

## The Triglav Group's commitment to sustainability (ESG)

### The Group's efforts in terms of environmental, social and governance (ESG) aspects stem from its mission to build a safer future.



The Triglav Group is the leading insurance-financial group in the Adria region. Based on its *client-centric approach*, the Group *dynamically develops new ways of doing business as the foundation of its responsible long-term development, while at the same time earns profit and operates safely*, thus realising its commitment to sustainability. The Group's efforts in terms of environmental, social and governance (ESG) aspects stem from its mission to *build a safer future* (for all its stakeholders).



Through its activities, the Group reduces uncertainty in the environment, provides its clients with financial and other security, and creates sustainable value for its shareholders and other stakeholders. The Group pursues the strategic objectives of profitable and safe operations and effectively manages risks. Its approach is reflected in insurance covers, the management of clients' assets in mutual funds and discretionary mandates and in the management of the Group's investment portfolio.



In its activities, the Group follows the international guidelines of sustainable development and constantly adjusts its operations to regulatory requirements, commitments adopted, guidelines of supervisory bodies and good practices of national and international sector organisations and associations. For over a decade, its relationship with the community at large has been comprehensively managed and upgraded using the Global Reporting Initiative systematic approach. Furthermore, the Group strives to implement its sustainability goals in cooperation with representatives of the stakeholder environment in relevant environmental, social, economic and governance segments as a party to and signatory of commitments.

### Three aspects of the Group's sustainable operations:

Environmental aspect (E)	<p><b>The Group takes considers the overall impact on the environment and environmental risks in the implementation of business processes within the Group members, in its engagement with clients and other stakeholders, in its operations and the community at large. In doing so, the following goals are pursued:</b></p> <ul style="list-style-type: none"> <li>• <b>In the implementation of business processes within the Group members</b>, the Group aims to implement sustainable solutions with an emphasis on the efficient use of energy, water and other resources and the reduction of pollution (the reduction of the carbon footprint, introduction of paperless operations, waste separation by taking into account the business environment in specific markets, appropriate structure of the vehicle fleet, optimal energy management of commercial buildings where the Group's activities are carried out).</li> <li>• <b>In engagement with clients and other external stakeholders</b>, the Group considers the direct and indirect impact of business relationships on the environment and related environmental risks and aims to achieve the adopted environmental goals and environmental commitments made at the local and global levels. The Group takes an active approach to solving challenges such as climate change and, by developing insurance covers, strives to better understand and raise the awareness of society about climate risks, the growing risk of natural disasters and other impacts of climate change on society.</li> <li>• <b>In the community at large</b>, the Group carries out activities and supports initiatives with the aim of permanent conservation of the natural environment and biodiversity. The Group supports the development of science with respect to understanding the causes and predictions of environmental change and the development of new technologies to reduce the negative impacts of economic and social activities on the environment.</li> </ul>
Social aspect (S)	<p><b>The Group acts with responsibility towards its employees, clients, partners and community at large. In doing so, the following goals are pursued:</b></p> <ul style="list-style-type: none"> <li>• <b>With respect to its employees</b>, the Group strives to achieve a high level of their engagement and satisfaction. The Group ensures the equality of all employees regardless of gender, race and religion. Through numerous activities, the Group not only promotes the continuous growth and development of its employees, but also provides for a stimulating and safe working environment.</li> <li>• <b>In relation to its clients</b>, the Group aims to improve its clients' user experience and improve their level of satisfaction. The Group takes an active approach to personal and data security and other risks of modern times.</li> <li>• <b>In terms of the community at large</b>, the Group carries out a series of preventive activities to reduce risks in the environment and supports activities in sports, culture, education and health.</li> </ul>
Governance aspect (G)	<p><b>In its operations, the Group ensures a high level of corporate governance and pursues the following goals:</b></p> <ul style="list-style-type: none"> <li>• <b>The Group strives for the highest level of compliance with legislation, internal rules and commitments made, thus ensuring fair and legal practices and operations.</b> The Group's main principles include a zero tolerance to criminal offences, the prevention of money laundering and terrorist financing, the prevention of corruption, respect for human rights and fundamental freedoms, management of conflicts of interest, a high level of personal data protection, adherence to business ethics and provision of information security. Furthermore, the Group maintains both the quality of the external audit of its operations and the development of corporate culture, including membership in relevant associations and organisations.</li> <li>• <b>The Group ensures a high level of corporate governance by</b> having a two-tier system in the parent company and the Group members and by following various codes, recommendations and good practices. The Group adopted a diversity and succession policy of the Management Board, while the remuneration of the Management Board members is determined in accordance with a special methodology set out in the remuneration policy. A fit and proper assessment is first made for the candidates for the members of the Management Board and the Supervisory Board, after which a fit and proper assessment is performed for all members of the Management Board, the Supervisory Board and business and key function holders periodically.</li> <li>• <b>The Group has active relations with investors</b>, which includes open, proactive contact with them, transparent public disclosure of information on the Group's operations, position and prospects, as well as efforts to make the ZVTG share attractive and liquid.</li> </ul>

### Insurance

When designing insurance products and providing insurance services, the Group develops and introduces a methodology for integrating environmental, social and governance impacts, thus upgrading the assessment of the overall impact of its products and services portfolio in terms of having a neutral impact on sustainability.

With financial and insurance literacy, the existing and potential clients are encouraged to actively manage their insurance and financial portfolio, considering their needs and risks they face in managing their material, social and financial security in all stages of their life.

### Asset management

In managing its own portfolios and clients' assets, the Group pursues the goals of safe and profitable investing by considering the sustainability aspect.

The Group is committed to implementing the assessment and monitoring of environmental, social and governance aspects of investment decisions into its investment processes.

Depending on the form of investment, the Group aims to actively exercise management rights with issuers from portfolios with regard to sustainable development-related decisions and to encourage issuers to implement commitments to achieve sustainability goals.

