

## Corporate Responsibility at Swiss Life

*Since 2018, Swiss Life systematically integrates environmental, social and governance (ESG) factors into its investment decisions. Group-wide goals for operational ecology were defined during the year under review and, with its “Actively shaping your career” initiative, Swiss Life has set new standards for the world of work.*

In the pursuit of its core business, financial provision and consulting, Swiss Life contributes directly to society. Swiss Life aims to act responsibly in its everyday business and as an employer as well as in relation to society and the environment.

All topics associated with corporate responsibility are summarised in the corporate responsibility framework, which was reworked in 2018 and is now valid for the entire Swiss Life Group. The purpose is the company’s core, while the individual subject areas reflect the focus topics.



### Organisational implementation of corporate responsibility

All relevant corporate responsibility activities are discussed and resolved in the Corporate Responsibility Steering Committee (STC CR). This body includes representatives of Human Resources and Communications in addition to all the Group Executive Board members in Switzerland and the General Counsel. The STC meets twice a year as a rule; the Group CEO chairs the committee. Corporate responsibility representatives from Group Communications, Asset Managers, Public Affairs and Human Resources, and one person from the Swiss Life “Perspectives” Foundation, form a core operational team to ensure the exchange of information in the line, prepare measures and proposals for the STC and implement STC mandates within the organisation. There were no changes to the core team or the STC in 2018. The composition of both bodies is subject to yearly review.



Overview of corporate responsibility management organs in Switzerland

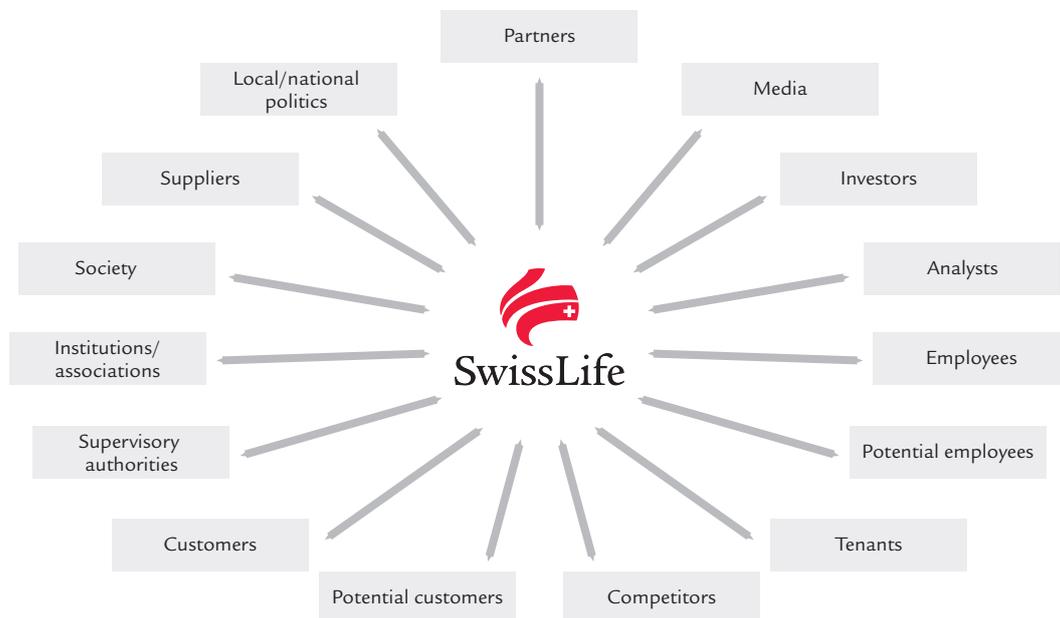
In addition to the STC CR and the core team in the home market of Switzerland, Swiss Life France and Swiss Life Germany have also created Corporate Responsibility committees that meet regularly for discussion, to define focus topics and to drive further development.

Overall responsibility for the Corporate Responsibility committee in France lies with the CFO. Swiss Life France has been publishing its own annual Corporate Responsibility Report (Rapport RSE) since 2014. This report will also comply with the stipulations of the European CSR Directive.

A committee was formed in Germany in 2018 to advance and coordinate corporate responsibility measures in various areas of the company. The corporate responsibility work of Swiss Life Germany focuses, among other things, on foundation activities. The Stiftung für Chancenreichtum und Zukunft (Foundation for opportunities and the future), founded at the end of 2016, advocates greater educational equity and equal opportunity in Germany.

### Consistent reporting to stakeholder groups

The annual reporting on corporate responsibility is intended to create transparency and strengthen communication with the stakeholder groups. Swiss Life's stakeholders include, in addition to its employees, customers and investors, legislators and representatives of the media, politics and associations, all of whom are affected either directly or indirectly by Swiss Life's activities. Swiss Life is in regular dialogue with all of its target groups, which ensures that it is aware of their requirements and expectations and is able to react to challenges or changes (GRI 102-40, 102-42, 102-43, 102-44).



For more information on dialogue with our stakeholders, see:  
[www.swisslife.com/en/stakeholdercommunication](http://www.swisslife.com/en/stakeholdercommunication)

## Memberships

At the end of 2018 Swiss Life was a member at Group level of all sorts of organisations and networks in the area of sustainability, as well as co-signatory of initiatives. These include the following:

- **Principles for Responsible Investment (PRI):** unpri.org, since 2018
- **UN Global Compact (UNGC):** unglobalcompact.org, since 2018
- **Global Real Estate Sustainability Benchmark (GRESB):** gresb.com, since 2018
- **CDP (formerly Carbon Disclosure Project):** cdp.net, since 2011
- **Task Force on Climate-related Financial Disclosure (TCFD):** fsb-tcf.org, since 2018
- **Institutional Investors Group on Climate Change (IIGCC):** iigcc.org, seit 2018
- **Forum Nachhaltige Geldanlagen (Sustainable Investment Forum):** forum-ng.org, since 2018
- **European Sustainable and Responsible Investment Forum (Eurosif):** eurosif.org, since 2018
- **International Corporate Governance Network (ICGN):** icgn.org, since 2018

At its Swiss, French and German locations, Swiss Life was mainly active in the following organisations:

- **Swiss Climate Foundation:** klimastiftung.ch
- **Energy Model Zurich:** energiemodell-zuerich.ch
- **Observatoire de l'immobilier durable (Green Building Observatory):** o-immobilierdurable.fr
- **Plan Bâtiment Durable (Sustainable Building Plan):** planbatimentdurable.fr
- **Netzwerk der Klima-Allianz der Stadt Hannover (Network of the Climate Alliance of the City of Hanover):** klimaallianz-hannover.de

### Reporting in line with the European CSR Directive

The Swiss Life Group's Corporate Responsibility Report conforms with the EU's CSR Directive. In this Corporate Responsibility Report, Swiss Life offers an account of environmental (pages 80, 84, 89–91, 100–107, 130–133), employee (pages 89–91, 116–129) and social issues (pages 80, 84, 88, 100–104, 108–110) and reports on the observance of human rights (pages 80, 84, 86–87, 97–99, 100–101, 105–107) and combating corruption and bribery (pages 80, 84, 97–101, 105–107). The pages cited also provide information on the concepts and associated results, as well as on due diligence process and risk management.

### **Reporting according to the Global Reporting Initiative**

Swiss Life's Corporate Responsibility Report meets the requirements of the Global Reporting Initiative (GRI), a framework for transparent sustainability reporting. The report on the 2018 financial year comprises the Switzerland, France, Germany, International and Asset Managers segments. This report was prepared in accordance with the GRI standards in conformity with the "Core" option. The GRI aims on the one hand to provide support to companies, governments and NGOs in focusing on those areas of interest to companies and their stakeholders, while the standardised format of the reports, based on key figures, also contributes to the comparability and transparency of sustainability reporting.

Do you have any questions or suggestions concerning corporate responsibility at Swiss Life?  
Write to us at [corporate.responsibility@swisslife.ch](mailto:corporate.responsibility@swisslife.ch)

# Materiality Matrix

The contents of the materiality matrix were established as part of a multi-level materiality process involving internal and external stakeholders. Based on qualitative and quantitative interviews with the Swiss Life Corporate Executive Board, a project group comprising specialists from Investor Relations, Asset Managers, Human Resources and Corporate Communication worked on selected key themes for Swiss Life, discussed them with selected stakeholders and refined them in structured interviews. Finally, the completed materiality matrix was approved and ratified by the Corporate Executive Board (GRI 102-46). The matrix is reviewed annually and amended when necessary. There were no amendments made in 2018.

Materiality matrix of the Swiss Life Group<sup>1</sup>



The materiality matrix displays and organises the central issues from the “Corporate Responsibility” area along two axes. The Corporate Responsibility report covers all the subjects included in the matrix.<sup>2</sup> The upper right quadrant of the matrix contains the issues that have proven most important to both internal and external stakeholders. These are action points, which are classified as being particularly important to business success, and they feature prominently in the reporting.

<sup>2</sup> The report comprises Swiss Life’s main locations in Switzerland, France and Germany and refers to all company entities within the scope of consolidation (2018 Annual Report, pages 292–297; GRI 102-45).

## **An overview of the key corporate responsibility themes**

### **Responsibility in business**

#### Customer centricity

Swiss Life places customers at the centre of its activities. Customer satisfaction is regularly measured and the results of customer feedback are incorporated into the development of products and services.

#### Sustainable profitability

Sustainable economic performance is a fundamental requirement for the success of Swiss Life's corporate management. In its strategic orientation, Swiss Life is closely guided by the long-term guarantee of profitability and the guidance of capital efficiency.

#### Risk management and compliance

Business conduct in compliance with the law is a given for Swiss Life. Swiss Life accompanies its customers over many years. Responsible risk management is thus indispensable.

#### Investment strategy

Swiss Life's investment strategy is designed on a sustainable and long-term basis and harmonised with insurance liabilities. The company's investment policy is oriented towards long-term and stable returns. Swiss Life bases all of its investment decisions on the stipulations of the supervisory authorities and is committed to holistic and value-oriented risk management. In addition to its legal obligations, Swiss Life observes ethical principles and environmental, social and governance (ESG) topics.

#### Products and services

Swiss Life has over 160 years of experience in developing products and services, in consulting and in the life insurance, investment and pensions business. Swiss Life aims to create optimal customer value and ensure profitability for the company. Its offering is subject to continuous review and refinement.

#### Sustainable procurement

For this reason, Swiss Life ensures that its procurement is in full compliance with the law. When selecting suppliers and partners, Swiss Life bases its decisions on ethical, social and ecological principles and works with local suppliers whenever possible.

#### Human rights

Swiss Life prioritises high social standards in its own operations and expects similar standards from its business partners and suppliers. As a co-signatory of the "UN Global Compact" Swiss Life pledges, notably, to respect human rights.

**Responsibility in society**

## Political commitment

Swiss Life's operational environment is heavily influenced by political and regulatory decisions. Swiss Life cultivates contact with representatives from the political and business communities as well as supervisory authorities and coordinates its own activities closely with trade and umbrella associations. Swiss Life company executives and members of the Board of Directors work in various national business associations.

## Economic responsibility

As a corporation, Swiss Life takes social and economic responsibility by enabling its customers to lead a self-determined life. As a long-term investor, Swiss Life contributes to the stability of the financial centre. As a leading institutional property investor in Europe and owner of the biggest private property portfolio in Switzerland, Swiss Life is also a key principal on the Swiss construction scene. The company also assumes social responsibility as an employer.

## Demographic change

The consequences of demographic change affect people in many ways. Swiss Life wants to offer its customers solutions that will allow them to lead a self-determined life in all phases of their lives. In addition, Swiss Life contributes to the public debate on longevity and securing retirement provisions. At the same time, Swiss Life creates a working environment in which its employees and management act responsibly and help to shape their career and further development in every phase of life, thus laying the groundwork for a longer professional life.

**Responsibility for employees**

Employee commitment and development

The Swiss Life corporate culture is based on mutual respect and trustworthy cooperation. Regular feedback and professional development interviews and the recognition and appreciation of performance are important prerequisites for corporate success.

Equal treatment and non-discrimination

Equality of treatment and non-discriminatory behaviour are part of Swiss Life's corporate culture. As a co-signatory of the UN Global Compact Swiss Life pledges, among other things, to respect the global principles governing labour standards.

Diversity and equal opportunities

Diversity and equal opportunities are essential for Swiss Life. Accordingly, potential, abilities and skills are promoted equally among all employees of all ages.

Responsible employer

Swiss Life provides employees of all generations with development prospects and attractive and fair working conditions.

**Environmental responsibility**

Environmental and climate protection

Swiss Life places a high value on operational ecology and climate protection. In our in-house operations, as a real estate investor and as co-founder of the Swiss Climate Foundation, we are committed to using resources sparingly and reducing our CO<sub>2</sub> emissions.