

## Non-Financial Report 2020: Ethias ever closer to its policyholders and to Belgian society



**2020 was an extraordinary year. A year in which Ethias and its 1,900 employees were fully committed to supporting and protecting citizens and sectors in need. A year marked by several societal innovations that put human relations at the heart of the process!**

Ethias' commitment to Belgian society is reflected in this report. It highlights the annual review of its *Corporate Social Responsibility* (CSR) actions in three areas: **People, Profitability** and **Planet**, plus an extensive chapter on its **sustainable investment strategy** and its **governance**.

### A commitment strengthened by the health crisis

Support for its clients (private individuals, companies, self-employed, liberal professions & the public sector), the hospital sector, education, sports federations, the cultural sector... 2020 was a special year, unfortunately marked by the COVID-19 pandemic. The consequences of this health crisis are innumerable on several levels and have of course strengthened our commitment. As a partner in the daily lives of all Belgians, Ethias has been playing its role as a responsible insurer for over 100 years!



*"Since the beginning of the health crisis, Ethias has been working with great determination around four pillars of protection: our employees, our policyholders (private individuals and corporate & public sector clients), Belgian society (clients & non-clients) and our company. After being awarded the trophy for Best Non-Financial Report in 2019, we received the first DECAVI 'Pandemic' trophy in 2020. We will maintain our commitment in 2021 and expand it even further with our support for the economic recovery plans. Ethias wants to be closer than ever to the whole of Belgian society."*

Philippe LALLEMAND, CEO.

### Climate: carbon neutral by 2030

Ethias has been drawing up its carbon balance sheet and measuring its CO<sub>2</sub> emissions since 2008. Its ambitious "Change Over" plan aims to make Ethias carbon neutral by 2030. As a first step, Ethias offset all its emissions in 2020 by participating in a reforestation project in Zambia, hence obtaining the "**CO<sub>2</sub> Neutral Company**" label.

Ethias' efforts to reduce its energy consumption, combined with the effects of working from home, have paid off: **emissions decreased by 26%**, which comes down to driving an average car around the world more than 160 times...

## A strengthened policy for socially responsible and sustainable investments

In 2020, Ethias signed the **UN PRI charter** (*United Nations Principles for Responsible Investments*). By signing these principles, Ethias made a public commitment to integrate environmental, social and good governance (ESG) criteria in its investment choices, as well as the United Nations principles.

Its updated **ethical investment code** now excludes 87 countries (compared to 69 in 2019) and 637 companies (207 in 2019) from its investment scope. In terms of green bonds, Ethias invested 430 million euros in 2020 compared to 231 million euros in 2019.

## United Nations Sustainable Development Goals

Ethias' approach is anchored in global concerns with its 2020 action plan focusing on 3 of the 17 SDGs developed by the United Nations: poverty, health and climate. A few examples:



**End poverty in all its forms everywhere (SDG 1)** - Donation of 1,000 laptops to schools in Belgium, structural partnership with Digital For Youth (offering refurbished laptops to children from vulnerable families), reimbursement or reduction of certain premiums, payment of one month's rent for client tenants ...



**Ensure healthy lives and promote well-being for all at all ages (SDG 3)** - Development of innovative solutions (teleconsultation platform, aid & solidarity platform for citizens); free professional psychosocial assistance for our employees, for students and the self-employed; free coverage extensions to insure nursing staff and volunteers...



**Combat climate change and its impacts (SDG 13)** - Activation of our "Change Over" plan ("CO<sub>2</sub> Neutral Company" label thanks to a reforestation project in Zambia), further roll-out of our passive building strategy...

A fourth goal has been added to these ambitions for the year 2021: **sustainable cities and communities (SDG 11)**.



Discover all Ethias' actions  
in its non-financial report 2020 via this [link](#) !

For more information or to request an interview with one of our experts, please contact our press officer Serge Jacobs.

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For images of Philippe Lallemand, CEO of Ethias: [click here](#)