COMPENSA
VIENNA INSURANCE GROUP

Compensa Sustainability Programme

Creating value today while conserving the future

Compensa Vienna Insurance Group is a part of the Vienna Insurance Group (VIG) and therefore adheres to its sustainability goals and standards while operating in the Baltic countries.

Our aim is to create long-term value by integrating economic, social, and environmental aspects. We strive to act responsibly today to avoid negative consequences for future generations.

Compensa's Sustainability Strategy is based on these key components:

ECONOMIC.
We focus on profitable activities that ensure long-term value for stakeholders such as clients, employees, and partners. Our primary goal is financial stability and sustainable growth.

SOCIAL.
We aim to contribute to the creation of strong and resilient communities, promote economic prosperity, and foster social inclusion. To protect the well-being of our clients, we offer a wide range of insurance products. Additionally, we are committed to providing an attractive and supportive work environment for our employees.

GOVERNANCE.
We commit to responsible and transparent governance, which is a critical factor for long-term success and building trust among clients and partners. VIG adopts future-oriented governance, maintaining its position as a reliable partner.

ENVIRONMENTAL.
We acknowledge the environmental impact of our activities and actively work to mitigate the effects of climate change. Our operations aim to preserve a livable world for future generations.

These objectives are consolidated in the Compensa Vienna Insurance Group sustainability programme, covering key areas of impact and setting our sustainability priorities.

Environmental Protection

Investment Management

Our investment decisions today shape the future. Responsible investments contribute to tackling climate change, energy transitions, and social challenges. A major goal is to achieve net zero greenhouse gas emissions across our investment portfolio by 2050. Investment decisions also take into account social aspects, such as respect for human rights.

We aim to reduce the emissions of our investment portfolio to net zero by 2050.

To achieve this goal, we follow four main directions:

ENGAGEMENT STRATEGY.
We engage in dialogue with the businesses we invest in, encouraging them to improve their sustainability performance.

FOCUS ON GREEN INVESTMENTS.
We aim to increase investments in projects that contribute to environmental goals.

INVESTMENT SELECTION.
We focus primarily on the security of our investments, prioritizing high credit ratings to ensure stable and reliable returns. Additionally, we take responsibility for the social and environmental impact of our investments and apply enhanced sustainability criteria.

RESPONSIBLE INVESTING.
This approach enables us to create a sustainable future while ensuring the responsible management of company funds. We invest only in companies that meet our sustainability criteria, adhering to exclusions related to thermal coal, unconventional oil and gas, prohibited weapons, human rights violations, and violations of UN Global Compact principles.

Insurance Activities

Insurance services for private and business clients are a core part of our operations, through which we aim to contribute to a more sustainable future. Our long-term goal is to reduce greenhouse gas emissions in both business and private client insurance portfolios to net zero by 2050.

We aim to reduce greenhouse gas emissions in our business and private insurance portfolios to net zero by 2050.

To achieve this goal, we follow three main directions:

ENGAGEMENT STRATEGY.
We actively collaborate with clients, encouraging them to improve their sustainability performance.

SUSTAINABILITY CRITERIA.
In line with risk exclusion criteria, we have not entered into new insurance contracts in the coal sector since 2019, andwe started phasing out risks associated with unconventional oil and gas extraction in 2024.

PRODUCTS AND SERVICES:
We aim to help our clients better adapt to climate change and increase the share of relevant products and services.

To encourage individuals to choose green equipment, we have developed insurance products tailored to them: a special comprehensive insurance for electric vehicles, ensuring the convenient operation of these quieter and cleaner vehicles. We also offer insurance coverage for electric vehicle charging stations and wind turbines. Since 2023, we have been a member of the Lithuanian Wind Power Association.

Our Operations

In striving for the sustainability of our operations, we focus most on the emissions generated in our offices and during business travel by car and airplane.

Our goal is to achieve climate neutrality by 2030 and reach net zero greenhouse gas emissions by 2050. We aim to achieve these targets by consciously using energy, transitioning to renewable energy wherever possible, traveling less for business purposes, and choosing more environmentally friendly travel options.

We aim to become climate neutral in our operations by 2030 and achieve net zero greenhouse gas emissions by 2050.

To achieve these goals, we follow three main directions:

CONSCIOUS ENERGY CONSUMPTION.
Where possible, we transition to renewable energy and energy-efficient power sources; we optimize office spaces; and implement energy-saving measures.

LESS FREQUENT AND MORE ENVIRONMENTALLY FRIENDLY TRAVEL.
We encourage remote meetings and consider the use of hybrid and electric vehicles.

AWARENESS.
We take steps to educate employees and increase their awareness of sustainability issues.

Social Responsibility

Employees

The foundation of our long-term success is employee motivation and commitment. We strive to be an attractive employer that ensures equal opportunities, promotes diversity, and provides favorable conditions for professional development.

We aim to be an appealing employer that guarantees equal opportunities and retains as many employees as possible.

We currently assess our attractiveness as an employer based on the international Great Place to Work® index, which provides insights into development opportunities for individual companies at the local level.

Feedback from employees:

97% of surveyed employees stated that everyone has equal opportunities to work successfully;

98% confirmed that managers encourage diversity;

96% believe that the company maintains fairness and an open work environment.

Clients

We focus on creating additional value for our clients and measuring their satisfaction. Since 2023, , we have created a dedicated role for this purpose in order to address the diverse needs and expectations of our clients.

We aim to reduce insurance inequality in society by expanding personal and property insurance and offering socially sensitive and inclusive insurance services.

We strive to help fill existing insurance coverage gaps and focus on services designed to strengthen personal resilience. To achieve this, we offer socially sensitive and inclusive property and personal insurance services.

To achieve these goals, we follow two main directions:

REDUCING COVERAGE GAPS:
We create flexible services aimed at a broad spectrum of consumers. To meet diverse needs, we continuously look for opportunities to offer new services that ensure the safety of those currently without insurance coverage. We have developed Flexible Household Insurance tailored to the needs of various residents. To expand risk literacy and offer more accessible, user-friendly insurance, we have created the unique Calm insurance which provides comprehensive coverage at an attractive price.

INCLUSIVE PRODUCTS:
We create inclusive products, such as the updated Hate STOP insurance in 2023 and the Casco Alternative insurance for older cars. We aim to encourage as many of our clients as possible to purchase these products.

Community

We encourage employee volunteering and promote risk literacy in society.

We aim to help people make well-informed decisions about risks and strengthen our efforts in risk education.

To achieve these goals, we follow three main directions:

RISK LITERACY INITIATIVES.
We educate the public about risk literacy and develop programmes dedicated to it.

EMPLOYEE VOLUNTEERING.
Paid volunteering days are included in the company's employee benefits package. During these days, employees actively participate in company-organised or individually planned volunteer activities.

COLLABORATION AND FOCUS ON NATURE.
Employees volunteer with organisations such as the *Food Bank, Order of Malta, Mothers' Union, Hold Earth, Caritas Lithuania*, as well as animal shelters. Since 2019, there has been a tradition of planting trees together across all Baltic countries and collectively cleaning the Baltic beaches every year.

Sustainability Management

Sustainability Management is an important tool for implementing the entire Vienna Insurance Group sustainability programme. The company integrates sustainability into all of its processes and activities.

Sustainability is considered an integral part of the business model. The Chairperson of the Board coordinates the sustainability area at the Board level. The company has an approved Sustainability Management structure in the Baltic States, led by the Sustainability Manager, who actively coordinates all sustainability tasks. Expertise and leadership in relevant areas are ensured by the respective functional managers, who plan and implement sustainability-related activities according to their functions.

The company's sustainability activities and progress are reviewed by the Supervisory Board twice a year.