minimising greenhouse gas emissions. We have carried out the calculation of direct emissions (**Scope 1**) and the calculation of indirect emissions (**Scope 2**). Also, in order to have as complete a picture as possible of the emissions generated, we have undertaken to extend this analysis by calculating the emissions generated upstream and downstream of our activities (**Scope 3**). The results of Scope 3 – being complex and requiring considerable resources to complete – will be presented in the following communications.

DIRECT AND INDIRECT EMISSIONS IN 2022

DIRECT EMISSIONS (SCOPE 1)

Total amount of emissions generated by vehicles owned or operated by the company

Petrol	100 360 L	94.660 L	Diesel
Petrol	231 009 Kg CO ₂ eq	250 025 Kg CO ₂ eq	Diesel

Total amount of emissions generated by the heating system (Kg CO₂eq)

Natural gas	2.345.027 kWh	473 602 Kg CO ₂ eq
		Biomass 1 000 kg

Total amount of emissions from refrigerant use (Kg CO₂eq).

Refrigerant type R134A	0 kg	0 Kg CO ₂ eq
------------------------	------	-------------------------



Groupama

INDIRECT EMISSIONS (SCOPE 2)

Total amount of emissions from refrigerant use (Kg CO₂eq).

Quantity (KWh)	Quantity	Total Emissions using national emission factor - location-based	Total Emissions using electricity supplier specific emission factor - market based
Purchased electricity (electricity from supplier)	946 690 KWh	205 659 Kg CO ₂ eq	132 620 Kg CO ₂ eq

Total amount of emissions from thermal energy use (Kg CO₂eq).

Type of electricity	Quantity	Total Emissions using national emission factor - location-based	Total Emissions using electricity supplier specific emission factor - market based
Purchased thermal energy	102 905,25 KWh	22.639 CO ₂ eq	22 639 Kg CO ₂ eq

In order to monitor our progress, we thought it appropriate to make a comparison of emissions generated

in 2022 with those generated in 2019. Given the context of the COVID-19 pandemic, we believe that 2019 remains a benchmark year for our company in terms of greenhouse gas emissions.

Thus, in the year 2022, we have seen a significant reduction in consumption and implicit greenhouse gas emissions, as follows:

Total amount of emissions divided by Scope 1 & 2 for the years 2019 and 2022 - Kg CO₂eq.

Year	Scope	Total emissions (Kg CO ₂ eq)
2019	Scope 1	1 853 009
	Scope 2 market-based method	547 205
	Scope 2 location-based method	513 647
2022	Scope 1	954 636
	Scope 2 market-based method	155 259
	Scope 2 location-based method	228 298

Progress at 2022 level compared to baseline year 2019

Scope	Year 2019	Year 2022	Progress 2022 vs. 2019
Total Scope 1 emissions (Kg CO ₂ eq)	1 853 009	954 636	- 48,48%
Total Scope 2 market-based method emissions (Kg CO ₂ eq)	547 205	155 259	- 71,63%
Total Scope 2 emissions location-based method (Kg CO ₂ eq)	513 647	228 298	- 55,55%

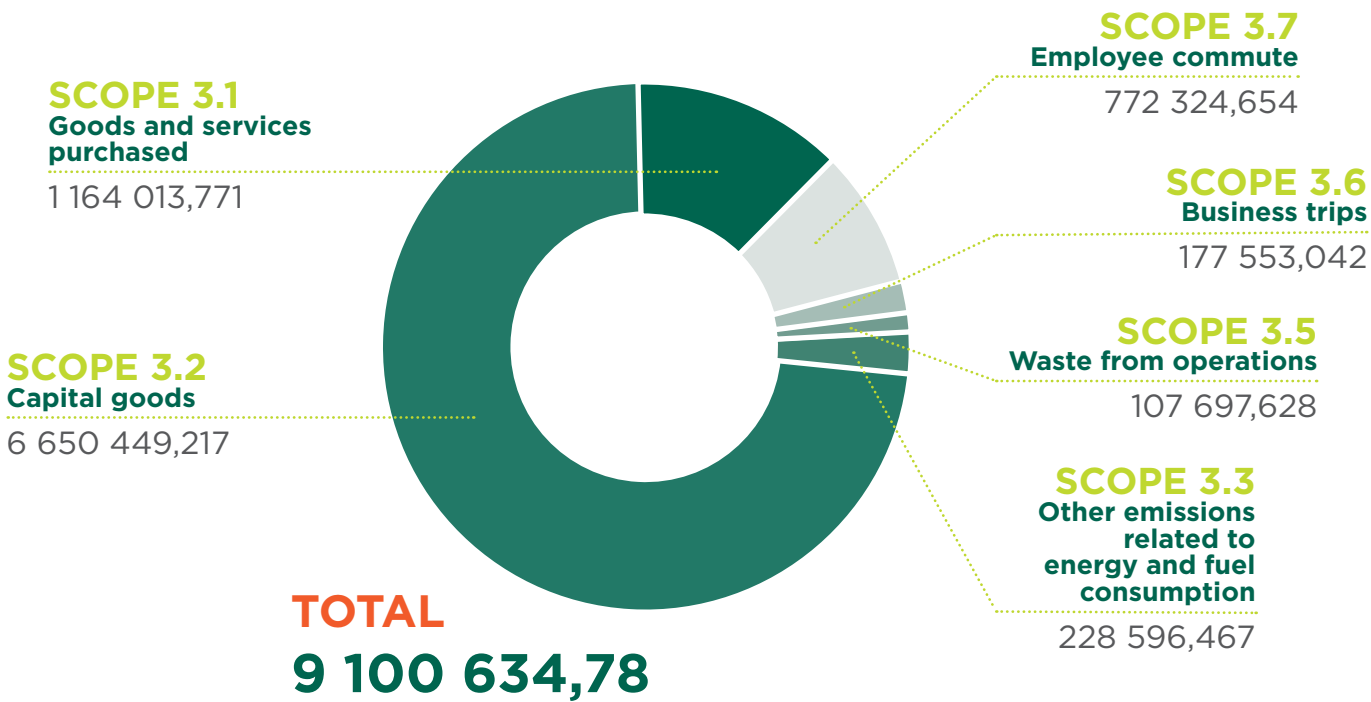
Our progress in reducing greenhouse gas emissions will be monitored and reported through annual sustainability reports and other specific communications. The use of renewable energy has been taken into account and we have installed photovoltaic systems in some sites (HQ Eminescu - 40kw, HQ Mărăști - 20kw, Brăila - 15kw, Constanța 10kw, Botoșani - 10kw, Timișoara - 12kw, Zalău - 10kw), with plans to expand in the future. In the coming period, we are also evaluating the possibility of replacing the car fleet by purchasing electric cars and installing new heat pumps as well as expanding selective waste collection.

Employees and other stakeholders are involved through awareness-raising and putting up posters in public places. One of the challenges we face in our efforts to reduce these emissions is the poor development of the electric car charging station network and the non-selective collection of waste in all counties. To support our efforts to reduce emissions, we work with OMV Petrom to offset carbon emissions from fuel combustion, and we have contracts with sanitation companies for selective waste collection. We also have a maintenance contract for photovoltaic systems and heat pumps to ensure that they operate within normal parameters.

INDIRECT EMISSIONS (SCOPE 3)

We want a complete overview of our company's impact on the environment, which is why we have started to assess our indirect impact across the value chain, i.e., Scope 3 emissions. To do this, we have identified Scope 3 categories

that are material to us and we have quantified the CO₂equivalent emissions of these categories. The results presented in this sustainability report are results for categories 3.1 - 3.3, 3.5 - 3.7 representing part of Scope 3 indirect emissions.



Operating in the insurance sector, the bulk of Scope 3 emissions will be accounted for by the emission category 3.15 - Investment. For FY2022, we have not been able to quantify the emissions related to category 3.15, as the effort required is very high and therefore excluded from the results published in this report.

WASTE MANAGEMENT

EXPLAINING THE MATERIAL TOPIC

Protecting the environment and the health of the population is achieved by preventing or reducing waste generation and the adverse effects of waste generation and management, but also by reducing the overall effects of resource use and increasing the efficiency of resource use. We take all these aspects into account by having measures in place to manage the waste generated and

their significant impacts. The Group’s objective is to manage waste responsibly, both in our own operations and upstream and downstream of our operations. The Projects, Contracts and Logistics Investments Department is responsible for the smooth running of this process, with the task of both monitoring and implementing optimisation actions in this regard. The department also mediates the contractual relationship with the companies of sanitation. Contracts signed with sanitation companies include selective collection of waste. In 2022, the total amount of waste generated by the company was 260 tones,



compared to 268 tons in the previous year. The types of waste we generate are: household waste, paper/cardboard, plastic, glass, used batteries and electronic equipment. Plastic, glass and electronic equipment we hand over to authorised waste collectors who issue certificates for their recycling and then collect them. In the case of used batteries, we selectively collect them and hand them over to a certified partner for collection.

We monitor and report progress in waste management through annual reports and communicate them transparently to the public through various communications. In the future, the company aims to expand selective collection to all sites where there are sanitation companies offering this type of service.

One of the biggest obstacles to responsible waste management is the lack of separate collection services in all counties



of the country. To this end, we involve our employees, business partners and other stakeholders in targeted awareness-raising actions. A good example of this is the placement of separate collection bins and posters with information on the separate collection process.

In the near future, we plan to continue our sustainability initiatives related to waste management by extending selective collection to all sites where there are sanitation companies offering this type of service. The aim is to minimise the impact on the environment and local communities through responsible waste management.



Groupama

GENERATED WASTE

WASTE TYPE	QUANTITY (tons) - 2022
Total amount of plastic waste	2,53
Total amount of paper/cardboard waste	10,85
Total amount of glass waste	2,02
Total amount of metal packaging waste	0
Total quantity of waste oil	0
Total amount of household/municipal waste	240,41
Total amount of WEEE waste (electronic)	4,171
Total amount of waste generated	259,98

RECYCLED WASTE

WASTE TYPE	QUANTITY (tons) - 2022
Total amount of plastic waste recycled	2,53
Total amount of paper/cardboard waste recycled	10,85
Total amount of glass waste recycled	2,02
Total amount of metal packaging waste recycled	0
Total amount of waste oil recycled/recovered	0
Total amount of household/municipal waste recycled/recovered	0
Total amount of WEEE (electronic) waste recycled	4,171
Total weight of non-hazardous waste recycled	15,4
Total weight of non-hazardous waste recovered for reuse	0
Total weight of non-hazardous waste reuse	0
Percentage of hazardous waste recycled	0 %

WASTE FOR DISPOSAL

WASTE TYPE	QUANTITY (tons) - 2022
Total weight of waste diverted from disposal	0
Total weight of waste sent for disposal	240,41
Total weight of non-hazardous waste for disposal	0
Total weight of hazardous waste sent for disposal	0

CLIMATE RISK MANAGEMENT

EXPLAINING THE MATERIAL TOPIC

We are paying due attention to the issue of climate change and are working to understand and adapt to it. We believe this has a direct impact on our business performance, which is why we are analysing both the risks and opportunities associated with climate change.

The subject of climate risks is on the minds of our company and the group to which we belong. Thus, starting in 2022, the Climate Change project will be implemented in all Groupama subsidiaries.

Among the objectives of this project are the following:

- Identification of climate risks at the level of each subsidiary;
- Monitor exposure to these risks by improving data quality (adapting IT systems and monitoring reports) and identifying new technical solutions to enable real-time analysis;
- Exposure analysis and underwriting adjustment based on the results.

Maximum probable loss (PML) of insured products from weather-related natural disasters

Indicator	Value (RON)
The maximum anticipated amount of monetary losses that may affect the insurance portfolio in case of weather-related natural disasters, for probability scenario 1: 2% (1 in 50)	87 758 114
Maximum expected monetary losses that may affect the insurance portfolio in the event of weather-related natural catastrophes for probability scenario 2: 1% (1 in 100)	364 068 354
Maximum expected monetary losses that may affect the insurance portfolio in the event of weather-related natural catastrophes for probability scenario 3: 0,4% (1 in 250)	1 165 776 404

What is important is that we are aware of the topicality of this issue and are prepared to make considerable efforts in this regard. We do not neglect or disregard the significant challenges posed by climate-related risks to life as a whole, even more on the business area in

which we operate. We are convinced that we will address this issue in such a way that the risks associated with the services we provide to our customers, and to our business as a whole, are minimised.





04

SOCIAL

Groupama's roots are those of a mutual insurer, which has always put **PEOPLE** in the **CENTER OF IT'S ACTIVITY**, whether we are talking about employees, customers or partners. Our commitment is to be there for them, throughout life, being the partner on who know that they can rely, in a changing world.

VISION

MISSION

VALUE

In today's world, full of major risks, which affect each and every one of us in different ways, we build a partnership with our customers based on proximity and solidarity.

To help our clients and partners to look at life with optimism, to enjoy every moment, big or small, knowing that we will be there for them in the face of challenges.

• Proximity • Responsibility • Solidarity • Devotion

Sustainable development, care and appreciation of our colleagues is a constant concern for us, so we have built a leadership culture that provides an optimal work environment, space and support

for development, encourages performance, collaboration and honest communication and takes into account the needs of employees.

We also support and encourage our employees to get actively involved in the programmes we run for the benefit of their local community and we offer them access to wellness, psychological counselling and personal development programmes.

Our mission, vision and values underpin everything we do and guide us in our relationships with customers and partners. We believe in long-term partnerships, where we focus on creating and maintaining genuine relationships, encouraging ethical behaviour based on fairness, transparency and mutual respect.

WORKING ENVIRONMENT

Since 2018 we have been certified annually by the Top Employer Institute in the Netherlands, the most prestigious institute in the field. The certification recognizes the quality of the organization's HR practices and the tools used to support and develop employees. The certification is based on a rigorous process of assessment of employers' HR practices, processes and policies, using international best practice as a standard. The assessment covered all areas of human resources

starting from human resources strategy, through the development of learning and development programmes, talent management, remuneration and benefits, organisational culture, technology, and the support and involvement of top management teams, criteria in which Groupama has differentiated itself as an employer. Also aligned with today's needs, the certification process also involves probing issues related to Work from Home, Hybrid Work, virtual hiring or sustainability in business, as well as diversity and inclusion.

Behind this success are the efforts supported, agile and action-planned, all helping us to provide our colleagues with continuity, security and confidence. We have built a strong organisational culture, a leadership culture that provides space and support for development, encourages performance, collaboration and provides an optimal framework for innovation.



MATERIAL TOPICS & ESG IMPACT

Material topics	Economic impact	Social impact	Environmental impact
The health and satisfaction of our employees	<p>We know that our success depends on the people from our team, so we prioritise the ensuring of the health and satisfaction of our employees and we make their time at work both enjoyable and productive.</p> <p>We focus on ensuring the health and safety of employees by creating an optimal working environment, ensuring adequate and safe equipment, measures to prevent work incidents/accidents and assessment procedures</p>	<p>When employees feel accepted and truly part of a company, it increases their retention, performance and job satisfaction.</p> <p>Within our company we promote a professional and open work environment. Our colleagues form a diverse collective, held together by common values and not by common traits, which allows us to enjoy each other every day and together the little things that make us human and set us apart.</p>	<p>Our company encourage involvement of the employees in aspects of environment, both through information and awareness, as well as through their involvement in projects and campaigns designed to contribute to the creation and the maintaining of an environment as clean as possible.</p>



Groupama

Material topics	Economic impact	Social impact	Environmental impact
Human rights, Diversity and equal opportunities	<p>Within our company we promote man rights, diversity and equal opportunities. We know that by supporting these values, we generate a positive economic impact within the communities, in which we are present.</p> <p>Within our company, as well as within communities where we carry out the activity, we promote human rights, diversity and equality of chances, we make sure that all people, whether they are customers or not, are treated with dignity and respect. We know that by supporting of these values, we generate a positive economic impact within the communities in which we are present.</p>	<p>We stand for social inclusion, giving equal chances to all, regardless of gender, religion, age or economical' situation. We made the commitment to promote and to adhere to important social' themes such as equality of opportunity, combating discrimination, promoting diversity, hiring of people with disability, quality improvement of life at work and of employee involvement in community.</p>	<p>We believe in the need of maintaining a safe, clean and sustainable environment, so we actively engage in initiatives that align with these aspirations.</p>
Talent management and employee retention	<p>Talent Management it is an investment in the future of the company through a proactive' approach in terms of human capital that will us allows in the medium and long term adequacy of quality human resources for a supports the business strategy.</p> <p>The talent management process aims to develop, retain and to motivate employees with potential, which are characterized by competence, continuously demonstrated performance and organizational commitment.</p> <p>In a company, the quality and the quantity of talents are a strong indicator of organizational health and directly influence execution' capacity a business. It's important to realize that the performance' source consists in the development of skills, and without the development, we cannot get better results.</p>	<p>Because experience and people's commitment, is a strategic component, we focus on creating a dynamic work environment, in which innovation and flexibility, under acceptable conditions of risk, the performance and organizational commitment is also recognized and rewarded. We offer a work environment with correct practices and transparent, centered on consistent compliance of the commitments assumed towards customers and employees with opportunities to learning and development personal and professional, involvement in new and interesting projects and in transversal collaborations with other structures, well-being program, access to the program of coaching and counseling.</p>	<p>It is our collective responsibility to make a difference for the planet ours. We appreciate the initiatives of our employees in this respect and support them so that we can contribute as consistently as possible to protecting the environment.</p>
Investment in local communities	<p>Integrated in all levels of business, our CSR strategy is aligned with the main values of company and is translates into firm' principles of action.</p> <p>We consider that such actions, can generate a real positive economic' impact.</p>	<p>Responsibility, solidarity, proximity and devotion, are the basis of our commitments to involve us in development of communities, to bring more confidence in people' lives, to be authentic and to act now, for the future.</p>	<p>Education on climate change and environmental protection is essential for us at Groupama, so we run specialised sustainability training, give employees access to the latest information on the environment and provide them with the necessary training with information that aims to protect the environment and encourage their involvement in environmental initiatives.</p>

EXPLAINING THE MATERIAL TOPIC

We believe that the level of productivity and employee satisfaction is directly proportional to the economic success of companies. Employee health and satisfaction is very important to us and we focus on allocating the necessary resources to make time spent at work both enjoyable and productive. To this end, we focus on creating and sustaining a safe and healthy occupational environment by providing appropriate and safe equipment, work incident prevention measures and work incident assessment procedures.

At Groupama, we are particularly committed to the prevention and to the maintenance of the physical and emotional health of our employees, so we offer them a series of programmes to this end: medical insurance with a prophylactic component, a wellness programme offering access to nutrition, sports and healthy lifestyle courses, psychological counselling provided by a specialist psychotherapist, coaching sessions and access to online and offline medical advice.

We are an employer who cares about the health and well-being of our team and recognizes the role they can play in increasing employee satisfaction, engagement and retention, improving productivity and the work environment.

OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT

As of 2022, we are managing the occupational health and safety activities within the Occupational Health and Safety Office, in collaboration with an external firm, having implemented an occupational health and safety management system covering all Groupama's activities, based on the standards laid down by occupational health and safety legislation. The system has not been certified and has not been internally audited during 2022, but this is a benchmark action that we are considering for the future.

Regarding the risks of injury and occupational disease, these are evaluated on jobs, with an orientation towards improvement of employees' lives, compliance legislation and zero work accidents or occupational diseases. All locations, where employees work, are covered, and during the reporting period all our employees are covered by an SHS system.

In addition, all staff attend regular training and education sessions on health and safety at work every 6 months and are encouraged to contribute to improving working conditions by reporting identified risks either directly or through the management functions within each department.

By monitoring the occupational health and safety management system, we identify and manage non-conformities and thus check whether the training, periodicity and co-ordinated topics are respected, and whether possible non-conformities are reported by representatives of the external company and are remedied as soon as possible. Annually, the external firm's representatives complete an audit report which includes



Groupama

the non-conformities found, how they were remedied and the necessary corrective actions. In addition, the internal service representative checks compliance with the specific legislation on a sample basis via the control card.

At managerial level, responsibility for implementing and monitoring Occupational Health and Safety activities lies with the Director General, the Human Resources and Logistics Director and the direct managers of employees.

The success of the occupational health and safety management system is demonstrated by the good results during the reporting period: zero occupational accidents, zero occupational illnesses and zero fines in the controls carried out by the regulatory authorities – the Territorial Labour Inspectorates (ITM).

Costs in the SSM direction during the reporting period were **RON 29 915**.

Employee participation and consultation in the development, implementation and evaluation of the occupational health and safety (OHS) management system is done through representatives in the HSE Committee, at quarterly meetings or whenever the employee representatives in the Committee are consulted.

Committee HSE complies with the legislative regulations in the field of health and safety at work, both in terms of number and dispersion of employees. Risk assessment of work, occupational diseases, is the real foundation of safety and health management and is an essential activity to ensure a healthy and safe workplace. At Groupama, we identify hazards on the basis of risk assessment by the designated representative who has the necessary expertise, as well as through referrals from our employees.

We are currently working on procedures to identify risks related to discrimination, violence, harassment or other retaliation. We also carried out an analysis of the risks associated with the activities we

carry out to perform our specific day-to-day tasks. As part of this, we identified the activity of driving as a major risk factor.

Thus, in order to raise awareness and train employees on this risk, we organize quarterly preventive driving courses and monitor company vehicles via GPS in order to discourage drivers with a tendency to disobey the provisions of the road code and exceed the legal speed limit.

Depending on the specific risks, training needs have also arisen with regard to work-related hazards, activities or hazardous situations. Following the identification of risks, employees are trained on:

- Defensive driving, as a result of our monthly monitoring of compliance with road traffic laws on speeding;
- managing stress as a result of our concern for the emotional health of our colleagues or the occurrence of exceptional situations such as the Covid-19 pandemic;
- first aid training, through dedicated courses, organised since September 2022, in which approximately 800 employees have been trained.

We bear all the costs of training the employees in the field of occupational health and safety, as well as the professional training of the employee representative, who has completed the postgraduate course in occupational health and safety and the course on the Assessment of the Risks of Occupational Injury and Illness. All employees participate in the mandatory biannual training according to the developed and communicated topics.

THE HEALTH AND SATISFACTION OF OUR EMPLOYEES

Maintaining our employees' health is a priority for us. To this end, we have concluded a voluntary group health insurance policy for employees. Every year we deal with the prevention component: we ensure that the legally required medical check-ups are carried out and we also provide all employees with access to check-ups through medical subscriptions, with access to free or co-paid consultations and tests. We also provide hospitalisation, surgery and treatment for employees, accessible both in private networks and in public hospitals.

Family members of our employees have access to this group policy at preferential rates.

For serious and incurable illnesses, we have provided in the Collective Labour Agreement (CCA) for the payment of medical aid and, depending on the situation, we extend the ceiling of this aid. We are continually working to prevent and mitigate significant negative impacts on occupational health and safety that are directly related to our operations, products or services through risk assessments by job type and are currently working on procedures and policies applied in crisis situations that may affect the safety and health of employees.

In the case of employees who suffer occupational accidents or illnesses, we provide them with assistance programs and facilities such as sickness benefits provided for in the Collective Labour Agreement (CCM) and health insurance covering prevention, hospitalization or surgical interventions. In the year 2022 we have no cases of occupational disease.

EMPLOYEE BENEFITS

We support our employees by promoting their individual professional interests, but also by supporting their social, cultural and economic interests. We do this through leadership that is oriented towards people and their needs. Our company has an independent trade union of employees, which negotiates the Collective Labour Agreement every year and meets regularly with the management. Through the applicable Collective Bargaining Agreement, all our employees are covered by collective bargaining agreements even if they are not union members.

In 2022, the percentage of our employees covered by the Collective Labour Agreement was 100%.

The benefits granted to our employees are aimed at increasing their level of well-being and we offer: health insurance contracts, coverage in case of disability or invalidity (resulting from accidents at work), voluntary pension, meal vouchers, holiday vouchers, Easter vouchers and Christmas gift vouchers, cultural vouchers, birth, death, illness, marriage, retirement benefits.

Various other insurances including life insurance are offered at a discount by our company.

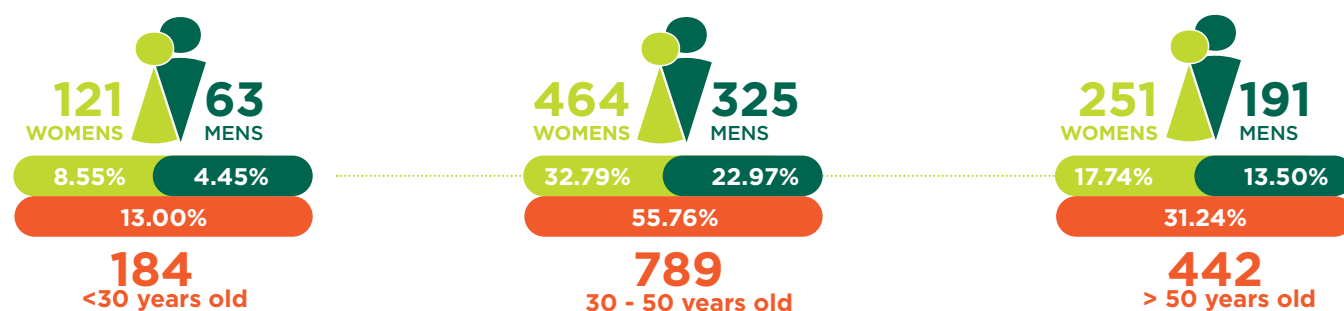


Groupama

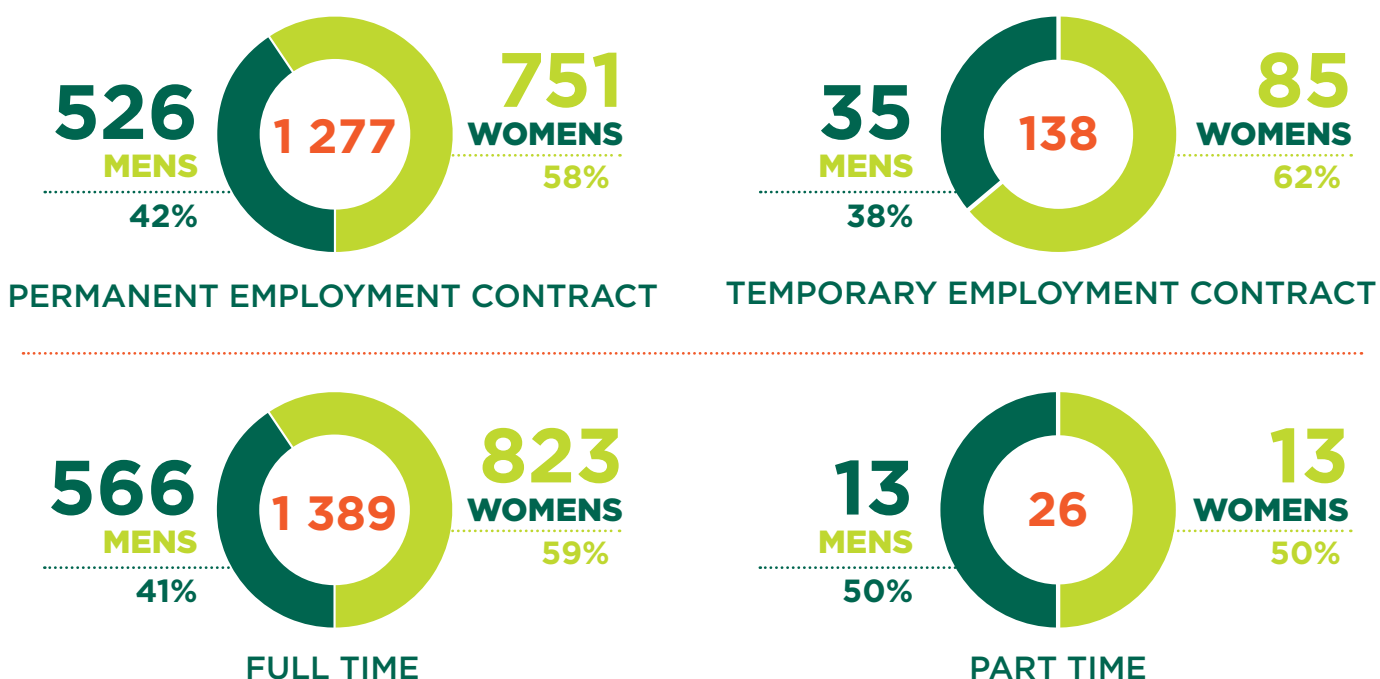
THE TOTAL AMOUNT OF THE BENEFIT PACKAGE AS A PERCENTAGE OF SALARY	2021	2022	Evolution
Employees	5%	6%	20%
Management	5%	6%	20%
Top management	5%	6%	20%

Employees on fixed-term contracts enjoy the same rights and benefits that are offered to employees for an indefinite

period, according to the Collective Labour Agreement (CBA).



Total number of employees according to age/ Percentage of total employees	<30 years old	30-50 years old	>50 years old	Total
Womens	121	464	251	836
Mens	63	325	191	579
Total	184	789	442	1415



1 374

AVERAGE NUMBER OF
EMPLOYEES IN 2022

The average age in our company is 43 years old.

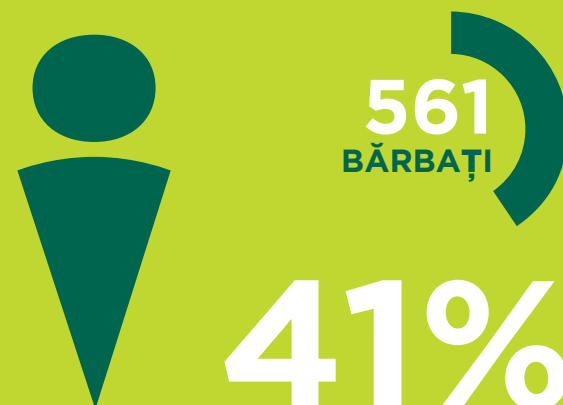
Staff turnover rate:

- involuntary - 5,8%

Staff turnover rate:

- voluntary - 8,2%

The retention rate at the end of 2022 is 91,7 %.



In order to monitor the number of hours worked in a working week, we use the FTE (Full-Time Equivalent) calculation methodology, referring to the number of hours regulated by legislation (40 hours). The Labour Relations, Personnel and Payroll Department is responsible for managing all individual employment contracts and files of all employees. During the reporting period, we experienced a linear staff turnover, mainly due to the unstable insurance market. The complicated situations in which some of our competitors found themselves contributed to the increase in the number of employees in our company.

The staff turnover rate at Groupama over the last year is 14% and is comparable to the average turnover rate of the insurance sector - 15%, well below the general market level - 19%.

Change of business, better financial offers and leaving the country are the main reasons why some of our employees leave the organisation. The measures we

are taking to reduce these departures are: advertising all internal jobs, developing targeted bonus schemes, increasing compensation and review sessions from one to two sessions per year, offering new learning and development programmes, expanding wellbeing programmes and salary benefits.

At Groupama we use staff leasing services for activities such as operations, archiving, data sorting. This activity is coordinated by the manager of the team for which the work is performed.

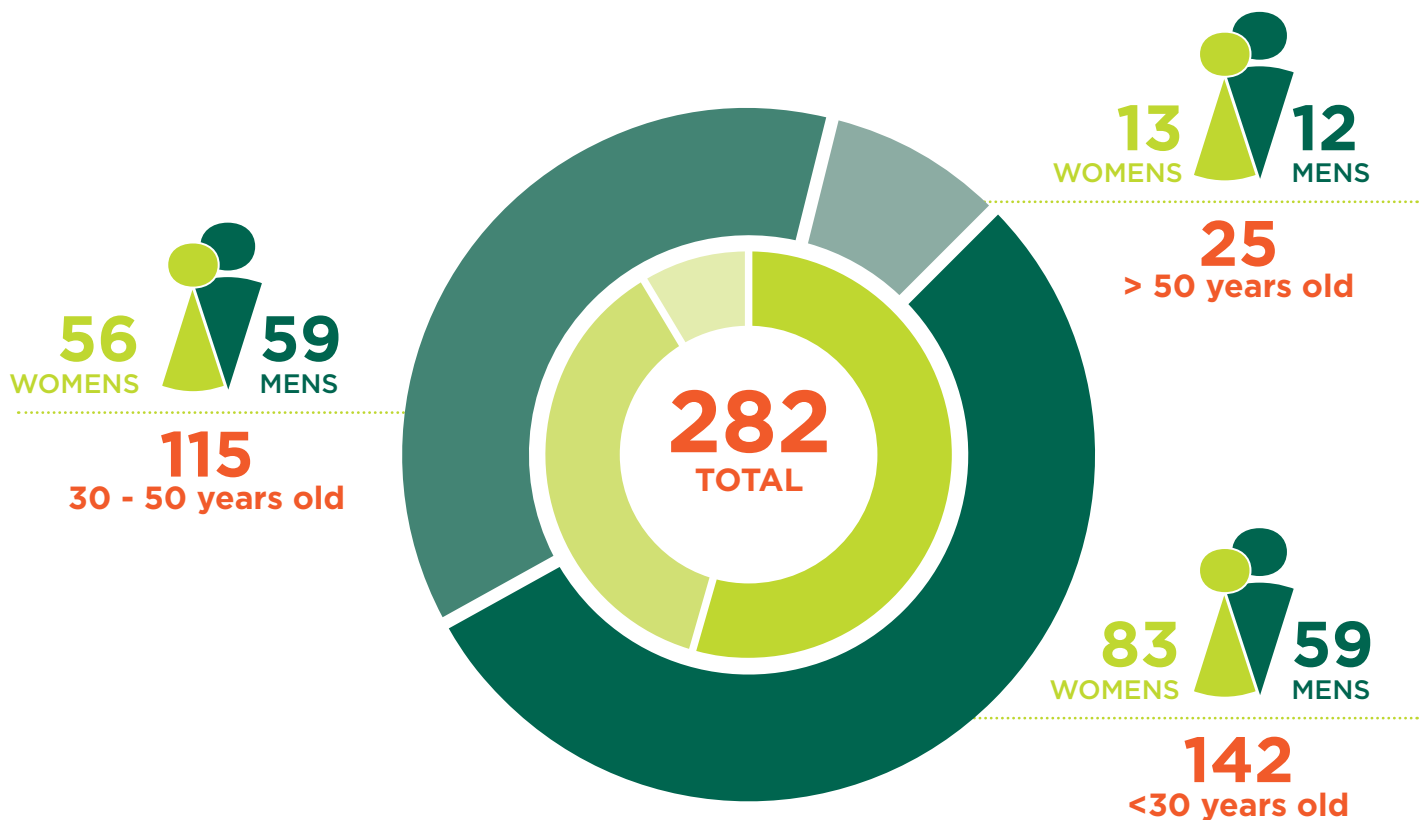
In 2022 we worked with 10 workers who are not employees of our company, who worked in the Archive Office and the Motor Damage Liquidation Department. The total number of new employees recruited by our organisation in the reporting year is 282.

The recruitment and selection processes within Groupama Insurance are on skills, experience and fit with the profile and job description for the position being recruited, company values, so that hiring



Groupama

NEW EMPLOYEES



is a transparent, fair process and ensures that we attract the most qualified and potential people for the position.

They shall be objective and transparent, without discrimination of any kind, in particular with regard to gender, age, ethnic origin, sexual orientation or membership of a political or religious organisation, trade union or minority group.

To ensure that new employees are well prepared and integrated into the organisation, and that their transition to their new roles is done efficiently and effectively, we have created a training plan for the first 6 months from employment. As part of this process, goals are set, regular meetings are held with the department manager, the team

and other related departments, with consideration given to participation in training, job shadowing, mentoring and coaching, and this plan is included in the subsequent performance appraisal process. In the case of employees moving to another role, a personalized development plan is made.

The total number of sick leave days (other than those related to accidents at work) during the reporting period is 4 351. During 2022 we recorded zero accidents at work, zero sick leave days as a result of accidents at work and no deaths as a result of ill health caused by work.

EMPLOYEES WHO HAVE TAKEN PARENTAL LEAVE



HUMAN RIGHTS, DIVERSITY AND EQUAL OPPORTUNITIES

EXPLAINING THE MATERIAL TOPIC

In our company we consider respect for human rights and social inclusion to be essential. To this end, we ensure that we give equal opportunities to all, regardless of gender, religion, age or

economic status. We are also committed to promoting and adhering to important social themes such as equal opportunities, anti-discrimination, promoting diversity, employment of people with disabilities, quality of life at work, and increasing employee engagement. Human rights, diversity and equal opportunities are very important to our company and are an integral part of values, according to which we guide our entire business.



Groupama

We promote social inclusion by offering equal opportunities to all our employees and do not tolerate discriminatory attitudes of any kind.

We believe that we show our responsibility by supporting and promoting social issues that aim to educate our employees on anti-discrimination issues.

Within our company, we have regulated this issue through the Group's Code of Ethics and the Groupama Insurance Code of Conduct.

The Code of Ethics contains a complete set of principles that our company has adopted. It guides us in our work and forms the basis of the values by which we coordinate all our activities. Respecting and embracing these values is a very important process for each individual employee.

The Human Resources Division is always available to all employees, offering support in any situation that may arise, including situations of discrimination or harassment. We encourage employees to report any such incidents, and to facilitate this process, we have provided them with an e-mail address: sesizari.hr@groupama.ro, while ensuring confidentiality.

In the Internal Rules we have very clear stipulations on how to investigate depending on the seriousness of each

incident, and disciplinary measures can go as far as termination of employment. Throughout this process, we ensure that the person who has complained about the incident has confidentiality and security.

In addition, we plan to develop training programmes for our employees in the future, addressing issues of inclusion and social acceptance.

In 2022 there were no incidents of discrimination within our company. All employees of our company are made aware of our integrated approach to human rights through our Code of Ethics, which we have published internally and posted on the company intranet. Thus, 100% of our company's employees are informed and trained on human rights, including employees in charge of security. In this way we ensure that all Groupama employees, including those who by the nature of their position may use physical force in various situations, are aware of and consider human rights in the performance of their work. At the same time, our employees form balanced, diverse teams with people from all demographics. On a monthly basis, we monitor data on the gender of employees and the generation to which they belong.

As for the management, the situation is as follows:

Employees in management position

50,3 % **81 WOMENS** **161 TOTAL** **80 MANS** 49,7 %

We respect the individuality of each Groupama' employee and encourage our colleagues to adopt attitudes of acceptance and inclusion. To further

support these initiatives, we have developed employer Branding campaign, GOOD AND BAD, which aims to present things exactly as they really are.

Number of Board members	2021	2022	Report 2022/2021
Women on the Executive Committee	5	5	0%
Women - other positions	792	808	2%
Men on the Executive Committee	6	6	0%
Men - other positions	517	555	7%
Total employees	1 320	1 374	4%

At the same time, at our company level, we are in the process of implementing a procedure to regulate the methods by which remuneration is paid. As regards

for the year 2022, the ratio of women's basic pay to men's pay is 0.8% overall and 0.7% at management level.

TALENT MANAGEMENT AND EMPLOYEE RETENTION

EXPLAINING THE MATERIAL TOPIC

We are convinced that the success of our company is closely linked to professional training of our employees. So, we are constantly developing programmes that focus on training and professional development, while identifying non-career opportunities. Talent Management is an integrated set of activities through which our organization ensures that it attracts, retains, motivates and develops people, thereby achieving an environment conducive to individual and business performance.

In our company we recognize we monitor the competencies of our employees at both individual and group level.

Our principles on performance are:

- Integrated human resources systems;
- Results orientation;
- Development of key competences at all levels;
- Taking responsibility;
- Recognition of achievements.

We also offer unconditional support to all employees who wish to progress in their career path, or to acquire complementary skills within the organization. We are also there for all our colleagues who want to upgrade or retrain.

In addition to the support, we offer to experienced employees, we have developed a special programme for young people at the start of their careers. We have realized how important it is to gain work experience and have decided to be one of the economic actors that contribute to the development of solid professional careers by: Specially tailored



Groupama

internship programs in various business areas, such as product development, legal, sales, investment, operations, IT, motor or personal insurance claims. In 2022, 41 employees benefited from such a programme within our organization.

WE FOCUS ON EMPLOYEE TRAINING

A sustainable company has people with skills and competences developed and adapted to the current context and business needs, which is why our company constantly invests time and financial resources in this regard. Our colleagues and their managers are involved in the process of identifying development needs and building career plans. This contributes to improving the employee experience, increasing engagement and retention.

We strive to set up as structured operational processes as possible to help us manage human resources, career guidance, skills development and employee retention.

We carefully monitor the career paths of all our employees and focus on the following factors:

- Adaptability of employees according to the position they occupy;
- Continuous skills development;
- Job-specific certifications and legal requirements;
- Continuous updating of knowledge;
- Constantly acquiring new skills.

Our company's human resource management strategy is to constantly increase the capabilities and capacities of our employees. We see this as a key aspect of our business.

In 2022, a total of 1329 employees were involved in the training programmes we offer. Each of them attended at least one training session.

GROUPAMA ACADEMY

We have created an integrated system that manages all learning, development and improvement within our company. The Groupama Academy operates according to a special concept designed to support all employees in their quest for professional excellence.

The Groupama Academy consists of the Leadership Academy, the Technical Academy, the Sales Academy and the Personal and Team Development Academy, bringing together the essential pillars of knowledge when it comes to the insurance industry.

Among the actions carried out in this framework are:

- Activities to support various learning methods (on-the-job training, webinars, tutorials, individual studies);
- Individual learning journeys;
- Customized training programmes, specifically structured to achieve business objectives;
- Developing customer relationship skills;
- Developing leadership skills;
- Developing communication skills;
- Personal development
- Stress management courses.

With Groupama Academy we are able to support the individual and group career goals of all our employees. In addition, we complement our internal professional development programmes with external coaching and mentoring, whenever we identify needs in this respect. The professional development sessions were not interrupted during the pandemic, but were organized online, the duration of which varied according to the specifics of the sessions (between 1 and 3 hours). We make training programmes visible monthly, by press releases.

Many of the courses we provide are job-specific and mandatory, but employees can also access the open system of training sessions by going to the platform special dedicated platform: My HR Success Factors. The platform forms a flexible framework for monitoring and evaluating performance, facilitating access to a self-service system where employees can request various information related to pay and their own development.

In addition, to ensure that we evaluate all the training programmes we run to ensure that our employees' training needs are met. To get the most comprehensive feedback, we call on:

- Timely feedback – obtained after each training session;
- Annual feedback – obtained through an annual questionnaire;
- Feedback from direct manager.

We also anticipate training needs and draw up a list of required courses at the end of each year for the following year. We do this through a specially tailored questionnaire to help us identify training needs linked to individual professional development plans.

CAREER COUNSELLING AND PERFORMANCE MANAGEMENT

We support career development and internal mobility by developing role-specific career plans, taking into account first and foremost the individual needs of each employee. All open positions for recruitment are published on the My HR platform, ensuring transparency and access to information, i.e., the possibility

for all employees to apply. During the reporting period, coinciding with a period of growth in our business, there were 66 promotions and 23 counselling meetings.

Integration into a new role is based on an induction plan according to the specifics of the role and includes different types of actions: meetings with the manager, meetings with the team, meetings with other departments, mentoring, coaching, specific counselling sessions. During these sessions, we focus on raising awareness of the specifics of the new role, but also on identifying the most important areas of action to meet both the needs of the person involved and those of the new role in the organization. In 2022, 66 employees were promoted in our company, of which 39 were women. The agreement and assessment of performance' targets, are done through the Performance Management process. We focus on skills, knowledge, abilities, capabilities and attitude when conducting individual and group performance appraisals.

All our employees go through this process, organized in two annual sessions: the first takes place in July and the second in December.

In this process, we consider:

- Objective performance evaluation;
- Evaluation of the degree of achievement of the objectives set previously;
- Assessing the degree of skills development;
- Self-assessment and feedback from direct manager;
- Set specific performance targets;
- Establishing plan individual development plan.

The final results are also managed using the My HR Success Factors platform and form the basis for future decisions, influencing the development, promotion, pay and bonus processes.



Groupama

Employees have the opportunity to challenge the results of this process by written appeal to the Labour Relations Specialist. Appeals are dealt with by a committee consisting of the Human Resources Director, the Division Director, the Corporate Legal Department and the General Manager, where appropriate.

Performance Management is a systematic process through which Groupama Insurance engages its employees to increase personal and organisational effectiveness to achieve our mission and strategic objectives and to strengthen a performance culture

Average number of training hours per year per employee by category	Mens	Womens	Total
Level 1 management	NA	NA	NA
Level 2 management	NA	NA	NA
Management employees	2 700,25	3 664,25	6 364,50
Employees	7 225,25	7 816,25	15 041,50
Average annual training hours/employee	17	14	15
Total	9 925,50	11 480,50	21 406

INVESTMENT IN LOCAL COMMUNITIES

EXPLAINING THE MATERIAL TOPIC

At Groupama, we are committed to having a relevant contribution inside the communities. So, we have integrated our CSR strategy, aligned with our business strategy, the company's main values and translated

in firm principles of action. Accountability, solidarity, proximity and dedication are thus at the heart of our commitment to engage in community development, to add confidence to people's lives, to be authentic and to act now for the future.

For Groupama, responsibility is defined by care and respect for employees, customers and society. Our social responsibility policy is guided by the company's values of proximity, responsibility, solidarity and dedication, values that underpin the way we select our partners and the projects we carry out. We support projects that add value and build long-term partnerships with the organisers.

The actions carried out focus on **two main directions**:

- **prevention**, understood both as informing and educating the public on ways to reduce risks and promoting sport, a healthy lifestyle, encouraging

preventive health, fighting inequalities and protecting the environment;

- **supporting the film industry.**

Risk prevention

We believe that prevention plays an important role in reducing risks, so we run or support campaigns to inform and educate the public about risk prevention methods, promote sport, a healthy lifestyle and encourage health prevention.

Promoting sport, performance and health prevention

By promoting sport and a healthy lifestyle, we are committed to encouraging actions that align with these principles and supporting sporting performance.

Total number of employees involved in programmes of volunteering programmes, in 2022, was 380, totalling an estimated 1406 volunteer hours. At the same time, senior management employees from significant locations are 100% part of the local community. Our company does not carry out operational activities that would generate negative impacts on the communities.

CSR programmes we are involved in

- Official insurer of the Romanian Rugby Federation and the Stejari national rugby team

We support performance in sports and have been supporting the Romanian Rugby Federation and the Stejari National Rugby Team as an official insurer since 2018. Groupama provides athletes and staff members travel and life insurance for delegations to various competitions, national or international, fire and other

calamity insurance, health insurance, as well as compulsory and optional insurance policies for motor fleets.

- The Casiopeea March and Cross against breast cancer

The Casiopeea Walk and Run charity event has been supported by us for over ten consecutive years and aims to raise funds to purchase breast prostheses for women who have undergone mastectomy operations following a diagnosis of breast cancer, helping to improve the quality of life of these women. The event promotes prevention, health and a balanced lifestyle through sport.

- We support social reintegration through sports therapy

By supporting the **Climb Again Association** and the National Paraclimbing Lot we offer the chance to a normal life to people with disabilities and visual impairments. Since 2014, the Climb Again Association has been organising free climbing therapy, physiotherapy, physiotherapy and psychology sessions for children and young people with special needs. Many of them have won prizes in national and international para-climbing competitions, succeeded in forming a community, reintegrating into society, and gaining more self-confidence.

Supporting the film industry

Since 2009, when the Groupama brand entered on the Romanian market, we have been supporting the most important film festivals, film directors and producers and we encouraged the sustainable development of the industry. Cinema, is a priority area for Groupama in terms of sponsorship, both internationally, through the GAN Pour Cinema Foundation, and locally.



Groupama

In Romania, we, Groupama, are a partner in the most important film festivals:

- TIFF (Transilvania International Film Festival)
- French Film Festival
- Cannes Films in Bucharest
- CINEVARA
- Romanian Film Evenings
- Animest International Animation Film Festival
- Hello, Cinema!
- ANONIMUL Festival
- ROD Festival

and we ensure the production of many Romanian films by established directors such as Cristian Mungiu, Cristi Puiu, Corneliu Porumboiu, Daniel Sandu.

COMMUNITY INVOLVEMENT

CSR Ambassador

In 2020, we launched the CSR Ambassador programme, through which Groupama employees can volunteer to develop CSR projects in their communities. Starting from the grassroots needs in the communities, we develop with volunteer Ambassadors projects with real impact.

In the three years of the project, we have gathered dozens of projects, hundreds of volunteers and beneficiaries from different cities of the country and we have implemented projects in various areas of action: fighting inequality, facilitating access to education and culture, improving living standards, encouraging sports and recreational activities or protecting the environment.

Life savers

In September 2022, Groupama launched an international first aid training project, the Life Savers Programme. In the first few months of its launch, almost the entire Groupama team has been trained, and from 2023 the programme will be available free of charge to anyone who wants to learn how to apply first aid measures in an emergency. Training is provided through courses run in partnership with volunteers from the SMURD Foundation. Participants learn and demonstrate with accredited staff the main first aid measures (safe lateral position, cardiopulmonary resuscitation, upper airway clearance) for adults, children and infants

Give Joy for Christmas Social Campaign! Give Christmas Joy Campaign!

campaign, launched in 2013, takes place every year during the winter holidays and is was created for children from families without financial possibilities, our employees fulfilling children's wishes expressed with emotion in their letters to Santa Claus. In this way, we contribute to lasting change in the community by improving living conditions for children, preventing school drop-out and facilitating access to education. In 2013 the campaign started with 50 children whose wishes were granted, and in 2022 it reached 240 beneficiaries.

Ateliere Fără Frontiere

We support Asociația Ateliere Fără Frontiere (AFF), a Romanian nonprofit organization, founded in 2008, to facilitate the social, professional and civic integration of vulnerable, excluded and marginalized people. They are employed in different positions within the three social enterprises of the association -

Atelier Reconnect, Atelier Remesh and Ferma Bio&Co – at the end of the period of accompaniment receiving support for employment on the conventional labour market or in protected forms. Groupama supports AFF association by

providing it with a range of insurance products needed to carry out its activities.

The financial contributions of 2022 in local communities are:

Total amount of contribution (RON)	2022
Total amount of in-kind contribution/product	121 250,79
Total amount of contribution to community welfare programmes	121 349,42
Total amount of the contribution for youth development programmes	36 493,1
Total amount of contribution for education programmes	467 506,2
Total amount of contribution for environmental programmes	0
Total amount of contribution for health programmes	600 163,55
Total amount of contribution – Investment in local communities	1 225 512,271

The department that manages community investment is the Communications and Public Relations Department within the Marketing, Communications and Customer Service Division.

When we choose the campaigns we get involved in, we consider both engaging our employees and directing them towards voluntary actions and initiatives, as well as obtaining commitments of continuity and involvement from communities.



Groupama

05

GRI INDEX & SASB

Disclosure: Groupama Asigurări SA has reported in accordance with the GRI Standards for the period 1 January 2022 – 31 December 2022

GRI 1 used: GRI 1: Foundation 2021

Applicable GRI sectoral standards

Number of GRI information and designation	Number of information item GRI and designation	page	OMISSION*			Standard GRI Sectoral No ref.*
			ENT(S) OMITTED	REQUIREM REASON	EXPLANATION	
GRI 2: General Disclosures 2021	DEZVĂLUIRI GENERALE					
	2-1 2-1 Organization details	8, 9, 10				
	2-2 Entities included in the organization's sustainability reporting	6, 36				
	2-3 Reporting period, frequency and contact point	5, 6				
	2-4 Restatements of information	6				
	2-5 External assurance	6				
	2-6 Activities, value chain and other business relationships	8, 9, 10, 11, 12, 16				
	2-7 Employees	7				
	2-8 Workers who are not employees	77				
	2-9 Governance structure and composition	14, 15				
	2-10 Nomination and selection of the highest governance body	13, 14				
	2-11 Chair of the highest governance body	14				
	2-12 Role of the highest governance body in overseeing the management of impacts	16				
	2-13 Delegation of responsibility for managing impacts	13				
	2-14 Role of the highest governance body in sustainability reporting	16				
	2-15 Conflicts of interest	20, 21				
2-16 Communication of critical concerns	21					

Number of GRI information and designation	Number of information item GRI and designation	page	OMISSION*			Standard GRI Sectoral No ref.*
			ENT(S) OMITTED	REQUIREM REASON	EXPLANATION	
GRI 2: General Disclosures 2021	2-17 Collective knowledge of the highest governance body	16				
	2-18 Evaluation of the performance of the highest governance body	16				
	2-19 Remuneration policies	omission	Unavailable/incomplete information			
	2-20 Process to determine remuneration	omission	Unavailable/incomplete information			
	2-21 Annual total compensation ratio	omission	Unavailable/incomplete information			
	2-22 Statement on sustainable development strategy	3, 4				
	2-23 Policy commitments	5, 17				
	2-24 Embedding policy commitments	17				
	2-25 Processes to remediate negative impacts	18				
	2-26 Mechanisms for seeking advice and raising concerns	23				
	2-27 Compliance with laws and regulations	20				
	2-28 Membership associations	42,43				
	2-29 Approach to stakeholder engagement	36, 37				
	2-30 Collective bargaining agreements	37				

LIST OF MATERIAL SUBJECTS

GOVERNANCE

GRI 3: Material Topics 2021	3-1 Process to determine material topics	38, 39, 40	
	3-2 List of material topics	39	

Corporate Governance and Strategic Management

GRI 3: Material Topics 2021	3-3 Management of material topics	13, 14	
SASB - INSURANCE	FN-IN-410a.1 Total invested assets by industry and asset class	17, 18	
	FN-IN-410a.2 Addressing the incorporation of ESG factors into investment management processes and strategies	17, 18	
SASB - INVESTMENT BANKING AND BROKERAGE	FN-IB-410a.1 Total value of revenues from transactions for which environmental, social and governance (ESG) factors have been taken into account and value by industry	19	
NON GRI	Code of Ethical Supply Chain Conduct	17	

Ethics and responsible business

GRI 3: Material Topics 2021	3-3 Management of material topics	20	
GRI 205: Anti corruption 2016	205-1 Operations assessed for risks related to corruption	21, 22	
	205-3 Confirmed incidents of corruption and actions taken: Number of confirmed corruption cases	22, 23	



Groupama

Number of GRI information and designation	Number of information item GRI and designation	page	OMISSION*			Standard GRI Sectoral No ref.*
			ENT(S) OMITTED	REQUIREM REASON	EXPLANATION	
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	22				
	FN-IB-510a.2 Description of policies and procedures whistle-blowers	22				
	FN-IB-510b.1 Number of employees on the payroll who have been investigated for misconduct concerning professional integrity, investments, consumer complaints, private civil litigation or other procedures	21, 22				
	FN-IB-510b.2 Number of mediation and arbitration cases associated with professional integrity	22				
	FN-IB-510b.3 Total amount of monetary losses as a result of the legal procedures associated with professional integrity	22				
	FN-IB-510b.4 Description of approach for ensuring professional integrity, including fiduciary duty	22, 23				
Economic Performance						
GRI 3: Material Topics 2021	3-3 Management of material topics	23, 24				
GRI 201: Economic performance 2016	201-1 Direct economic value generated and distributed	25				
GRI 207: Tax 2019	207-2 Tax governance, control and risk management	24				
	207-3 Stakeholder engagement and management of concerns related to tax	24				
Risk management						
GRI 3: Material Topics 2021	3-3 Management of material topics	26				
SASB - INSURANCE	FN-IN-550a.1 Systemic Risk. Management. Quantitative Exposure to derivative instruments by category: (1) total potential exposure.	26				
	FN-IN-550a.3 Description of approach to managing capital- and liquidity-related risks. 15 associated with systemic non-insurance activities	26, 27				
Indirect economic impact						
GRI 3: Material Topics 2021	3-3 Management of material topics	27				
GRI 203: Indirect economic impacts 2016	203-1 Infrastructure investments and services supported	27				
	203-2 Significant indirect economic impacts	27, 28				
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	7, 57				
Data protection						
GRI 3: Material Topics 2021	3-3 Management of material topics	28				
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	28, 29				
Cyber security						
GRI 3: Material Topics 2021	3-3 Management of material topics	30				
GRI 410: Security Practices 2016	410-1 Security personnel trained in human rights policies or procedures	30				

Number of GRI information and designation	Number of information item GRI and designation	page	OMISSION*			Standard GRI Sectoral No ref.*
			ENT(S) OMITTED	REQUIREM REASON	EXPLANATION	
NON GRI	Number of employees trained on Cyber Security	30				
	Total number of cyber security breach incidents	30				
Reporting under the EU Taxonomy regulation						
GRI 3: Material Topics 2021	3-3 Management of material topics	31, 32, 33, 34				
Sustainability Programme						
GRI 3: Material Topics 2021	3-3 Management of material topics	35				
Awards and membership						
GRI 3: Material Topics 2021	3-3 Management of material topics	42,43				
Services						
GRI 3: Material Topics 2021	3-1 Process to determine material topics	38,39,40				
	3-2 List of material topics	44,45				
Portfolio of products and services						
GRI 3: Material Topics 2021	3-3 Management of material topics	46				
SASB - INSURANCE	FN-IN-410b.2 Products and/or product features that promote health, safety and/or environmentally responsible actions and/or behaviors	47,48				
Non GRI	Types of insurance	46				
	Service packages for individuals	47,48,49				
	Service packages for legal entities	50 - 53				
GRI 416: Client Health and Safety 2016	416-2 Incidents of non-compliance relating to the impact on health and safety of products and services					
SASB - INSURANCE	FN-IN-000.A Number of policies in force	53				
	FN-IN-410b.2 Number of policies incorporating criteria that promote health, safety and/or environmental responsibility	53				
Responsible marketing and communication						
GRI 3: Material Topics 2021	3-3 Management of material topics	54				
GRI 417: Marketing and labelling 2016	417-3 Incidents of non-compliance concerning marketing communications	54				
SASB - INSURANCE	FN-IN-270a.1 Total amount of money lost as a result of legal proceedings associated with the marketing and communication of insurance product information to new and returning customers	54				
	FN-IN-270a.2 Complaints- inquiries report	54				
	FN-IN-270a.3 Customer retention rate	54				
	FN-IN-270a.4 Description of the approach to customer product information	54				



Number of GRI information and designation	Number of information item GRI and designation	page	OMISSION*			Standard GRI Sectoral No ref.*
			ENT(S) OMITTED	REQUIREM REASON	EXPLANATION	
ONLINE Help Centres						
GRI 3: Material Topics 2021	3-3 Management of material topics	55				
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	55				
Non GRI	Assistance with files about damages	55				
	Medical chat – innovation	55				
	Video Asist	55				
	Digitization technologies	55				
	RCA calculation platform	55				
National and international brokerage and leasing services						
Partnerships and strategic development						
GRI 3: Material Topics 2021	3-3 Management of material topics	56,57				
Non GRI	Total number of local brokers	56				
	Total number of international brokers	56				
	Total number of leasing partners	56				
Environment						
GRI 3: Material Topics 2021	3-1 Process to determine material topics	38, 39, 40				
	3-2 List of material topics	59				
Optimal management of resources						
GRI 3: Material Topics 2021	3-3 Management of material topics	60				
GRI 301: Materials 2016	301-1 Materials used, by weight or volume	60				
	301-2 Recycled input materials used	60				
GRI 302: Energy 2016	302-1 Energy consumption within organization	61				
	302-4 Reduction of energy consumption	62				
GRI 303: Water and effluents 2018	303-1 Interactions with water as a shared resource	60				
	303-5 Water consumption	60				
GHG emissions						
GRI 3: Material Topics 2021	3-3 Management of material topics	62				
GRI 305: Emissions 2016	305-1 Direct GHG emissions (Scope 1)/ FB-AG-110a.1 Direct GHG emissions (Scope 1)	63				
	305-2 Energy Indirect GHG emissions (Scop 2)	64				
	305-3 Other indirect GHG emissions (Scope 3)	65				
	305-5 Reduction of GHG emissions	64,65				

Number of GRI information and designation	Number of information item GRI and designation	page	OMISSION*			Standard GRI Sectoral No ref.*
			ENT(S) OMITTED	REQUIREM REASON	EXPLANATION	
Waste Management						
GRI 3: Material Topics 2021	3-3 Management of material topics	66,67				
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	66				
	306-2 Management of significant waste- related impacts	66,67				
	306-3 Waste generated	68				
	306-5 Waste directed to disposal	68				
Climate risk management						
GRI 3: Material Topics 2021	3-3 Management of material topics	69				
SASB - INSURANCE	FN-IN-450a.3 Description of the approach for incorporating environmental risks	69				
	FN-IN-450a.1 Maximum probable loss (PML) of insured products from weather-related natural disasters	69				
SOCIAL						
GRI 3: Material Topics 2021	3-1 Process to determine material topics	38, 39, 40				
	3-2 List of material topics	71,72				
The health and satisfaction of our employees						
GRI 3: Material Topics 2021	3-3 Management of material topics	73				
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	76				
	401-2 Benefits provided to full-time employees that are not provided to temporary or pat-time employees	75				
	401-3 Parental leave	79				
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system: Costs towards HSE	73,74,75				
	403-2 Hazard identification, risk assessment and incident investigation	74				
	403-3 Occupational health services	75				
	403-4 Worker participation, consultation and communication on health and safety	74				
	403-5 Worker training an occupational health and safety	74, 75				
	403-6 Promotion of worker health	75				
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationship	75				
	403-8 Workers covered by an occupational health and safety management system	73				
	403-9 Work-related injuries	73, 74				
	403-10 Work-related ill health	73				



Number of GRI information and designation	Number of information item GRI and designation	page	OMISSION*			Standard GRI Sectoral No ref.*
			ENT(S) OMITTED	REQUIREM REASON	EXPLANATION	
Human rights, Diversity and equal opportunities						
GRI 3: Material Topics 2021	3-3 Management of material topics	79, 80				
SASB - INVESTMENT BANKING AND BROKERAGE	FN-IB-330a.1 Percentage representation of gender and racial/ethnic groups	80				
GRI 405: Diversity and Equal Opportunities 2016	405-1 Diversity of governance bodies and employees	80,81				
	405-2 Ratio of basic salary and remuneration of women and men	81				
GRI 406: Non-discrimination 2016	406-1 Discrimination incidents and corrective action taken: Number of discrimination incidents recorded	80				
GRI 410: Security Practices 2016	410-1 Security personnel trained in human rights policies or procedures	80				
Talent management and employee retention						
GRI 3: Material Topics 2021	3-3 Management of material topics	81,82				
GRI 404:Training and education2016	404-1 Average training hours per year per employee	84				
	404-2 Programs for upgrading employee skills and transition assistance programs	82				
	404-3 Percentage of employees receiving regular performance and career development reviews	83				
Investment in local communities						
GRI 3: Material Topics 2021	3-3 Management of material topics	84, 85				
Non GRI	Non GRI Community programmes	83, 84				
GRI 413: Communities Local 2016	GRI 413-1 Operations with local community involvement, impact assessments and development programmes	86,87				
	GRI 413-2 Operations with significant actual and potential negative impacts on local communities	85				

* A grey cell indicates that reasons for omission are not allowed or that a GRI Sector Standard reference number is not available.