



NON- FINANCIAL REPORT

2020





INTRODUCTION

2020 was an unprecedented, difficult and challenging year. A year we will not lightly forget. The evolution of the COVID-19 pandemic has revealed, day after day, countless and considerable impacts.

When Ethias says it is the «partner of your daily life», it is not just because of a mission or a slogan. No, it is about its role, its passion and its responsibility, which it has been assuming for over 100 years.

Today, more than ever, it is essential and natural for us to be ready, to anticipate the needs in order to accompany, support and protect citizens and sectors who are in need. During this complex period, Ethias has continued to work around four pillars of protection:

- Protecting our staff
- Protecting our policyholders (private individuals & public sector)
- Protecting Belgian society (clients & non-clients)
- Protecting our company

In this unusual context, the 1,900 employees have taken numerous actions. With unwavering commitment, a strive for solidarity and a willingness to do good. It also quickly became clear that Ethias would actively participate in the federal and regional recovery plans. The DECAVI Trophy, which Ethias received in October 2020 for all the initiatives it undertook in the context of the pandemic, is a strong recognition of this social commitment.

However, these exceptional circumstances did not dampen our innovation drive. For example, we launched several new tools, products and services, while pursuing a solid **group strategy** focused on value creation through ecosystems in crucial areas such as health, ageing, mobility and public services.



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PANDEMIC
TROPHY 2020

This fourth non-financial report details Ethias' numerous CSR actions in three areas: **People, Profitability & Planet**. Our 2020 action plan, inspired by the Sustainable Development Goals (SDGs) of the United Nations Global Compact, has made it possible to undertake the following actions:

- **The donation of 1,000 PCs** for schools throughout Belgium
- A structural partnership with Digital For Youth to **offer 175 refurbished PCs to children in need**
- **Reimbursement of certain premiums**, of one month's rent, and discounts on car and cancellation insurances for policyholders who are temporarily unemployed
- The development of **innovative solutions** (teleconsultation, an aid & solidarity platform for citizens ...)
- Free professional **psychosocial assistance** to employees, students and self-employed persons
- **Free extensions of coverage** to insure health care staff and the thousands of volunteers who work alongside them
- The activation of our **Change Over** plan to achieve **carbon neutrality** by 2030 with a reforestation project in Zambia, but also a study that will allow us to have passive buildings, limit unnecessary (commuter) travel, deploy working from home and reduce unnecessary consumption
- The signing of the **United Nations Principles for Responsible Investment** (UN PRI). Ethias has publicly committed to taking into account the importance of the environment, society and good governance in its investment choices

At the time of finalizing this report, the pandemic is not yet behind us, but our company is in control of its impacts. As an insurer, investor, societal player and entrepreneur, **Ethias will continue to take all possible steps to help reduce the negative consequences of this global catastrophe on its policyholders and on Belgian society.**

We wish you a pleasant reading and remain - together with all our staff - attentive to your needs.

**Myriam
VAN VARENBERGH**

Chair of the
Board of Directors

**Philippe
LALLEMAND**

Chairman of the Executive Committee
Chief Executive Officer



SUSTAINABLE DEVELOPMENT GOALS (SUSTAINABLE DEVELOPMENT GOALS OR SDG'S)

The Sustainable Development Goals are a universal call to action to end poverty, protect the planet and improve the lives and opportunities of people everywhere.

The 17 Sustainable Development Goals were adopted by all Member States of the United Nations in 2015, as part of the “2030 Agenda for Sustainable Development” which sets out a 15-year plan to achieve these goals.

- | | | | |
|---|--|--|--|
|  | <ul style="list-style-type: none"> • End poverty in all its forms everywhere |  | <ul style="list-style-type: none"> • Reduce inequality within and among countries |
|  | <ul style="list-style-type: none"> • End hunger, achieve food security and improved nutrition and promote sustainable agriculture |  | <ul style="list-style-type: none"> • Make cities and human settlements inclusive, safe, resilient and sustainable |
|  | <ul style="list-style-type: none"> • Ensure healthy lives and promote well-being for all at all ages |  | <ul style="list-style-type: none"> • Ensure sustainable consumption and production patterns |
|  | <ul style="list-style-type: none"> • Ensure inclusive and equitable quality education and promote lifelong opportunities for all |  | <ul style="list-style-type: none"> • Take urgent action to combat climate change and its impacts |
|  | <ul style="list-style-type: none"> • Achieve gender equality and empower all women and girls |  | <ul style="list-style-type: none"> • Conserve and sustainably use the oceans, seas and marine resources for sustainable development |
|  | <ul style="list-style-type: none"> • Ensure availability and sustainable management of water and sanitation for all |  | <ul style="list-style-type: none"> • Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss |
|  | <ul style="list-style-type: none"> • Ensure access to affordable, reliable, sustainable and modern energy for all |  | <ul style="list-style-type: none"> • Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels |
|  | <ul style="list-style-type: none"> • Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all |  | <ul style="list-style-type: none"> • Strengthen the means of implementation and revitalize the Global Partnership for Sustainable Development |
|  | <ul style="list-style-type: none"> • Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation | | |

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PRESENTATION ETHIAS

PROUD OF OUR VALUES

Our values are the foundation of our identity, our culture and our personality.

In a nutshell, they are the DNA of Ethias and were defined in 2018 with all Ethias staff:

♥ # Human

Humanity is at the heart of all our relationships which we treat with respect and empathy. We are a true partner to everybody we work with. For us, proximity and solidarity are no empty words.

*#Empathy #Respect #Proximity
#Team #Solidarity*

✓ # Commitment

Every day for more than 100 years, we have been committed to our clients, to our colleagues and to society in an efficient way. We are reliable, trustworthy and willing. This commitment also relates to ethics, which remains at the root of all our actions, and to our social responsibility.

*#Confidence #Trustworthy #Efficiency
#SocialResponsibility #Ethics #Responsible
#100years #Proactive*

👍 # ClientSatisfaction

This is the driving force of our activities and of all our actions. Through our mutualist origins, we emphasize on client contact possibilities and on exemplary service quality. Our accessibility, our efficiency, our flexibility speak for themselves and clearly contribute to the satisfaction of our clients.

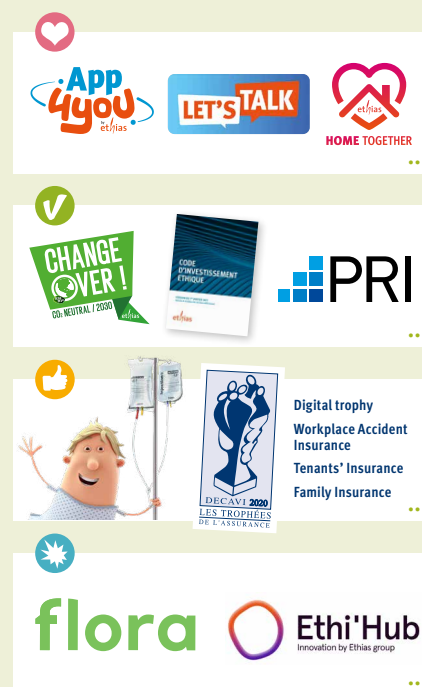
*#Accessible #Partner #Flexibility #Adaptability
#Efficiency #Simplicity #Agile*

★ # Enthusiasm

Because whatever happens, a heart beats within Ethias. Every day, we demonstrate energy, vitality, optimism and dynamism. This enthusiasm leads us to be creative and to undertake innovative projects.

*#Innovation #Vitality #Creativity #Energy
#Dynamism #Optimism*

Our values are expressed in daily life (when welcoming our clients, settling a claim, providing advice on prevention, etc.). They are also materialized when implementing our dynamic policy of corporate social responsibility (CSR), listening to the concerns of our policyholders, private individuals as well as public bodies.



OUR MISSION

Our mission is our raison d'être. In a clear and concise way, it presents what we do and how we stand out. It gives meaning to all our actions and makes us work together in the same direction.

Our mission is as follows:

Making insurance easier so as to bring you security, peace of mind and freedom of initiative, with innovative services and products.

As partner of your daily life, we put our expertise and our energy at your service.

Our mission lives on every day through the actions of all Ethias employees, which are reflected in the pages of this report.

OUR VISION

Our vision for the future is based on 3 pillars:



THE STRENGTH OF A GROUP

Building on the success of its unique model, Ethias has taken a new step in 2020 by further capitalising on the strengths and specificities of its subsidiaries to position Ethias as a value-generating group for all its stakeholders.



ethias

Ethias: 100 years of expertise in assisting clients with their needs to protect individuals and goods

NRB
DARING TO COMMIT

NRB: provider of ICT solutions and services with a European vocation

flora

Flora : 100% digital insurance

ethias
SERVICES

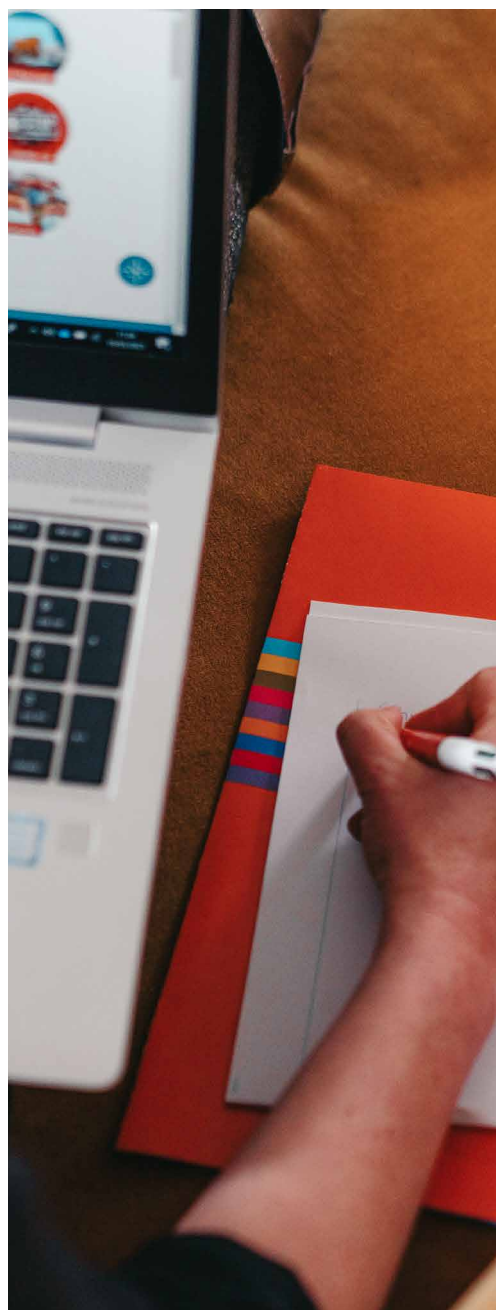
Ethias Services: development of innovative digital services and provision of expertise in actuarial, tax, financial, legal and prevention matters

IMA BENELUX
ASSISTANCE

IMA Benelux: development and services related to Car, Home and Health Care assistance

ethias
PENSION FUND

Ethias Pension Fund: a unique multi-employer pension fund in Belgium that offers the best solutions for financing pensions



From a strategy as an insurer to a strategy of integrated services for clients

A strengthened integration of the group's entities - through synergies, expertise and the talents of more than 5,000 employees - allows Ethias to accelerate the implementation of ecosystems and to position the company on a service offering that goes beyond the mere proposal of insurance contracts in crucial areas such as health, ageing, mobility and public services.

The strategy is based on 5 pillars:

- Offering extended **services**
- Developing **digital** and technological **innovations**
- Building **ecosystems**
- Creating **synergies** and pooling **skills**
- Building **partnerships** and rethinking the sales approach

INNOVATION HUB



Anticipating client expectations is vital for Ethias, which now relies on the strength of a group to reinforce its position as the #1 direct and digital company and leader in the public sector.

Ethias has set up an **Innovation Hub** to boost the creation of new services closely or remotely related to insurance. It is an **open, flexible and participatory** entity. Its team is composed of different and multidisciplinary profiles working with internal and external contributors. The Innovation Hub is a true space for **co-creation** and **experimentation**, for **accelerating and concretizing projects**. From post-it notes to prototypes, from testing to market introduction. The Hub is highly **consumer-oriented** and investigates user behaviour to find innovative solutions. This structure is also a **monitoring and analysis laboratory** that keeps an eye on what is most innovative so as to identify the most promising projects.



Ethi'Hub

Innovation by Ethias group

An **Innovation Board** composed of colleagues from Ethias, Ethias Services and NRB has been set up to **steer innovation at the Ethias Group level** in an intrapreneurial and agile mode. IMA is also integrated according to the common cases we work on.

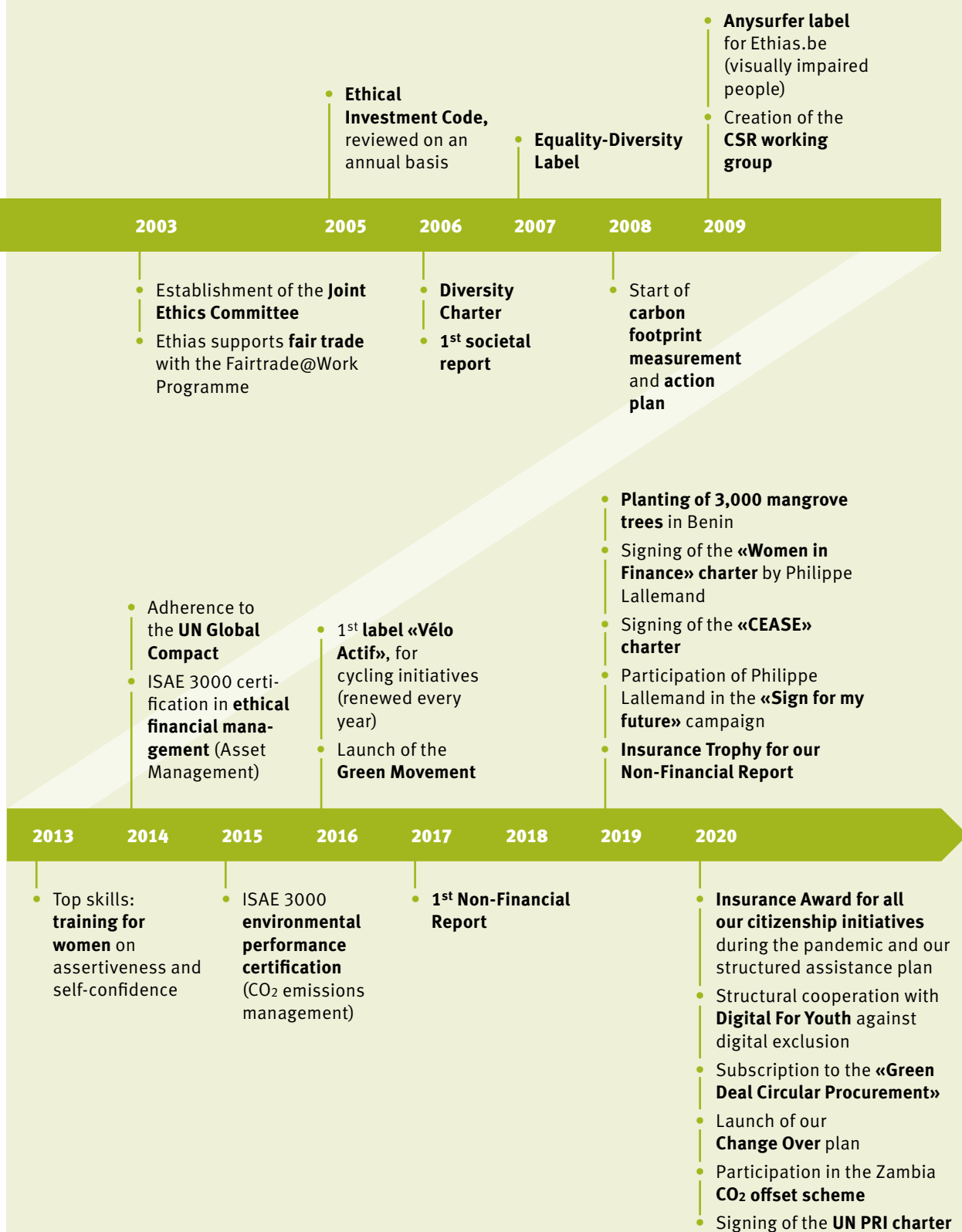
This approach accelerates our development thanks to the complementary nature of our 5,000 employees, for the benefit of our clients and society in general.

The 2020 initiatives detailed in this report are marked with a pictogram.



GENERAL FRAMEWORK

CSR AT ETHIAS: A PROVEN EXPERTISE



REVIEW 2020

Societal commitment

People / Profitability / Planet

Measures to help and protect against Covid-19

Staff / Clients / Belgian society / Company



PANDEMIC
TROPHY 2020

Climate



Towards carbon neutrality

Diversity

Gender / age / disability / origin

United Nations Global Compact

Adherence, responsibility
and commitments

17 Sustainable Development Goals of the United Nations

Approach rooted in
worldwide concerns



Finance



Socially responsible
and sustainable investor

Beyond insurance

An Ethias Group-wide strategy for more
integrated services for the benefit of its clients





PEOPLE

HUMAN
CAPITAL



MEASURES TO SUPPORT THE POPULATION DURING THE HEALTH CRISIS



Ethias anticipates the needs to play an active role in identifying solutions and implementing measures to contribute to the recovery.



Ethias brings the strength of its group to offer innovative solutions. It has invited the sector to reflect on how to cover pandemics in the future.



Ethias is involved in supporting hard-hit sectors such as culture and sport, notably by maintaining our sponsorship despite the cancellation of most events. It also distributed consumption cheques to all its staff to encourage the local economy.

Many specific actions have also been implemented for our clients.
The list can be found on page 29.

Financial emergency aid

As a social actor, Ethias provides financial emergency aid:

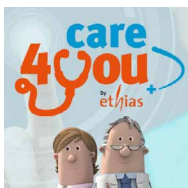
- **To the Red Cross:** through an exceptional donation, by inviting staff to support the Red Cross (call for donations and/or blood donations) and by relaying the call for donations
- **To Doctors Without Borders:** also through a donation to help them in their mission, in consultation with the Belgian health authorities, to provide specific assistance in the front line to hospitals, elderly people in rest homes and vulnerable groups such as migrants and the homeless
- **To the Domestic Violence Helpline in Wallonia:** through the donation of computer equipment (via our partner Digital For Youth) to optimise the handling of incoming calls and the management of the chat
- **To the professional helpline in Flanders for questions about violence, abuse and child abuse (1712):** through financial support for the information campaign on social media



Because we want quality education for all

- **Donation of 1,000 laptops** (equipped with headphones and software) to primary and secondary schools in the country (550 in Flanders, 420 in the Wallonia-Brussels Federation and 30 in the German-speaking region). In this way, we not only support distance learning, when necessary, but also the further digitalization of education
- **Donation of 175 PCs** to students in need. This operation is carried out in collaboration with **Digital For Youth**, an organization that aims to provide all young people in Belgium with safe and easy access to ICT
- Through its «**Let's Talk**» initiative, Ethias aims to help young people find the way to psychological help by offering them a total of 2,000 consultations. Any student insured by Ethias could contact a psychologist by phone from 18 December 2020 to 31 January 2021 (exam period) free of charge and in complete confidence. A conversation could last up to 50 minutes





Because we are committed to innovation



- **App4You:** In less than 3 weeks, a group of specialists from Ethias and NRB developed a digital aid and solidarity platform, free and accessible to all citizens. The name of this platform: App4You. Through this new application, volunteers and people in need can meet and help each other. This strengthens, if necessary, our position as the N°. 1 direct insurer
- **Care4You:** is a free and secure online teleconsultation tool. It is one of the most secure platforms in Belgium: access is only possible via the *itsme* application and no medical data is recorded or used for commercial purposes. It is available to all healthcare professionals with a NIHDI number (National Institute for Health and Disability Insurance)

Because co-creation is close to our heart

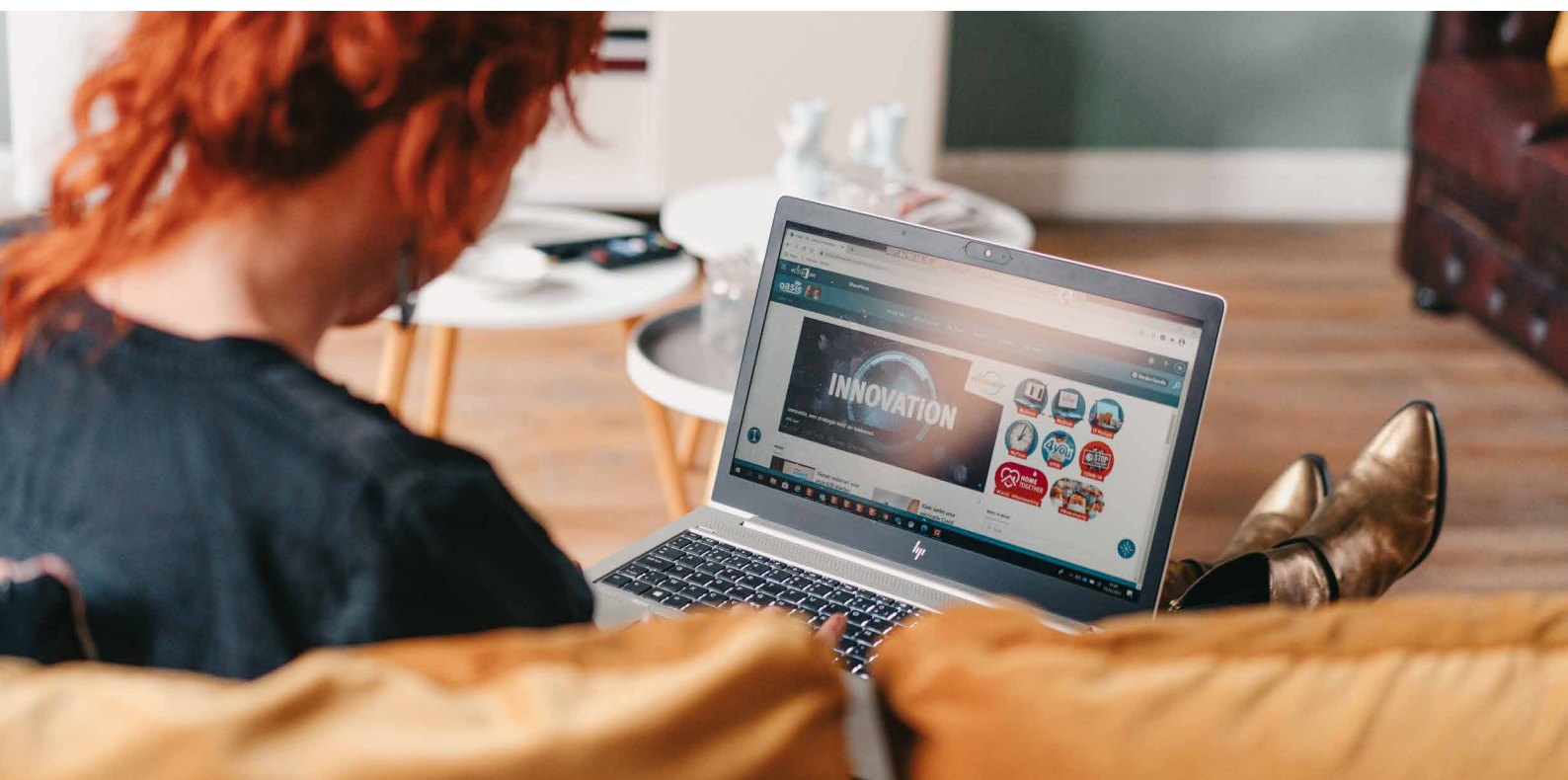
- Ethias took a financial stake in «**Endo Tools**», a ULB spin-off. This biomedical company has succeeded in developing specific connectors to convert masks into emergency breathing devices for COVID-19 patients. Thanks to the financial support of Ethias, this company has been able to provide around fifteen hospitals with such emergency equipment. It is of course Ethias' wish to continue its commitment to the health ecosystem
- **Support to the VUB Consortium:** this consortium brings together academia and industry to provide emergency equipment for medical staff. Thus, with the support of Ethias, recreational masks could be transformed into protective equipment for hospital staff treating COVID-19 patients

Because we know that sport is essential

- Ethias decided to **provide financial support to sports federations** by purchasing part of the prevention equipment, including hydro-alcoholic gel dispensers and floor markings that draw attention to social distancing rules and hygiene guidelines to ensure the safety of users

Because culture is a weapon against ignorance

- Ethias wants to **support culture** by distributing 1,500 prevention kits to Belgian cultural organizations
- Ethias is committed to the revival of the cultural sector through a donation to **Artistes du Coeur** / Hart voor Kunstenaars, a national crowdfunding campaign launched by the Union des Artistes asbl and Artists United vzw





PROTECTING EMPLOYEES

Its human capital is invaluable to Ethias. During the pandemic, Ethias was able to react very quickly to ensure the continuity of its activities while protecting its staff at all levels.

Working from home (WFH)

Telework, required by the Federal Government since March 2020, meant that almost all Ethias employees had to work full-time from home for a long period of time. Ethias managed to roll out the WFH procedure very quickly. Ethias is also understanding towards employees with children who are working from home. The company takes a flexible approach to colleagues who have to collect their children from school or the nursery. If they have any problems with childcare, the Human Resources Department will advise and assist them.



A «Home Pack» for everyone who works from home

In addition to a laptop and headset, the necessary WFH equipment is provided to all employees concerned. Ethias also covers the cost of the internet connection at home. Employees were also able to purchase ergonomic office chairs at a reduced rate thanks to the group purchasing principle.

1 079 employees received a Home Pack in 2020

«MS Teams» as a new, common communication tool

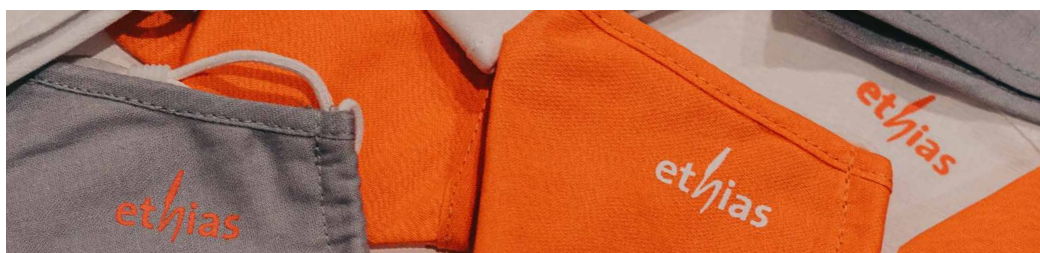
«Teams», the MS Office365 tool for (video) calling and chatting, was put into use just before the start of full-time working from home. In 2020, however, the tool was rolled out further at breakneck speed. It has now become the preferred communication tool within Ethias. Employees were informed about its functioning via Oasis, the company intranet, and a «Lunch & Learn» session, among others.

Health measures

Ethias has also taken the necessary measures to protect the health of its employees.



Each employee received **5** verified and certified washable mouth masks.



The necessary health and safety measures were also implemented **during the periods when the 50/50** principle was prevalent (working part-time at the office and part-time from home, with teams A and B) and for the limited number of colleagues who had to be present in the office. Disinfectant hand gel, signs for internal circulation, more intensive cleaning of the office environment ...

For the **regional offices**, these measures were extended to include plexiglass screens, pedal bins, adapted air ventilation, disposable masks, information and instruction signs, etc. To guarantee the safety of the office staff and to ensure business continuity, work in the offices is done by appointment (in teams A and B: 1 week in the office and 1 week working from home).

The necessary safety equipment was also provided for **the inspectors**. Office workers, inspectors and colleagues of the DIM department can also be tested monthly, on a voluntary basis, for COVID-19.

«Ring-Ring»: everyone always in the know



When an emergency occurs, Ethias can communicate with its employees by sending a text message to their smartphones through the «Ring-Ring» service. The service is designed to deal with a variety of acute situations, such as buildings suddenly becoming inaccessible, demonstrations, bad weather conditions, etc. In 2020, Ring-Ring was initially rolled out to inform Ethias employees of urgent news concerning COVID-19, such as the start of full-time working from home.

Job security for all employees



During the pandemic, all Ethias employees were able to continue working. According to their competences, a number of employees, with reduced workload in such times, helped out other departments. They include the employees of the Events department and of the staff restaurant.

WFH bonus and meal vouchers



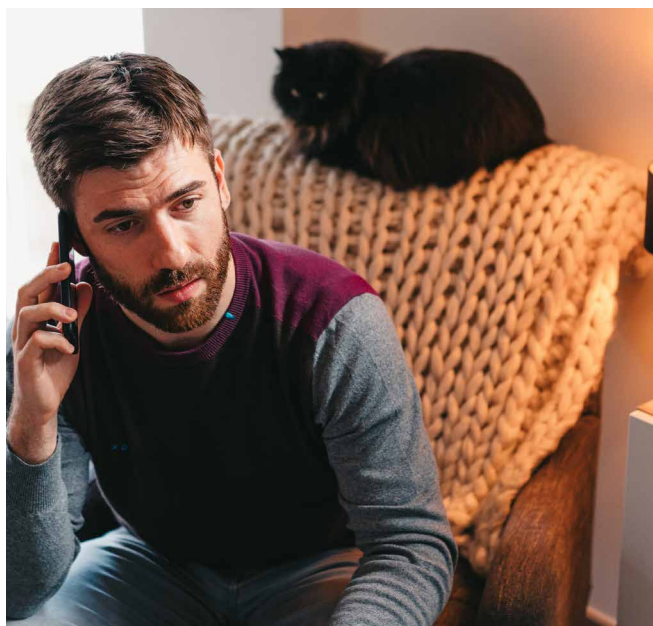
Working full-time from home entails additional costs for employees. Because Ethias is aware of this, it decided, in consultation with the trade unions, to provide meal vouchers (6 euros per working day) for all employees, plus a WFH compensation (a working-from-home premium of 2.5 euros per day worked).

Social elections

For the first time, the social elections took place entirely online: from campaigning to voting.



1,321 employees casted their vote
(850 for Liège, 471 for Hasselt)



PREVENTION OF PSYCHOSOCIAL RISKS

Psychosocial risks are permanently monitored at Ethias. However, the health crisis also brought additional challenges in terms of psychological well-being. Ethias has therefore deployed additional tools: tools that its employees can use to remain mentally balanced during an exceptional period. Alongside the existing offer, Ethias now has an extensive range of tools.



MyMindScan



MyMindScan (MMS) is an online tool that maps out mental resilience. Using six scientifically validated factors, MyMindScan determines the changeable resilience and personal profile of each colleague. In a personal report, each colleague receives individual results and general advice, together with a “mental passport”. By regularly re-measuring the data, Ethias is able to monitor the evolution of the results of the teams and for the company as a whole. Naturally, everything is done in accordance with privacy guidelines and individual results remain extremely personal, unless with the employee's explicit consent.

47% of employees participated in MyMindScan



My Workplace Options' Hotline



Employees who – for example after their participation in MyMindScan - feel the need to talk to a psychologist, are offered the possibility to contact (anonymously) the hotline of the organization «Workplace Options».

Through this helpline, professionals offer free psychological assistance in case of need for emotional support.

Furthermore, in 2020, the necessary preparations were made for the complete «Employee Assistance Programme» of Workplace Options, with an even wider range of services, such as practical help or coaching sessions (for both employees and their families).

Figures on the number of employees who have contacted the hotline are confidential.



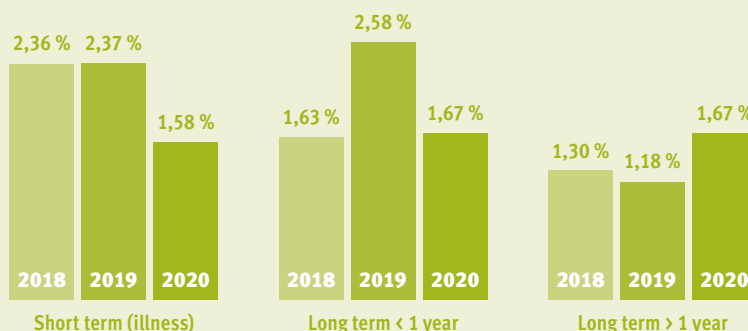
Reintegration

Since 2017, managers have been given training on burn-out prevention.

A formal and informal procedure for the reintegration of people with long-term illness was initiated, with the support of employee representative organizations, the Human Resources Department and the confidential counsellors

90 people were involved in the formal and informal reintegration procedure in 2020

Absenteeism rate





Psychosocial Unit

The tasks of the psychosocial unit consist of receiving and listening to staff members, counselling people who want to find a balance between their private and professional life, following up and supporting long-term sick people (visits, contact, etc.) and helping them return to work, attending funerals of first-degree relatives of staff members (parent, child, spouse), organizing the annual flu vaccination campaign and organizing blood collections.

The psychosocial Unit has 6 members
(4 in Liège and 2 in Hasselt)

Blood donation

For many years, Ethias has been encouraging its employees to donate blood and giving them the time and space to do so. A blood donation was organized in Liège at the beginning of March 2020. Other actions could not take place due to the COVID-19 circumstances.

169 employees donated blood in Liège

Annual flu vaccination

Every year, all employees can be vaccinated against flu (influenza) free of charge. Because the Interministerial Conference on Public Health had decided to change its strategy for 2020, the flu vaccination campaign at Ethias was also adapted. Employees in a risk target group or over 50 years of age were given the opportunity to be vaccinated. They could make an appointment for this at Cohezio (External Service for Prevention and Protection at Work).

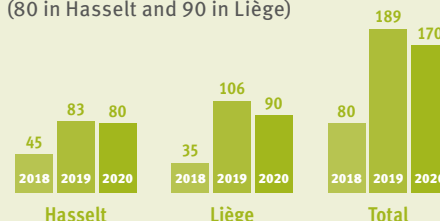
69 people were vaccinated
(free of charge) against influenza
(28 in Hasselt and 41 in Liège)



Confidential counsellors

The members of the psychosocial unit also act as confidential counsellors. They are competent to manage all psychosocial risks related to work. Their role is broad since they can help employees with all issues related to violence at work, moral or sexual harassment, but also those related to stress, burn-out, conflicts ...

170 people called on
a person of confidence in 2020
(80 in Hasselt and 90 in Liège)



3 new confidential counsellors
were appointed in 2020
(2 confidential counsellors
and the psychosocial advisor)

Psychosocial advisor

Since May 2020, Ethias has a psycho-social advisor. His position is new and in line with the desire to make Ethias a leading company where performance and well-being at work go hand in hand, in accordance with its values. Today, more than ever, it is important to take into account the impact that organizational changes and, in general, the different activities within Ethias can have on employees. The changing world of work, digitalization (in which Ethias is a leader), working from home (which changed dramatically in 2020) and the NWOWs (New Ways Of Working) are all profound changes for which some employees may need support.

In this respect, the psychosocial advisor helps **integrate the human dimension into all aspects of work and offers support in specific situations.**

The psychosocial advisor acts as a link between Human Resources, the internal and external prevention services (Cohezio), the social service and the confidential counsellors, but also includes change management, communication, relations with employee representatives.

The aim is to promote the well-being of all employees even more and to further develop the psychosocial unit.



Psychosocial Risk Survey

Between March and May 2020, a survey on psychosocial risks at work took place. It sought to find out what the employees consider to be points of attention for optimizing their mental well-being at work.

75% of staff participated in the Psychosocial Risk Survey

Concerning well-being at work, 2 out of 3 employees gave well-being at work a score between 7 and 10 and 90% gave an average to high score!

Concrete actions were set up, which are interwoven with the action points that resulted from the Employee Engagement Survey, such as the «Lunch & Learn» sessions. The Psychosocial Risk Survey also formed a good basis for the implementation of the «MyMindScan» and «My Workplace Options» tools.

First-aiders

Around fifty trained first-aiders are spread throughout the company.

The first-aid team provided assistance to **14** people in 2020
(2 in Hasselt and 12 in Liège)

There are **56** first-aiders at Ethias
(43 in Liège and 13 in Hasselt)

49 first-aiders followed an online theoretical refresher course
(37 in Liège and 12 in Hasselt)

Unplug@ethias

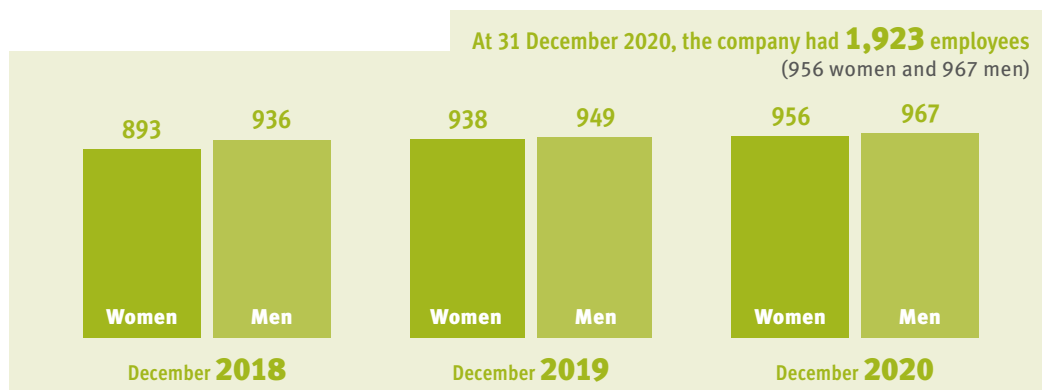
In order to prevent burn-out, a pilot project has been launched in Hasselt in collaboration with the Impulse Music School. Taking music lessons is often not compatible with work schedules or family life. With the help of Impulse, Ethias tries to solve the situation and wants to create a positive relationship between employer and employees by allowing them to clear their heads through music. While Ethias provides a pleasant room, Impulse takes care of the teachers, the instruments and the individual lesson programme based on the interests of each employee. In 2020 (due to the pandemic), lessons were only held in January. We are currently looking for a new music school.



SOCIAL COHESION (IN TIMES OF CORONA)

Ethias would be nothing without the strength and commitment of its 1,923 employees! For Ethias, social cohesion and the well-being of its staff are therefore an absolute priority, directly linked to its values and in line with its CSR commitments.

The cohesion of its working community has always been one of Ethias' strengths. Despite the necessary (and sometimes complex) working-from-home environment, Ethias has continued to **focus on dynamic, authentic and proactive internal communication** to strengthen its cohesion in these difficult times.



A respectful, collaborative and responsible social dialogue has always been part of Ethias' corporate culture. This social cohesion has allowed the company to go through a century of existence.



Home Together



We are in an exceptional period that undoubtedly raises many questions for the Ethias employees as well. Practical questions, but also concerns about full-time working from home, loneliness or COVID-related stress. Ethias wants its employees to know that they remain supported and, hence, is proactively looking for solutions to get through this period in the best possible way. That is why the «Home Together» campaign was set up. This is an internal communication campaign that offers numerous tools. It is an umbrella campaign, as the psychosocial unit, the Ethias Staff Association, the Human Resources department and the prevention advisors are all involved.

#HomeTogether, because Ethias wants everyone to feel at home within its company, always and everywhere!



Increasing the well-being and involvement of all staff members has been the source of several innovations:



New Oasis

Oasis is the company intranet of Ethias. In 2020, it got a thorough makeover. Not only did it become more visually attractive, but also more convenient to use. In addition, a more contemporary communication style was chosen. Furthermore, interaction between colleagues is now possible thanks to the option of liking news items or leaving comments.



Good Morning & Coffee Break

Messages that appear on the company intranet under the name «Good Morning» or «Coffee Break» are blog posts in which a lighter theme related to Ethias is addressed. In this way, the communication team tried to provide a more light-hearted and cheerful note in a sometimes challenging period. Given its success, they will become permanent items.



G-ALL CEO

Ethias' social dialogue is one of the assets for the company's stability, growth and future. As part of approach, the CEO sends out a general e-mail message to all his colleagues every Friday. To inform them about new developments and projects related to the company, but also to show his commitment and to give them a boost in these special times.

Lunch & Learn

In 2020, 12 «Lunch & Learn» sessions took place via MS Teams. During these informal learning moments at lunchtime, Ethias employees gave a presentation on a subject that they themselves are closely involved in, but which all their colleagues might find interesting to know more about. Hence, these L&L's have become interactive sessions where colleagues can ask questions via chat and give feedback.

The topics of 2020:

- Business automation for managers
- Efficient meetings
- Teams: Office365 tool
- OneNote: Office365 tool
- MyLearning: the Ethias training platform
- Stress management
- Stress management, ergonomics & relaxation
- 5S: a Japanese tidying method that Ethias has also used for its computer disks
- Project Management for Dummies
- Flora: the independent start-up of Ethias
- New Oasis: the new company intranet
- GDPR: how to report a privacy incident?

12 «Lunch & Learn» sessions were organized in 2020

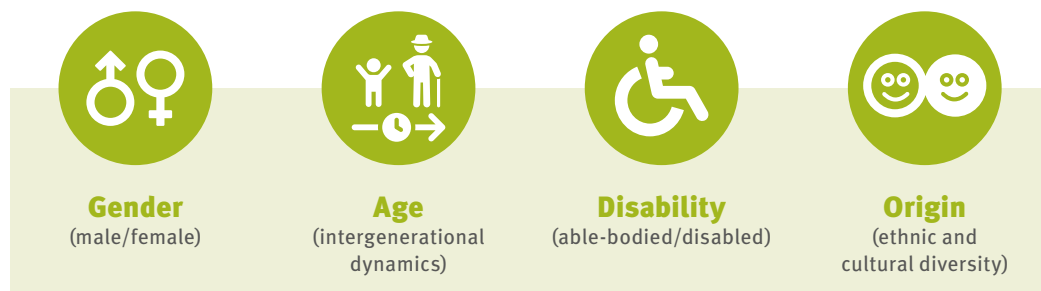
28 Ethias employees presented one or more sessions

97% of colleagues who attended a session indicated they were satisfied with it

80 participants per session on average
(French and Dutch combined)

DIVERSITY

At Ethias, diversity is based on the following 4 axes:



In 2006, Ethias adopted an **internal diversity charter**. The purpose of this charter is to prohibit any form of direct or indirect discrimination and to promote a proactive approach in this area. The concept of diversity includes several aspects such as: male/female, able-bodied/disabled, ethnic and cultural diversity, etc.

In 2007, this approach earned the company a **Diversity Label**. Actions in favour of different aspects of diversity (gender, disability & age) have been regularly put in place.



Gender (male/female)

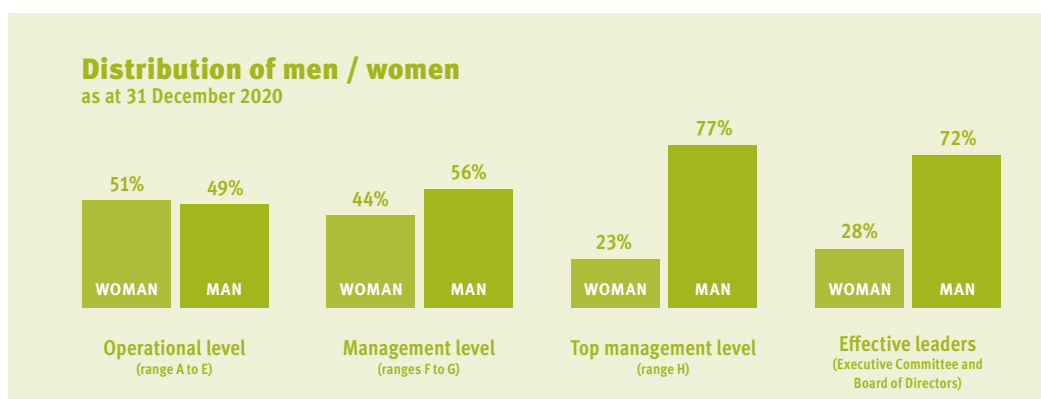


Women in Finance charter

The fight for gender equality has long ceased to be an exclusive women's issue. More and more companies are aware of the added value of female talent in the workplace, a wealth that is also directly reflected in companies' good results. However, there is still a lot of work to be done and that is why the financial sector wants to make extra efforts to promote gender equality.

To remain a strong and sustainable business, it is essential that men and women work together to promote an inclusive corporate culture and allow female talent to flourish. The Women in Finance Charter is an initiative of the financial sector (Belgian Financial Forum) and several institutions that founded the association «Women in Finance Belgium». In this way, financial organizations are united, gender diversity is promoted and best practices can be shared.

On 17 June 2019, a number of Belgian financial companies signed this charter. As a socially responsible insurer, Ethias was among the first signatories.



On the basis of these measurements, we note that there is still an imbalance in the management functions within Ethias. The action plans for the coming years will gradually lead us to more equality at all levels.



Age (intergenerational dynamics)

Training courses on «Working longer, a challenge»



In order to best support employees throughout their careers, the Human Resources Department has set up individual training courses for the over-45s. The reflection conducted during these sessions helps people to measure whether they are satisfied with their current position, whether they wish to take on an additional challenge in another department or opt for a specific coaching.

An external coach helped the participants to ask themselves the right questions and find the best possible answers in small groups. The focus was on what the individual himself can do to progress as a staff member within Ethias.

56 employees followed this training in 2020

The average age at Ethias is 45 years and 8 months

YouthStart



YouthStart is a non-profit organization that stimulates self-confidence among young people in search of opportunities, offers them the possibility to make their dreams come true and promotes their professional integration. Each participant must develop his/her own business plan and present it at a Certification Day. Trainers, coming from the business world and eager to pass on their passion and experience, accompany them throughout the process. In 2018, Ethias entered into a three-year partnership with YouthStart.

In 2020, no certifications took place within the Ethias building due to the COVID-19 context.

However, Ethias continued to support YouthStart financially in 2020 so that this association could adapt its functioning to the new circumstances.

Disability (able-bodied/disabled)



Accessibility

Of our 37 regional offices, 32 are accessible to persons with reduced mobility (26 offices have an adapted layout and 6 are equipped with an access ramp or lift).

A personalized welcome is the first service provided to people with a disability:

- **General attitude and behaviour:** courtesy, a listening ear, friendliness (e.g. availability of a notebook and ballpoint pen for people with hearing disabilities)
- **Mobility:** wide zones and walkways without obstacles
- **Interior design of premises:** seating, lighting, portals, sanitary facilities, etc

Partnership with Passwerk

Passwerk uses the qualities of people with autism spectrum profiles and normal abilities for software testing. Thanks to the professional support provided by job coaching, the limitations of employees with autism spectrum profiles are compensated for. Passwerk is a unique concept: it combines an economic dimension with a social dimension and offers them as added value to clients. Passwerk's organization adapts to the profile of its employees, not the other way round. Services, employees and their development occupy a central position in the company. Since 2020, Passwerk has been helping Ethias with operational work on the Ethias website, which is undergoing renovation.





Origin (ethnic and cultural diversity)

Duo for a job



Each mentor older than 50 years accompanies and advises a young person in his or her search for work. This provides the young person the opportunity to call on the mentor's years of professional experience. The intercultural and intergenerational dimension of this mentoring is one of its riches. In 2020, a number of duos remained active, in a way that was obviously in line with the COVID-19 measures. Ethias continued to support DUO for a Job financially in 2020 so that the association could adapt its operations to the new circumstances.



Be Face

On 5 March 2020, 12 staff members participated in an information session during which Be.Face explained its projects. However, the desired training sessions could not take place afterwards due to the lockdown measures. Ethias continued to support Be.Face financially in 2020 so that this association could adapt its functioning to the new circumstances.



Mentor2Work

This is an employment project of the Minority Forum in Flanders bringing jobseekers with qualifications or experience and from an immigrant background in contact with mentors.

3 employees were trained and became «Mentor2Work»

Fight against poverty



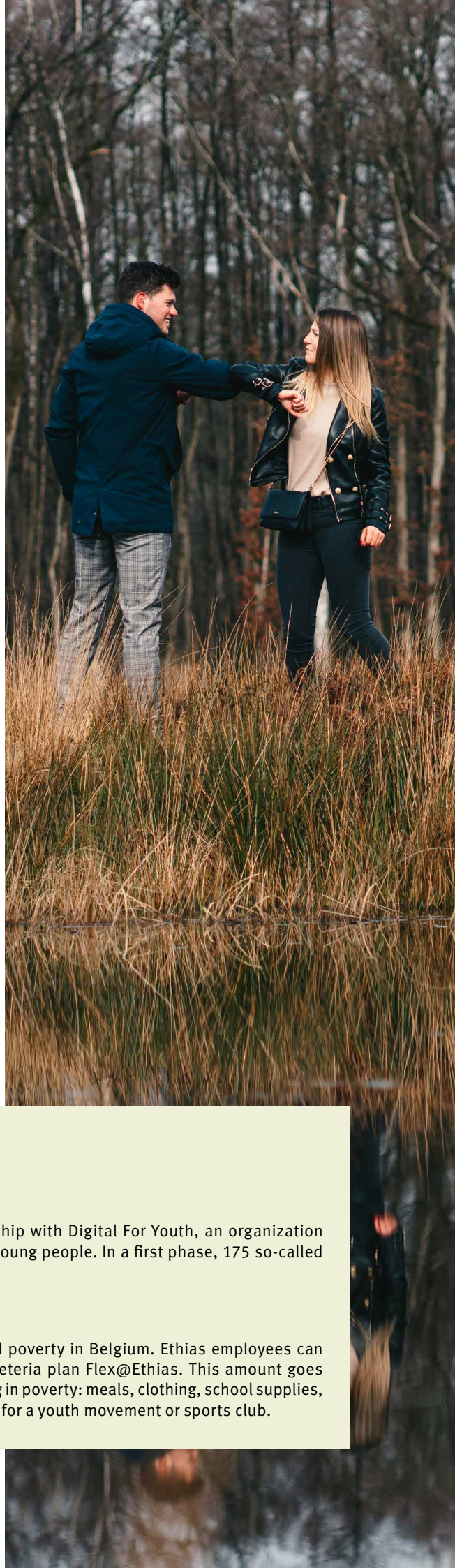
DigitalForYouth

In 2020, Ethias launched a structural partnership with Digital For Youth, an organization committed to fighting digital exclusion among young people. In a first phase, 175 so-called end-of-life PCs were donated.



Pelicano

Pelicano is committed to the fight against child poverty in Belgium. Ethias employees can choose to donate a certain amount via the cafeteria plan Flex@Ethias. This amount goes towards the basic needs of Belgian children living in poverty: meals, clothing, school supplies, visits to the doctor, but also the registration fee for a youth movement or sports club.



REINVENTING HUMAN RESOURCES



Ethias is an attractive and dynamic employer. It offers its employees various opportunities to evolve in captivating and varied professions, far from insurance clichés, while promoting a work-life balance.

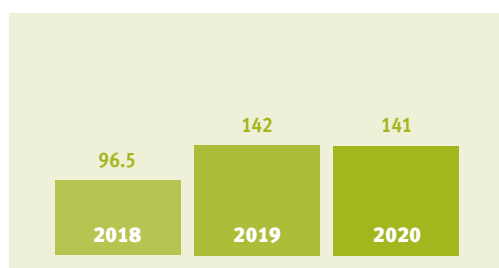
A fulfilling work environment, an open and humane corporate culture and values that reflect one's own: these are all criteria that play a decisive role in the decision of a future employee.

To ensure the enthusiasm and progress of its employees, Ethias has set up a series of tools to enable them to evolve in their profession.

Welcoming new employees

The Talent Managers also managed to recruit the right profiles in 2020. The application process was adapted to the circumstances and mainly took place via video conferencing.

141 people were hired in 2020
(75 women and 66 men)

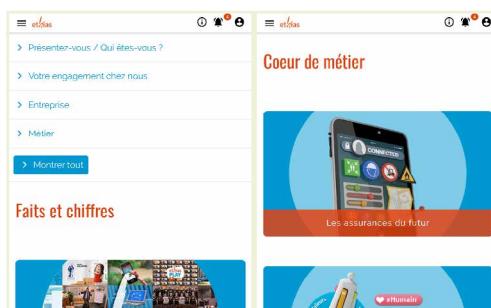


The application procedure for 64 new employees was conducted entirely remotely, via MS Teams



Onboarding app

COVID-19 also did not stop Ethias from warmly welcoming its new employees. As part of the company's **phygital** strategy, Ethias has implemented a new **onboarding** procedure that has been operational since April 2019. Through the **Onboarding app**, new employees can get to know the company better even before their first day at work has started. This way, they feel more involved and will be more productive in their job faster. On their first day at work, new employees are welcomed to the office by their manager or by a member of the HR department who hands them their Home Pack.

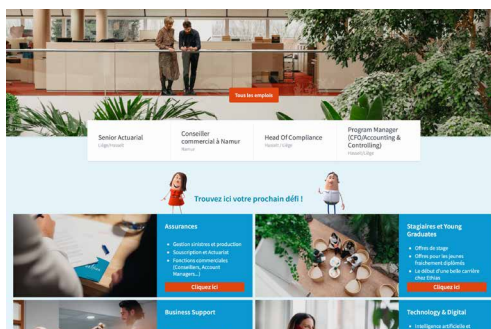


In 2020, employees who started their career at Ethias in 2019 or 2020 were polled on their feedback about the Onboarding app via a questionnaire. Based on these results, the procedure can be further improved.

119 employees who started in 2019 and 2020 completed the survey

New jobsite

A jobsite that should make it even more attractive for talent to apply for a job at Ethias: that was the objective in creating a new recruitment site. A clear structure, attractive layout, texts that reflect what Ethias stands for, pictures in which Ethias employees shine, a presentation of the application procedure and of the Talent Managers, and so on, were all used to achieve the intended result. The new jobsite was officially launched in April 2020.

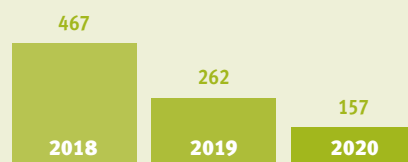




Talent Management Policy

In order to combine the right talent with the right function, Ethias continued in 2020 the Talent Management Policy that was initiated in 2017. Investment in training, including techniques, has been intensified and a specific change management programme has been put in place. To ensure the enthusiasm and progress of its employees, Ethias has set up a series of tools to enable them to evolve in their profession.

157 internal transfers thanks to the Talent Management policy in 2020



A reorganization process took place in 2018



Development of management competencies

In 2019, the Human Resources Department launched a new management skills development programme called «**Leadership@Ethias**». In 2020, the course of the Operational Managers continued. However, the training was stopped prematurely due to the changed work situation because of the COVID-19 crisis. In 2021, they will pick it up again, together with the Field Managers.

Leadership@Ethias

This innovative approach stimulates the creation of a new culture in which managers can continue to develop as individuals and, at the same time, better equip themselves to lead the company in its evolution. For 2020, the Executive Committee has selected four key competencies that today's and tomorrow's managers must develop further:

- Business Minded
- Intellectual Agility
- Inspiring Leadership
- Enabling Change

These competencies should enable them to optimally support the roll-out of the Ethias strategy.

85 managers took part in the management development programme in 2020

MyLearning: easier to use

In order to adapt to a constantly changing profession, to promote professional development and to encourage internal mobility, it is essential to provide our employees with effective tools that meet their expectations.

1 971 e-learnings followed in 2020

In order to optimize the offer and access to training, the new «MyLearning» platform was inaugurated in 2019. In 2020, the use of the tool was simplified. The starting page is more conveniently arranged and employees can see the information that is of interest to them at a glance. Open access was also created for certain e-learnings. In this way, training courses are now literally more accessible for everyone.

10,11h: average number of training hours per employee in 2020 (8,89h in 2019)

Employee Engagement Survey: for a better working environment

In 2019, Ethias employees took part in the first Employee Engagement Survey. Their Engagement and Enablement (viz. the resources the working environment provides to do the job well) were assessed. Points for improvement are opportunities for Ethias to grow, to optimize the working environment for its colleagues - the driving force of the company.

The results translated into, among other things:

- The weekly e-mail message from the CEO to all colleagues (the «G-all CEO»)
- The «Lunch & Learn» sessions
- «Open access» for certain e-learnings on the training platform «MyLearning»
- A «Wall Of Fame» in the Sales North department. During the monthly meetings, a number of successes are projected and discussed virtually



PLAN «ETHIAS TOMORROW, MOVE TOGETHER»



Companies must be able to adapt quickly and continuously, both in a constantly changing environment (new players, new insurance models, technological developments, new client habits, etc.) and in an increasingly demanding competitive and regulatory environment.

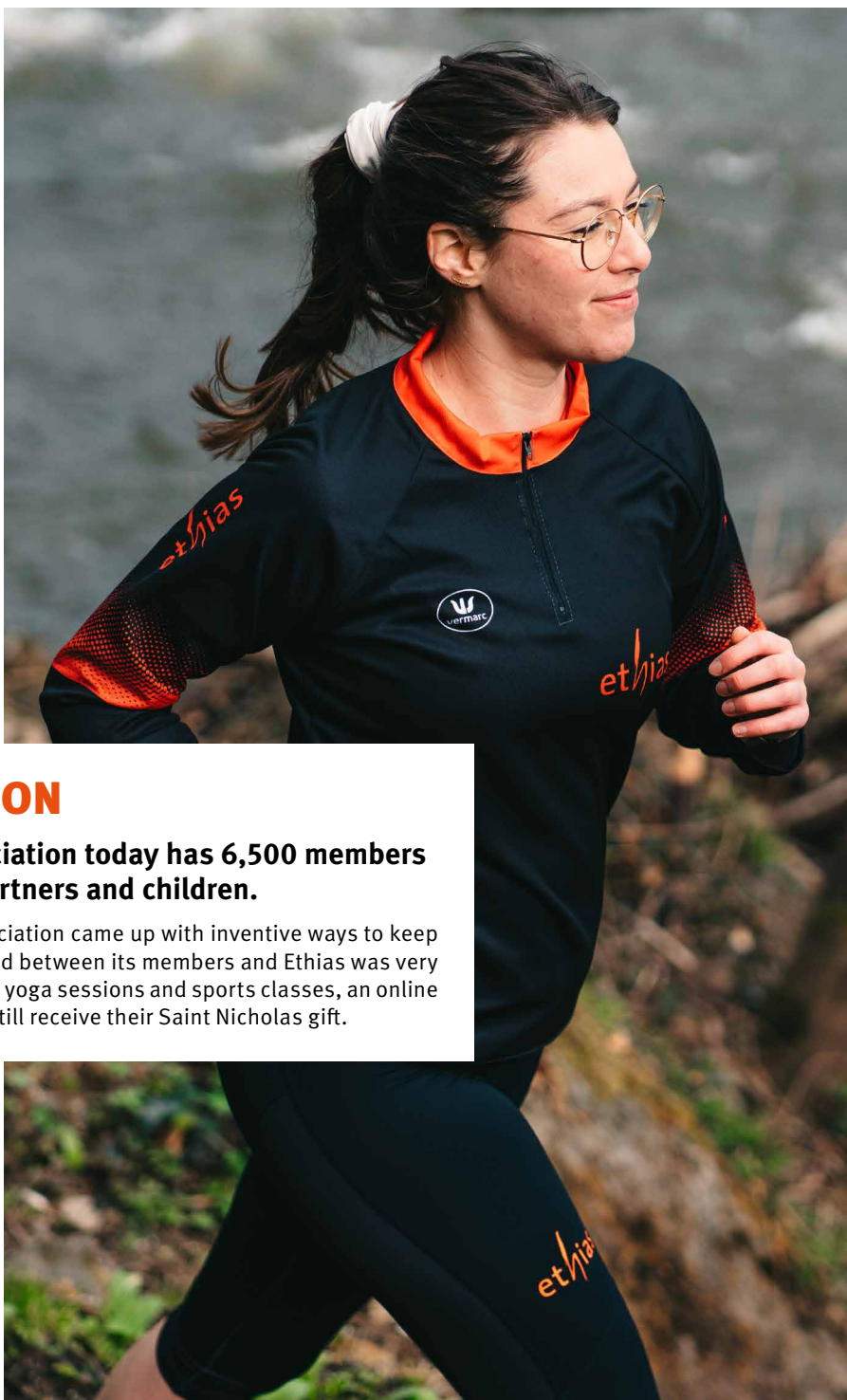
Faced with these observations, and to meet our strategic ambitions, the Ethias organization was redesigned in 2019. This transformation plan, which continues in 2020, has been named «Ethias Tomorrow, Move Together» and aims to strengthen the organization to achieve its ambitions as the N° 1 Direct insurer, the N° 1 Digital insurer and the N° 1 insurer of the Public Sector.

Field Managers



The step towards «tomorrow» in 2020 was the implementation of the **Field Manager** role. It combines and replaces several other functions, such as the functions of “Teamleader” and “Teamcoach”. The «**people management**» aspect is now even more central. The colleagues involved can count on the guidance of the Human Resources Department in this change. This is partly thanks to the leadership programme «Leadership@Ethias», which included a special training course for Field Managers. The project was launched in 2020.

131 Field Managers were involved in the start-up



ETHIAS STAFF ASSOCIATION

Founded in 1959, the Ethias Staff Association today has 6,500 members (active and retired colleagues), their partners and children.

During the lockdown period of 2020, the Staff Association came up with inventive ways to keep its activities going. Its role in strengthening the bond between its members and Ethias was very important in these special times. It organized virtual yoga sessions and sports classes, an online quiz and made sure staff members' children could still receive their Saint Nicholas gift.



PROFITABILITY

OUR ACTIVITIES
AT THE SERVICE
OF OUR CLIENTS



OUR POLICYHOLDERS: BEING ABLE TO COUNT ON SOMEONE CLOSE

From the first wave, a series of actions were taken according to the needs and requirements, in a fast and specific way.

Providing peace of mind to private individuals, self-employed and liberal professions

Ethias has created a platform with virtual advisors and a live chat dedicated specifically to COVID-19 (accessible from 8 a.m. to 8 p.m. on weekdays and from 8:30 a.m. to 12:30 p.m. on Saturdays) in order to help as best as possible during this uncertain period.

Measures to facilitate the payment of premiums due in these difficult months were also quickly offered:

- Facilitation measures for payment deadlines by means of a message systematically accompanying the dispatch of expiration notices
- Suspension of all registered premium reminders
- Adaptation of the conditions of the “Car” contract beyond the due dates in order to reduce the premium: switch to the “less than 10,000 km” rate, reduction of the Omnium formula, suspension of certain optional guarantees, etc.

In addition, concrete measures were put in place to support, help and protect each insured person:

Cancellation Insurance: financial compensation for the whole portfolio. Flat-rate compensation for the reduction of the «travel» risk during the lockdown period and during the restrictions of the deconfinement period.

- Temporary formula: printing of a voucher valid for two years and corresponding to the premium paid for a trip scheduled between 13 March 2020 and the end of the measures prohibiting the originally planned trip
- Annual formula: two-month discount on the next premium when renewing the contract

Car Insurance: financial compensation for clients in temporary COVID unemployment. A discount of two months on the annual premium (Civil Liability and additional guarantees included) applicable to the next premium when renewing the contract.

Health care

- Elimination of pre-hospitalization periods
- Elimination of the waiting period for new contracts taken out before COVID-19

Continuity in collective coverages taken out by the employer on behalf of employees for persons in temporary unemployment

The measures relating to rental liability and car insurance have also been extended to the **self-employed and liberal professions**, provided that the persons who apply to us can provide proof that they benefit from a specific support measure put in place by a (regional) government.



Supporting public sector commitment and volunteer involvement

Policyholders have been able to benefit from regularisations in Workers' Compensation / Civil Liability, and car fleet premiums have been adjusted in the event of vehicle immobilisation during lockdown periods

Civil Liability and Bodily Injury: free liability coverage for volunteers in the context of activities organized by the insured entity and related to the assistance provided in the framework of the COVID-19 crisis, as well as the consequences of any bodily injury that may occur to them (on the way or during the activities), excluding the consequences of a COVID-19 infection.

Civil Liability coverage was extended during the holiday period, when schools, which are normally closed at that time, ensured continuity in accordance with government measures for the COVID-19 crisis. The coverage of this insurance is also acquired free of charge for pupils from other schools and for children of teaching or supervising staff who accompany their parents and who could be victims of a physical accident.

Guarantee extension: teaching staff will continue to be covered by the school's liability insurance for any damage they might cause to third parties:

- In the context of distance learning
- In the context of assignments they would carry out on behalf of the school with the school's consent

Vaccination centres

In 2021, Ethias will also cover the Civil Liability and Bodily Injury of professionals and volunteers mobilized in the framework of the implementation of the vaccination plan.



Supporting the hospital sector

Various free extensions of coverage have been granted to hospital staff and volunteers:

- **Civil Liability / Bodily Injury / Professional Liability** for all volunteers called upon, including medical and nursing students and retired doctors. This means that Ethias covers, free of charge, the liability that volunteers might incur in the framework of these activities organized by the insured entity
- **Medical Liability:** under the «Professional Civil Liability» contracts, the coverages apply when the insured persons are required to work outside their usual specializations and/or skills. Activities related to teleconsultation are also covered
- **Seconded personnel:** staff members who are seconded to other activities continue to benefit from the various insurance coverages taken out
- **Additional extension:** the guarantee extensions for hospitals also apply to residential care centres, home care organizations (family assistance & home nursing) and to psychiatric hospitals

Supporting the education sector

Civil Liability coverage was extended during the holiday period, when schools, which are normally closed at that time, ensured continuity in accordance with government measures for the COVID-19 crisis.

- The coverage of this insurance is also acquired free of charge for pupils from other schools and for children of teaching or supervising staff who accompany their parents and who could be victims of a physical accident
- **Guarantee extension:** teaching staff will continue to be covered by the school's liability insurance for any damage they might cause to third parties: in the context of distance learning and in the context of assignments they would carry out on behalf of the school with the school's consent

Supporting sports federations

During the second wave, Ethias decided to:

- Reduce by 25% the cost of **sports insurance** for federations (bodily injury policies)
- Extend the **Civil Liability and Bodily Injury guarantees** for school policies to cover distance learning courses
- Extend the **Bodily Injury coverage** for students taking a physical education class online with their teacher and for exercises required in this context

OUR PRODUCTS



Ethias' ambitions: to have a positive impact on Belgian society, to contribute to a greener Belgium and to influence societal behaviour in terms of mobility.

Ethias is fully engaged in the energy transition and rewards responsible behaviour through all its insurance products (from mobility over health to housing) and through all its services. Some concrete examples:

- Insurance «Less than 10,000 km»
- Specific tariff for green vehicles
- Specific offer «Ethias Young Drivers»
- Affordable basic insurances for more solidarity
- Soft mobility covered free of charge in the Family insurance
- Or the automatic coverage of eco-installations (solar panels, photovoltaic panels, heat pump, etc.) included in the Home insurance

In addition to the actions related to the COVID-19 crisis (see page 29) 2020 was once again a dynamic year for our CSR approach, with numerous new products and services.

For our retail clients

Health

Our wish? To complete the range of healthcare products to ensure affordable and accessible care for all.

Ethias Hospi Quality:

A brand new hospitalization insurance that meets the needs of one Belgian in two!

The COVID-19 crisis once again demonstrates the importance of quality hospital insurance. Being able to recover without having to think about the hospital bill: a much needed peace of mind in these uncertain times. That is why Ethias has launched "Hospi Quality": a hospital insurance at a low price with quality coverage.

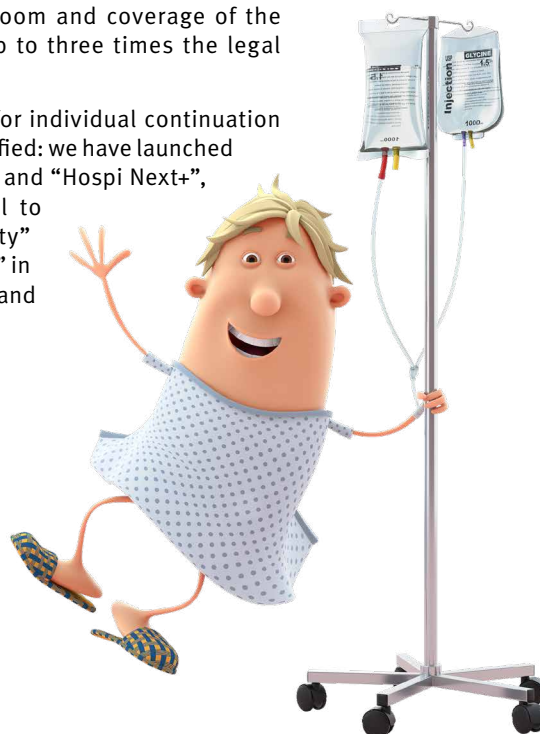
In the event of intervention by the health insurance fund, Ethias will always bear the following costs:

- Hospitalization costs in a double room following an accident, illness, pregnancy or childbirth
- Medical expenses before and after hospitalization, provided they are directly related to the hospitalization (30 days before and 60 days after)
- Medical expenses relating to 33 serious illnesses without the need for hospitalization. Ethias will also reimburse additional medical expenses such as homeopathic treatments, pharmaceutical products and non-reimbursable medicines related to any of the 33 serious illnesses listed above.
- It is also important to note that there is no deductible

Innovative solution thanks to a unique «Wild Card» system

What makes "Hospi Quality" so innovative is its reward system that grants a wild card (called "Joker" in Belgium) to each insured who remains covered for one year without interruption. The insured can then use this wild card in case of hospitalization of more than one day following a serious illness: he/she will then benefit from a stay in a single room and coverage of the fee supplements up to three times the legal intervention.

The product range for individual continuation has also been simplified: we have launched "Ethias Hospi Next" and "Hospi Next+", which are identical to «Ethias Hospi Quality» and "Hospi Quality+" in terms of guarantees and services.



Car

Driver's Insurance

In October 2020, our Driver's Insurance coverage was voted **«Best of the Test»** by **Test-Achats!** This means:

- Best of the test
- Top quality
- Best prize

Its recognized qualities are:

- The lowest (and fixed) price, also for young people under 30 years old with a driving licence since 4 years: flat-rate premium of 46 euros
- The highest intervention ceiling: 1,500,000 euros
- No deductible and no threshold for non-material damage and professional damage
- No penalty for driving with worn tires
- Coverage for young people
- No exclusion if the safety belt is not used

Legal Aid

Legal Aid Insurance

Since December 2019, Ethias offers a Legal Aid Insurance product, in accordance with the «Geens Act». The objective of this law is to make Legal Protection insurance more accessible by extending its coverage. In addition, the premium is deductible for tax.

Property

Home in One

For most clients, it is a hassle to search for the most advantageous interest rate when buying a house and to negotiate afterwards about the house insurance and the outstanding balance insurance. With «Home In One» - in cooperation with Keytrade Bank - the client can subscribe to a total package, and this entirely online. When taking out an outstanding balance insurance and fire insurance, the client also receives a 15% five-year discount on his/her fire insurance policy.

Whestia

Through its «Whestia» label for outstanding balance insurance, Ethias works with the Walloon Housing Fund and with various agents who market social loans in Wallonia. «Whestia» is the brand name under which Ethias SA markets the outstanding balance insurance: directly, through the Housing Fund for Large Families in Wallonia (FLW) and through the offices of the Walloon Social Credit Society (SWCS).



“Woonhaven Antwerpen”

Ethias is a partner of **Woonhaven Antwerpen - the largest social housing company in Flanders - through the awarding** of a public tender. Social housing tenants (via Woonhaven Antwerpen) will be offered an insurance package consisting of a tenant insurance, a family insurance and a possible extension to a theft insurance. Through its insurance products, Ethias aims to protect the resources of social housing tenants so that they do not find themselves in a situation where they have to deal with significant unforeseen expenses. In the meantime, the cooperation has already been extended to 17 other social housing companies.

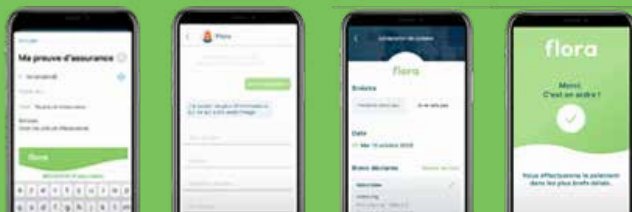
flora

In September 2020, Ethias launched Flora: the first 100% digital Insurtech/neo-insurance in Belgium across the entire value chain.

From the subscription process to the declaration and settlement of a claim: all relations with the insured are made through the Flora app. Flora positions itself as a complementary brand for Ethias: it is aimed at anyone who wants to manage their daily life simply and efficiently via their smartphone.

The adventure began with the marketing of the **tenant insurance**, but Flora's ambition is to launch other products in 2021!

With the emergence of new insurtech players on the European insurance market, such as Luko and Lemonade, Ethias wants to test - thanks to Flora - a new distribution channel, new technologies but also new working methods on the market, in a “laboratory” mode.



For our public sector & corporate clients



Ethias Mobility & More

An innovative insurance solution that employers can offer to their employees (in whole or in part) to ensure their mobility on the way to and from work and during business travel.

All forms of mobility are covered, from (electric) bicycles to speed pedelecs, from (electric) scooters to public transport, including cars and motorcycles used in the context of a sharing platform or in the event of a wildcat strike or unexpected cancellation of public transport. This insurance encourages our clients' employees to use alternative transport means to the car, while giving them peace of mind in the event of a problem.

Clients have the possibility to choose among seven guarantees (Assistance, Omnium of the means of transport, Personal Belongings, Bodily Injury, Civil Liability, Legal Protection and Omnium "mission"), but only if a minimum of two guarantees are subscribed.

In addition, our Mobility & More product has been extended to include Omnium insurance for employees' personal vehicles used for travel on behalf of their employer. The vehicles used by employees on business trips are thus insured against theft, fire, property damage and glass breakage.

This product is mainly intended for private companies with at least 10 FTEs.

We wanted to offer a better service to our clients by providing them with a «**Mobility & More App**» in order to manage roadside assistance interventions more quickly.

This app is made available to policyholders so as to facilitate the speed and accessibility of the Assistance service in the event of a breakdown or accident. It offers a geolocation service to policyholders and breakdown services.

With this product, Ethias anticipates societal changes in the mobility landscape and thus contributes to a greener Belgium with fewer traffic jams.

ETHIAS MOBILITY & MORE



All Risks - Electronic equipment

As part of the group's strategy, Ethias has developed synergies with NRB and redesigned its commercial approach, in particular for the distribution of the «All Risks - Electronic equipment» product. This product, offered through the NRB group, insures all computer and electronic equipment belonging to an organization or made available to it, against material damage and loss caused by theft, fire, short-circuiting, water damage, malicious intent or vandalism, negligence or inexperience on the part of staff members or third parties. This product is intended for any Belgian public entity or company whose registered office is located in Belgium.

Ethias Cyber protection

This insurance covers the harmful consequences for the policyholder or third parties of a cyber event (malware, cyber attack, human error, system failure, denial of service or unauthorized use of the IT system). It includes:

- «Own damage» section (covering, in particular, the costs of reconstituting data, the costs of identifying the cyber event and the costs of restoring the computer system)
- «Civil Liability» section (covering, in particular, personal data or third-party data breaches, defence costs following an official investigation, financial penalties imposed by an administrative authority)
- «Reputation protection» cover (covering the fees and expenses of an emergency and crisis management consultant to prevent or limit damage to the policyholder's reputation following a claim falling under the «own damage» or «civil liability» sections).
- Optional «Legal Aid» coverage

Ethias Cyber Protection provides 24/7 assistance in case of a cyber event and offers our clients the support of a network of experts and specialized lawyers. This service is organized in collaboration with our partner Crawford & Company.

As part of the Ethias/NRB group strategy, the commercial approach has been redesigned to distribute the Ethias Cyber Protection product with the products offered by Civadis and Cevi. This distribution model will soon integrate Logins and Computerland.

Guaranteed Income and Collective Disability Insurance

In 2020, we adapted the general and specific terms of our **Guaranteed Income** product, marketed in Branch 2, and of our **Collective Disability Insurance** product, marketed in Branch 21 as a complement to a main supplementary pension insurance.

Following this revision, two improvements for the benefit of our policyholders can be highlighted.

From now on, our benefits will be paid automatically until the insured person's actual retirement date, but no later than the statutory pension age. This change is a response to a need created by the change in legislation, which no longer allows payment of the supplementary pension until the time of retirement. Our general terms now provide for intervention in the event of psychological or mental illness over a period of 24 months.

OUR SERVICES

Ethias has developed several innovative services by capitalizing on the complementary skills present within its subsidiaries NRB (IT) and IMA Benelux (Assistance) with the support of Ethias Services.

As part of its group strategy, Ethias Services supports Ethias in developing and marketing new services and building tomorrow's market with solid and coherent ecosystems.

In order to achieve its ambitions, Ethias Services has provided itself with the necessary financial resources and additional personnel.

Helping our clients (and not only our clients)

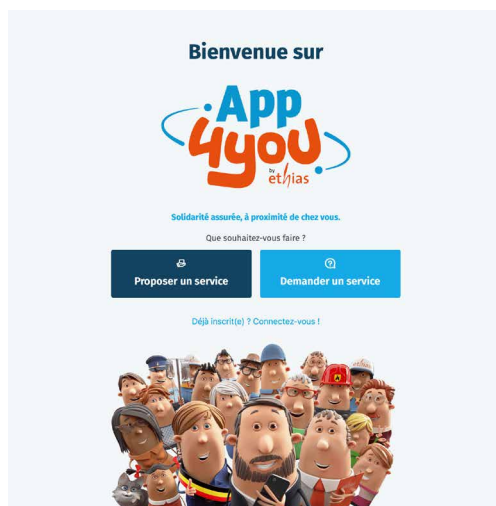
App4You



App4You is a responsive and innovative solidarity web platform that is accessible to all since April 20, 2020. It allows volunteers to help other citizens in need.

Very simple to operate and created in only 3 weeks with the collaboration of NRB, the platform has been visited more than 20,000 times during the first lockdown period and remains active since then:

- 100% free of charge
- **For everyone**, Ethias clients and non-clients
- **Very easy to use and to access** via the address <https://app4you.be>
- In a few clicks, users can **create their profile and offer or request a personal service** (shopping, distance learning/coaching, etc.)
- Easy management of offers/requests
- Free coverage in Civil Liability and Bodily Injury for volunteers who offer their help



APP4YOU, c'est quoi?

C'est une plateforme mise à votre disposition **gratuitement** pour favoriser l'entraide bénévole entre citoyens (dès 16 ans, avec accord des parents). Elle vous permet de **demandeur ou d'offrir un service** à une personne près de chez vous.

Ethias est impressionnée par l'élan de solidarité qui se manifeste à travers tout le pays afin de faire face à la crise sanitaire engendrée par le Covid 19. Ethias invite l'ensemble des citoyens qui partagent avec elle les valeurs de solidarité, d'engagement et d'humanisme, à utiliser APP4YOU, dans le respect des mesures de confinement qui sont imposées par les autorités.

Care4You



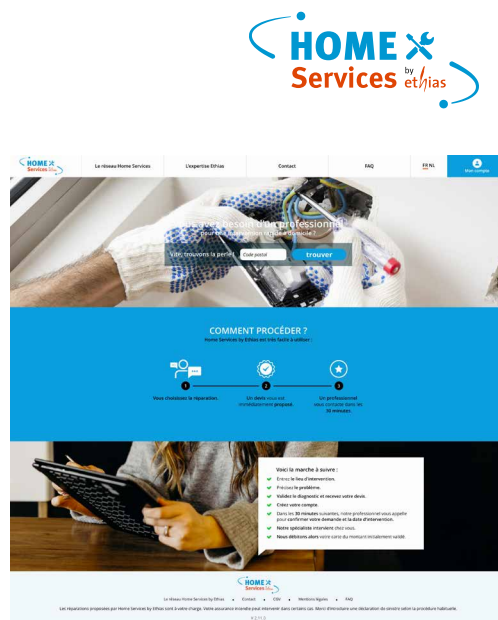
Care4You is a platform that is made available free of charge to health care professionals and that responds to the new habits adopted by patients (during the first phase of the health crisis, doctors gave more than 3 million telephone consultations). Thanks to videoconferencing, the tool provides the opportunity to make appointments and manage consultations remotely with the patient. The platform is fully secured through identification via the *itsme* application. It is accessible on smartphone, tablet and computer.

Medappcare

This application allows citizens to have a clear view on the quality and reliability of the many health applications available.

Home Services by Ethias

A digital platform that enables users (Ethias clients & non-clients) to order services for making small repairs or doing work in their house (various services relating to heating, locksmithing, sanitary fittings and plumbing, electricity, woodwork ...).



ethias

More specifically in assistance



Four new features are available since the implementation of our partnership with IMA Benelux in April 2020. #Digital #Services #Innovation

Self: our new digital roadside assistance tool

Self allows its users to submit their request for roadside assistance directly online using their smartphone. Clients who call our Assistance service can opt for this digital solution by simply selecting it in the IVR menu. They then complete their intervention request in a few clicks. Since its launch on 15 December 2020, 8% of clients who rely on Ethias Assistance have chosen this new communication channel to contact our services.

Online follow-up

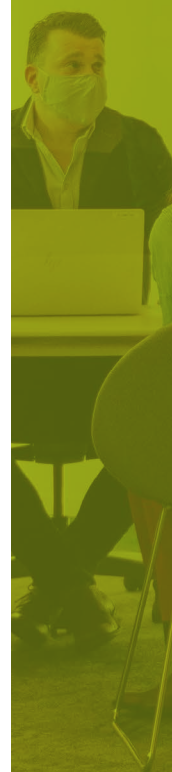
As soon as an Assistance file is opened, our clients can follow its progress (contact details of the breakdown mechanic who has taken charge of the vehicle, place of collection, etc.) in complete transparency and directly with their smartphone.

Geolocation of the breakdown mechanic

Only available in Belgium, this feature offered by our partner and service provider IMA allows our clients to follow their breakdown mechanic and the arrival time on site.

Geolocation of the client

When clients with car trouble cannot give the exact address of their location, one click is all it takes to send us their exact GPS coordinates.



OUR PREVENTION & RISK MANAGEMENT SERVICES

At the heart of our business is protecting the health and physical integrity of individuals and safeguarding the goods of clients.

This is why, in addition to compensation, Ethias offers the Ethias Services catalogue and thus undertakes multiple audit, prevention, training and support actions in areas such as **health, psychosocial risks, fire, pensions** and **risk management**.



ethias
SERVICES



Supporting employers during the COVID-19 crisis

Through education and prevention advice, employers could be made **aware of the risks and appropriate measures** to protect their staff from the COVID-19 risk:

- Correct use of gloves and masks
- Measures to ensure social distancing at work
- Organization and psychosocial aspects of working from home
- Special situation of first-aiders and volunteers

Publi-Plan

This study aims at providing a **clear picture of the future salary costs and pension commitments of statutory and contractual staff** working in public institutions. This picture is the result of a series of simulations that take into account the evolution of the staff, the financial impact of the appointment policy, the extent of future recruitments, the impact of a supplementary pension plan, etc.

Fire

Fire prevention in the workplace, **audit** (building sanitation, data), **training** (fire & explosion prevention, fire engine driver), drafting of accident scenarios and exercises on various topics, site monitoring, etc.

Health & psychosocial risks

Accompanying an employee in burnout or on long-term absence with a view to a return to work, support for change, learning to express oneself in public, **audits** (work environment, human resources management, psychosocial risks in companies), **assistance** (energy management to avoid exhaustion, private/work life balance, interpersonal conflict management, development of ethical management), etc.

Risk Management

Risk **mapping**, specific risk and security **audits**, internal control specialist certification, internal control assessment/audit, public sector accounting reform, business continuity plan, etc.

Personalized guidance

Ethias also offers personalized support through prevention experts in various fields:

- Protection of individuals (accidents at work, well-being at work, school accidents ...)
- Protection of goods and services (car, theft, fire, floods ...)
- Protection of information





eXia

The partnership with eXia (a VUB spin-off working on the development of sensor technology to prevent blind spot accidents) has been intensified with the aim of achieving a mature and effective system by 2021.



Soft Mobility

In recent years, bicycle travel has increased significantly. Simultaneously, there has been an increase in the number of accidents. These often result in serious injuries due to the vulnerability of the victim. Ethias not only provides advice, but also actively promotes targeted training courses that support employers in accident prevention in the context of soft mobility.

Defensive driving awareness in collaboration with our partners

For Emergency and Police Zones: specific training on «priority driving» so that intervention personnel can carry out their tasks in complete safety.

Manual handling of loads

Ethias has set up a «train-the-trainer» course designed not only to train employees but also to enable employers to have competent people within their organization who can coach their employees on a long-term basis.

Playground safety

Through training, awareness-raising and fact/analysis sheets, playground managers can optimize the safety of their sites.

Prevention tailored to the smallest

To make evacuation in the event of fire a child's play, Ethias has developed a creative and child-friendly evacuation plan for local playgrounds, in collaboration with the town of Blankenberge. This initiative will serve as a pilot project and will be rolled out in all Belgian cities and towns insured by Ethias.

Ethias Prevention Reporter

Application that offers digital assistance to improve prevention reporting (geolocation, risk/claim classification, voice recorder/recognition system, photo & video recording, etc.).

Fleet Reporting

Analytical tool for claims related to a car fleet. This tool helps to raise awareness among fleet managers and beneficiaries of a vehicle and to implement an appropriate prevention policy.

Online documentation

Online publication of magazines, information sheets, a prevention blog, awareness-raising videos and clients testimonials. All these elements help to create a direct link with policyholders, while remaining attentive to their needs.

www.ethias.be/blog-fr

Personalized guidance for a better professional reintegration

Ethias wants to be a facilitator in the daily management of claims files, but also in more complex phases such as professional reintegration.

A Proximity Intervention Unit has been set up to meet this need. So clients can count on Ethias to support them with targeted services when they need them most.



How?

- By ensuring good communication between all parties
- If necessary, by offering various forms of support: psychological follow-up, support from a social worker, a nutrition coach, assistance with budget management, etc
- By establishing a life project and job coaching
- By setting up training plans
- By ensuring follow-up with the company doctor
- By intervening immediately in crisis situations
- ...

To set up this Proximity Intervention Unit, Ethias Services has called upon the company "WorkPlace Options", which specializes in integrated solutions for employee well-being.

44 cases have been handled
since its launch, in just 3 months

A DIRECT INSURER: PROXIMITY HAS NEVER BEEN SO PRECIOUS!



Ethias is close to its clients

Proximity, service and empathy are more than ever the leitmotifs that Ethias has put into practice on a daily basis through all its actions during this exceptional year. A year in which the need for reassurance has never been so essential.

In 2020, **1 900** employees were ready to serve the **1 200 000** clients !



Our phygital model

Halfway between digital and human contact, Ethias offers the best of both worlds with a phygital approach to ensure a unique, simple, efficient and human experience.

Clients choose the channel that suits them best to contact us:

37 offices covering the whole of Belgium with the possibility of **making an appointment on-site** or by **video conference**

2 Customers Centers

2 «Claims Mobility» services

77 sales representatives serving public authorities, the private sector and partner brokers

1 website

2 Client Space

1 live chat

1 virtual assistant « Mathias »

1 mobile claims reporting app

6 social networks

Maintaining relationships

To maintain ties with its clients, Ethias set up several communication flows in 2020 under the name «Journeys».

Welcome: welcome mail and gift to new clients. The gift? Some free photos that can be printed via the Stampix website. To reduce the footprint of these prints, Ethias participates in an ongoing project by Stampix: Weforest. As compensation for the photo prints, trees will be planted in Zambia.

Information according to the evolution of the client's situation:

- **Wild card:** e-mail to congratulate the client on his/her careful driving behaviour and to inform him/her of the receipt of a «wild card» at the next due date
- **Bonus-Malus:** e-mail to congratulate the client on his/her careful driving behaviour and to inform him/her of a premium reduction at the next due date
- **«7-year old car»:** the age of 7 years is a critical period for a car. Keep or replace? Clients will receive an e-mail with advice

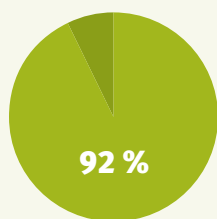
Farewell: an e-mail to thank the client and say goodbye. We also ask for feedback via a survey.

Ethias' driving force: client satisfaction!

To obtain the satisfaction of its clients, Ethias has mapped out their main expectations:

- To deal with claims quickly
- Being able to rely on a competent contact person
- To receive clear and simple information
- To have the most comprehensive coverage available

Satisfaction measured among B2C clients¹

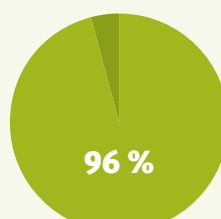


The NPS study conducted in 2020 shows an **overall satisfaction rate** with Ethias of 92 %.



After having been in contact with Ethias, **more than 2 out of 3 clients would recommend us to their family and friends**

Satisfaction measured among B2B clients²



Overall client satisfaction is also very high (96%).



9 out of 10 clients consider Ethias as their preferred partner in the insurance field

Ethias is perceived as an easily accessible, solution-oriented player offering an efficient service. The relational aspect, particularly through our network of inspectors, is also one of our greatest strengths. Finally, our Belgian identity and anchorage are highlighted and appreciated by our clients.

¹ These indicators come from the NPS (Net Promoter Score) project, a tool set up in 2014 to measure the satisfaction and recommendation rate of private individuals (clients & prospects) who have had contact with Ethias. Sample 2020: 17,972 clients.

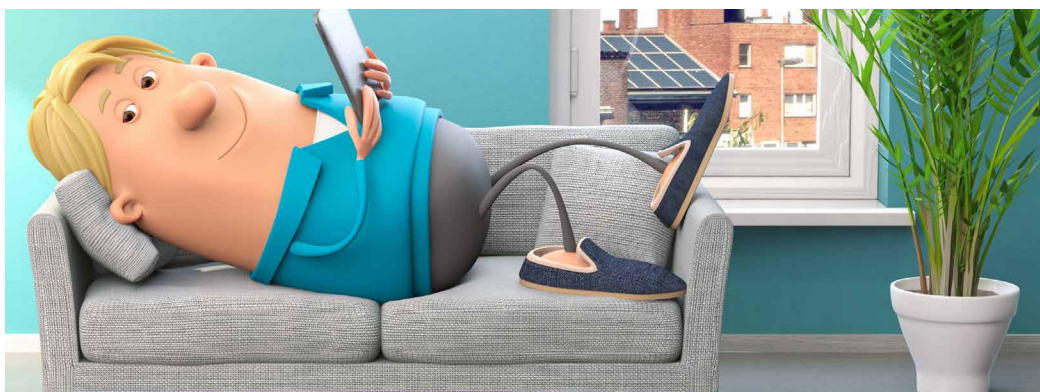
² These indicators come from the «Satisfaction & Moments of Truth» study conducted amongst public bodies. This study was set up in 2011 and is renewed every 2-3 years. Sample 2019: 236 B2B clients.



Digital: accessible anywhere, anytime

As soon as the insured feels the need - at home in his/her sofa, on public transport or at work - he or she can contact Ethias via its digital services.

They enable him to **quickly** obtain help or information, to take out insurance contracts **easily** and **directly** online and to be informed of the progress of a claim **at any time**.



Espace Client



True to its position as Belgian market leader in online insurance sales, Ethias is constantly innovating in this field.

Every year, new features or new services are proposed to make life easier for the client. Here are some recent examples:

- The **brand new «Client Space»**, launched in 2018, with easier access and smoother navigation. In particular, it allows clients to submit claims declarations, obtain duplicates (green card, contract ...) and certificates (of claims, rental liability ...), manage invoices, make appointments for an office visit ...
- In 2019, **Myclaims Workers' Compensation** was added to the Client Space. At any time, it offers victims of an occupational accident, insured with Ethias, online access to their claims. They can follow the progress of their file digitally, manage and check the payment of the compensation paid and communicate with Ethias. This space also allows victims to send or receive the documents necessary for the follow-up of their case
- **MyEthias Health Care**, launched in 2017, is now an integral part of the Client Space. It is an online platform that allows all beneficiaries of individual or group hospitalization insurances to follow up and manage their health care files
- On the B2B side, **Ethias Connect** provides even more secure access to the management of group contracts, and the invoicing application allows clients to consult and manage invoices
- **AssurPharma** enables the electronic transmission of pharmaceutical expenses for both Health Care and Workers' Compensation files. AssurPharma is the result of a partnership between insurers and pharmacists to make life easier for users
- **AssurKINE** is a third-party payment system, launched in 2017, for physiotherapy care in the event of occupational accidents
- **Ethias Pension Corner** is an online platform specialized in pension information
- **AutoMobileFriendly**: new simplified and «mobile first» web feed allowing visitors to obtain an insurance quote for their car easily and quickly. Our digital offer also makes it possible to take out a car insurance in a simple, quick and user-friendly way, on both smartphone and computer. In this way, clients can register their new vehicle on the same platform, pay their first invoice and receive their license plate number by text message from the DIV (Vehicle Registration Service of the Federal Public Service Mobility)

Ethias puts the client experience at the centre of its concerns. Digital technology offers the opportunity to continuously improve and expand our range of products and services while remaining in line with the expectations and needs of our clients (Simple - Efficient - Human).

12 insurance products that can be fully taken out online, payment included



Ethias Family Assistance



Ethias Car & Family Assistance



Ethias Home Insurance



Ethias Tenant Insurance



Ethias Starter Pack
(Home + Family)



Ethias Family Civil Liability



Ethias Car Insurance



Ethias Digital Omnium Insurance



Ethias All Risk Luggage Insurance



Ethias Temporary Travel Cancellation



Ethias Annual Travel Cancellation



Ethias Young Drivers



RIV4L College League

Stimulating digital innovation among young people

As the No.1 digital insurer, Ethias is fully committed to supporting innovation, not only within its own products and services, but also to stimulating digital innovation among young people. For this reason, Ethias has been supporting (since 2020) the «RIV4L College League», an e-sports competition between 19 colleges and universities in Belgium. E-games and e-sports are a global phenomenon with huge potential that is now also gaining popularity in Belgium. By supporting this competition, Ethias wants to make young people aware of the importance of digital innovation.



History of our digital evolution

- 2020** — Flora / App4you / Care4you / Dekra Medappcare / Home services / SELF
- 2019** — Car: online quotation, underwriting, vehicle registration and payment
- 2018** — Client Space / E-billing
- 2017** — AssurPharma / AssurKINE / MyEthias health care
- 2016** — Online appointment booking / Live Chat on our social networks
- 2015** — New website with online underwriting and payment / Live Chat on our websites
- 2013** — App 24/7
- 2012** — New myethias
- 2010** — «My site Ethias», customization
- 2008** — Mathias, virtual assistant
- 2007** — Declaration of fire claims
- 2006** — New website «4 in 1»
- 2005** — Declaration of car claims
- 2003** — Award for best e-commerce site
- 2002** — MyEthias
- 2000** — Online quotations & contract requests
- 1997** — Creation of the Extranet
- 1996** — First (static) website



Complaints management

Ethias complies with Assuralia's Code of Conduct for complaint management.

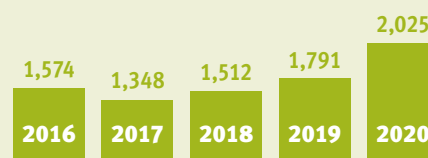
Any interested party, be it a candidate policyholder, a policyholder, an insured, a beneficiary or an injured third party, may address his/her dissatisfaction concerning an insurance contract or service.

Complaints may be lodged:

- Via the online form
- By e-mail
- By post

An independent Complaints Correspondent will examine the file objectively and respond to the complainant within 20 working days of receiving the complaint. If this deadline cannot be met, the complainant will receive a detailed letter.

An annual report on complaint management is produced each year.



The number of complaints addressed to our **internal complaints department** has increased in recent years.

The increase in complaints is explained by 3 temporary and exceptional elements:

- A peak in claims in cancellation «Property & Liability» related to the COVID-19 context during the second and third quarter
- A slight increase in «Claims - Mobility» and «Legal Aid» due to the introduction of an automation process
- Increase in «Life Third Pillar» due to the tax regularisation of long-term savings contracts with flexible premiums. This regularisation started at the end of 2019 after agreement with the tax authorities

SPONSORSHIP & PARTNERSHIP



During the COVID-19 crisis, it was very important for Ethias to lend a hand to its partners in need as well as to the cultural and sports communities.



Beyond the actions related to the COVID-19 (see pages 13 and 29), Ethias has maintained its support in 2020.



At Ethias, we have an absolute passion for music, sport and culture, and we like to set the tone for social actions and initiatives. That is what we stand for as a sponsor.



We support initiatives that bring out the best in people, that are enjoyable and enriching for visitors or participants.

Festivals

There's music in Ethias! Because everyone understands the language of music. Live music brings people together, young and old, in all their diversity and emotions. With our sponsorship, we want as many music lovers as possible to enjoy their favourite genre at the numerous festivals.

Music festivals: Brussels Summer Festival, Pukkelpop, Ghent Jazz Festival, Cactusfestival, Festival Dranouter, Graspop Metal Meeting, Jazz Dinant & Baudet'stival.



Culture

Ethias is an active sponsor of the cultural sector. Whether it's painting, theatre or opera. These activities are often «eye-openers». They give people a broader view and new perspectives on their own lives and on society. That can only be enriching.

Cultural players: the Royal Opera of Wallonia, Summer Opera, the Belgian National Orchestra, the Royal Philharmonic Orchestra of Liège...



Sport

Sport makes people healthier, more social ... even happier. At Ethias, we have a heart for sport! For years, we have been a loyal partner of various sports federations, organizations and competitions. These sporting events give our sports heroes a stage. This in turn brings people closer together and encourages them to pursue a more active lifestyle themselves. Because it is our goal to motivate and inspire as many people as possible to play sports!

Sporting events: Ethias Cross, UCI World Cup Cyclocross, Tour de Wallonie, Bingoal Cycling Cup, Woman Race, Euromillions Cup finals volley, Mon Ventoux, Ethias Challenges, Start to Tennis, Start to Golf ...

Sports federations: tennis, volleyball, handball, golf ... and umbrella organizations (Sport Vlaanderen, Vlaams Instituut voor Sportbeheer en Recreatiebeleid (ISB), AES and French-speaking Interfederal Sports Federation (AISF)...



Society

Ethias is a committed insurer. That is why we are at the forefront of social actions and initiatives in the fields of health, society, road safety and mobility.

«Article 27»: a non-profit organization that facilitates access to culture for people in a difficult social/economic situation

Mnema (project «Cité Miroir»): a training centre on tolerance and citizenship

Creccide asbl: the Regional and Community Crossroads for Citizenship and Democracy

Prevention campaigns organized by **Route2School**, **Verkeersveilig West-Vlaanderen**, the **Belgian Red Cross**, **Fédémot**, **Apper**, the **Walloon Road Safety Agency** (AWSR) and **Houtopia**, among others



♥ #Human

✓ #Commitment

👍 #ClientSatisfaction

🌟 #Enthusiasm

Ethias' sporting, cultural and social partners share its values of «human», «commitment», «client satisfaction» and «enthusiasm».

Ethias sponsors via financial contributions and/or via advertising support through its own communication channels.

As a sponsor, it is actively involved in every project supported.

Ethias excludes any sponsorship of organizations that could associate its name with doping, corruption, violence, racism, incitement to hatred, addiction, discrimination on the basis of race, gender, age, sexual orientation or conviction (for example homophobia, anti-Semitism, Islamophobia, etc.).

It also excludes all organizations that would be contrary to morality or public order.

Ethias builds bridges with academia

Colleges and universities are doing pioneering work to find solutions to various challenges of today and tomorrow. By associating with them, Ethias ensures it maintains its lead in terms of innovation.

UCL: The «Ethias Pensions Chair» pursues three objectives:

- Reflect on the design of equitable and sustainable pension systems, in terms of their financing, architecture and governance, with a particular focus on the study of supplementary pensions
- Contribute to the maintenance of a transdisciplinary platform for research on pensions at UCLouvain
- Ensure the future of teaching on pension issues at UCLouvain and offer quality lectures on the problems and challenges of pension systems at the Belgian and European levels

HEC Liège: Ethias provides financial support for four years to a doctoral thesis in the field of «Machine Learning». This project focuses among others on the use of «Belief Functions» to describe decision making. These functions make it possible to deal with the uncertainty of the models, leading to better predictions regarding, for example, churn, client behaviour based on information gathered through different types of media. The research will focus on problems that have a concrete application in practice. In addition, a «Business Spirit Partner» agreement has been set up for our start-up «Flora». This agreement ensures in particular that job offers from Flora are primarily distributed among students. It also includes invitations to recruitment events or the provision of premises for the organization of seminars.

UAntwerpen: ALLIC, Antwerp Liability Law and Insurance Chair, is a chair at the University of Antwerp. ALLIC supports and promotes research (support of doctoral students) and education (seminars, publications) on liability and insurance law.



Blue-bike

The partnership with Blue-bike, which started four years ago (2017), was renewed for three years in June 2020 during a press event. Over the next three years, Blue-bike and Ethias will work even more closely together to further develop soft mobility in Belgium.

The results of 2020 in short:

- **5 new bike points** were opened in 2020 (Beveren Station, Heverlee Station, Harelbeke, Gavere Station and mobi-point Gavere-Asper)
- **172,000 trips were made.** Due to the COVID-19 impact, the number of trips decreased by 38% compared to 2019.
- In 2020, Blue-bike worked diligently behind the scenes to develop **new technologies** (new Blue-bike app, the e-bike ...). In this way, Blue-bike aims to meet the needs of users, on the one hand, and those of cities wanting to use smart technologies as part of their intermodal and multimodal transport policy on the other hand
- Despite the fact that 2020 was a special year, **the number of Blue-bike members increased by 2.3%.** In total, there are now 21,091 Blue-bike members
- Ethias and Blue-bike have launched a joint **communication campaign in Flanders**, on the trams and buses of «De Lijn»

In 2021, Blue-bike will celebrate its 10th anniversary, with the ambition of being the reference player in Belgium in the field of shared bike systems. Emphasis will also be placed on the multimodal approach. Rental bikes will play an important role in this. Collaboration with cities and municipalities, which are active players in the transport regions, will be intensified.

Moreover, Blue-bike will further digitalize its services and introduce new technologies (smart lock, e-bike and accessibility of Blue-bikes on the MaaS platforms...). An additional opportunity for users, including Ethias clients.

The Flemish Government and Flemish Minister of Mobility, Lydia Peeters, have allocated a budget of over 100 million euros to roll out 1,000 local «mobi-points» throughout Flanders, as part of the Basic Accessibility Policy. With a network of almost 70 bike sharing points and a strong partnership with cities and municipalities, Blue-bike and Ethias are in pole position to make Flanders accessible for everyone.

SOCIALLY RESPONSIBLE INVESTOR

The socially responsible investment (SRI) strategy is aligned with Ethias' corporate social responsibility (CSR) strategy. Through its financial investments, Ethias has a duty to act in the long-term interests of its policyholders and society in general.



This role as a responsible investor involves integrating environmental, social and governance (ESG) considerations into our investment processes. We believe that these ESG factors may have an impact on investment portfolios across the regions, companies and sectors in which we invest. Of course, ESG issues can affect the risk and return of portfolio positions and, as such, require special monitoring.

Every year, we invest the premiums entrusted to us by all our policyholders in order to make them grow and to honour all our insurance payments. Through these investments, we are committed to playing an important societal role in the hope of better preparing the world of tomorrow. We see our role as a responsible investor in the long term, particularly in the management of statutory and supplementary pensions and in supporting the economy.

Finally, climate change is a key focus of our ESG approach in terms of investment. In line with our "Change Over" plan (CO2 neutrality by 2030), we aim to manage climate-related risks and opportunities within our portfolios.

Our responsible investment strategy

Ethias' responsible investment policy (SRI) is based on several key principles:

- Mobilizing through strong governance
- Joining sustainable finance initiatives
- Integrating ESG criteria into our investment processes
- Excluding investments in companies and countries based on ESG criteria
- Climate risk management
- Search for investments with an ESG impact

In 2021, Ethias aims to further integrate new axes within its responsible investment strategy by:

- Strengthening the integration of ESG criteria in its investment processes
- Setting a carbon intensity target for our portfolio
- Developing a policy of commitment, dialogue and voting
- Reporting and transparency on ESG criteria

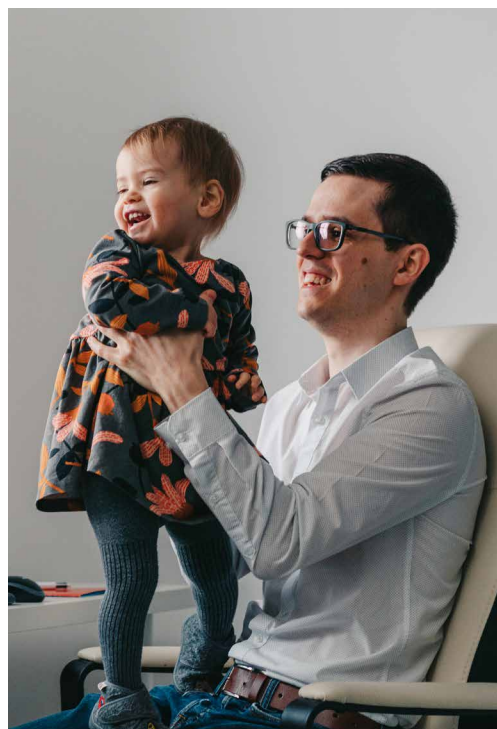
In line with the European Regulation 2019/2088 of 27 November 2019 (the so-called «SFDR Regulation») on sustainability reporting in the financial services sector as well as expected European and national standards. In this context, Ethias will further integrate these sustainability criteria.

Investment governance

Each year, the proposed ESG guidelines are included in Ethias' investment strategy. These guidelines are validated by the Executive Committee and the Board of Directors after presentation to the Audit and Risk Committee.

Ethias' Ethical Investment Committee is currently mainly responsible for the development and implementation of the Ethical Investment Code. This committee is composed of the following members: Chief Financial Officer, Chief Strategy & Data Officer, the CSR Manager, the Deputy CSR Manager, the financial representative within the CSR Unit and a representative of Legal.

In the future, Ethias intends to further strengthen the role of this committee so that it will be responsible for the development, implementation and monitoring of all the key principles of our responsible investment strategy.



Integrating ESG criteria into our investment processes

Direct management

In accordance with our general investment policy, we act as a prudent person in our investment portfolio management decisions. As a result, each asset manager has been made aware of the importance of taking an ESG approach to their investment decisions. In particular, the obligation to take into account the analysis of ESG criteria has been formalized in a number of procedures linked to our investment processes (analysis of ESG research on issuers in the portfolio and for new investments, integration of ESG criteria in credit analyses, etc.). Furthermore, in its fund selection procedure, Ethias favours socially responsible investments (SRI funds) offered by investment services providers.

In 2021, we aim to further develop the integration of ESG criteria in our direct investment decisions. Indeed, a process of ESG data acquisition and research, including in terms of climate impact, is underway and these data should be integrated into our investment processes.

Delegated management

This ambition is also reflected in the management mandates concluded with external asset managers. Ethias monitors the progress of its asset managers in integrating ESG issues into their investment decision-making processes.

This ambition is translated into the weight given to the quality of the managers' SRI approach in the selection and monitoring of their performance.

In 2021, we aim to increase the number of dialogues with asset managers on ESG issues. Ethias encourages them to integrate more ESG considerations into their investment decisions. All the managers with whom Ethias works are signatories to the United Nations Principles for Responsible Investment (UN PRI).

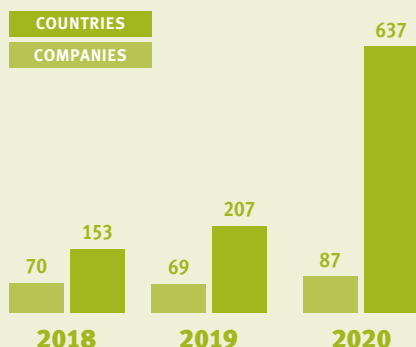
Our Ethical Investment Code

This code has existed since 2005 and is reviewed annually since 2012 with the help of an external partner (Vigeo Eiris).

It includes a list of prohibited investments which has been validated by the Ethias' Ethical Investment Committee and Executive Committee.

The code is an asset towards policyholders and applies to all of Ethias' direct investments. The code's methodology and scope are continually evolving to keep pace with societal trends.

Change in the number of issuers excluded from our investment scope



As a result of the inclusion of climate risk, the number of issuers excluded from our investment perimeter has been multiplied by three.

Since 2017, Ethias has excluded from its investments thermal coal, which is the fossil energy that contributes most to global warming.

As of 2019, it also excludes tobacco and extends the ban on armaments to the production of conventional weapons.

In 2020, Ethias decided to comply with the exclusion criteria included in the «Towards sustainability» standard developed at the initiative of Febelfin for socially responsible and sustainable financial products, and to participate in efforts to prevent global warming. More specifically, Ethias will no longer invest in companies that emit too much greenhouse gas, companies active in the extraction of conventional oil and gas (fossil energies), non-conventional oil and gas (oil sands and oil shales) and in the production of non-sustainable electricity. These initiatives are in line with the European «Green Deal» presented by the European Commission. This deal should propel Europe towards a greener mode of operation and make it a pioneering continent in the fight against global warming.

The ethical investment code consists of two blacklists of prohibited investment: a blacklist for shares and corporate bonds and a blacklist for government bonds.

Blacklist of companies

This list includes companies that are not aligned with the ten principles of the United Nations Global Compact that relate to human rights, labour law, the environment and anti-corruption as well as companies involved in the following controversial activities: armament (controversial or conventional), thermal coal, tobacco, unacceptable greenhouse gas emissions, unconventional oil and gas, conventional oil and gas extraction and production of unsustainable electricity.

Blacklist of countries

Three concepts are adopted for government bonds.

- Countries with advantageous taxation as referred to in the 1992 Income Tax Code
- Countries with the lowest environmental, social and governance ratings as defined by the extra-financial rating agency Vigeo Eiris (viz. countries being the least compliant with international standards on human rights, labour rights and environmental protection)
- Countries subject to international violations



Investments with ESG impact

As the largest insurer of the public sector, we support the Belgian anchorage in our capacity as an insurer but also as a manager of financial assets entrusted to us by our public and private clients. By making responsible investment choices, we want to make an active contribution to a more sustainable society.

This section presents a non-exhaustive list of financial products and financial holdings in which Ethias is a stakeholder.

Socially responsible direct investments

Ethias supports welcoming structures, social economy funds (such as Netwerk Rentevrij, a cooperative company with a social purpose, Carolidaire), scientific research funds, etc.

Ethias holds financial participations in these different fields: social loan companies, housing companies, microfinance organizations, active support for associations and alternative finance organizations.

It has also established privileged links with companies in this sector.

Through financial participations:



- **Incofin:** providing loans and venture capital to microfinance institutions
- **Socrowd:** cooperative that offers interest-free loans for initiatives with societal values
- **Inclusie Invest:** a cooperative with a social purpose. It collects financial resources from various types of investors (including individuals, care institutions and companies) with the aim of investing in housing projects for people with disabilities. Inclusie Invest carries out construction or renovation projects in an inclusive manner: on a small scale and in a local environment
- **Trividend:** Trividend was founded in 2001 by several social economy financiers. They identified the need for non-guaranteed loans and venture capital in the sector. Their contribution to Trividend would thus be used as a lever to attract private sector and government funding. In just a few years, Trividend has become a strong example of public-private partnership. The company explicitly supports the principles and values of the social economy
- **Carolidaire:** this fund supports social economy enterprises through loans and equity participation. The Fund also acts as an advisory body in the development of projects
- **Impulse Microfinance Investment Fund:** Belgium's premier private investment fund specializing in microfinance
- **Triodos:** Ethias holds Triodos share certificates to support the mission of this ethical and sustainable bank
- **Epimède:** fund investing in the private, unlisted capital of technological SMEs with growth potential. Preferred sectors are life sciences (biology, biotechnology, medical technology), engineering sciences (new information & communication technologies, clean technologies) and business services
- **Belgian Growth Fund:** this fund aims to strengthen the financial capacity of Belgian companies with growth potential and thus support the local economy. These companies, which represent a significant innovation capacity and provide additional jobs, would thus be able to remain on Belgian territory
- **Qbic Feeder Fund:** Ethias invests in scientific research through university funds and spin-offs
- **ICC (UGent):** Ghent University's ICC was established in 1990 as one of the first Incubation and Innovation Centres in Flanders. It is a joint project of the University of Ghent, the College of Ghent, the province of East Flanders, the city of Ghent, the Regional Investment Company Flanders and Ethias. Ghent University's ICC is a service centre for spin-offs of the Ghent University Association. It aims to stimulate the start-up, growth and development of young, innovative high-tech companies. By stimulating intellectual synergy and networking, the ICC UGent wants to create a dynamic climate for young and creative entrepreneurship, where new ideas can grow into successful companies
- **ICAB (VUB):** ICAB offers a modern and fully equipped working environment, networking possibilities and customized advice to innovative projects in the ICT and engineering sector. More specifically, it is about flexible housing at favourable conditions. This in a vibrant entrepreneurial community surrounded by start-ups, future partners, opinion leaders and financiers. With the added bonus of an ideal location in the capital of Europe. ICAB's partners include the Brussels Capital Region, Imec, VUB and Ethias

In 2020, Ethias became a signatory of the UN PRI (United Nations Principles for Responsible Investments). This organization, through its principles, is the leading advocate of responsible investment worldwide.

By signing the Principles of Responsible Investment, Ethias has publicly committed to taking into account the importance of the environment, society and good governance, as well as the United Nations principles, in its investment choices. This is the logical continuation of Ethias' CSR policy.

The six Principles for Responsible Investment propose a range of possible actions to integrate ESG aspects into investment activities:

- Ethias will take ESG factors into account in its investment analysis and decision-making processes
- As an active shareholder, Ethias will incorporate ESG aspects into its policy and practices
- Ethias will ask the entities in which it holds a stake to demonstrate adequate transparency on ESG factors
- Ethias will promote the acceptance and implementation of the principles in the investment industry
- Ethias will cooperate to make the implementation of the Principles more effective
- Ethias will report on its activities and progress since its adherence to the Principles

UN PRI will carry out recurrent analyses of Ethias' investment policy, which in turn will provide full transparency, through a detailed report, on its investment policy, as well as on the progress made in complying with the UN PRI principles.



Through investments with added value for society:

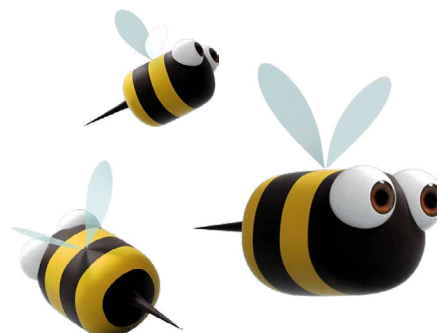


- **Social housing corporations:** good housing is and remains a fundamental right for all. Social housing is not a problem, it is a solution. Social housing corporations try to differentiate between a family, a single mother, a disabled person ... The need is high. For many years, Ethias has been the second largest shareholder of «Oostendse Haard», the Oostend housing company
- **Hospitals and nursing homes:** Ethias supports a very large number of institutions, such as psychiatric and recovery/care centres for the elderly, research centres, etc
- **Scientific research:** university funds, spin-offs, notably through its partnership in the venture capital fund Qbic Feeder Fund
- **Gimv Health & Care Fund:** Ethias is a strategic partner of this fund. It focuses on companies active in health & care services and in the MedTech sector (medical technology), and invests in innovative health care concepts within these sectors. In this way, the fund contributes to addressing a number of challenges that our society faces: an ageing population, increasing chronic diseases, rising health care costs and increasing demands for quality information from patients

Through investments with environmental impact:

As a responsible investor, it is our duty to play a role in financing the energy transition to a low-carbon economy.

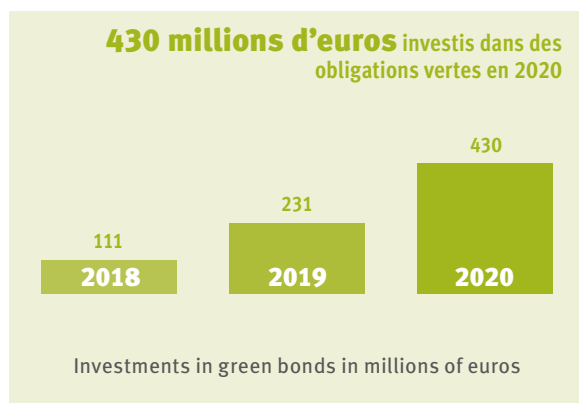
- **Infrastructure funds:** Ethias has also increased its investments in infrastructure funds that invest in renewable energy (wind, solar, biomass), public transport, energy efficiency, etc
- **Biobest:** Ethias has participated in financing the growth of Biobest, a subsidiary of La Floridienne, a holding company active in Flanders in the biological crop protection and pollination market. Thanks to this investment, Biobest was able to take over an American partner in the sector, Beneficial Insectary. The latter is the most important producer in the market of biological crop protection by insects





Direct investments in green bonds

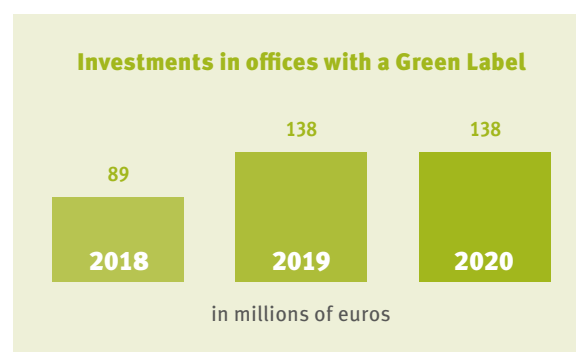
Green bonds are bonds issued by a company or a public entity (international agency, State, local authority ...) to finance projects, assets or activities with an environmental benefit. In 2020, Ethias invested 199 million euros in green bonds, i.e. an increase of 86 % compared to 2019.



Direct investments in passive and sustainable real estate

Some examples:

- **Stationsstraat 51 (Malines):** investment in a 100 % passive office building. As the first 100 % passive building in Belgium, this converted building of the former Belgian State Telephone Company (RTT) from the 1950s is a pioneer in sustainable renovation technologies
- **State Archives (Namur & Ghent):** Ethias owns the buildings of the State Archives in Namur and Ghent. Built for the Belgian Building Authority (Régie des Bâtiments), these two new complexes meet the highest environmental quality standards. The Namur building has received a Valideo certificate
- **The new headquarters of BDO (Luxembourg):** Ethias invested in an office building in Luxembourg which received the «Interim Certificate - Design Stage BREEAM» in 2015. It was decided to extend the certification mission to obtain the BREEAM «Post Construction» certificate in 2016. The final certificate of the building was received with the mention «very good» (Renovation)
- **NAOS (Luxembourg):** The BREEAM “Excellent” certificate was obtained at end-2018 and covers the design stage of this office building in the Grand Duchy of Luxembourg. The post-construction evaluation is ongoing
- **Joint venture with the Belgian logistics company Weerts Group:** this local joint venture will enable investment in new sustainable buildings and create a considerable number of jobs



Responsible investment products offered to our clients through our life insurance policies

Our responsible investment policy is also reflected in the investment products made available to our individual, corporate and public sector clients.

For our institutional clients

Through the Global 21 Ethical Fund: the Ethias Global 21 Ethical Fund is intended for the management of pension and group insurance reserves. It carries the «Ethibel Excellence» label. This fund has two solidarity mechanisms, for the benefit of the Réseau Financité and Fairfin. Depending on the client's choice, Ethias pays one of these partners 0.05% of the average capital invested in the fund at year-end. Affiliates who so wish may also retrocede all or part of their yield to the association of their choice.

Through the «Ethical» sub-fund of the Ethias Life Fund offered in our dedicated asset funds: the objective of this sub-fund is to invest in units of funds that invest in shares and/or bonds of companies that integrate ecological, social or ethical criteria into their long-term strategy. The Mundo assets are invested in the «Ethical» sub-fund of the Ethias Life Fund.

For our retail clients

Through the Invest 23 Mundo fund: our retail clients also have the opportunity to invest in the «Ethical» sub-fund of the Ethias Life Fund through the internal investment fund 23 Mundo.





PLANET

THE ENVIRONMENT



ENVIRONMENTAL GOVERNANCE



Even if the service activities of Ethias do not in themselves seem polluting, the company and its employees still represent an «environmental impact» through their travel, energy consumption, waste and CO₂ emissions, or even water and paper consumption.



CO₂ Neutral Company

In 2020, Ethias obtained the «CO₂ Neutral» label. It guarantees that labelled organizations are actively calculating, reducing and compensating their local and global climate impact.

As opposed to “greenwashing”, this label can only be achieved through serious climate efforts. It is validated by Vinçotte.

Our participation in the project «**Reforestation in Zambia**» has enabled us to offset our CO₂ emissions in 2020. Read more about our «Change Over» plan on page 58.



As a responsible insurer, Ethias is particularly attentive to climate issues and the impact on the environment.

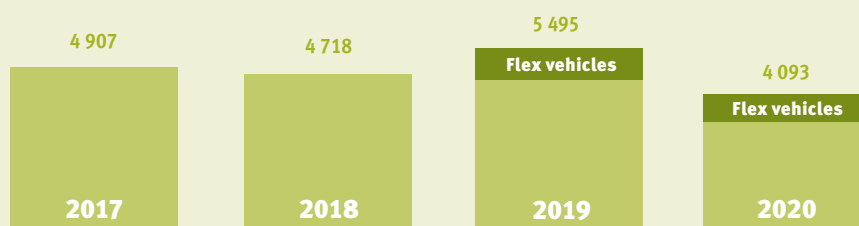
Since 2007, it has regularly had an energy audit of its carbon footprint carried out and is constantly looking for new ways to reduce this footprint.

In 2020, Ethias' efforts to reduce its energy consumption combined with the impact of working from home have paid off: **our emissions have been reduced by 26%**, and even by 30.5% if we take into account the parallel increase in the number of employees (+7%)!

This is a strong performance that confirms **our ability to reach the 30% reduction target set for 2025 by the «Change Over» plan!**

Ethias' 2020 ecological footprint amounts to 4,093 tons of CO₂, 90% of which comes from mobility (vehicle fleet) and buildings.

Annual consumption (in tons of CO₂)



Since 2019, Ethias has included in its carbon footprint the CO₂ emissions of vehicles linked to the «Flex@Ethias», the cafeteria plan for Ethias employees that was launched the same year

In order to further optimize its efforts, Ethias has developed a proactive policy to reduce its ecological footprint in the following **5 areas**:



Mobility



Waste reduction



Green IT



Suppliers and responsible purchasing



Building Management



Mobility

A mobility policy for employees

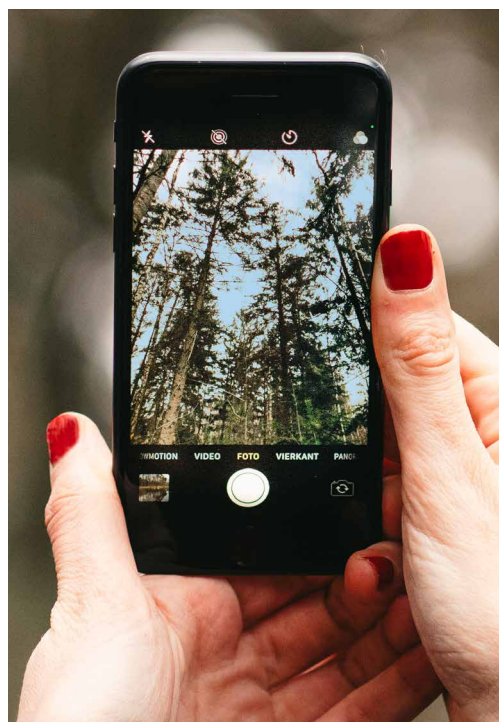
Ethias has made a public commitment to the theme of soft mobility because it is convinced that mobility is crucial for the future of our society, but also because the company positions itself as a pioneer in this field.

Indeed, the company has for many years boasted a **dynamic and proactive travel policy** that relies on intelligent and more environmentally friendly mobility, using public means of transport and soft mobility devices to improve employee travelling.

Since 2012, Ethias has been a pilot entity of the cycling initiative «Tous Vélo-Actifs» of the Walloon Public Service for Mobility (SPW Mobilité), which promotes the bicycle as a means of transport for commuting. At the same time, Ethias was one of the first companies to join the cell «Mobility» of the Walloon employers' organization (UWE), which organizes among other things training sessions for Mobility Managers in Wallonia.

Thanks to the support it provides and the many initiatives deployed internally, Ethias was awarded the «Tous Vélo-Actifs» label by the SPW Mobilité at end-2020, as well as the badge «Best bicycle parking for employees».

Ethias also encourages its employees to continue their efforts and change their travel habits by promoting carpooling and the use of public transport.



Ethias carpools

Ethias has supported alternative mobility programmes set up by public authorities, such as the «Covoit-stop» initiative. Ethias has also launched a project allowing more colleagues to try out carpooling, while benefiting from the tax advantage. The comOn platform has been selected to support this initiative.

Ethias Commuty

In June 2020, Ethias deployed the «Commuty» app to optimize the management of parking spaces for staff members. Thanks to this application, colleagues know in advance that a parking space has been reserved for them and can therefore avoid unnecessary «driving back and forth» to find an available space.

The app also gives priority to colleagues who carpool.

Ethias cycles

Since 2014, Ethias has been providing its employees for their personal trips (during lunch time, after work) with a fleet of 10 business bikes (including an electric one).

A free electric charging station for bicycles is installed in its car parking.

Since 2015, Ethias has been organizing «The Bicycle Spring» and offering employees who come to work by bicycle free maintenance and overhaul of their bikes: an important preventive gesture for an insurance company.

CO₂ emissions

Since 2008, the company has been applying an environmental measure to its company vehicles: a carbon emission limit rate has been set for each category of company cars. The control of carbon emissions is a priority action plan for Ethias.

In line with its objective of achieving carbon neutrality, Ethias has begun to consider integrating 100% electric vehicles into its fleet for commute travel between its offices.

But the best commute travel is the one you don't make! In order to reduce travel between workplaces, Ethias has installed videoconferencing systems for work meetings between the company's main offices in Hasselt and Liège.

Staff members can obtain a rail pass for professional travel free of charge and can finance the purchase of a bicycle or speed pedelec.

Finally, Ethias also intervenes in the first year of the Blue-bike subscription for staff members.

Telework to support our objectives

CO₂ emissions linked to commuter traffic have a particularly significant environmental impact.

The system of generalized telework, which was launched in 2019, was rolled out more rapidly in 2020 in response to the mandatory measures imposed by the health crisis. This generalized roll-out had a significant positive impact on the reduction of commute travel

(-28%) and on the energy balance of our buildings (-27%), despite the inclusion in our carbon footprint of domestic consumption in 2020 due to teleworking (83 tCO₂).

Emissions related to telework are estimated at 0.47 kgCO₂/person/day, and take into account the average Belgian mix for electricity consumption (lighting and computer equipment) as well as heating according to temperatures (from October to March).

On the other hand, «remote meetings» have led to a significant reduction in travel between and within buildings. Each meeting room and each desk is now equipped with an integrated visio-conferencing system.

These new working methods have a positive effect on:

- CO₂ from travel: 28% reduction in emissions
- Total emissions from our building infrastructure: -25%
- Consumables: -6%
- Paper: -35%
- Meat: -58%
- Waste: -51%

Based on these results, Ethias is convinced of the ecological opportunities offered by telework and is determined to use all means to partially continue the system of working-from-home after the COVID-19 crisis.

36% reduction in the number of kilometres travelled by our company cars in 2020

Reduction in CO₂ emissions

The carbon footprint measurement carried out annually by CO₂logic has shown a reduction in Ethias' overall emissions.

This reduction in our CO₂ emissions is the result of the impact of telework, which has been in place since 2019 and intensified in 2020, but also of all the actions initiated by Ethias over the last few years.

These results confirm the relevance of our initiatives and determine our willingness to increase our efforts through the implementation of an ambitious plan.

The actions undertaken in 2012-2013 were continued in 2020:

- Concluding electricity supply contracts with a guarantee label for the **green origin of the electricity**. This label guarantees the supply of energy generated by hydroelectricity, wind power, co-generation or solar energy (energy 2030)
- **Measurement of the carbon footprint**, in partnership with CO₂Logic, resulting in proposals for actions to reduce the footprint. Since 2018, the carbon footprint has been measured annually (previously every two years)
- **Partnership with Bpost** for the CO₂ compensation of postal mailings
- **Modernization** of the production and management **equipment** for the heating/air conditioning system, including the replacement of the air conditioning system in our Alleur building
- **Detailed monitoring** of the energy consumption for our various buildings and regional offices in order to define corrective measures
- **Implementation of corrective or innovative measures** in order to reduce our emissions (installation of energy metering modules, presence detectors)

Support of Climathon

Climathon is an annual international programme that enables climate action through the realization of tangible entrepreneurial projects. The idea is to also accelerate the development of companies and start-ups while relying on the evolution of local politics.

The 2nd Liège Climathon took place on 12 and 14 November 2020 and was structured in three key steps to enable climate action:

- **Define local climate-related challenges**
- **Develop solutions to meet these challenges**
- **Provide long-term support to achieve the solutions**

Because Ethias is aware that climate change has consequences for its business and its ecosystem and because these challenges are at the heart of its activity, **Ethias has sponsored the «ecology» challenge.**

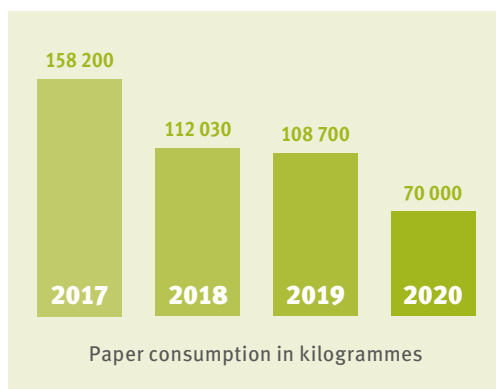
51 participants were able to reflect and propose solutions to the question **«How can we improve the air quality of our cities and limit the impact of heat waves?»**



Waste reduction



Although waste sorting is part of everyone's habits in private life, it is still more difficult to organize this in companies and, above all, to anchor it in people's mentalities. Ethias regularly raises staff awareness about waste collection and sorting.



Other consumables

In addition to paper/cardboard consumables, Ethias also aims to optimize the recycling of equipment and other consumable items:

- **Order of office chairs with «cradle-to-cradle» certificate** - 90% recycling - «Quality Office» certification
- **Donation of office desks** and other furniture to charities and schools
- **Battery collection** in collaboration with Bebat



Paper consumption

The digital transformation of Ethias was stimulated in 2020 by numerous actions aimed at reducing paper consumption, thanks in particular to:

- Maximizing the adoption of e-mail billing
- Sending green cards digitally
- Generalizing the electronic transmission of registered letters
- Promoting the Client Zone of our website and its digital features
- Setting consumption reduction targets per department
- Awareness-raising and best practice sharing, including the promotion of central versus local printing
- Reducing paper advertisements in favour of digital and more targeted communications
- Changing the default transmission channel in IMS for hundreds of documents: 59% of exchanges with our clients are done digitally (compared to 51% in 2019 over the same period)
- Progressing the transition to the Guidewire tool, for which digital is the default communication channel (including the digitization of the signature of the person in charge): 77% of our client exchanges are already done by e-mail. The balance of the correspondence is almost entirely printed in a centralized way
- Replacing and reorganizing the photocopier fleet in June 2020, both in Liège and in Hasselt. As a result, all printings are «delayed» by default, i.e. printing starts after manual validation on the copier. This is a further step towards digitization, but also towards reducing paper consumption
- Implementing a digital helpdesk to support our client in the digital transition
- In 2018, a pilot project for collecting paper towels was set up. In 2019, the recycling of 1,604 kg of paper resulted in a reduction in carbon emissions of 694 kg of CO₂. In 2020, despite the almost generalized working-from-home, Ethias was still able to recycle 840 kg of paper in 2020, which represents a 364 kg reduction in carbon emissions

70 tonnes of paper and cardboard were recycled in collaboration with «Terre», a non-profit organization in 2020 (-35% compared to 2019)



Green IT



While IT tools support environmental aspects through the paper savings they generate, they can be a source of energy consumption themselves.

Ethias is working with its IT subsidiary NRB to reduce this impact by optimizing its infrastructure and processes, but also by:

- Launching an internal campaign to **reduce Ethias' digital storage space**
- **Migrating mail archives to cloud solutions**
- Donating, via Digital4Youth, Ethias laptops to schools and non-profit organizations in order to **extend their lifespan**
- **Virtualizing NRB's servers** to reduce the number of physical servers and therefore the energy requirements for power and cooling
- Launching the project to **install a wind turbine with the objective of producing 40% of NRB's energy needs**



Staff restaurant

Although the health crisis forced the shutdown of its restaurant operations, Ethias initiated a major overhaul of the catering services for its staff in 2020.

It has therefore entered into a partnership with ISS Facility Services. This partnership includes:

- Use of **organic and/or locally produced products**
- Compliance with the **Fairtrade@Work Label**
- **Waste reduction**
- **Adherence to the Green Deal - Sustainable Canteens Charter**



Suppliers and responsible purchasing

Since 2017, our Procurement department is in charge of purchasing all material goods and services in order to get the best guarantees at the best conditions.

Ethias ensures that tenders for products and services include **environmental sustainability criteria**. We also take into account ecological criteria by choosing recyclable and energy-saving materials, ecological and biodegradable products.

Ethias also ensures that the general conditions of all order forms include an article in which the supplier undertakes to **respect the basic principles of the International Labour Organization (ILO)** and to ensure that any subcontractor respects them:

- Prohibition of child labour
- Respect of freedom of association
- Abolition of all forms of forced labour
- Prohibition of discrimination in employment and occupation

In 2020, Ethias subscribed to the **Green Deal for circular purchasing**. This Green Deal aims to promote the development of a circular economy in Wallonia. It encourages any organization, public or private, to commit to circularity through very concrete actions. Economic opportunities, competitiveness and environmental concerns are at the heart of this sustainable project.

For the 2020 version of its investment code, Ethias has decided to comply with the exclusion criteria included in the **«Towards sustainability»** standard developed at the initiative of Febelfin for socially responsible and sustainable financial products, and to participate in efforts to prevent global warming.

All of the **hydro-alcoholic gel dispensers** - placed internally or distributed as part of our support to the community - meet local production and short-circuit criteria in order to limit travel related to manufacturing and delivery. Their simple but effective design and choice of materials also met criteria for easy recycling.

During the week of February 17-23, 2020, our CEO, Philippe Lallemand, had the opportunity to support the **Fairtrade@Work** campaign via a video on the LinkedIn network so as to encourage other companies to take socially responsible initiatives. At Ethias, the 750,000 cups of coffee we consume annually generate premiums that are paid directly to local co-operators and producers.

For the supply of its electricity, Ethias subscribes to **«green» electricity contracts**, giving priority to the green origin guarantee label. This label guarantees the supply of energy produced by hydroelectricity, wind energy, cogeneration or solar energy (Energy 2030).





CHANGE OVER: TOWARDS CARBON NEUTRALITY!

Since 2003, Ethias has adopted a participative approach in its CSR policy and has been proactively following climate developments.

Ethias is aware that climate change and environmental degradation pose an existential threat to Europe and the rest of the world. These changes threaten the survival of humanity.

In response to climate change, Europe has launched the «Green Deal» with the aim of becoming the first climate-neutral continent by 2050.

In 2020, Ethias took another step forward by developing its multi-year «Change Over» plan with the aim to become a carbon-neutral insurance company within 10 years, while initially offsetting its current emissions. This plan rests on two main pillars:

- **Sobriety & efficiency:** having passive buildings, limiting unnecessary travel, promoting working from home, reducing excess consumption as much as possible
- **The energy shift:** gradually shifting to low-carbon forms of electricity. This transformation will mainly concern the infrastructure and the overall mobility of employees. Ethias has taken the lead by deciding to quantify its ecological impact in order to better reduce this impact through numerous actions on the ground

In order to make employees aware of this change and to involve them in its approach, Ethias set up a major internal survey on their mobility in the autumn of 2020.

1 078 employees participated in the internal mobility survey
(almost 70% of the workforce)

The 3 steps of the Change Over plan:

2020

Launching the plan

Offsetting our emissions through a **reforestation project in Zambia** aiming at:

- Sustainably increasing crop yields, incomes and welfare of smallholder farmers
- Reducing uncontrolled forest loss and degradation by increasing net forest cover

From 2021, **gradual conversion of our fleet to more hybrid and electric vehicles and continuation of our working-from-home policy to reduce travel.**

2025

Reducing our CO₂ emissions by one third

We will achieve this by:

- Renovating or building new premises according to the principles of sustainable construction
- Continuing our efforts to reduce the carbon footprint of our vehicle fleet

2030

Achieving carbon neutrality

We will achieve this through:

- Low-carbon buildings
- A fleet of zero emission vehicles
- Reducing our digital footprint in partnership with NRB



BUILDING MANAGEMENT



Reduction of occupancy area

In 2020, Ethias continued its real estate initiative aimed at reducing the number of square meters of office space occupied and thus its carbon footprint. 300 colleagues were directly concerned by this reorganization of space in Liège. This approach is supported in particular by the introduction of telework, which enables the optimization of work spaces.

Liège

Since 2017, Ethias has sold 3 of the 4 buildings it occupied in Liège in order to consolidate its activities on a single site (sale of the Prémontrés building in 2020: -1,600 m²).

Rives Ardentes

Ethias has recently validated the choice of its future location in Liège, a brand new building in the emerging «Rives Ardentes» eco-district, which will reduce its current surface area by 25%.

Hasselt

In order to continue to reduce the surface area occupied and to achieve its objective of carbon neutrality, Ethias has also launched major renovation work on its building in Hasselt. By 2024, Ethias' activities will occupy only 9,000 m² of the building, compared to 21,000 m² at present.

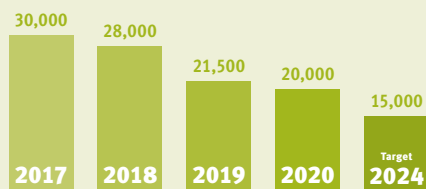
Target 2024: 9,000 m² for Hasselt
21,000m² in 2020



The specifications of this new building meet many ecological considerations, such as:

- A BREEAM Excellent and Very Good certification
- Optimal accessibility via soft mobility or public transport
- A 25% reduction in the surface area currently occupied
- A large bicycle parking area
- An ecological and sustainable architecture

Target 2024: 15,000 m² for Liège
20,000m² in 2020



Over the last 4 years, Ethias has reduced the surface area of its buildings in Liège by 33%

Strategic renovation choice

Our buildings are already monitored in real time in order to programme the techniques according to the real needs and the comfort expected by its occupants.

When we renovate or build our offices, we will benefit from the latest technologies, in particular by integrating more Smart Building sensors.

When choosing its equipment and infrastructure suppliers and partners, Ethias naturally takes into account ecological criteria (choice of recyclable and energy-efficient materials, ecological and biodegradable products).

For the renovation of its site in Hasselt, Ethias enlisted the help of botanical specialists to increase the presence of plants and trees to neutralize the CO₂ emissions produced by the staff's activities in the building.

Ethias has set up Concept Stores, sustainable commercial agencies that are close to the clients. The products used for the furnishing or construction/renovation of these agencies are either recycled materials or recyclable materials. A framework agreement was signed with a design office to further develop this environmental concept.

2 new Concept Stores were opened in 2020

GOVERNANCE

INTEGRITY

The company's activity is based on strong values that guide its work, its organization and its policies.

Integrity is at the heart of these values and must guide everyone's daily decisions and actions. This nurtures stakeholder confidence and preserves the company's credibility and reputation, which are key factors in its success.

The integrity policy includes the internal and external rules of conduct that apply to the company's employees and provides a reference framework to guide each of their actions, inspire their choices and bring the company's values to life on a daily basis.

Within the framework of its governance, **Ethias is attentive to the issue of climate risks** (global warming, pollution, etc.), **which could affect the profitability of its products or even the continuity of its activities.**

As part of its ORSA (Own Risk Self Assessment), **Ethias assesses the potential consequences of a natural disaster every year.** The stress tests carried out on this occasion make it possible to question the company's reinsurance policy.

Its **ethical investment code** also excludes investments in industrial activities that are harmful to the environment.

United Nations Global Compact

Since 2006, Ethias has adhered to the United Nations Global Compact and renewed its adherence in 2020. The Global Compact remains fully integrated into the company's strategy.

This pact defines a global framework in terms of ethics, respect for human rights, respect for labour law and environmental policy.

Ethias translates this global framework into concrete actions on a daily basis, while involving all its stakeholders and promoting these values. They are listed in a table at the end of this document.

Codes

Social-Ethical Code

This code recalls the company's values and commitments, including the basic principles of the International Labour Organization (ILO), and provides for the establishment of the Ethics Committee. It reaffirms its commitment, in the field of labour relations, to the founding values of the social economy, which seeks to reconcile profitable economic activity with a people-centred social policy, to which primacy is given.

There is a procedure for reporting non-compliance with the Social-Ethical Code.

Core values of the company included in the Social-Ethical Code

- ✓ Respect for the dignity of individuals and their private lives
- ✓ Freedom of association and the right to collective bargaining
- ✓ Prohibition of discrimination in employment relations on the grounds of gender, race, nationality, beliefs (religious, philosophical or political) or social origin, individual physical characteristics or state of health
- ✓ Equal treatment and equal opportunities
- ✓ Professional training and development of employee qualifications
- ✓ Encouraging an internal communication policy
- ✓ Prohibition of psychological harassment, sexual harassment and all forms of violence
- ✓ Compliance with laws and regulations, individual and collective labour agreements
- ✓ Compliance with company procedures and guidelines
- ✓ Preserving excellent safety, hygiene and well-being at work

Ethias' Commitment to the social economy

Built on values of solidarity and social progress, Ethias intends to fully assume its social, societal and environmental responsibility.

Its commitments in this respect have been formalised in a charter which includes considerations such as:

- Respect for freedom of association and recognition of the right to collective bargaining
- Elimination of all forms of forced or compulsory labour
- Abolition of child labour
- Elimination of discrimination in respect of employment and occupation
- Fight against corruption
- Action against corruption in all its forms, including extortion and bribery

Code of conduct for the Financial Department

The code sets out a series of professional and ethical standards and specific procedures allowing to ensure that the staff of the finance department carries out its mission in accordance with the values of Ethias.

AMBITIONS 2021

Ethias' Executive Committee and the Joint Ethics Committee reaffirm their willingness to anchor CSR in the strategic fundamentals of the company, as an employer, insurer, investor and responsible player in society.

In 2021, Ethias will continue to apply the 10 principles of the United Nations Global Compact to all its CSR actions and activities. Moreover, it will broaden its frame of reference to the 17 Sustainable Development Goals set by the United Nations, for which societal interest is growing.

While continuing its support to the various post-COVID recovery plans and rolling out its sustainable investment strategy, Ethias decided to strengthen the CSR activities undertaken to date and to focus the 2021 action plan on four sustainable development objectives:



END POVERTY IN ALL ITS FORMS EVERYWHERE

Economic growth must be shared to create sustainable jobs and promote equality.



ENSURE HEALTHY LIVES AND PROMOTE WELL-BEING FOR ALL AT ALL AGES

Empowering people to live healthy lives and promoting well-being for all at all ages is essential for sustainable development.



SUSTAINABLE CITIES AND COMMUNITIES

Make cities and human settlements inclusive, safe, resilient and sustainable



COMBAT CLIMATE CHANGE AND ITS IMPACTS

The fight against global warming has become an integral part of achieving sustainable development.

TOWARDS CARBON NEUTRALITY!

Since 2008, Ethias has been measuring its CO₂ emissions and working to reduce its carbon footprint.

Ethias has committed to an ambitious strategy to take the company carbon neutral by 2030!!

Find all the details of our Change Over plan on page 58.



More than 5,000 employees committed to a more sustainable society

As part of its group strategy, which was launched in 2020, **Ethias' next non-financial reports will include the activities of all its subsidiaries.**

ADHERENCE TO THE UNITED NATIONS GLOBAL COMPACT

In 2020, Ethias renewed its membership of the United Nations Global Compact, to which it has adhered since 2006. The Global Compact remains fully integrated into the company's strategy:

10 UN Principles

for engaging business to:

Ethias' answers

Support and respect the protection of internationally proclaimed human rights	<ul style="list-style-type: none"> • Joint Ethics Committee • Integrity policy • Social-Ethical Code • Ethical investment code • Signature UN PRI
Make sure that they are not complicit in human rights abuses	<ul style="list-style-type: none"> • Signing of an ILO convention by all suppliers • Ethical Investment Code • Signature UN PRI
Uphold the freedom of association and the effective recognition of the right to collective bargaining	<ul style="list-style-type: none"> • Social governance
Contribute to the elimination of all forms of forced or compulsory labour	<ul style="list-style-type: none"> • Signing of an ILO convention by all suppliers
Contribute to the effective abolition of child labour	<ul style="list-style-type: none"> • Signing of an ILO convention by all suppliers
Contribute to the elimination of discrimination in respect of employment and occupation	<ul style="list-style-type: none"> • Diversity Charter • "Women in Finance" charter • Talent Management Policy
Support a precautionary approach to environmental challenges	<ul style="list-style-type: none"> • Change Over (carbon neutrality from 2030) and carbon offset projects • Environmental Governance • Ethical Investment Code • Signature UN PRI
Take initiatives to promote greater environmental responsibility	<ul style="list-style-type: none"> • Change Over (carbon neutrality from 2030) and carbon offset projects • CO₂ emissions balance • Actions in favour of multimodal mobility
Encourage the development and diffusion of environmentally friendly technologies	<ul style="list-style-type: none"> • Responsible suppliers • Strategic renovation choices
Work against corruption in all its forms, including extortion and bribery	<ul style="list-style-type: none"> • Integrity policy • Ethical Investment Code • Signature UN PRI

WHY A NON-FINANCIAL REPORT?

For Ethias, the drafting of this non-financial report is a continuation of an approach that was initiated in 2007 with the drafting of what was then called the «Corporate Social Responsibility Report».

This fourth edition of the report goes beyond the legal requirement.

This document is intended to be a unifying instrument. It reflects the collaboration of all entities within the company to achieve a common goal: to be and remain a socially responsible insurer, redoubling its efforts to address the health crisis.

Hence, the entire company contributes to the elaboration of this report by updating the CSR team on all the initiatives taken in the different departments over the year.

The report is then drafted and finalized under the aegis of the Ethics Committee, which was set up within Ethias in 2003. It is a joint body, consisting of as many representatives of the employer as of the employees. It is chaired by the CEO and its mission is to deploy CSR within the company and to ensure compliance with the rules of social ethics.

The report is part of the financial report and follows the same approval procedure through the Executive Committee, the Board of Directors and the General Assembly of the company. This report covers the activities of Ethias SA.

Ethias has based this report on the 10 principles of the United Nations Global Compact and the United Nation's 17 SDGs. Each of Ethias' actions is guided by an overall strategy founded on these principles and the resulting commitments. The UN Global Compact and its 17 SDGs, to which Ethias adheres, are the connecting thread in the company's CSR approach.



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