

# GRI-Index

## About this report

With the Sustainability Report on the 2018 financial year we are publishing annual information on social, environmental and governance topics within the Group for the eighth consecutive time. Our Sustainability Report was drawn up in accordance with the standards of the Global Reporting Initiative (GRI) as well as the Financial Services Sector Disclosures.

This report has been prepared in accordance with the GRI Standards: Core option. The report has not been externally audited.

With a view to satisfying the information requirements of our stakeholders and the rating agencies as comprehensively as possible, we are providing additional information above and beyond this framework. The reporting period is from 1 January to 31 December 2018. Significant developments in 2019 have been included up until the editorial deadline in October 2019. Unless otherwise indicated, the particulars refer to the entire Group. Our last Sustainability Report was published in September 2018. Further information on the topic of sustainability is published in the course of the year on our website and as a regular part of the Group Annual Report.

The present Sustainability Report reflects the issues and challenges of sustainable development that are material for us. It takes into account the requirements of stakeholders who are of major significance to our company. The fundamental principles on which the report is based are materiality, the inclusion of stakeholders, the sustainability context and comprehensiveness.

A materiality analysis was carried out in 2014 in order to identify the issues most relevant to our company; this was revisited and adjusted in 2018.

### GRI Disclosures

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## Survey methods and calculation bases for the data

Unless otherwise stated, we report on our activities Group-wide.

Until 2015 inclusive the Group-wide headcount refers only to employees working at Group companies allocable to the operational insurance business. From 2016 onwards the employees of all companies included in the financial statement of the Hannover Re Group are counted. For this reason, the Group-wide employee numbers for 2016 are only comparable with those of previous years to a limited extent. We calculate the number of employees by headcount. In this context, we consider the consolidated group in accordance with the requirements of IFRS 10 "Consolidated Financial Statements" on the basis of a consistent consolidation model for all companies that defines control without regard to whether it arises out of company law, contractual or economic circumstances. Group companies are consolidated with effect from the date on which Hannover Re gains control over them. The total number of employees also includes trainees at the Hannover location. The designation "employee" refers solely to employees of the Hannover Re Group, not subcontractors or freelance workers.

The stated environmental indicators refer to the Hannover location (degree of coverage: roughly 43% of the worldwide workforce). We use data collected internally from various departments as well as consumption data contained in the bills received from our electricity and district heating supplier. For the purpose of determining our CO<sub>2</sub> emissions from business travel we adopt the calculations of our service provider AirPlus and of Deutsche Bahn AG. In order to calculate the CO<sub>2</sub> emissions from district heating we take the specific emission factors from enercity as a basis. Data for paper are provided by our supplier. For the sake of making the report more easily readable, we have avoided gender-specific duplications and instead used the masculine form throughout.

## GRI Content Index

## Management approaches

| GRI 103: Management Approaches   |  |                            |                             |   |   |
|--|--|----------------------------|-----------------------------|---|---|
| Material issues  | 103-1  |                            |                             | 103-2 Page reference  | 103-3 Page reference  |
|  | Page reference                                 | Relevance within the Group | Relevance outside the Group |   |   |
| Governance and Dialogue  |  |                            |                             |   |   |
| Responsible enterprise management  | Responsible enterprise management              | X                          | X                           | Responsible enterprise management   | Sustainability goals and measures 2018 - 2020   |
| Compliance   | Compliance                                     | X                          | X                           | Compliance<br>Compliance structure and report   | Sustainability goals and measures 2018 - 2020<br>Organisation and process of risk management    |
|  |  |                            |                             | Legal framework   |   |
|  |  |                            |                             | Data privacy and information security   |   |
|  |  |                            |                             | Sanctions   |   |
|  |  |                            |                             | Code of Conduct   |   |
| Risk management  | Risk management                                | X                          | X                           | Risk landscape<br>Organisation and process of risk management                                 | Sustainability goals and measures 2018 - 2020<br>Organisation and process of risk management    |
| Stakeholder dialogue   | Stakeholder dialogue                           | X                          | X                           | Dialogue formats  | Sustainability goals and measures 2018 - 2020   |
| Product responsibility   |  |                            |                             |   |   |
| Risk expertise   | Risk assessment and risk expertise             | X                          | X                           | Risk assessment and risk expertise  | Sustainability goals and measures 2018 - 2020<br>Risk assessment and risk expertise             |
| Sustainable insurance solutions  | Sustainable insurance solutions                | X                          | X                           | Sustainable insurance solutions   | Sustainability goals and measures 2018 - 2020<br>Sustainable insurance solutions                |
| Environmental, social and governance criteria (ESG criteria) in asset management | Sustainability in asset management             | X                          | X                           | Sustainability in asset management  | Sustainability goals and measures 2018 - 2020<br>Sustainability in asset management             |
| Customer orientation/satisfaction  | Customer orientation and satisfaction          | X                          | X                           | Customer orientation and satisfaction   | Customer orientation and satisfaction<br>Sustainability goals and measures 2018 - 2020          |
| Employees  |  |                            |                             |   |   |
| Executive development and employee advancement                                   | General information and employee indicators    | X                          | X                           | General information and employee indicators<br>Executive development and employee advancement | Sustainability goals and measures 2018 - 2020<br>Executive development and employee advancement |
|  | Executive development and employee advancement |                            |                             | Recruitment of new staff  |   |
|  | Health and wellness                            |                            |                             | (Further) Training  |   |

### GRI 103: Management Approaches

| Material issues                      | 103-1                                |                            |                             |   |  |
|--------------------------------------|--------------------------------------|----------------------------|-----------------------------|---|--|
|                                      | Page reference                       | Relevance within the Group | Relevance outside the Group | 103-2 Page reference  | 103-3 Page reference   |
|                                      |                                      |                            |                             | Performance and career development reviews                              |  |
|                                      |                                      |                            |                             | Generation management and succession planning                           |  |
|                                      |                                      |                            |                             | Health and wellness   |  |
| Employee retention                   | Employee retention                   | X                          |                             | Employee retention<br>Work-life Balance                                 | Sustainability goals and measures 2018 - 2020<br>Employee retention  |
|                                      |                                      |                            |                             | Remuneration and fringe benefits  | Employee satisfaction  |
| Diversity                            | Diversity                            | X                          |                             | Diversity   | Sustainability goals and measures 2018 - 2020<br>Diversity           |
| <b>Environment and Society</b>       |                                      |                            |                             |   |  |
| Operational environmental protection | Operational environmental protection | X                          |                             | Operational environmental protection<br>Environmental management system | Environmental management system                                      |
|                                      |                                      |                            |                             | Resource consumption  |  |
| Supplier management                  | Supplier management                  |                            | X                           | Supplier management   | Sustainability goals and measures 2018 - 2020<br>Supplier management |
| Social commitment                    | Social commitment                    |                            | X                           | Social commitment   | Social commitment  |

## GRI 102: General Disclosures 2016

| Disclosure                    | Description  | Reference  | Explanation  |
|-------------------------------|--|--|--|
| <b>Organisational Profile</b> |  |  |  |
| 102-1                         | Name of the organisation                                     |  | Hannover Rück SE   |
| 102-2                         | Activities, brands, products, and services                   | About us   |  |
| 102-3                         | Location of headquarters                                     |  | Hannover   |
| 102-4                         | Location of operations                                       | About us   |  |
| 102-5                         | Ownership structure and legal form                           | About us<br>Management structure<br><br>AR 2018: Shareholding structure                          |  |
| 102-6                         | Markets served   | About us<br>Business groups  |  |
| 102-7                         | Scale of the organization                                    | About us<br>Business groups<br><br>Key figures   |  |
| 102-8                         | Employee structure   | General information and employee indicators<br>Diversity indicators<br><br>Key figures           |  |
| 102-9                         | Supply chain   | Supplier management  |  |
| 102-10                        | Significant changes to the organization and its supply chain | About us   | There were no significant changes in the locations of our operations, in the share capital structure, in the structure of our supply chain or in the locations of our suppliers. |
| 102-11                        | Precautionary Principle or approach                          | Risk management<br>Organisation and process of risk management<br><br>Annual report: Risk report |  |
| 102-12                        | External initiatives   | Advocacy groups and memberships<br>Risk assessment and risk expertise                            |  |
| 102-13                        | Membership of associations                                   | Advocacy groups and memberships<br>Risk assessment and risk expertise                            |  |
| <b>Strategy</b>               |  |  |  |
| 102-14                        | Foreword by the Chairman of the Executive Board              | Foreword   |  |
| 102-15                        | Key impacts, risks, and opportunities                        | Risk landscape<br>Risk assessment and risk expertise   |  |

| Disclosure                  | Description   | Reference   | Explanation   |
|-----------------------------|---|---|---|
| <b>Ethics and integrity</b> |   |   |   |
| 102-16                      | Values, principles, standards, and norms of behavior                          | Code of Conduct   |   |
| 102-17                      | Mechanisms for advice and concerns about ethics                               | Compliance structure and report   |   |
| <b>Governance</b>           |   |   |   |
| 102-18                      | Governance structure  | Management structure<br>Sustainability management                           |   |
| 102-19                      | Delegation of authority for economic, environmental, and social topics        | Sustainability management   |   |
| 102-20                      | Executive-level responsibility for economic, environmental, and social topics | Sustainability management   |   |
| 102-22                      | Composition of the highest governance body and its committees                 | Management structure<br>Supervisory Board                                   | We do not report on membership of under-represented social groups. We do not record competences relating to economic, environmental and social issues.            |
| 102-23                      | Chair of the highest governance body  | Management structure<br>Supervisory Board                                   | In accordance with German law, there is a strict separation between the duties of the Chief Executive Officer and those of the Chairman of the Supervisory Board. |
| 102-24                      | Nominating and selecting the highest governance body                          | Management structure  |   |
| 102-25                      | Conflicts of interest   | Management structure<br>AR 2018: Declaration on Corporate Governance        |   |
| 102-26                      | Role of highest governance body in setting purpose, values, and strategy      | Sustainability management   |   |
| 102-33                      | Communicating critical concerns   | Management structure  |   |
| 102-34                      | Nature and total number of critical concerns                                  | Website: 2019 Annual General Meeting  |   |
| 102-35                      | Remuneration policies   | Remuneration and fringe benefits<br>Annual Report 2018: Remuneration report |   |
| 102-36                      | Process for determining remuneration  | Remuneration and fringe benefits<br>Annual Report 2018: Remuneration report |   |
| 102-37                      | Stakeholders' involvement in remuneration                                     | Remuneration and fringe benefits<br>Annual Report 2018: Remuneration report |   |

| Disclosure                    | Description  | Reference  | Explanation   |
|-------------------------------|--|--|---|
| <b>Stakeholder engagement</b> |  |  |   |
| 102-40                        | List of stakeholder groups   | Stakeholder dialogue   |   |
| 102-41                        | Collective bargaining agreements                                   | General information and employee indicators<br>Remuneration and fringe benefits              |   |
| 102-42                        | Identifying and selecting stakeholders                             | Stakeholder dialogue<br>Dialogue formats<br><br>Materiality analysis                         |   |
| 102-43                        | Approach to stakeholder engagement                                 | Stakeholder dialogue<br>Dialogue formats<br><br>Materiality analysis                         |   |
| 102-44                        | Key topics and concerns raised                                     | Materiality analysis<br>Management structure<br><br>Stakeholder dialogue<br>Dialogue formats |   |
| <b>Report profile</b>         |  |  |   |
| 102-45                        | List of entities included in the consolidated financial statements | AR 2018: Consolidated companies and complete list of shareholdings                           |   |
| 102-46                        | Defining report content and topic Boundaries                       | Materiality analysis   |   |
| 102-47                        | List of material topics  | Materiality analysis   |   |
| 102-48                        | Restatements of information  |  | The presentation of information has not changed in comparison with the previous year.   |
| 102-49                        | Changes in reporting   | About this report  | Any changes in the topic boundaries, measurement methods or reporting periods are noted at the appropriate point in the report. |
| 102-50                        | Reporting period   | About this report  |   |
| 102-51                        | Date of most recent report   | About this report  |   |
| 102-52                        | Reporting cycle  | About this report  |   |

| Disclosure | Description  | Reference         | Explanation   |
|------------|--|-------------------|---|
| 102-53     | Contact point for questions regarding the report         |                   | <p>Karl Steinle<br/>General Manager Corporate Communications<br/>Tel. + 49 511 5604-1500<br/>karl.steinle@hannover-re.com</p> <p>Julia Hartmann<br/>Senior Investor Relations Manager<br/>Tel. + 49 511 5604-1529<br/>julia.hartmann@hannover-re.com</p> <p>Svenja Seefeldt<br/>Investor Relations Manager<br/>Tel. +49 511 5604-1729<br/>svenja.seefeldt@hannover-re.com</p> |
| 102-54     | Claims of reporting in accordance with the GRI Standards | About this report |   |
| 102-55     | GRI content index  | GRI Content Index |   |
| 102-56     | External assurance                                       | About this report |   |

**GRI 200: Economical Standards**

| Disclosure                                     | Description   | Reference  | Explanation   |
|--|---|--|---|
| <b>GRI 201: Economic Performance 2016</b>      |   |  |   |
| 201-1  | Direct economic value generated and distributed                                 | About us<br>Annual Report 2018: Business model   | We do not record any indicators Group-wide on the financial value generated by our investments in local communities. A breakdown of taxes paid by country is not compiled separately. |
| 201-2  | Financial implications and other risks and opportunities due to climate change  | Risk assessment and risk expertise<br>Annual Report 2018: Risk report  |   |
| 201-3  | Defined benefit plan obligations and other retirement plans                     | Remuneration and fringe benefits<br>AR 2018: Provisions for pensions and other post-employment benefit obligations |   |
| 201-4  | Financial assistance received from government                                   |  | We did not receive any subsidies or other forms of support from the government in the year under review.  |
| <b>GRI 202: Market Presence 2016</b>           |   |  |   |
| 202-1  | Ratios of standard entry level wage by gender compared to local minimum wage    | Remuneration and fringe benefits   |   |
| 202-2  | Proportion of senior management hired from the local community                  | Generation management and succession planning  |   |
| <b>GRI 203: Indirect Economic Impacts 2016</b> |   |  |   |
| 203-1  | Infrastructure investments and services supported                               | Sustainable insurance solutions<br>Social Commitment   |   |
| <b>GRI 204: Procurement Practices 2016</b>     |   |  |   |
| 204-1  | Proportion of spending on local suppliers                                       | Supplier management  |   |
| <b>GRI 205: Anti-corruption 2016</b>           |   |  |   |
| 205-2  | Communication and training on anti-corruption policies and procedures           |  | We report on our extensive measures with regard to compliance-related issues in the section on compliance.  |
| <b>GRI 206: Anti-competitive Behavior 2016</b> |   |  |   |
| 206-1  | Legal actions for anti-competitive behavior, anti-trust, and monopoly practices |  | There were no legal actions for anti-competitive behaviour, anti-trust or monopoly practices in the year under review or in prior years.  |

## GRI 300: Ecological Standards

| Disclosure                        | Description   | Reference                            | Explanation  |
|-----------------------------------|---|--------------------------------------|--|
| <b>GRI 301: Materials 2016</b>    |   |                                      |  |
| 301-1                             | Materials used by weight or volume  | Paper consumption                    |  |
| <b>GRI 302: Energy</b>            |   |                                      |  |
| 302-1                             | Energy consumption within the organization  | Energy consumption                   | Presentation in joules is not considered to be expedient for internal management purposes.   |
| 302-3                             | Energy intensity  | Energy consumption                   | Presentation in joules is not considered to be expedient for internal management purposes.   |
| 302-4                             | Reduction of energy consumption   | Energy consumption                   | Presentation in joules is not considered to be expedient for internal management purposes.   |
| <b>GRI 303: Water 2016</b>        |   |                                      |  |
| 303-1                             | Water withdrawal by source  | Water consumption                    |  |
| 303-3                             | Water recycled and reused   | Water consumption                    |  |
| <b>GRI 304: Biodiversity 2016</b> |   |                                      |  |
| 304-1                             | Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas |                                      | Given that the land used by our company is not located in or adjacent to protected areas, the risk to protected areas and natural habitats is minimal. As a company operating in the insurance industry that uses its premises solely for office work, our offices are normally located in cities or municipalities. |
| 304-3                             | Habitats protected or restored  | Operational environmental protection |  |
| <b>GRI 305: Emissions 2016</b>    |   |                                      |  |
| 305-1                             | Direct (Scope 1) GHG emissions  | Emissions                            |  |
| 305-2                             | Energy indirect (Scope 2) GHG emissions   | Emissions                            |  |
| 305-3                             | Other indirect (Scope 3) GHG emissions  | Emissions                            |  |
| 305-4                             | GHG emissions intensity   | Emissions                            |  |

| Disclosure   | Description   | Reference           | Explanation   |
|--|---|---------------------|---|
| <b>GRI 306: Effluents and Waste 2016</b>               |   |                     |   |
| 306-1  | Water discharge by quality and destination                    |                     | As a provider of insurance services, the issue of water discharge is of minor relevance to us. Our water is discharged into the municipal sewage network. Environmentally critical effluents are not discharged in connection with our business operations. As a non-manufacturing enterprise, our company has not taken any steps to recycle or reuse water. The volume of water discharged in the reporting period was equivalent to the volume of water consumed and thus totalled 13,223 m <sup>3</sup> . |
| 306-2  | Waste by type and disposal method                             | Waste               |   |
| <b>GRI 308: Supplier Environmental Assessment 2016</b> |   |                     |   |
| 308-1  | New suppliers that were screened using environmental criteria | Supplier management |   |

## GRI 400: Social Standards

| Disclosure   | Description   | Reference   | Explanation  |
|--|---|---|--|
| <b>GRI 401: Employment 2016</b>                      |   |   |  |
| 401-1  | New employee hires and employee turnover  | Employee satisfaction   |  |
| 401-2  | Benefits provided to full-time employees that are not provided to temporary or part-time employees                            | Remuneration and fringe benefits  |  |
| 401-3  | Parental leave  | Work-life Balance   |  |
| <b>GRI 402: Labor/Management Relations 2016</b>      |   |   |  |
| 402-1  | Minimum notice periods regarding operational changes  | General information and employee indicators   |  |
| <b>GRI 403: Occupational Health and Safety 2016</b>  |   |   |  |
| 403-1  | Workers representation in formal joint management-worker health and safety committees   | Health and wellness   |  |
| 403-2  | Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities | Health and wellness   |  |
| 403-3  | Workers with high incidence or high risk of diseases related to their occupation  | Health and wellness   |  |
| 403-4  | Health and safety topics covered in formal agreements with trade unions   | Health and wellness   |  |
| <b>GRI 404: Training and Education 2016</b>          |   |   |  |
| 404-1  | Average hours of training per year per employee   | (Further) Training<br>Key figures   | We do not record the days of (further) training by gender and employee category. |
| 404-2  | Programs for upgrading employee skills and transition assistance programs   | (Further) Training<br>Performance and career development reviews<br><br>Generation management and succession planning |  |
| 404-3  | Percentage of employees receiving regular performance and career development reviews  | Performance and career development reviews  |  |
| <b>GRI 405: Diversity and Equal Opportunity 2016</b> |   |   |  |
| 405-1  | Diversity of governance bodies and employees  | Management structure<br>Diversity indicators  |  |
| 405-2  | Ratio of basic salary and remuneration of women to men  | Remuneration and fringe benefits  |  |

| Disclosure  | Description  | Reference                             | Explanation   |
|---|--|---------------------------------------|---|
| <b>GRI 406: Non-discrimination 2016</b>                               |  |                                       |   |
| 406-1   | Incidents of discrimination and corrective actions taken   |                                       | No instances of discrimination that would have had consequences under employment law were recorded in the year under review.  |
| <b>GRI 407: Freedom of Association and Collective Bargaining 2016</b> |  |                                       |   |
| 407-1   | Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk | Supplier management                   |   |
| <b>GRI 408: Child Labor 2016</b>                                      |  |                                       |   |
| 408-1   | Operations and suppliers at significant risk for incidents of child labor                                      | Supplier management                   |   |
| <b>GRI 409: Forced or Compulsory Labor 2016</b>                       |  |                                       |   |
| 409-1   | Operations and suppliers at significant risk for incidents of forced or compulsory labor                       | Supplier management                   |   |
| <b>GRI 410: Security Practices 2016</b>                               |  |                                       |   |
| 410-1   | Security personnel trained in human rights policies or procedures  |                                       | We do not employ any security personnel of our own and have assigned this function to external service providers. The risk of human rights violations in the context of our company's business operations is extremely slight and in our assessment, therefore, this Indicator is in principle not relevant to our sustainability management. |
| <b>GRI 413: Local Communities 2016</b>                                |  |                                       |   |
| 413-1   | Operations with local community engagement, impact assessments, and development programs                       | Social Commitment                     | An impact assessment of our social commitment can not yet be made.  |
| <b>GRI 414: Supplier Assessment for Impacts on Society 2016</b>       |  |                                       |   |
| 414-1   | New suppliers that were screened using social criteria   | Supplier management                   |   |
| <b>GRI 415: Public Policy 2016</b>                                    |  |                                       |   |
| 415-1   | Political contributions  | Social Commitment                     |   |
| <b>GRI 418: Protection of Customer Data 2016</b>                      |  |                                       |   |
| 418-1   | Substantiated complaints concerning breaches of customer privacy and losses of customer data                   | Data privacy and information security |   |

| Disclosure                      | Description  | Reference                       | Explanation |
|---------------------------------|--|---------------------------------|-------------|
| <b>GRI 419: Compliance 2016</b> |  |                                 |             |
| 419-1                           | Non-compliance with laws and regulations in the social and economic area | Compliance structure and report |             |

#### Sector-specific Disclosures: Financial Services

| Disclosure | Description  | Reference                          | Explanation |
|------------|--|------------------------------------|-------------|
| FS6        | Percentage of the portfolio for business lines by specific region, size (e.g. micro / sme / large) and by sector                           | Sustainable insurance solutions    |             |
| FS7        | Monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose        | Sustainable insurance solutions    |             |
| FS8        | Monetary value of products and services designed to deliver a specific environmental benefit for each business line broken down by purpose | Sustainable insurance solutions    |             |
| FS11       | Percentage of assets subject to positive and negative environmental or social screening  | Sustainability in asset management |             |
| FS13       | Access points in low-populated or economically disadvantaged areas by type   | Sustainable insurance solutions    |             |
| FS14       | Initiatives to improve access to financial services for disadvantaged people   | Sustainable insurance solutions    |             |

#### GRI Disclosures

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