

Supporter of your life today and tomorrow



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Dear Reader,

It gives me great pleasure to introduce the AG Sustainability Report. It outlines the many initiatives we took as a company to contribute to a more sustainable world focusing on the evolutions in 2021.

We believe we have the power to make a real difference not only by expanding our range of sustainable products and by investing in a way that generates a return for our customers and has a positive impact on society and the environment. But also, by creating a great place to grow for our employees and by engaging in initiatives to reduce our environmental footprint.

As an insurer, we always had to take a long-term approach as we are protecting people and their possessions today and in the future. We draw our strength from our employees, who work hard every day for the benefit of their fellow citizens. This determination to be a force for good links perfectly with our “supporter of your life” tagline. We insure one in two families in Belgium, earning and maintaining people’s trust is something we are building on since almost 200 years.

Maintaining a respectable standard of living for all relies on our ability to continue generating sustainable growth. Of course, growth cannot come at any cost: it must be achieved in a way that considers the needs of future generations.

Health has become a priority for us all – not least these past two years, when the coronapandemic took away our freedom we once took for granted.

As you read through these pages, you will also come to understand a conviction shared by each and every one of AG’s 4.400 employees: that when it comes to creating a more sustainable world, our work is never done. We believe we can always do more, do better, and do things more sustainably.

If you would like to share your experiences or feedback, please write to us at the following address: sustainability@aginsurance.be. I hope you enjoy reading this report.

Nathalie Erdmanis
Director of Sustainability



MESSAGE FROM THE CEO

To most of us, insurance is one of life's necessities, something mandatory, boring, and stuffy. When we think about its core function, what comes to mind: a safety net, it gives us peace of mind and protection, and that is it. But that is not it. At AG, we do more than keep you safe from harm. We make every insurance policy count, as it is not only about respecting a contract, it is all about building a long term client relationship while continuously investing in people, the planet, and the economy. We help you live a healthier and more prosperous life, now and in the future.

2021 was again a challenging time where we had to live with the effects of the Covid-19 pandemic and were confronted with the largest flooding in the history of AG. It was again a test of resilience for individuals and organisations. And I can proudly say that we succeeded in finding solutions for our clients, to speed up our processes even if we are aware that not everything is closed yet.

It was also the year in which we explicitly included sustainability as a strategic choice in our strategy. For us, sustainability means taking decisions today with the impact on future generations in mind. Even though sustainability is not a new topic for us, we are convinced that we can always do better. We believe that, as an insurer, an investor, an employer and a responsible company, we can contribute significantly to the transition towards a more sustainable world. Long-term thinking and building sustainable relationships with our stakeholders are in the DNA of our company, AG is growing for almost two centuries and this was only possible by taking a long-term approach with the interest of all our stakeholders in mind. We are the supporter of the life of our stakeholders, today and tomorrow.

We know there is no alternative. If we want to earn a place on earth, we must act now. We are being faced with the consequences of climate change; we saw the effects at home when the devastating floods of July claimed lives and caused material damage of more than two billion euros. Of course, sustainability is not only about

the environment, but also about people, our clients, our employees, our distribution partners, our suppliers, and our society. In 2021, during lockdown periods, I talked with multiple employees, to check in on them and crossed the country to share our AG flag and strengthen the sense of belonging.

Each one of us should reflect on how to contribute meaningfully to our organisation and society by including a long-term sustainable perspective in day-to-day decisions. Trying always to do better should be our guiding principle; we must avoid losing ourselves in an endless debate on the ultimate sustainable behavior.

For me, the world of tomorrow is a place where everyone, regardless of their differences, can develop and pursue their dreams for generations to come where dialogue takes precedence over polarization and where everyone acts with respect.

Heidi Delobelle
CEO

KEY FIGURES

AG as an insurer

3 million
customers

1 in 2

Belgian families have
a contract with AG

5.000

AG Partners

490

million euros in claims
resulting from the July
floodings

1 billion
euros

premiums from
products with Towards
Sustainability label



Reintegration
programs proved
successful

AG as an investor

82 billion
euros

assets under management

9 billion
euros

invested in assets contributing
to the transition towards a more
sustainable world

31 billion
euros

invested in the Belgian
economy

AG as an employer

4.400
employees



55% female
vs. 45% male



of employees use
soft mobility options
for commuting

10

times Top
Employer

23.131

training days

66

Employee NPS

AG as a responsible company

CO2 Neutral

7.075

ton CO2e emissions

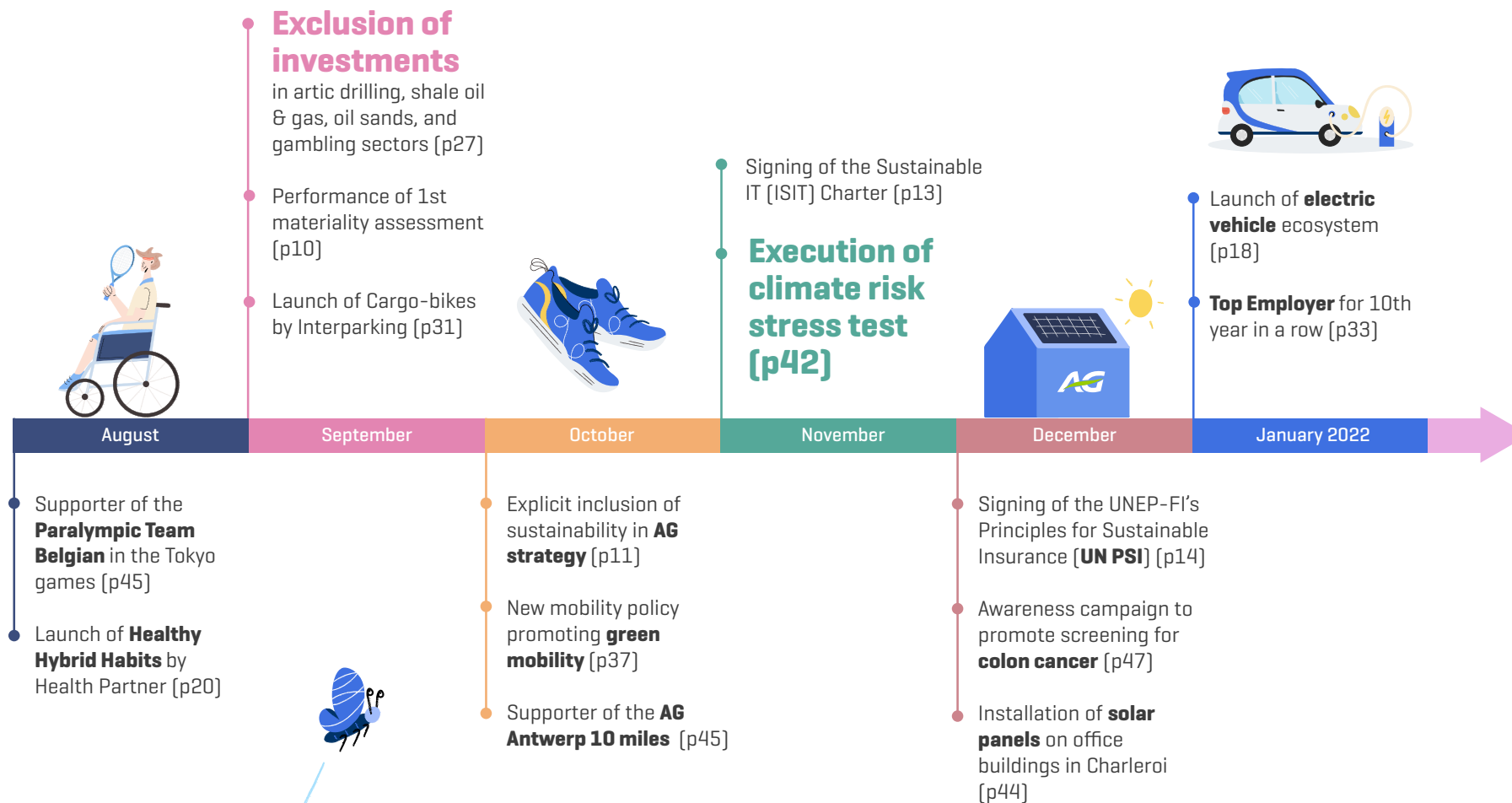
40

solidarity associations
supported



HIGHLIGHTS







Sustainability at AG

Sustainability at AG

AG in a nutshell

We have a 29.5% share of the Life insurance market [34.1% in Life Employee Benefits] and 16.7% in Non-life insurance and are the undisputed leader in the Belgian insurance market. Our multi-channel strategy includes independent brokers and Fintro-agents, bank branches [BNP Paribas Fortis, bpost bank], and we collaborate with large corporates to fulfil different customer needs.

AG is owned 75% by Ageas Group and 25% by BNP Paribas Fortis. AG is directly or indirectly a shareholder of several services companies, for example, AG Real Estate [the largest real estate group in Belgium] and Interparking [a public car park operator].

More information at www.ag.be

Purpose

In a complex and fast-changing world, innovation, speed, and agility are crucial. It is our ambition to stand out as a Belgian-anchored insurance services provider, recognized for its ability to care for and deliver superior and sustainable stakeholder value by constantly anticipating and exceeding the needs of customers, employees, partners, shareholders, and the local community.

Together, we insure for good. It is the very essence of our business: we prevent, prepare, protect, assist and invest. Reliability, sustainability, quality of service, knowledge sharing and being open-minded we hold in the highest regard.

We exist for our customers. We are there to support them through the ups and downs of life's journey. We protect what you have today and help you realise your future dreams. As a "supporter of your life", we listen to what drives people, we take care of the "what if's" and the "what's possible" so that our customers can enjoy life with serenity and freedom.

Strong Values

Our values are a real benchmark of essential standards, which nurture our identity and the way we work daily. These values are common to the entire Ageas Group, and what we strive for in all our actions.

CARE

We respect, support and help those around us, and stay true to who we are.

DARE

We push boundaries and are not afraid to take a chance.

DELIVER

We fulfill our promises, make things happen and do what we say we will.

SHARE

We learn together, inspire others and share success with all our stakeholders.

Material topics

The purpose of a materiality assessment is to identify the most important sustainability topics for our stakeholders. This allows us to have a more significant impact, make our programs effective, and ensure the different initiatives are aligned with our stakeholder's expectations and commercial activities.


For this materiality assessment, management as well as employees, customers (both retail and corporate clients) and distribution partners have been surveyed, either via one-to-one interviews or via an online questionnaire. Topics included in the assessment were scored on a scale of 1 [Not at all important] to 5 [Extremely important]. All stakeholders considered all topics to be at least 'Somewhat important [3]'. The top 5 material topics for both our Stakeholders and Management are Financial resilience, Equity in the workplace, Well-being in the workplace, Transparency to customers and Responsible & ethical governance.

The top 5 material topics for both our Stakeholders and Management are Financial resilience, Equity in the workplace, Well-being in the workplace, Transparency to customers and Responsible & ethical governance. The results of this materiality assessment have been used as input for the definition of our ambition.



Ambition

As an insurer protecting one-third of the Belgian population, we always had a clear societal role. We recognize this in our strategy by putting sustainability forward as a strategic choice, formally integrated in our company strategy.




AS AN INSURER, WE AIM TO IMPROVE OUR OFFER OF PRODUCTS AND SERVICES WITH POSITIVE IMPACT

Our raison d'être as an insurer is to protect people. We offer already solutions for important societal issues such as health, pensions, climate, housing, and mobility. But we believe we can do even more by expanding our offering of products with positive impact and by enhancing understandability.




AS AN INVESTOR, WE AIM TO INVEST IN THE TRANSITION TO A MORE SUSTAINABLE ECONOMY

We have a significant track record of responsible investment approaches. But we want to do better, that is why we continue investing in assets that contribute to a better world and screen all our new investments for ESG criteria. In the long term, by 2050, we aim for our investment portfolio to include only net-zero carbon assets.



AS AN EMPLOYER, WE AIM TO PROVIDE PEOPLE WITH A GREAT INCLUSIVE PLACE TO GROW

Our role as an employer is central to our sustainability journey. Human capital is what makes us move forward. We are constantly working to be a great, inclusive place to grow, where everyone can develop their talents in an inspiring environment.



AS A RESPONSIBLE COMPANY, WE AIM TO DO BUSINESS WITH INTEGRITY AND RESPECT FOR OUR ENVIRONMENT AND OUR SOCIETY

Lastly, we have a duty as a responsible company to limit our environmental footprint. Today we are already CO2 neutral by offsetting our emissions. Naturally, we want to continue this trend and we want to reduce our ecological footprint in line with the European Green Deal ambitions. As a large company, we believe we can increase our impact even more by involving our suppliers, so we want to include sustainability criteria in the selection process for new suppliers.

Sustainability governance

We believe that sustainability is a shared responsibility within each department. All departments contribute to this common journey from product development, underwriting, claims, investments to human resources, risk, IT and facility management, etc.

To ensure coherency between the different initiatives, we installed a sound sustainability governance. The Chief Sustainability Officer and Director responsible for our sustainability department were appointed in 2021. This change in the organization stresses the importance we attach to contributing to a more sustainable world.

The role of the Sustainability Office is to gather knowledge on external evolutions and best practices and share this internally. So that the implementation of a common sustainability strategy and approach for all departments can be rolled-out. A contact person has been appointed for each department who is responsible to gather and align local initiatives and to roll-out the sustainability initiatives proposed at corporate level.

They come together in the Sustainability Committee on a regular basis, and the Committee reports to the Management Committee who validates the sustainability approach and monitors its implementation.



The SDGs

The Sustainable Development Goals [SDGs], were adopted by the United Nations in 2015 as a global call to action to end poverty, protect the planet, and ensure that by 2030 more people enjoy peace and prosperity. In 2018, we decided to support the UN Sustainable Development Goals [SDGs]. Based on core factors we have chosen to actively contribute to the following 10 SDGs:



Commitments, recognitions, ratings

At AG's level



Worldwide business sustainability rating agency



Framework for insurance industry to ESG risks and opportunities



Belgian label of Quality Standard for sustainable and socially responsible financial products



Carbon-neutral certification offered for mitigating greenhouse gases related to activities



Recognition on excellence in people practices



Belgian initiative to improve gender equality in the financial sector



Initiative to ensure the world's largest emitters take necessary action on climate change



Framework for incorporating ESG issues into investment practice



Initiative urging companies to measure and publish climate related data and to implement actions to address environmental issues



Sustainability assessment method for masterplanning projects, infrastructure and buildings



Belgian initiative to reduce the environmental and social footprint of IT

To further strengthen AG's commitment to sustainability, AG became a signatory of the UNEP-FI's Principles for Sustainable Insurance in 2021. These principles serve as a global framework for the insurance industry to address environmental, social and governance risks and opportunities. Over 200 organizations worldwide have adopted the principles, including insurers representing more than 25% of world premium volume and USD 14 trillion in assets under management.

At Ageas Group's level



United Nations
Global Compact

Principles of sustainable development including human rights, labour, environmental and anti-corruption topics

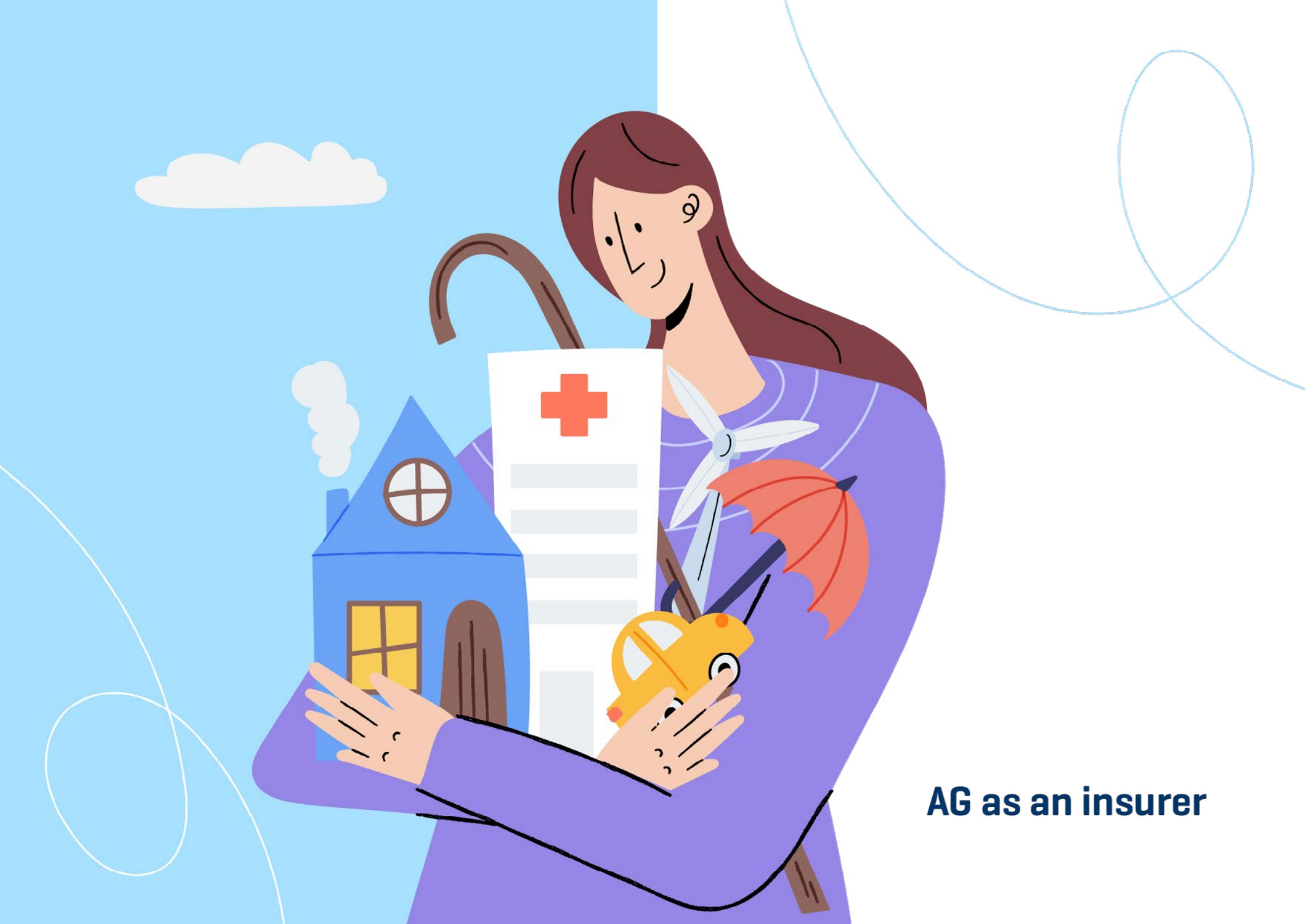


International independent standards organization for impact reporting

TCFD | TASK FORCE ON
CLIMATE-RELATED
FINANCIAL
DISCLOSURES

Recommendations for more effective climate-related disclosures





AG as an insurer

AG as an insurer

Products with positive impact

AG was founded on 12 June 1824. Back then, we called ourselves “AG Life” [“AG Vie”], and while we have had a few name changes over the years, our mission has remained the same. Be a supporter of our client’s life, today and tomorrow. People have insurance as an act of foresight, to protect themselves against life’s risks and to raise their standard of living. For us, as an insurer, the pursuit of sustainability is part of the company’s DNA, and translated through our entire range of products and services.



Climate change and the floodings of July 2021

2021 has been an 'annus horribilis' for many Belgians who were touched by natural catastrophes: we encountered a tornado in Beauraing, floodings in Dinant and extremely heavy rainfall leading to the largest flooding in the history of AG touching primarily Walloon and also Flemish regions.

In mid-July, Chaudfontaine and Pepinster, amongst others, were devastated by the power of water, unfortunately leading to 41 casualties damaging public infrastructure, houses, and cars. We mobilized our people immediately to serve the victims, pay advances, increased the number of experts, closed 10% of the files in the first weeks, but even then, we recognize that several months are needed to treat this high number of complex and important claims.

We estimate AG clients suffered around

490 million in damages
representing more than
20.000 claims

By law, intervention limits per natural catastrophe event are defined, but it became clear the limits would be surpassed, as the estimated damages headed towards 2 billion. There was an imminent risk that people would not get fully paid for their claims. The insurance sector and the Walloon Government got together to find an arrangement. AG took a leading role in these discussions and showed its capabilities in data management. Delivering data to the market and the government helped to identify the damage and we coordinated locally on demolition works. After intensive discussions, the sector came to an agreement with the Walloon Government: insurance companies would double their intervention limit and provide a free loan to the Walloon government of 1 billion euros to ensure citizens would be fully paid. We are also striving for a new legislative framework to ensure a fair and complete settlement of all claims resulting from natural catastrophes.

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The devastating floodings of July 2021 left a big impression on us, being on the field every day after the disaster, to help the victims with the consequences of the event. Pepinster was severely touched, and in a certain zone of the village, Walrand, the water came 3m20 high and all the houses had to be demolished since they suffered heavy stability issues. We speak about 41 houses that were heavily damaged, of which 10 were insured with AG. To accelerate the entire process, and to avoid all the complexity with the municipality, other insurers, utilities, etc, we took up our responsibility and took care of the demolition of all the houses on behalf of all involved parties. Although this is of course a very traumatic event for the victims, given the situation, it was the right thing to do to simplify the complex situation, and to accelerate the entire process towards a new future for our clients and for Pepinster.

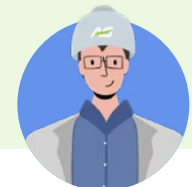
Frédéric Dosseray

**Teamlead technical experts
Bank Channel**



Quentin Wackers

**Teamlead technical experts
Broker Channel**



Mobility & home

From home charging to electric driving, we want to accelerate the sustainable mobility transition with a total package for electric options. The urgency of climate change is encouraging many people to switch to more environmentally friendly means of transport such as bicycles or electric scooters and cars. That is why we have developed a range of specific guarantees and services for those who purchase electric vehicles.

Home chargers insured

Many customers are concerned about fire risks from an electric vehicle charging at home. We have adjusted and clarified our home and car insurance policies on these points for optimal protection. For example, home charging stations and home batteries are now covered as standard in the home insurance policy.



Quick charge assistance

A frequently mentioned fear among customers is that they would run out of power en route to their destination. That is why **Touring**, AG's assistance partner, has equipped its mobile teams with electric vehicle boosters. With these "fast chargers", an empty battery can be charged in a few minutes, so that you can quickly be mobile again and can continue driving and avoid a car tow.

Public charging stations

A pain point for many Belgians is the limited and complex access to public charging stations. It is known that the public network in Belgium still needs to be greatly expanded. What is less known is that it is not possible to pay at most of these charging stations with a bank card and that each charging station can freely determine the price per kWh. The **Mobiflow** app and charge card developed by **Optimile**, a company specialized in mobility software in which AG took stake, offers an answer to these challenges. This universal charge card, without subscription costs, is linked to the bank or credit card and offers access to almost

95% of all public charge points in Belgium and to 135,000 charging stations throughout Europe. The app also indicates which charging stations are located nearby, how much a charge will cost and how long the charge will take. This makes Mobiflow one of the first applications in Belgium to introduce price transparency for charging stations.

Home charging stations

As electric vehicles become more popular, an increasing number of customers are also considering installing a home charging station. This is a safer and faster-charging solution. Moreover, charging with a home charging station is cheaper than with a public charging station and the installation is financially encouraged by the government. However, there are too many customers with questions and uncertainties. Which type of charging station is the best for me? And can I place it at my home? Does my electrical installation need to be adjusted? What will it cost? And where can I find a reliable installer? In this area, AG's subsidiary **SoSimply** has a very broad network of professionals and offers high-quality analysis and installation at fair prices.

Driving less

To encourage drivers of non-electric vehicles to leave the car more at home we introduced the “Kilometer bonus” formula, giving discounts on premiums to drivers if they drive less. In 2021, almost half of all customers opted for the “limited use” option when registering a new vehicle.



Soft mobility

More Belgians are using bicycles, for recreational and commuting purposes and this trend significantly increased during the Covid-19 pandemic. To respond to this trend and to meet the security needs of bikers, we offer a dedicated bicycle product that covers other “soft” mobility devices such as electric scooters and monowheels. In 2021, we complemented this protection with an optional coverage in case of physical injury to the driver in case of an accident.

Home insurance

We already referred to the coverage of charging stations as part of the home insurance policy at no additional premium, but AG goes further in its contribution to a more sustainable world via its home insurance. For example, we also cover solar panels at no additional cost or we cover the cost of soil contamination caused by fuel leakage. Also, in case of damage, AG’s settlement allows to repair the house in line with the latest energetic standards.

Drysolutions and RespoRepair

Via our subsidiaries **DrySolutions**, specialized in leak detection, and **RespoRepair**, prioritizing repairs above the replacement of damaged window-frames, we strive to act responsibly while creating a win-win-win for the client, us, and the environment.



Health & accidents

The topic of health remains high on the agenda with the pandemic continuing in 2021. And when we say health, we also mean prevention. We offer effective solutions for both health insurance and prevention.

Everyone is hospitalized at some time. And our clients do not have financial stress, but can focus on healing, as our offer has comprehensive protection before, during, and after hospitalization when serious illness occurs.

Long-term illness

For several years now, AG has been offering its corporate clients with Guaranteed Income cover the **Return to Work** reintegration program, which has proven to deliver very good results. The aim of this program launched in 2017 is helping employees with a stress-related condition getting back to work in good health.

After 4 years, more than

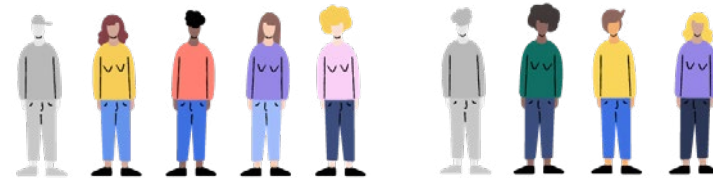
3.000 programs

were launched and numbers double every year.



Moreover, 70% of completed programs proved successful, meaning that employees who have been out of work for a long time due to a stress related illness can return to work after 6 to 8 months.

Health Partner



1 in 5 employees in Belgium do not feel good at work.

1 out of 4 believe it is highly likely they will be unable to work for more than one month in the coming 3 years due to stress.

Health Partner offers global and practical well-being programs tailored to companies and their employees. It includes a 360° well-being audit, and the set-up, roll-out, and communication of a well-being strategy and action plan. This is delivered via “My Health Partner”, a digital solution with scientifically proven programs developed together with experts in their fields, including physical well-being, mental resilience, and stress management. More than 20.000 employees have benefited from the services of Health Partner. In 2021, Health Partner launched an offer tailored to the new hybrid way of working.

Accidents at work

As part of our offer to companies through workers' compensation products, the Safety Consultant Department plays a major role in prevention. Its specialized safety consultants provide advice, support and training to prevent accidents at work. As more and more employees commute by [electric] bicycle, the number of bicycle accidents is increasing exponentially. Based on an extensive study of this type of accident, the Safety Consultant Department has developed a specific training offer to guide employees. This enables our customers to transition towards more sustainable ways of commuting.

Accidents at home

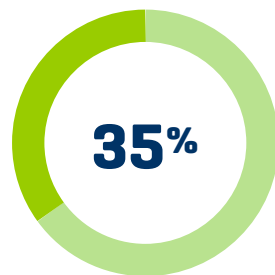
When people are asked about the financial consequences of an accident, the first thing that comes to mind is doctor and hospital bills. However, they are rarely aware that due to an accident, you could no longer work for a longer period [or potentially forever]. The long-term impact of a disability on the financial situation of a family can be significant even after the intervention of health or other insurances. Also, 1 in 3 Belgians is convinced that in the event of an accident in his private life, the family insurance will reimburse. Unfortunately, such insurance only covers the damage to others, not to yourself or family members. To cover the long-term financial consequences of a serious accident, we launched our new accident insurance in 2021. No matter how the accident happened: at home, on the way to yoga, during a weekend at the sea, or in the sports club, accident insurance protects you financially and gives you peace of mind.



Save & Invest

For all our savings and investment products we follow a responsible investment framework. This approach is applied to all our investments and is based on three pillars: the exclusion of controversial activities; the integration of environmental, social and governance factors (ESG) in investment decisions and the voting and engagement with companies. *More details in “AG as an investor”.*

Since 2007, we have been continuously expanding our range of savings and investment products, contributing to a more sustainable world. Most are certified with the “Towards Sustainability” quality standard. This standard, developed by the Belgian financial sector, defines several minimum requirements that sustainable financial products must meet. Financial products that meet the minimum requirements of the standard – after analysis by an independent external institution – will receive the sustainability label.



of the savings and
investments premiums
with label



of the investment
premiums with label

We also offer several thematic investment funds that invest in companies active in sectors seeking to limit the impact of climate change, water purification, alternative energy, etc. In this way, clients not only benefit from good returns but also support the development of these sustainable companies and sectors.

Uppie



At AG, we believe that savings and investment products should be accessible to all. Through our distribution partner Keytrade Bank, AG launched in 2021 the online platform Uppie. Which is a fully digital savings and investment solution. Customers answer a few questions to determine which product suits them the best. Uppie is designed using clear and simple language and is based on many years of AG's fund management expertise. To ensure accessibility for all, saving and investing are possible with 10 euros.

Yongo



All education experts agree that it is important to teach children how to manage money at an early age, to create awareness, and to help parents to anticipate the financial future of their children. Yongo, a savings and investment platform brings together parents, children, and family members, to manage money consciously and responsibly together. Via Financial-education.be, parents can test their child's knowledge by means of a quiz, adapted to the child's age. Based on the results, they then receive tips and tricks from other parents and experts to help their children learn.

Pension Solutions

The ageing population and the changing ratio between active and inactive people are increasingly putting pressure on government pensions. The need for a broad and strong second complementary pension pillar is becoming clear. We play a leading role in this, being market leader in group insurance. As for savings and investment products, AG applies a responsible investment framework for all its pension products.

1 in 3

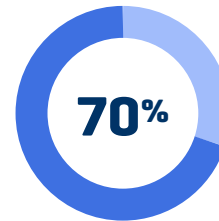
Belgians has a pension plan with AG

1 in 2

large Belgian enterprise is an AG customer

1 million insured

customers can consult their supplementary pension information via My Global Benefits.



of affiliates invited last year have applied for payment of the supplementary pensions via this platform.

Customers were satisfied and rated it 8.7/10.





AG as an investor

AG as an investor



Investing in the transition to a more sustainable economy

Our investments are a particularly powerful lever for raising awareness among the companies we invest in as they steer their businesses in a more sustainable direction. Moreover, by financing infrastructure projects, renewable energy and water treatment facilities, as well as social housing construction, insurers can directly support projects with social and environmental value.

WITH MORE THAN 82 BILLION EUROS IN ASSETS UNDER MANAGEMENT, INCLUDING UNIT LINKED FUNDS, AG IS ONE OF BELGIUM'S LARGEST INSTITUTIONAL INVESTORS.

As a defensive long-term investor, we believe that environmental, social and governance considerations [ESG factors] are key performance drivers, both from a return and risk perspective. We support the development of an inclusive and sustainable economy, to generate a stable long-term return for its various stakeholders, mitigate and diversify risks, and support the shift to a more sustainable world and economy.

Vision on managing investments

We apply a long-term vision based on prudence, responsibility, and sustainability, it is based on 3 principles:



We exclude controversial activities:

- Investments in controversial weapons, financial embargoes, tax havens, weapons industry, tobacco, gambling, thermal coal, unconventional oil & gas extraction and food commodities derivatives are excluded.

We integrate environmental, social and governance factors in our investment decision process:

- Portfolio managers consider relevant ESG factors in all investment decisions like climate impacts, compliance to regulations, labour relations, human rights, diversity programs, governance practices and community relations.
- We privilege the lowest ESG risk-rated companies and do not invest in companies with severe controversies.

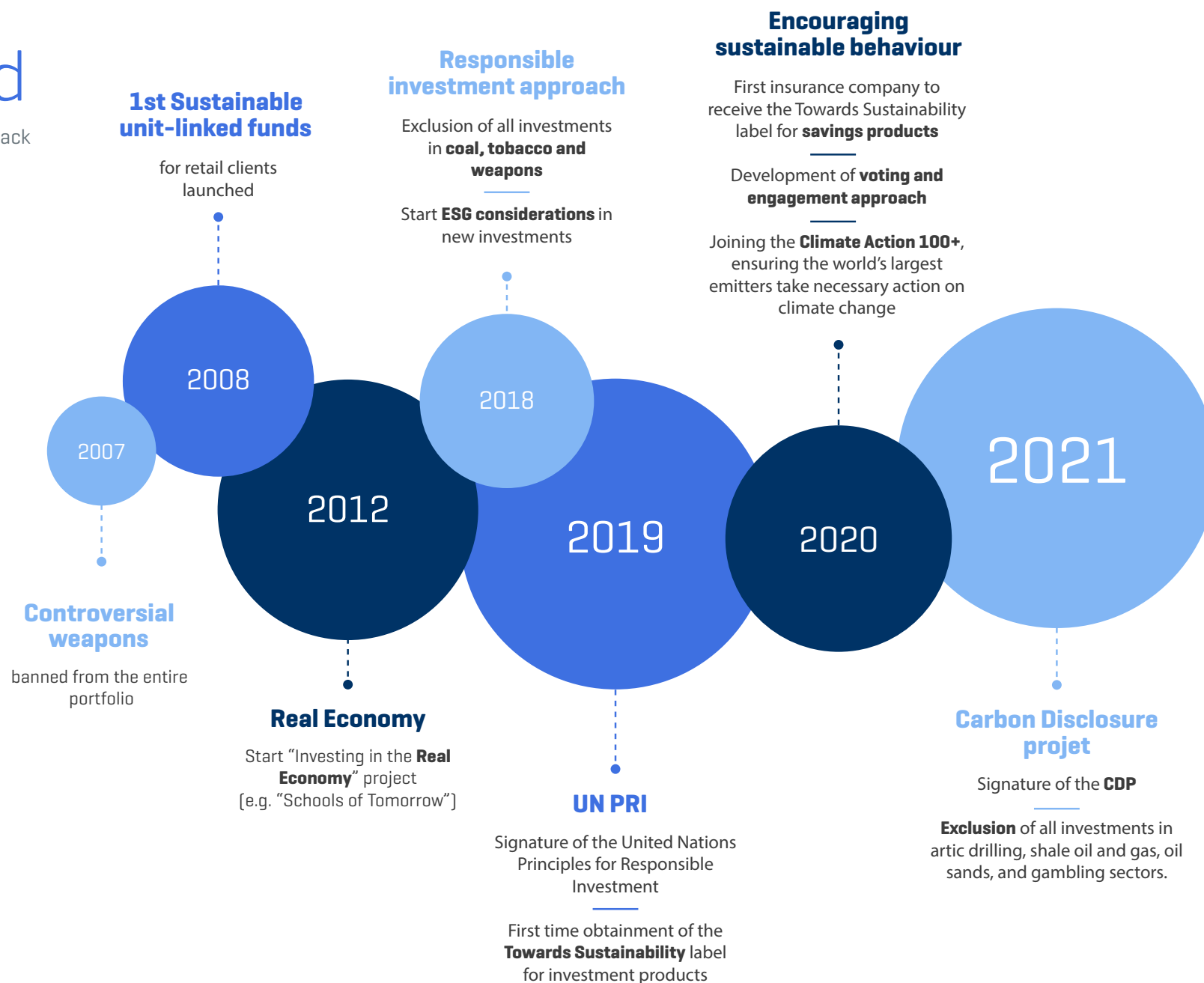
We engage with companies and vote at shareholders meetings to support them in their sustainability journey:

- We firmly believe that via voting and by engaging with companies, together with the exclusions and the integration of ESG factors, we can mitigate the adverse impacts of our investments on the environment and society. It also allows us to reduce the sustainability risks of our portfolios.
- As a responsible investor, we will exercise our voting rights according to the principles set in our voting policy and will engage with some selected companies about ESG practices. The objective is to influence the activity or behavior of a company.



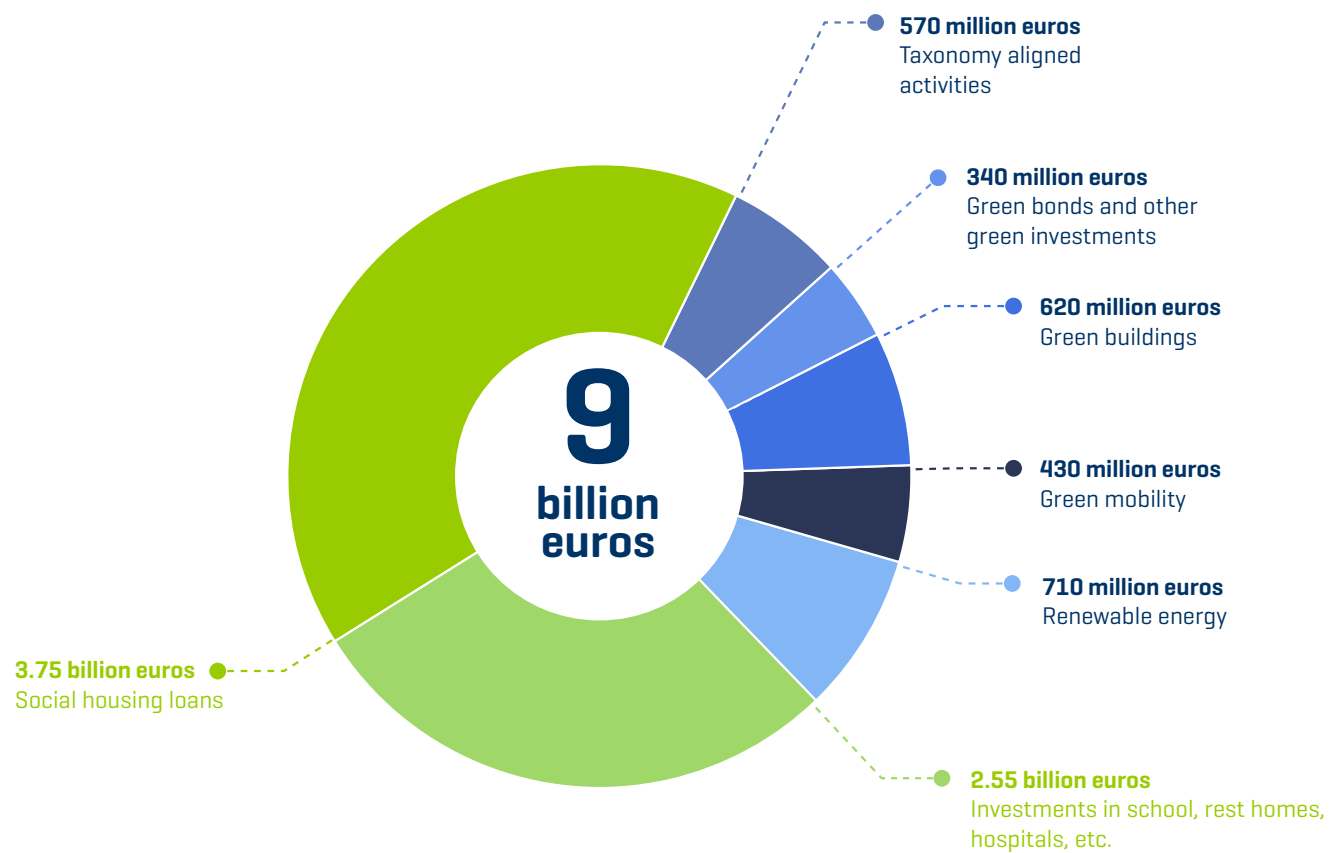
Track record

AG has an extensive track record in responsible sustainable investing



Our figures

By the end of 2021, we have invested 9 billion euros in making a more sustainable world.



Recent examples

Belgian recovery funds

In 2020 and 2021, the Covid-19 pandemic had a profound and negative impact on our lives and our economy. We are proud to be amongst the first investors of the different Belgian recovery funds. These include the federal Belgian Recovery Fund, the Flemish Welvaartsfonds, the Walloon Amerigo fund, and the Brussels Boosting Brussels fund. In broad terms, each fund has the ambition to help companies navigate through the crisis and contribute to the transition to a more sustainable economy. Our total commitment was 60 million euros.

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With the Belgian Recovery fund (BRF), created with the support of AG, we brought together more than 200 million euros to help reboot the Belgian economy after the corona crisis. We aim to support companies that are affected by Covid-19 although they were healthy firms before the pandemic. They should have a viable businessplan contributing to the transformation of the Belgian economy. Rombit is the first concrete investment of the Belgian Recovery Fund, Rombit is a software company addressing multiple use cases regarding safety, efficiency and security in industrial environments. These technologies contribute to the well-being, safety and security of blue-collar workers, and supports a more efficient use of machines and equipment. The investment of the BRF will enable Rombit to accelerate growth after a difficult Covid-19 period. This is the first one in a row of 20 to 30 companies we want to support in the coming years.

Koen Van Loo
CEO SFPI-FPIM



Sustainable infrastructures

Since 2012, AG has been actively investing in infrastructure projects in various sectors, such as energy, logistics, sustainable mobility and digitalisation.

TODAY, AG HAS FINANCED MORE THAN 3 BILLION EUROS IN THIS AREA.

European authorities introduced the 'European Green Deal' at the end of 2019, with the ambition to reduce net greenhouse gas emissions to zero by 2050, and limit temperature rise well below 2°C compared to pre-industrial levels. This ambition cannot be achieved without the development of renewable energy sources. In 2021, AG invested 170 million euros in new infrastructure projects related to renewable energies, bringing the outstanding investments in renewable energies to more than 500 million euros. New investments in renewable energy in 2021 include solar photovoltaic parks in Spain, a European portfolio of onshore wind farms, onshore wind in Portugal, and a concentrated solar power plant in Spain.

Social investments

In 2021, we invested in the development of a sustainable society via social housing and hospital infrastructure projects. As a long-term investor, we are in a good position to provide funding at competitive rates to companies active in the social housing sector.

Contribution to the Belgian economy

As an insurer deeply rooted in Belgian society, a large part of AG's resources is invested in Belgian assets, which means that our contribution to the Belgian economy cannot be underestimated. By the end of 2021, 22 billion was invested in Belgian government bonds. Through this investment, we provided the Belgian state with considerable resources to fulfil its social responsibilities. In total, AG has 31 billion euros of investments in the Belgian economy.



AG Real Estate's activities

AG Real Estate, the leading private real estate investor in Belgium and fully owned by AG, undertakes significant efforts to upgrade its assets and activities to the highest environmental standards.

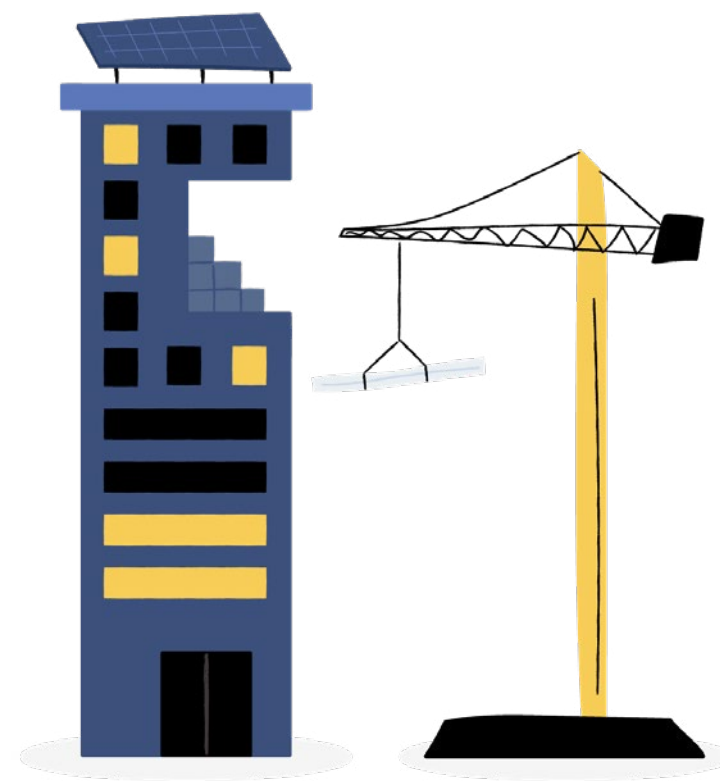
- To improve the environmental footprint of its buildings, AG Real Estate is monitoring electricity, gas and water consumptions as well as CO2 emissions. At the end of 2021 this was done for nearly 40% of the buildings under management which resulted in an almost 30% reduction of water and CO2 emissions.
- To support the transition to green energy, AG Real Estate installed in 2021 the largest photovoltaic roof on a logistics building at its 92,000 m² HAVLOG platform in Le Havre in France. Furthermore, new urban needs are addressed in several projects like for example the Delta site in Brussels, a new city district founded where AG Real Estate was involved in the construction of a rest home and hotel.
- Also, over the past few years, AG Real Estate has contributed to the construction of 182 school projects in Flanders, including 8 passive projects, with a total surface area of 710,000 m² and accommodating no less than 133,000 students.

Interparking's activities

Interparking, a public car park operator in which AG has a stake, considers a positive impact on society and the environment a part of its mission. Interparking is convinced that the key to successful green and efficient mobility is above all multifaceted.

In September 2021, they launched in partnership with Ziegler Logistics, "Cargo-bikes", a green initiative to contribute to intelligent and more sustainable urban logistics. This last-mile delivery solution combines three innovative elements to deliver large parcels without any CO2 emissions in the center of Brussels: an electric truck shuttle connects the main hub to a microhub located in the downtown area. From there, the cargo bikes leave for the final destination. This service is not only greener, but also more efficient. The Cargo Bike makes up to 50 stops per day, while a conventional distribution truck only makes an average of 25 stops.

Interparking is also adding charging terminals for electric vehicles in its car parks. In 2021, the number of electric vehicle spaces increased from 1.000 to nearly 1.600. These are just two examples of the initiatives taken by Interparking to reduce their environmental impact.





AG as an employer

AG as an employer

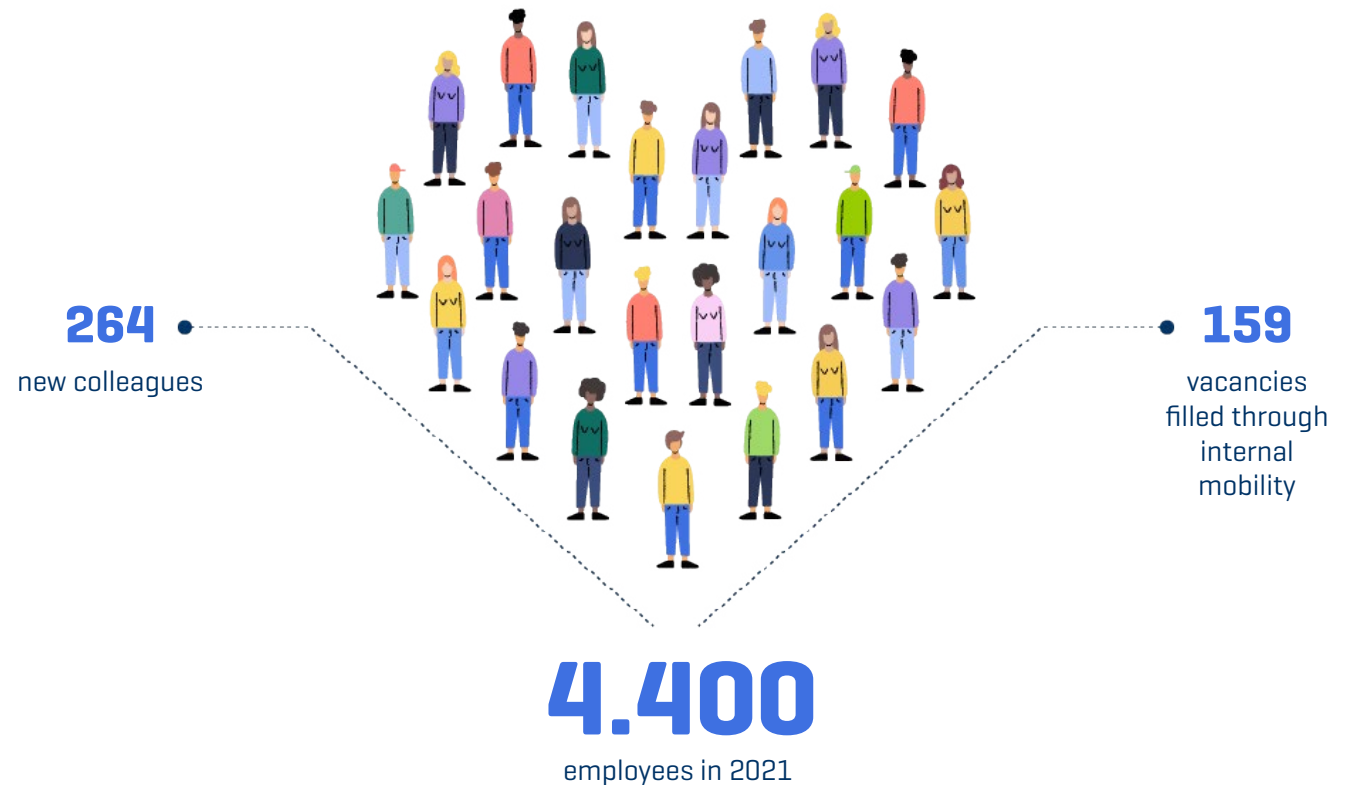
A great and inclusive place to grow

Service companies are all about people and human interaction. Our employees are the face of the company while their commitment and enthusiasm determine the quality of our services. That is why we put people first. What sets us apart from other companies? It is our unique company culture! #WeAreAG is more than a slogan, it is a mindset.

AG strives to be an attractive employer investing significantly in the development of its employees, their well-being and a good work-life balance. We wish to provide an outstanding and engaging employee experience in an enjoyable environment enabling employees to grow.

Top Employer

As proof of this commitment, in 2021 AG was awarded Top Employer for the tenth year in a row, with the best score ever and was nominated as the most attractive employer [out of 182 companies] by the Randstad Employer Brand Research for homeworking and work-life balance.



Digital onboarding

To make all these colleagues feel welcome, we reviewed our onboarding approach including the creation of a community for new employees while focusing on the experiences and moments that matter. A Welcome Game that can be played fully online has been launched in 2021.

To facilitate their integration in a corona-safe environment, an on-boarding digital application has been further developed and is available to employees before their start date. This application, available on all devices, provides useful information to ensure a positive onboarding process.

Employees' satisfaction

We measure the satisfaction of our employees on a yearly basis via Employee NPS. This score indicates to what level employees would recommend our organization as a place to work. In 2021, the Employee NPS for AG was 66% whereas the benchmark for top-ranked companies is 58%.

”

The Welcome Game allowed me to discover AG, its values and its history in a playful manner. Although it was 100% digital, it allowed me to connect with colleagues and learn all about AG. Just to name one challenge: we had to order chronologically the logos AG had throughout its long history. This game created quite a lot of interaction and we had a lot of fun. After the game, I felt immediately on board and felt welcome to the AG family.

Isabelle Lepez
Digital Marketeer



New ways of working

Home office



We introduced homeworking in **2013**.

**IN 2021, OUR POLICY CHANGED TO
2-TEAM-DAYS AT THE OFFICE, WHEN
COVID RESTRICTIONS ALLOWED.**

Today, over **90%** of our staff are eligible for home office and it has become part of how we work.

Enhancing cooperation



Offering the required tools to work is one thing, but the most important thing is synergy. Working from home and from the office both offer advantages. We aim at combining the best of both worlds via the Working Smarter Together project. For example, meeting rooms have been equipped with new technologies to facilitate hybrid meetings.

Connection is a fundamental element in our DNA. In times of increased remote collaboration, the company's internal social network Connect AG allows employees to stay connected with each other and the company.

Well-being

The Vibe

Sound mind, body, and heart are key to the well-being of our employees. That is why we have “The Vibe” program including stress prevention and sport challenges. AG’s well-being program helps you feel good at work and beyond.



More than 3.500 colleagues participating.



1.8 million km by biking, running or walking for the good cause.

Employee Assistance Program

Employees who feel positive and supported are more likely to be better at their job than those that do not. The Employee Assistance Program offered to all employees [and their families] provides a range of free services, primarily aimed at well-being: socio-psychological assistance, coaching, financial or legal advice, and support after traumatic events. Depending on the nature of the service, the advice will be provided by experts such as psychologists, lawyers, coaches or psychotherapists. The EAP is confidential, anonymous and always accessible: a 24/7 telephone helpdesk analyses the problem and directs the requester to the right service. In 2021, 266 employees [roughly 6% of AG headcount] contacted the EAP.

Welcome Back Program

Furthermore, AG offers its employees a Welcome Back Program when returning to work after a long period of illness. This program provides tailor-made solutions [e.g., full-time or part-time, same or different function within the organization] to ease the transition back to work.

Apart but together during the pandemic

Given the long periods of home working because of the pandemic, we took multiple initiatives to keep employees connected. For example, in early 2021, employees were challenged to pass on a flag to a colleague with the sole intention of meeting each other, and to enjoy a walk together. In all, 200 flags circulated across the entire country. When Covid restrictions were partially lifted and employees returned to the office mid 2021, they brought back the flags to our home base in Brussels, full of stories. The flags were displayed in AG’s main entrance hall to mark the return to the office. For those employees in need of additional or personal support, we organized “take care calls” to stay in touch and launched a corona mailbox for any questions. “How are you?” surveys were sent out as well to check in on the well-being of our employees.



Green Mobility

The impact of commuting with fossil fuel cars on our environmental footprint is substantial. AG aims for 100% electric vehicles by 2026.

Today we offer our 4.400 employees a wide range of options to come to the office in a flexible and sustainable manner. Public transport is completely free for our employees. For those still using cars, AG adapted its mobility policy where fossil fuel cars will be gradually replaced by hybrid and electric models.

**60% OF OUR EMPLOYEES
ARE USING SOFT MOBILITY OPTIONS
TO COME TO THE OFFICE.**



Staff Learning Opportunities

We take on employees not for one job, but for an entire career. We want to establish a long-term relationship with the possibility for employees to evolve and grow within the organization. So, we developed an extensive catalogue of training programs for both hard and soft skills. These trainings are an integral part of the career plan of each employee including regular feedback talks and performance assessments.

In 2021, we finished the construction of a brand-new AG Campus, located in the heart of Brussels. Opening its doors in 2022, the AG Campus will be a dynamic meeting place where colleague coaching, idea exchange, and new projects can take place. With this campus, AG is resolutely looking towards the future by offering an entirely new working experience that combines high standards in corporate culture, architecture, ecological footprint and circular economy.

Diversity & Inclusion

We strive for a more diverse workforce; diversity feeds creativity and we want everyone to feel welcome, heard, and involved. We strongly believe that our workforce should reflect the society in which it operates.

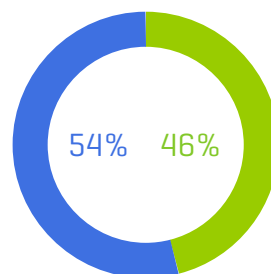
Our recruitment policy commits to creating an inclusive culture, encouraging diversity of people and thinking, so that all employees feel they truly belong. To prevent unconscious biases related to genders, sexual orientations, races, ethnicities, or religious beliefs, training has been organized for all recruiters.

Gender diversity

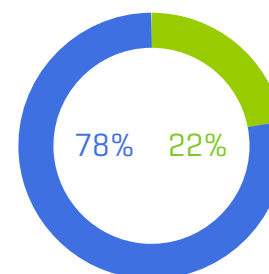
We believe that a good male/female balance is of utmost importance at all levels of the company, and we continue to strive towards this objective. The average female population within all Belgian AG offices is stable at 55%. The succession pipeline is now balanced, and we expect to continue the trend towards a more equal representation in the higher management levels.



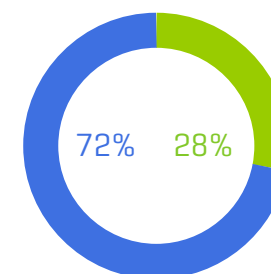
Board of Directors



Management Committee



Senior & Executive management
[Top 100]



■ Male
■ Female

AG is an endorser of the charter “Women in Finance” since 2019, an initiative within the financial sector calling for more gender diversity in companies. Via its internal network, women can share experiences and knowledge on an informal basis.

IN 2021, HEIDI DELOBELLE, OUR CEO, RECEIVED SPECIAL RECOGNITION FROM THE GENEVA ASSOCIATION, WHICH IS THE LEADING INTERNATIONAL THINK TANK FOR THE INSURANCE INDUSTRY.

Each year they celebrate female insurance leaders whose work positively impacts society. Heidi received recognition for her passion to support employees’ well-being and development, including mentoring other women and promoting meaningful insurance contributions towards societal issues.



Age diversity

More than 58% of our employees have more than 10 years’ experience and an average age of 42 years.

We developed an “experienced talent” program to help and encourage all our staff to stay engaged and maintain a good work-life balance.





**As a responsible
company**

AG

as a responsible company

Doing business with integrity and respect for our environment and society

As an insurer, we have long-term commitments towards our customers. We consider it crucial to do business with integrity and respect for our environment and society. For us it is the only option if we want to remain resilient.

Responsible governance

Integrity is the leading premise underpinning the principles of human rights, the explicit rejection of any type of discrimination, the fight against corruption and fraud, the obligation to contract only with trusted and reliable third parties, and the unreserved commitment of zero-tolerance to unlawfulness and unacceptable practices.

This is ensured through our consistent policy framework, and translating it into a series of requirements, standards, but also several subject-specific policies owned and managed by the relevant departments like Risk, Human Resources, Actuarial Function, and Internal Audit. The global framework is monitored on a continuous basis, following a well-structured governance and role definition.

AG's Code of conduct aims to guarantee the company's reputation as a reliable partner and to stay true to its essential values towards all its stakeholders on a day-to-day basis. We believe that in this way we can fulfil our societal role. Regular training sessions are organized to ensure these principles are well known within the company.

Risk management

As an active provider of both Life and Non-Life insurance in the Belgian market, we are exposed to several risks, whether internal or external, current or emerging, that may affect the achievement of our objectives. Our risk management approach provides an integrated framework for managing risks, thereby supporting long-term stability and growth. It ensures the strategic planning conforms to the risk appetite defined by the Board.

In 2021 sustainability risk has been explicitly included in AG's risk taxonomy as a major strategic and business risk. Sustainability risk includes new business risks, such as the financial risks linked to the transition to a carbon-neutral economy, the political and legal risks of inadequate legislation stopping this transition, and the absence of such a transition increasing the risk of natural catastrophes. In this context, there is a pressing need for insurance companies to accelerate their capacity to assess and manage these risks. In 2021, we performed our first climate risk-related stress test and assessed the potential impacts of climate change on both our investments and our non-life insurance claims.

Sustainable procurement

By integrating environmental, social and governance requirements in the selection criteria of suppliers, we want to ensure suppliers comply with our values of a more sustainable world. To this end, we changed our supplier Code of conduct in 2021 with expectations related to the concern for the environment and human/labour rights. Lastly, suppliers have been invited to share relevant information on their sustainability policies and eventual ratings.

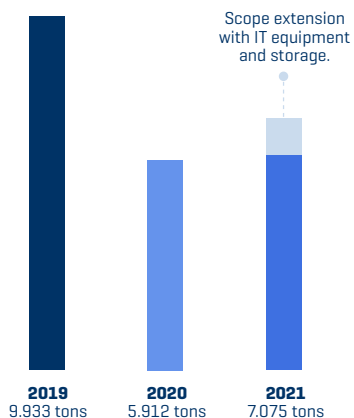
Ecological footprint

We are aware of our responsibility towards local communities and that it has a direct impact on the environment. Therefore, we are committed to remain carbon neutral. We want to continuously reduce our environmental footprint [allowing offsetting for the remaining emissions] and to engage in projects having a positive impact on the planet. We consider this to be a long-term approach to enhance environmental protection and to minimize the negative environmental footprint while maximizing environmental opportunities.

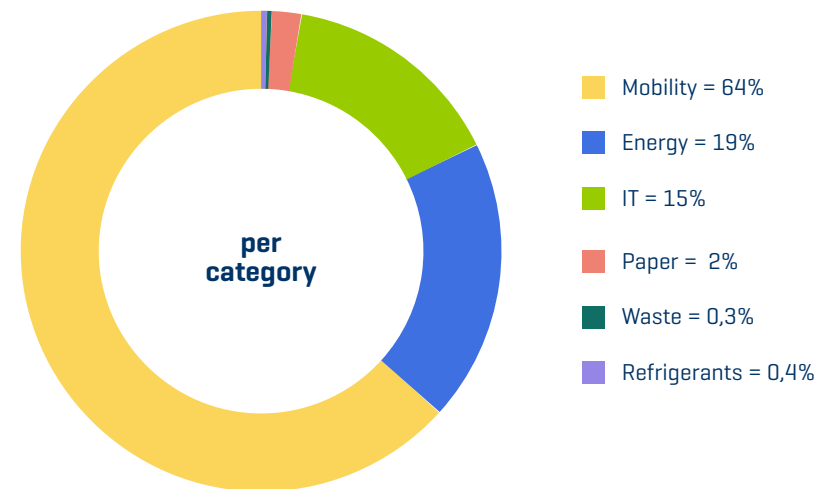
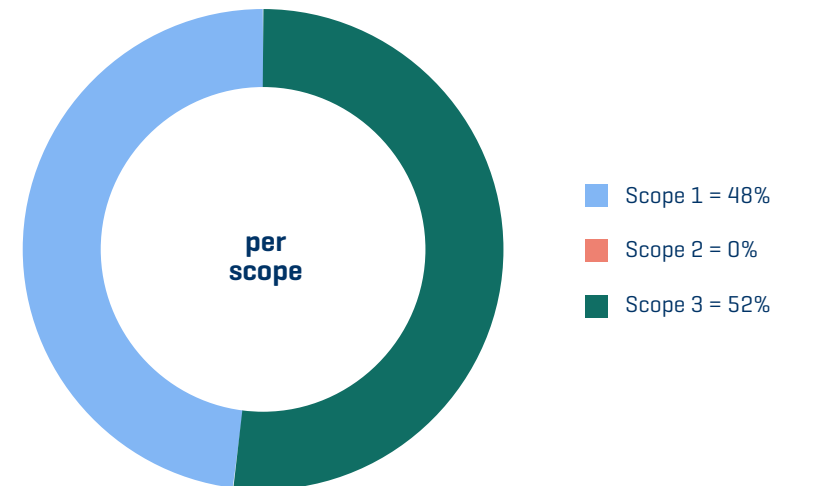
Measuring our CO2 emissions

With the help of the specialized consulting firm CO2 Logic, AG has been measuring its annual CO2 emissions since 2018 and, based on this, has been carrying out targeted actions to reduce them. AG measures:

- **scope 1:** full scope - direct emissions from sites and vehicles
- **scope 2:** full scope - direct emissions resulting from energy consumption
- **scope 3:** partial scope - indirect emissions from commuting, business travel, paper, plastic and waste



The largest contributors to AG's carbon footprint are linked to our mobility, in commuting and by company cars. The 2020 and 2021 show a clear effect of the Covid-19 pandemic, during which most of the working time was performed at home.



A view on our initiatives to reduce our footprint

- Review of the mobility policy aiming for 100% green commuting by 2026.
- New organizational and working environment, allowing you to work more at home.
- Implementation of a waste management policy including both prevention and processing of waste.
- Regular energy audits performed to identify additional areas for reduction.
- Purchased electricity comes from renewable energy sources.
- Installment of solar panels on office buildings in Brussels and Antwerp [in 2020] and in Charleroi [in 2021].
- Extension of life cycle of laptops from 4 to 5 years and recycling afterwards.
- Regular clean-up of IT storage [datacenters, servers, etc.].
- Distribution to all employees of refillable drinking bottles and the replacement of plastic coffee cups PLA cups.
- Regular awareness campaigns to intermediaries to reduce paper consumption for contractual documents.



Carbon neutrality and CO2 offset

To contribute to the worldwide fight against climate change, AG is offsetting its remaining CO2 emissions by investing in several certified projects. In 2021, we opted for an offsetting project in Rwanda which repairs damaged wells and drills new ones for clean water. And another project in Kenya to promote and implement sustainable agricultural land management practices within small farming systems.

WE HAVE BEEN CO2 NEUTRAL SINCE 2019.

Encouraging biodiversity in the city

We are actively involved in bee conservation and the “Made in Abeilles” project since 2019. Beehives were installed on the roof of one of our corporate buildings located in Brussels. This project enables the conservation of local biodiversity, raises awareness of the need to respect bees and allows us to produce local and artisanal honey.



Supporting society

At the heart of our solidarity approach and brand activation policy, we support society.

Our solidarity program



Our solidarity program was launched in 1996 and aims above all to support associations that develop projects to help underprivileged children and adolescents, as well as those supporting the fight against poverty and social exclusion. We are in close contact with 140 associations and each year we support 40 of them.



Move by AG

Move by AG is a global activation program that encourages Belgians to exercise regularly. Daily stress and a busy schedule often prevent this. That is why AG encourages people to move and fight against a sedentary lifestyle. Large running and walking events such as the AG Antwerp 10 Miles and the AG Coastwalk are part of the same vision of exercise and sport as a social binding agent.

Female inclusion in cycling



As a sponsor of the regional and federal cycling federations for several years, AG is strongly committed to cycling. We purposefully seek forms of sponsorship that reflect the core values of our strategy, such as the promotion of a healthy lifestyle through physical activity, risk awareness and prevention. Kidz on Wheelz and Tous à Vélo two projects focusing on young children, bring all these elements together. We also partner with Zij aan Zij and Toutes à Vélo, two initiatives that motivate girls to cycle recreationally and in a professional manner.

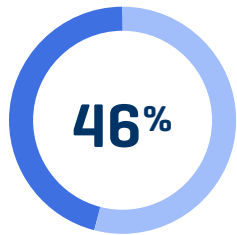
Belgian Paralympic Team



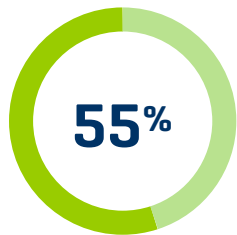
We have been a partner of the Paralympic Team Belgium since 2011. We consider Paralympic athletes to be great ambassadors encouraging people to adopt and maintain an active lifestyle. Our support concerns the functioning and development of committee activities and selected athletes. Through our partnerships with the regional federations Parantee-Psylos, Ligue Handisport, Francophone, sport for all groups, levels, and ages is organised.



Act against loneliness



Before the health crisis
46% of Belgians sometimes
or **always felt lonely**.



For Belgians **between 20
and 34 years old**, the
number rises to 55%.

Loneliness has grown during the past two years and contrary to popular belief, it affects all social layers and ages. The theme of social exclusion often goes hand in hand with loneliness. We launched a digital platform “www.touscontrelasolitude.be” or “www.allentegeneenzaamheid.be” in 2020. The website brings together those in need of help, volunteers and organizations active in this field and contains numerous tips for this societal issue. In collaboration with Uitgeverij Averbode, we offer a free educational package. With this offer, teachers and students can tackle the problem of loneliness among young people.

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The educational package on Loneliness is an absolute added value for schools. There are many different reasons why students might feel lonely, but due to the corona virus even more students became isolated. An educational package about loneliness that you as a teacher can use right away is therefore a grateful gift. The teaching material is well substantiated and contains various working methods to support young people.

Nele Van Coillie

Secondary school teacher in Don Bosco Groenveld (Herent)



Prevention of colon cancer

Every year,

8.000

people are diagnosed with colon cancer in Belgium



1 Belgian out of 20

will be impacted by this disease. However, a healthy lifestyle can reduce the risk of colon cancer by a quarter and the disease can be detected at an early stage with a simple test. In this case, the chances of cure are over 90%.

Our strong presence in both households and businesses gives us a unique opportunity to focus on prevention and to encourage people to adopt a healthy lifestyle to avoid colon cancer. AG supports Stop Cancer Colon in its daily fight against the disease. AG also provides financial support to several other associations active in the fight against cancer, such as the Belgian Cancer Foundation and Move4Cancer.



CONCLUSION

An important journey for all of us.

This report underscores how, we embed sustainability criteria into everything we do: by generating positive impact through our products, via responsible investing, by being a Top Employer that cares for its people and gives them opportunities to grow, and of course by following rules on good governance, ethics, integrity and transparency at all times. It also shows how, as a good corporate citizen, we are there to support our fellow citizens at crucial moments in their lives.

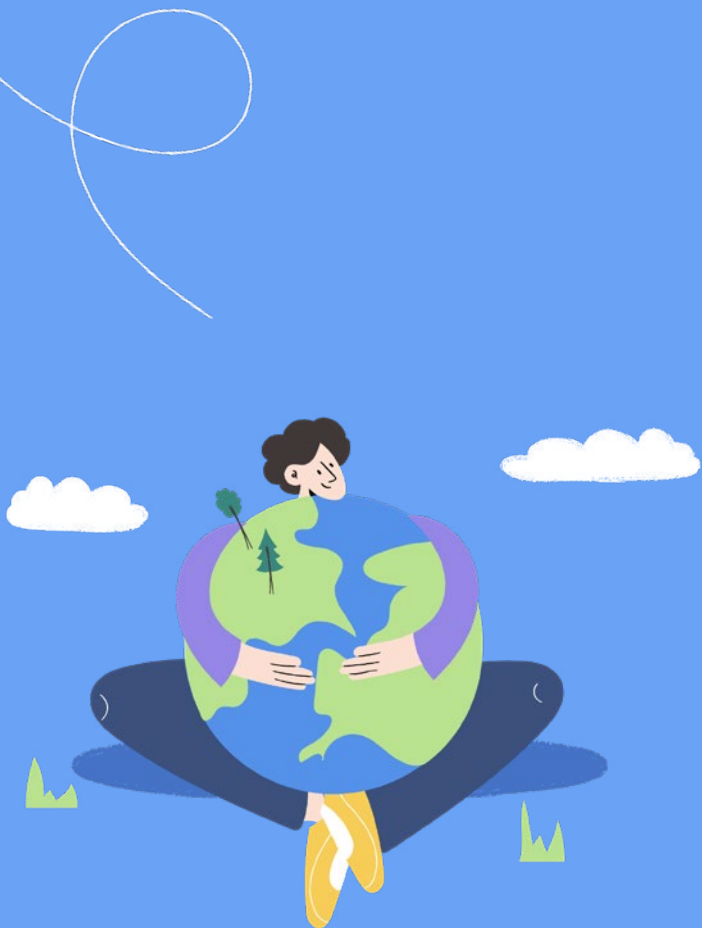
We can all generate a more positive impact. For example by being more responsible consumers, by producing less waste, by being mindful of the way our actions affect others, by demonstrating a deep commitment to collective well-being or by acting in a transparent, authentic and honest way.

We all have the power – and a responsibility – to change things through our actions. Because in our interconnected world, even little changes can make a big difference. The choices we make today will shape the world of tomorrow. Building a fairer, more inclusive and more sustainable future starts with every one of us choosing to do the right thing today. We have an opportunity and a duty to generate positive impact. That way, we can all be part of the solution.

At AG, we share this innate determination to do more – to continue improving and progressing, to step up our efforts, to develop more sustainable products and to champion greener mobility, while at the same time upholding our commitments to our partners and suppliers and showing care and consideration for our employees and customers.

Our vision is to contribute to a better world.

Nathalie Erdmanis
Director of Sustainability





THANK YOU

