



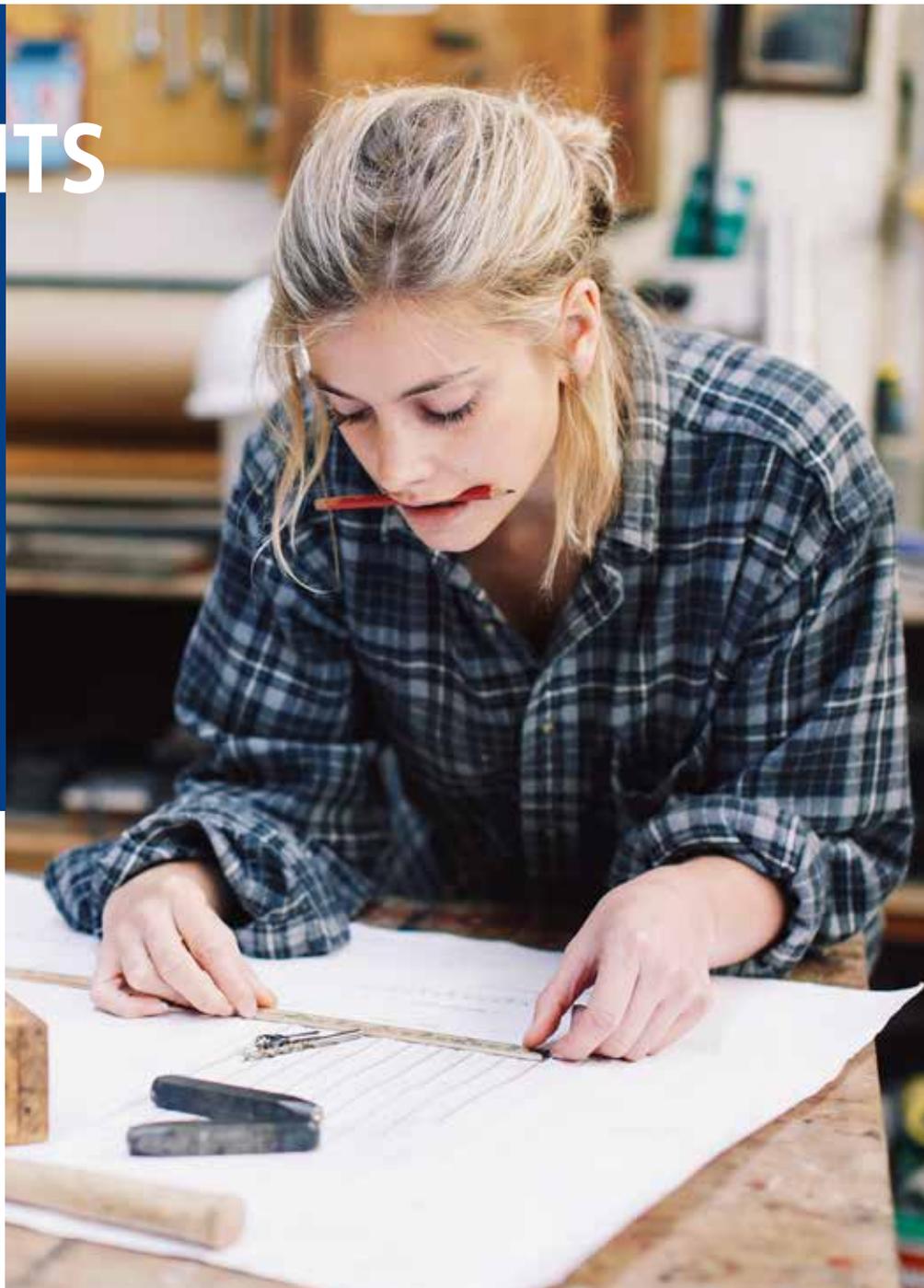
OUR RESPONSIBILITY FOR THE FUTURE

Sustainable Development Report 2017

WITH YOU FROM A TO Z



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EDITORIAL



Jacques Richier
Chief Executive Officer
of Allianz France

This year, our CSR Report is being released at a time when the public debate is questioning the “social purpose” of a company, its “raison d’être” beyond economic performance, and its way of “contributing to the collective interest”. Should consideration of the social and environmental impact of its activity be incorporated into its strategy? Should companies be legally compelled to adopt non-financial objectives?

As an insurer, these proposals resonate with particular familiarity: the societal mission of insurance is its DNA, and the initiatives set out in this CSR report are the best answer to these questions.

Once again, we have chosen to present the company’s commitment around five pillars.

The “**responsible investor**” component confirms the full integration of ESG criteria into our investment policy. In the space of a few years, they have become established as a new standard that now prevails with all our partners in asset management. Allianz has long incorporated the idea that sustainable development entails attention to long-term balances and has considered contributing to the financing of the energy transition to be part of its company mission.

In 2017, Allianz was singled out among all insurers by the Dow Jones Sustainability Index for its long-term responsibility and reliability. The publication of Allianz France’s climate report will confirm our ESG strategy.

In 2017, we emphasised the other components of corporate responsibility to foster collective appropriation of these imperatives by employees.

CSR was a focus in 2017 through an internal hackathon resulting in six major projects: impact investing, integration of CSR practices by the network of Multi-Risk Agents, development of CSR best practices in midcorp underwriting policies, caregiver employees, skills-based sponsorship, and development of alternative mobility for employees.

The variety of these topics reflects our desire for varied, mobilising CSR within Allianz France. Because CSR is first and foremost a voluntary approach - and not just regulatory - it is intended to be energised with everyone’s ideas and commitment.

For that reason, as a “**socially responsible company**”, we strive to embody it with long-term commitments, particularly with the establishment of salary rounding, a skills-based sponsorship initiative with ProBono, the partnership signed with the Military Reserve, and our medical research sponsorship policy.

Beyond these isolated socially responsible commitments and actions, CSR continues to take root in the daily practice of our business as a “**sustainable insurer**”, through innovation, the ongoing reduction of paper volume, the increase in digitised customer experiences, and the search for increased proximity with customers.

With this in mind, the launch in 2017 of “ecosystems” centred on customer uses and experience is the result of our consideration of their satisfaction.

Lastly, in 2017, we took up the subject of data because it is the foundation of the “**trusted company**” that we want to remain at a time of massive increases in data via connected objects. We now have a Big Data Department to help build responsible, transparent data management defined by clear rules of ethics.

The search for well-being at work was the core focus of a call for ideas deployed throughout 2017. These proposals are in line with the actions implemented over the past two years with the engagement measurement, the ambassadors, and the “WorkWell” team days.

All these initiatives confirm the new understanding of performance that the company claims today:

economic, of course, but also environmental and societal.

Our commitment helps to make the company an “**attractive employer**”, in line with the major concerns of our time.

Together, we continue to make Allianz France a business attentive to the health of its social body and to the quality of its products and services, convinced that these are the ingredients of the “equation of trust” at the heart of our 2020 strategic plan.



ALLIANZ GROUP CLIMATE COMMITMENT

The Allianz Group has teamed up with the One Planet Summit.

Ingraining climate issues within the heart of finance, accelerating the reduction of greenhouse gas emissions, and supporting the transition to a carbon-free economy were essentially the challenge of the One Planet Summit, jointly organised by France, the UN, and the World Bank in December. By joining forces with this Summit, Allianz announced three key initiatives that demonstrate its commitment to the climate:

- Allianz has signed “The International Business Declaration” along with other major economic and financial players. This joint declaration targets four priorities to achieve the objectives of COP21: develop coordinated decarbonisation strategies around the world; organise the exit from fossil fuels by 2025; set a fair price for carbon; take into account the recommendations of the Task Force on Climate Related Financial Disclosure (TCFD) created prior to COP21, to more consistently assess the risks/opportunities associated with climate change.
- The Group joined the initiative of 35 European and international federations of insurers and reinsurers in a “Call for the Climate” alerting all stakeholders of the consequences of non-compliance with the Paris Agreement. The cost of climate disasters weighs not only on insurers but also on populations and economies.
- Allianz joined the Climate 100+ coalition, which brings together 225 global investors that have decided to put the planet’s 100 biggest CO₂ emitters under surveillance. Each year, Climate 100+ will update the list of monitored companies. Those that have made the most progress will be removed from the ranking.

NON-FINANCIAL RATINGS

Allianz’s corporate social responsibility performance is evaluated and compared by non-financial rating agencies. They constitute an external, independent recognition of the quality of the Group’s commitments. These distinctions are also a major asset to attract and generate investor confidence.



DJSI

With 87 points out of 100, Allianz placed first in the insurance sector in the DJSI ranking. The Group has been considered one of the most sustainable companies in the insurance industry since 2000.

• Carbon Disclosure Project (CDP)

Allianz is a signatory of the CDP, which assesses the environmental approach of companies each year. In 2017, the Allianz Group obtained an environmental performance rating of B.

• FTSE4Good Index

The Group joined the FTSE4Good index in 2001, which measures the ESG (environment, social, and governance) performance of companies. In 2017, the Allianz Group ranked in the top 3 in its sector.

• MSCI

In 2017, Allianz was rated AAA by MSCI ESG Research, which identifies sustainable development issues incorporated into the investment decision process.

• Oekom Corporate Rating

Allianz received the status of excellence that assesses the responsible performance of companies through an overall and sectoral approach.



A CSR APPROACH INTEGRATED INTO THE STRATEGY

The CSR policy covers all of the Group’s activities and business lines and is structured around three themes. The objective is to respond to the major environmental, social, and societal challenges associated with our activities. These themes are broken down into five operational pillars that structure the approach.



Top 10 risks identified in the 2018 Allianz survey⁽¹⁾

Business disruption and cybercrime incidents are among the risks most feared by companies according to the 7th edition of the Allianz Risk Barometer. These results are an opportunity for the Group to help companies evolve in a complex environment and support them in the prevention of traditional risks as well as new climate and technology risks.



(1) Allianz Risk Barometer 2018. 1,911 risk managers and experts surveyed in 80 countries.

A CSR APPROACH INTEGRATED INTO THE STRATEGY



ESG governance positioned at the highest level

The ESG Committee is Allianz's highest governance body pertaining to sustainable development. It is composed of three members of Allianz SE's board of directors and meets each quarter. This committee is responsible for the entire corporate responsibility programme, including climate topics. It oversees the integration of ESG criteria into insurance and investment processes.

Two other committees play an important role in decision-making:

- The finance and risk committee oversees the management and monitoring of risks, including sustainability risk; it deals with ESG issues on the basis of the ESG committee's analysis and deliberations.
- The Group's underwriting committee oversees the underwriting activity and the management of associated risks.

The corporate responsibility function reports to the Group's director of communications, who reports directly to Allianz SE's managing director. This organisation ensures alignment between the CSR approach and the Group's strategy.

KEY FIGURES



No. 1 WORLDWIDE in property and liability insurance

€126 billion
in revenues

€1,960 billion
in managed assets, including
€1,448 billion belonging to third parties.

400,000
points of sale

88 million
customers

140,000
employees

More than 70
countries

No. 2 asset manager in the world with a strong commitment to socially responsible investment

Allianz's investment in debt and equity in renewable energies exceeds **€5.6 billion**

More than 150
"sustainable solutions"
offered to customers

ALLIANZ FRANCE PRODUCTS ADAPTED TO ALL NEEDS



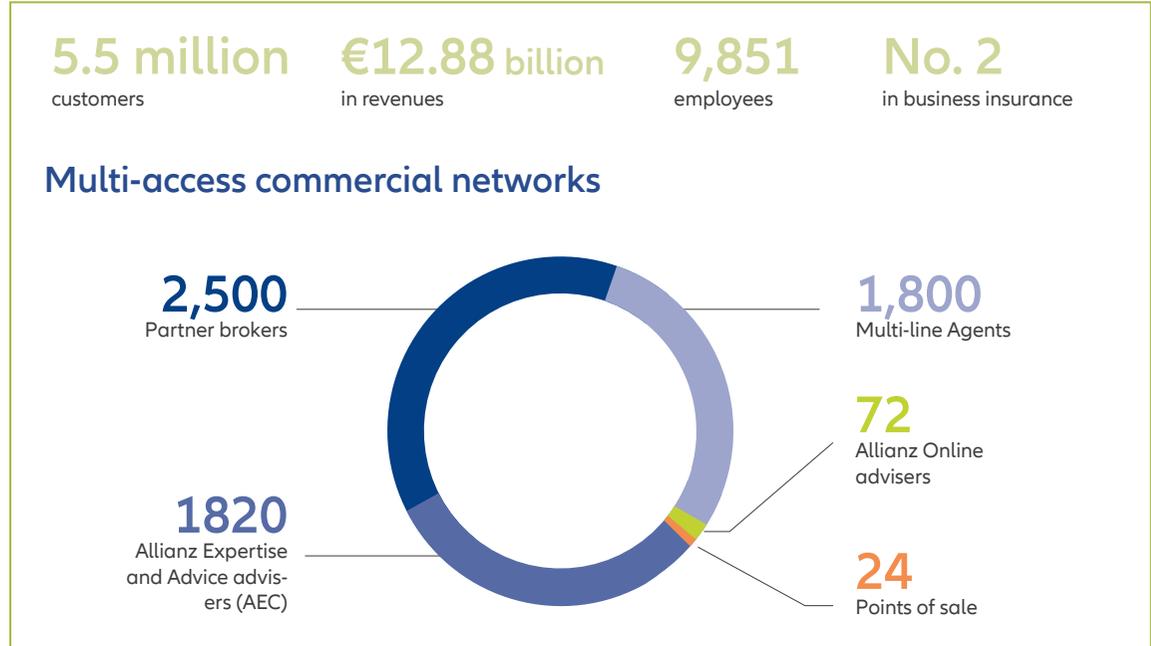
FOR INDIVIDUALS

PROPERTY AND LIABILITY	Insurance for autos, two-wheel and other vehicles, boats, comprehensive, home and school, everyday accident insurance, assistance, civil liability, and legal protection.
LIFE, HEALTH, RETIREMENT, AND PROVIDENT	Life insurance, retirement, savings & asset management products, provident (incapacity, disability, death), health, borrower, and legal protection.
BANKING	Everyday banking, backed credit, home loans, savings, securities accounts, discretionary management, and private banking.

FOR PROFESSIONALS

PROPERTY AND LIABILITY	Property damage, operating loss, and liability of the company, auto fleet, civil and professional liability of officers and employees, construction, transport, and legal protection.
LIFE, HEALTH, RETIREMENT, AND PROVIDENT	Retirement, employee savings, group health and provident, and legal protection.

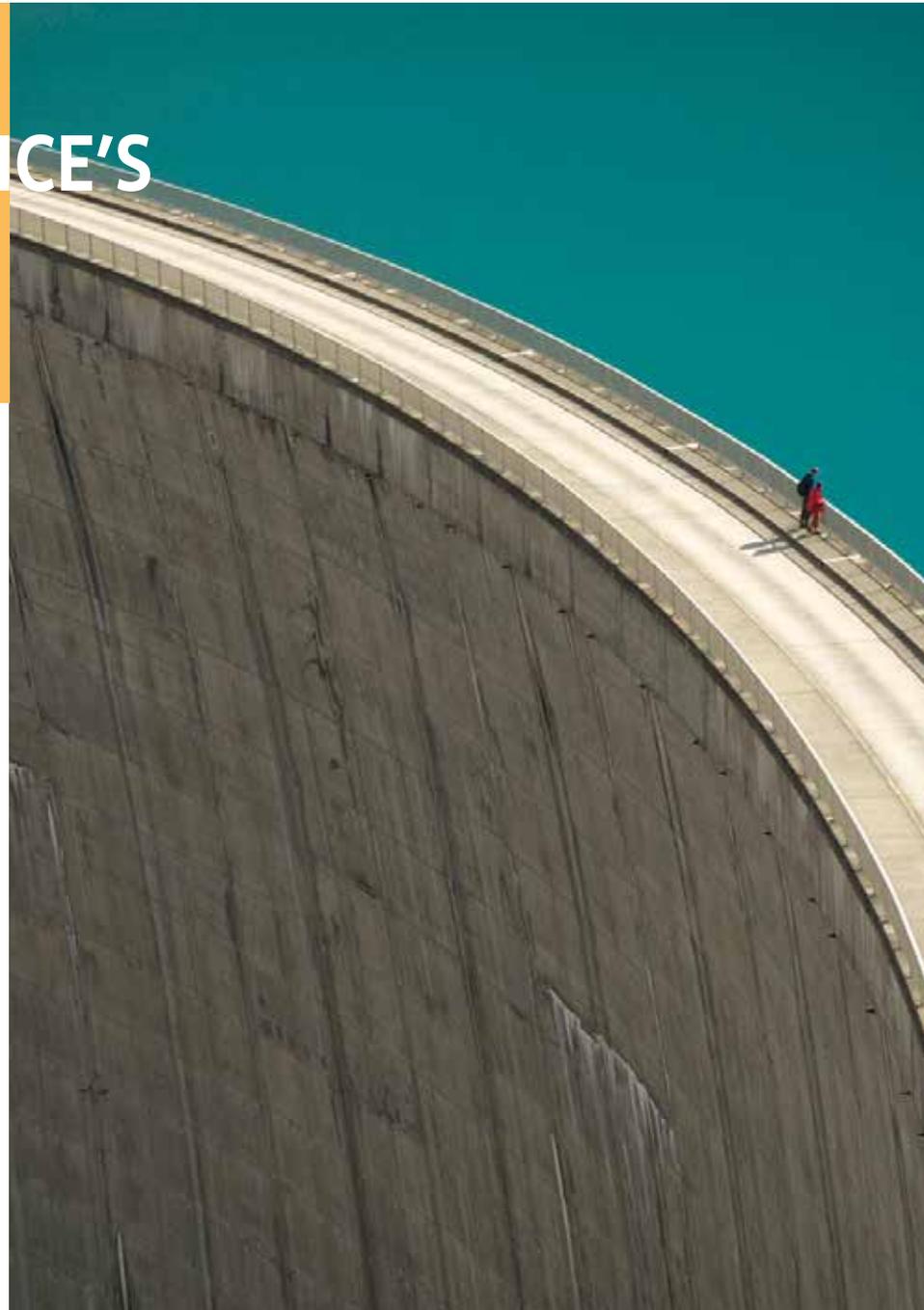
KEY FIGURES



ALLIANZ FRANCE'S ROAD MAP

Jacques Richer, CEO of Allianz France has identified seven priorities for the "Innovation and Trust" strategic plan. On the menu of this road map: economic efficiency and overall transformation.

- **ACHIEVING ECONOMIC PERFORMANCE** by continuing to make progress on auto and home portfolios, as well as P&C, Life and Health/Provident revenues.
- **DEPLOYING ECOSYSTEMS** by experimenting with new ways of working to gain agility.
- **DEPLOYING GLOBAL ONE**: the information system modernisation project, which makes the customer the central focus of the company's processes and business lines.
- **TAKING THE DIGITALIZATION** of customer experiences further with the deployment of new tools.
- **REFOCUSING ON DATA**, ensuring reliability and integrity. This is the aim of the Allianz Privacy Renewal programme, which is in line with the new European GDPR.
- **IMPROVING THE EXPERIENCE AND CUSTOMER SATISFACTION** by providing innovative and customised solutions tailored to their needs.
- **FURTHER DEVELOPING WELL-BEING AT WORK** particularly through the Work Well survey and our network of ambassadors.



Allianz France is experimenting with new forms of work with Ecosystems.

Changes in customer behaviours, need to shorten a product's time-to-market, surge in start-ups, competition to attract talent... the evolution of our environment impacts our organisation and how we work.

Although we managed to seize upon these issues very early by digitalizing our customer experiences, encouraging co-innovation, and simplifying the organisation and processes, we took another step in 2017 by deploying a new, more agile, innovative method of working in an "ecosystem".

Tactical units!

This new environment consists of "squads": small multidisciplinary teams work in agile and collaborative mode on themes centred around customers' needs.

In November, Allianz France brought together a team of 120 people from its various business lines (actuaries, computer scientists, salespeople, marketing specialists for individuals and professionals, etc.) around the theme of "My mobility", "co-located" on one floor to develop new solutions and deliver projects in less than six months.

The first teams were trained in agile practices and "rituals". Squads leaders, "agile coaches", are part of this ecosystem designed to spread a common culture and a 360° view of the customer.

The "My Health" ecosystem was also put in place, and four more will be implemented in the coming months.

A CSR APPROACH ALIGNED WITH SUSTAINABLE DEVELOPMENT GOALS (SDG)



Allianz France is committed behind the Group

As a responsible insurer, investor, and employer, Allianz wishes to contribute to a more resilient society by protecting the most vulnerable populations in the face of climate change, by offering a quality education and by welcoming all forms of diversity in the workplace.

In 2017, the Allianz Group produced a more precise mapping of its SDGs. This work resulted in four priority SDGs out of the 13 identified in 2016, to which the Group and its subsidiaries make a significant contribution. These four SDGs will enable the Group to guide the strategy and action plans in view of the targets and objectives pursued. Allianz France's CSR approach is in line with the strategic priorities deployed by its parent company. It is organised around five pillars: sustainable insurer, responsible investor, attractive employer, trusted company, and socially responsible company.



	PERFORMANCE DRIVERS	ON THE ROAD TO SDGS
SUSTAINABLE INSURER	Products, service quality and innovation, digitalization, green products, microinsurance, and responsible solutions and services.	
RESPONSIBLE INVESTOR	Real estate, low-carbon investments, renewable energies, commitments with regulators, integration of ESG criteria into third-party asset management, etc.	
ATTRACTIVE EMPLOYER	Talent management, equal opportunities and diversity, training, leadership culture, employee engagement and satisfaction, health, and well-being.	
TRUSTED COMPANY	Customer engagement and satisfaction, respect for privacy and data security, ethics and integrity, corporate governance, crisis management and business continuity, carbon footprint, etc.	
SOCIALLY RESPONSIBLE COMPANY	Community involvement, volunteering, future generations, sponsorship, societal initiatives, etc.	

OUR STAKEHOLDERS

Engaging in dialogue with its stakeholders allows Allianz to carry out one of its essential missions: anticipating risks and opportunities in a changing world and developing a responsible business. A mapping of our stakeholders allowed us to identify the most relevant points of contact to better meet their expectations.



Launch of the customer community “With you from A to Z”

Launched in spring 2017, the Allianz community, which already has 2,000 members, 10% of whom are professionals, provides a more agile and interactive way to gather customer insights.

The principle is simple: mini-questionnaires are sent to members about their digital habits, and tests are done of new products or visuals, and advertising post-tests. Contributors are rewarded with e-gift certificates through the online lottery organisation. In 2018, the establishment of discussion forums will enhance interactivity and exchanges between members and the community’s coordination team.

Jean-Yves Dutertre, director of Dutertre-Brizard Consulting in Bordeaux, member of the customer community



“I regularly respond to the questionnaires. In a way, the diversity of surveys helps make us aware of new risks. This type of initiative also humanises the relationship. We feel involved in the projects and what’s happening within the Group. One small drawback: we don’t have enough feedback on the follow-up on these questionnaires and how they are used internally”.

KEY FIGURES



14
surveys conducted in 2017



41%
Participation rate of members



IMPACT ON THE BRAND

For 57% of members, Allianz is becoming more modern and innovative.

SUSTAINABLE INSURER



HIGHLIGHTS

- The start-up RogerVoice makes life easier for people with hearing loss.
- Social networks to promote risk prevention.
- Protecting SMEs against cyber risks.





SOLUTIONS ACCESSIBLE TO THE GREATEST NUMBER OF PEOPLE

New lifestyles, new forms of work, new uses, and new risks... The world is changing, and our responsibility is to ensure all futures by offering solutions that bring value and meaning to all our customers, whether individuals or businesses.

In just a few years, digital has changed our customers' habits and expectations. Accustomed to managing their purchases online, they can compare offers, access new services to research, sign up for and manage policies, and interact with their advisers whenever they want using a smooth, fast, and transparent multi-access process. The connected objects revolution now allows us to offer services with high added value in healthcare (to evaluate and monitor health), housing (for intrusion or fire alert), mobility (connected cars), etc. All these innovations that are now part of our daily lives illustrate the evolution of our profession from "adjusting" insurer to "protecting" insurer. Digital is also a catalyst for the collaborative economy by blurring the boundaries between ownership and use and between private life and working life. Here again, we play a key role in developing and supporting these new business models by handling new needs and remaining attentive to the evolution of this ecosystem. These evolutions enable us to develop a relationship of trust with our policyholders through an individualised offer or service. In 2017, we continued on this path through the following initiatives:

- Simplifying the lives of our policyholders
 - With its multiple functionalities, the "Mon Allianz Mobile" (My Mobile Allianz) app allows our 100,000 active subscribers to save time with their procedures (recording car mileage through photos,

online requests for repairs or health expense reimbursements, etc.) and to simplify their daily life (electronic third-party advance payments, remote management of bank accounts, geolocation of Santclair partners, etc.).

- The Express motor, residential, or healthcare pro prices, unique on the French market, allow Internet users to obtain an online insurance quote in less than a minute on a computer, mobile phone, or tablet.
- While the Constitutional Council has confirmed the possibility for consumers to change the insurance on their mortgage every year, the digital solution Allianz Assurance Emprunteur allows Internet users to access a firm, personalised offer in than 15 minutes, medical acceptance included.
- Services accessible to people with disabilities
 - The start-up RogerVoice, supported by the Allianz accelerator, has chosen to use technology to serve the deaf and hard of hearing. Its voice-recognition solution automatically transcribes telephone conversations on customers' smartphones. An innovative support service available 24/7.
 - Allianz's partnership with Deafi allows policyholders to interact with an adviser by chat or video-conference in sign languages to report their auto and home claims and to process requests related to healthcare policies.
 - The FACIL'iti service provides a solution for displaying our accessible website according to the type of disability, whether it is motor (Parkinson's, multiple sclerosis), cognitive (dyslexia), or visual (long-sightedness, partial sight).

KEY FIGURES

265,000

"Mon Allianz mobile" app downloads

90%

pickup rate by the customer relations centre



RISK PREVENTION

COMMUNICATING DIFFERENTLY ON SOCIAL NETWORKS

New technologies provide an opportunity to repeat our message of raising awareness and preventing risks, to create a bond with younger generations.

Risks in the home: a 3D house on Instagram

Allianz France has developed a virtual house – five rooms on three levels – to demonstrate the risks of accidents in the home.

This visual and educational campaign on our Instagram account is the opportunity to use the possibilities of this virtual habitat to educate the general public on these issues.

Road safety: interacting with millennials on social networks

- “5 ways to hide the car keys when your buddy has had too much to drink”: this is one of the teasers used by Allianz to educate young people on the dangers of drinking and driving as part of a campaign on Snapchat. Allianz has chosen this medium, very popular among people aged 18 to 34, to create buzz while making them aware of their responsibilities regarding road safety.
- With the “Test your code” operation, Internet users were able to answer questions asked by a chatbot on Facebook Messenger. Through this innovation, the French road safety association and Allianz France wish to encourage participants to improve their knowledge and encourage more responsible driving.

SPOTLIGHT

Optimising the management of customer complaints

4.3 out of 5: that is the score awarded by our policyholders for the management of complaints through the independent rating platform eKomi. This satisfactory score reflects the commitment of Allianz, which has set the goal of processing 75% of complaints in less than 21 days. In keeping with this dynamic, a new organisation of the “amicable resolution” department was set up in 2017. Objective: to improve efficiency and flow. Adapted to the specific characteristics of each business unit – Distribution, Property & Liability Insurance, Personal Insurance, and Allianz Customer Relations – this organisation incorporates the confidentiality requirements and expectations of our customers as well as the requirements of the ACPR⁽²⁾ in terms of fairness, quality of treatment, and timeliness.

(2) Autorité de contrôle prudentiel et de résolution (French prudential control and resolution authority)

INDEMNIFICATION: ACADEMIC ASSISTANCE FOR STUDENTS WHO HAVE BEEN SERIOUSLY INJURED

Every year, the same problem arises: children who are victims of personal injuries see their marks drop and often must repeat their school year. To help these families, Allianz France has entered into a partnership with Anacours to allow students to continue normal schooling at home despite being immobile. The free “Cours à la maison” solution for beneficiaries offers courses from first year of primary school to university. Online courses and educational assessments are also provided to accelerate the student’s progress.

SOCIAL INCLUSION: EXTENSION OF OUR PARTNERSHIP WITH ADIE

In 2017, our partnership with ADIE (a non-profit organisation active for more than 25 years in assisting in the reintegration of people in hardship) was extended to France’s overseas departments to promote insurance for very vulnerable people.

This partnership, which includes a motor micro-insurance solution, makes sense in these territories, where a car is the main means of transportation and where a large portion of the population consists of people looking for a job or in a situation of instability.

SOLUTIONS TO SECURE BUSINESS ACTIVITY



Present alongside companies of all sizes, we offer insurance solutions tailored to their profiles and their needs to support them with their development projects.

Protecting SMEs against cyber risks

Paralysis of infrastructures, theft of personal data, computer viruses, internal fraud...

80% of French SMEs have already been the target of cyberattacks, according to a survey conducted by Syntec⁽³⁾. These attacks can threaten jobs and heavily impact the company's image. They often freeze their information system, which leads to a major disruption or even a complete shutdown of activity. "Extension Cyber Risques" is an optional extension to Allianz France's main policies for businesses. This insurance supplements the existing offering and covers the consequences of attacks on computer data. The new solution also provides a helpline accessible seven days a week through a partnership with Phonesec.

"Phonesec is a company specialising in digital risks. Our highly decentralised organisation allows us to intervene quickly throughout France. The helpdesk we provide for Allianz customers is structured around two focuses: establishing a preliminary

For SMEs, cyber insurance is an effective defence

diagnosis on the nature of the attack (virus, cyber espionage, hackers) while providing initial advice remotely via our hotline, then intervening on-site through our network of partners to limit the spread

Digitalised construction insurance

Allianz France's "Prévention connectée" solution, developed in partnership with start-ups and specialised companies, offers innovative tools for surveillance and monitoring to continuously identify risks at construction sites (heating, short circuit, building deformation, etc.).

Designed for large construction sites, this solution helps construction companies reduce risks such as fires and excessive structural deformation as well as the intensity and consequences of any disasters.

Smart sensors monitor temporary electrical installations and ensure early detection of any defects that could start a fire, which could possibly spread to the entire site. Other sensors identify deformations of structures under construction as well as existing or neighbouring buildings, in order to remedy them and limit or prevent the occurrence of a major disaster.

of the attack. For SMEs, cyber insurance is an effective defence. SMEs are more vulnerable than larger companies because they do not always have the maturity and sufficient internal resources to ensure their IT security. For Allianz, this issue is considerable because a national cyberattack could impact part of their customer portfolio, and we must be able to manage this type of crisis quickly".



Ely DE TRAVIESO
director of Phonesec

(3) French companies facing cyberattacks. Syntec 2016

RESPONSIBLE INVESTOR



HIGHLIGHTS

- Creation of an ESG Committee within the Investments unit.
- Optimisation of energy efficiency.
- InMemori, the start-up supported by the Allianz accelerator takes off.





OUR COMMITMENTS AS A RESPONSIBLE INVESTOR

Allianz wishes to play its role as a responsible investor by supporting the energy transition and by managing its assets responsibly. Our commitments consist of three areas and are based on the policy implemented by the Group.

Creation of an ESG committee to capitalise on our internal expertise

In 2017, an ESG committee was created to promote the sharing of knowledge around topics such as:

- Assessment of risks and opportunities related to ESG investments according to asset class (equities, bonds, real estate, etc.).
- Climate risk analysis.
- Carbon footprint of our investment portfolios (scopes 1, 2, and 3).

KEY FIGURES

€480 million

in renewable energies

€465 million

in green bonds

€2.2 billion

in certified buildings

Reinforcement of the selection of management companies on the basis of specific criteria

- Selection of companies that have an ESG investment policy and/or are a signatory to the UN's Principles for Responsible Investment.
- Integration of 37 ESG criteria into management mandates: 14 for the environmental pillar, 15 for the social pillar, 8 for the governance pillar.
- Special attention given to the 13 sensitive investment sectors (sex industry, gaming, medical testing, etc.).

This ESG policy, imposed on nearly all of our management company partners, will also allow the Investments unit to comply with the new regulation on duty of care.

Proposal of "more responsible" investments for our life insurance policyholders

- Introduction of new management guidelines with an ESG theme in certain unit-linked life insurance policies.
- Use of our own fund selection methodology.

These initiatives are developed in Allianz France's "climate reporting" in accordance with the Energy Transition for Green Growth act. This document provides a more complete presentation of our ESG strategy and our actions in favour of the energy transition.

SPOTLIGHT

Allianz France ranked "Confirmed Pioneer" in the study "173 nuances de reporting⁽⁴⁾" published by the Novethic research centre.

Novethic analysed the responses of 100 French institutional investors to the requirements of Article 173 of the Energy Transition for Green Growth Act. Below is an interview with Dominique Blanc, Director of Research.

"Allianz France's ranking as a 'Confirmed Pioneer' in this study demonstrates that the institution has long been committed to responsible investment and that it is taking this opportunity to present positive feedback. We appreciated that Allianz France takes ESG indicators into account in the analysis of its portfolio, particularly on the equity and fixed-income product asset classes, which represent 80% of its portfolio. With regard to climate risk, the ESG report provides precise information on green investments and especially renewable energies. However, a more detailed presentation of the carbon footprint of its portfolio and the methodology used would be a plus".



Dominique BLANC
Director of Research.

(4) "173 nuances de reporting"/Novethic/November 2017

OPTIMISING THE ENERGY EFFICIENCY OF OUR REAL ESTATE PORTFOLIO

In 2016, Allianz signed a contract with NetSeenergy, a subsidiary of EDF, for the establishment of an energy management portal, connected to 80 buildings in its portfolio. This platform provides very accurate monitoring of building consumption, with real-time detection of problems, such as water leaks or lights on at night.



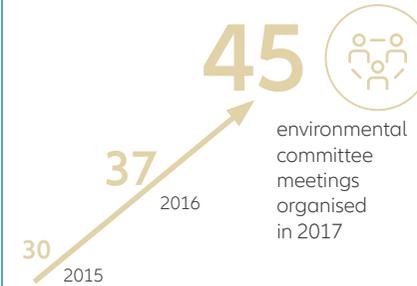
SPOTLIGHT

Responsible management of our real estate assets

- Annual environmental committee meetings with the main tenants.
- Signing of the Tertiary Charter proposed by the Sustainable Building Plan.
- Energy audits of the entire portfolio.
- Real-time monitoring of energy and water consumption for the entire portfolio on a single portal (iBoard by NetSeenergy).
- Certification in operation of strategic tertiary buildings.
- Participation in the CUBE 2020 competition (competition for energy savings of tertiary buildings organised by the French institute for building performance).
- Purchase of green electricity across the entire portfolio.

KEY FIGURES

MORE THAN **527,000 m²** certified (works or operation) 



Real estate professionals are mobilising for the circular economy

Allianz Real Estate France has partnered with 10 major players in real estate (Generali, AEW, Groupama Real Estate, etc.) to launch Circolab, an organisation to promote the development of the circular economy in the real estate and construction sector. Uniting companies around the issues of reducing CO₂ emissions, creating a community of project owners to reduce the consumption of raw materials at the source, reusing non-new products, recycling waste, etc. are just some of the commitments of this organisation. A Circular Economy Charter has been ratified by the founding members.



ISO 50001 certification

Allianz wishes to initiate a project for the continuous improvement of the energy performance of its assets. Objective: to be the first ISO 50001-certified insurance company by 2018. The project began with the help of an external partner. It will be gradually deployed across the entire real estate portfolio.

Philippe Amiotte
Director of Real Estate and Working Environment at Danone



"Danone's global headquarters has around 650 workstations. The building is certified 'Breeam in Use'. We worked with Allianz Real Estate to implement building management focused particularly on controlling our energy consumption. The monitoring system of the NetSeenergy platform gives us a very precise way to monitor the building's energy consumption by 'half floor' and to better prevent any deviations".

THE ALLIANZ ACCELERATOR PROMOTES THE GROWTH OF START-UPS

Clémentine Piazza created her start-up “InMemori” in 2016. A few months later, she joined the Allianz accelerator. Based in Nice, the Allianz accelerator selects a dozen start-ups twice a year to help them scale up.

“InMemori is a digital platform that facilitates the sharing of funeral information and provides families with a memory space in tribute to the deceased”, according to Clémentine Piazza. The creation of this online page allows the community – family, friends, acquaintances – to pay tribute to the deceased and find all information about the funeral in a single location. The start-up earns revenue through related services, such as donations and orders for flowers or wreaths.

For example, learning to pitch is an essential element for a start-up

Clémentine Piazza does not regret her time in the accelerator. The networking sessions, training, and network made available to her allowed her to bring her idea to life. “For example, learning to pitch is an essential element for a start-up.



Clémentine PIAZZA
Creator of “InMemori”

Expressing a value proposition in one sentence is not an easy exercise”. The concept attracted Allianz, which sees in it the opportunity to offer a “complementary offering” to its funeral insurance policy. The young entrepreneur is still in touch with the teams – particularly marketing and markets – who support her in the development of InMemori. And the service works!

The solution tested by Allianz will be deployed on a larger scale. Objective: to offer this solution to 5,000 families within a year. Clémentine Piazza also just opened an office in New York thanks to the Refiners programme, a specialist incubator in Silicon Valley and partner of Allianz. This illustrates the successful alliance between digital and funeral services.



PLACING INNOVATION AT THE HEART OF OUR ECOSYSTEM

Since its creation in 2015, the Allianz France accelerator has supported some thirty start-ups (including 11 in 2017) that raised around €33 million in the first post-acceleration round. This momentum confirms Allianz’s support for this ecosystem, contributing to the development of employment in the region.

SPOTLIGHT

Second edition of the Allianz&Co Demo Day

31 start-ups came to pitch in front of more than 40 major investors and 10 partner groups (Accor Hotels, Airbus, Fnac Darty, L’Oréal, Thalès, etc.) in November 2017 as part of our Demo Day organised at the largest campus for start-ups in the world, Station F. The event allowed young companies operating in the smart grid, risk management, or artificial intelligence sectors to present their innovations to an audience of 350 people. The objective of this event organised by Allianz France: to promote innovation and the sustainable transformation of the economy.

ATTRACTIVE EMPLOYER



HIGHLIGHTS

- CSR Innovation:
The Multi-Risk Agents make headlines!
- Well-being at work:
Spotlight on the most innovative projects.
- Diversity:
Better understanding stereotypes.



INNOVATION CHALLENGE

CSR HONOURED

Innovation Days, Innovathons, Grand Défi, Allianz Lab... intrapreneurship is part of Allianz's DNA. Inspired by the Hackathons, the annual Innovathons bring together six teams - employees and Multi-Risk Agents - for three days around a specific theme before presenting their projects before a final judging panel.

On the menu of this 2017 edition: "environment and society". Six teams worked on topics such as soft mobility or the social economy. Spotlight on the winning project: "supporting our network of Multi-Risk Agents in their CSR processes and initiatives".

The pitch: propose the creation of a platform for sharing the responsible best practices of Multi-Risk Agents.



Christophe MARTELLI (Agent), Aude GRILLER, Julie GROGNET-PIERRU, Charlotte GRIMAUD, Christophe FREZEL (Agent), Frédéric BAUDOIN (of the Alpha Lives agency)

Closer look at the considered initiatives:

- Raising awareness of Multi-Risk Agents of CSR through e-learning.
- Identifying and visualising existing good practices on a platform through a geolocated mapping system.

Christophe Martelli,
Multi-Risk Agent
in Corsica and
member of the
winning team



Start-up culture: "From the beginning, we were immersed in this atmosphere. We were photographed with a Polaroid posted at the entrance, and we all put on an Innovathon sweatshirt."

Team work: "There's no leader. You learn to work quickly. Our work is timed out by gongs that sound every two hours"

Involvement of experts: "I had a memorable experience of presenting before the intermediate judging panel. We had to revise the form of our presentation, which they considered too academic and not fun enough. We started with role-playing and finished at 11 o'clock at night!"

Recognition: "It's rather rewarding to present your project to the Management Board. I'll summarise these two days with one participant's observation: innovating to exist tomorrow".

- Creating an "Eco Responsible Agent" label validated by a charter to be updated each year.
- Promoting the process with customers.

ALLIANZ PLACES OPEN INNOVATION AT THE HEART OF ITS ECOSYSTEM

Allianz Lab

A lab open all year to incubate disruptive innovations:

- A dedicated space.

• **Key figures for 2017:**
59 ideas proposed.

"Grand Défi"

A call for ideas throughout France, selection by a jury, and implementation of winning projects:

- A specific theme.
- Ideas enriched by the teams.
- Giant Innovathon for the selected ideas.

• **Key figures for 2017:**
7,730 employees involved
(likes and reads).

Innovathons

A marathon of innovation on a strategic theme for 48 hours

- One to two editions per year.
- Topics assigned to teams of 6 participants.

• **Key figures for 2017:**
CSR and Big Data Innovathon,
4 projects being rolled out.

Innovation Day

A customised day to innovate on an issue specific to an operational department.



TWO QUESTIONS FOR PASCAL THÉBÉ

What is the scope of the mission: “wellness sponsor”?

Attention has long been given to employee well-being at Allianz, notably through the Group-wide Work Well Index indicator and the Work Well ambassador network. My mission reinforces and complements all these initiatives. I launched a number of projects in 2017, including:

- The “How are you?” breakfasts, which allow a dozen employees to have informal discussions with a member of the Management Board. In 2017, we organised 22 of them with 7 members of the Management Board, which brought together nearly 300 employees.

Attention has long been given to employee well-being at Allianz

- The online survey by Institut Socio-Vision established an initial view of well-being at Allianz France and identified some areas for improvement.
- The launch of the permanent survey. Each month, employees can answer a mini-survey: four recurring questions including a subject that may have upset them and, conversely, the “Wow” subject of the month. This tool for anonymous, voluntary dialogue between a manager and his or her team has been a real success with more than 1,900 employees registered to date.
- The establishment of a call for projects to collect new ideas around well-being. 170 proposals were submitted, and a judging panel selected four that will be carried out in 2018.
- Our subsidiary Allianz Protection Juridique (59 employees) was awarded the “Great Place to Work” certification in February 2018.



Pascal THÉBÉ

Member of the Board, Data, Client, & Communication Unit.
Wellness sponsor

What is the “Wow” effect expected from these initiatives?

Beyond the issues of social responsibility, we wish to reinforce Allianz France’s already strong dynamics. “Well-being” initiatives contribute to the cultural change initiated by the new modes of work focused on cross-disciplinary cooperation and collaboration. The creation of major events around togetherness and the provision of tools such as the permanent survey allow us to go beyond the sometimes formal relationships in our professions, fuelling this new mindset.

CALL FOR PROJECTS AROUND WELL-BEING AT WORK: THE 4 WINNERS

- Installation of office vegetable gardens in common areas. 5 pilots are being set up.
- Establishment in spring 2018 of a collaborative platform incorporating a Craigslist style “classifieds” space and a service for exchanging homes and secondary residences between employees.
- Organisation of a family day to bring together employees, spouses, and children to create a bond and a friendly atmosphere.
- Creation of the event “Allianz reveals its talents”.

Objective: to create portraits of employees (video reports) who have a hidden talent. 200 “incredible talents” have already come forward. At the end of 2018, an event will highlight the most popular talents.





HIGH-QUALITY SOCIAL DIALOGUE

Quality of life at work is a priority at Allianz. This commitment is reflected in company agreements around the link between personal and professional life, the fight against discrimination, and flexibility in the organisation of working time.

Negotiations with the social partners notably make it possible to support employees, in an environment where it is necessary to deliver the service quality expected by customers. The 26 agreements signed or renewed in 2017 fit into this balance between an economic logic and working conditions. This is particularly the case of the GPEC agreement, signed for three years, which gives all employees the means to develop their skills and employability, while allowing them to support the current or future major changes in the insurance sector and the company. To do this, an analysis of jobs and their evolution is conducted, and at the same time, the agreement defines the means open to employees (training, transfers, etc.) to evolve or adapt. It also improves end-of-career support.

Donations of days for family caregivers

Allianz and its social partners wanted to set up a simple system to go beyond the legal provisions with this company agreement. Under the responsibility of the HR department, employees have the possibility of donating days to a family caregiver (help for a parent, child, or spouse suffering from an illness, disability, or serious accident requiring their essential presence). The company also grants an additional six days to the caregiving employee, in addition to the donation of days received.

Telecommuting is taking off

This new three-year agreement marked the desire to broaden the scope of telecommuting within the company. The benefit of teleworking is therefore no longer limited to a quota of people but by conditions of eligibility. Eligible employees have the option of telecommuting one day a week.

This highly anticipated employee agreement is seeing the expected level of success. Allianz doubled the number of telecommuters in 2017, demonstrating the relevance of the trust-based management model.

A new agreement on employees with disabilities

With the signing of a fourth agreement, Allianz confirms **10 years of commitment** to disabilities⁽⁵⁾. The agreement essentially extends the previous measures while providing some simplifications or improvements in favour of job retention and setting new recruitment targets. Special attention is given to employees of the sales networks who, because of their mobile working, may not have identical access to all the actions. The agreement also includes measures for parents of children with disabilities (for example, a new leave authorisation, concerning the beginning of each school year) or spouses of people with disabilities.

KEY FIGURES

MORE THAN 1,400  Number of telecommuters

3.59%  Rate of employment of people with disabilities, an increase of **+ 6.1%**

WORKPLACE HEALTH/SAFETY

Allianz has 11 health, safety, and working conditions committees. They must be informed or consulted about various events and documents related to these topics.

Working conditions within the company did not lead to any negotiation of a specific agreement in 2017. These working conditions and the quality of life at work remain subjects of attention verified according to certain principles: meeting charters, email charters, WorkWell initiatives, and training. A free, anonymous hotline rounds out these initiatives. It is available to employees in difficulty and handled by an independent firm. In 2017, Allianz offered employees a conference on the theme of sleep and well-being led by Dr Bruno Claustrat, a neurobiologist specialised in sleep.

AN ONGOING DIALOGUE WITH THE BODIES ELECTED BY THE EMPLOYEES

The seven work committees (one per unit), or the CEC (joint works committee) depending on the scope of the measures concerned, are informed or consulted on various topics such as the company's social policy, training plan, etc.

The staff representatives (21 delegations in the company) in particular are responsible for presenting certain individual or collective employee complaints to the employer.

(5) See page 24 of the report



DEVELOPMENT OF PEOPLE

Skills development is at the heart of our priorities in the context of the company's transformation and the evolution of professions. The budgets devoted to training (5.7% of payroll in 2017) are evidence of this. In 2017, 70% of employees attended face-to-face training. Programmes on ethics and fraud, stress management, or customer communications were some of the flagship projects.

- "Adapting your position as leader in the management of stress": a 40-minute e-learning module and individual work intended to expose managers to the fundamentals of stress management. This one-day workshop allowed 160 trainees to learn how to detect stress and adopt good managerial behaviour towards employees.
- Feedback training with modules dedicated to managers and employees completed by 300 trainees. For employees, the "developing feedback" programme helps to instil a "collaborative" culture, which is one of the key attitudes to be deployed within the framework of the Inclusive Meritocracy.
- 145 trainees completed a training programme as part of the "Integrity Campaign". The "Leaders in integrity" training for Management Board members focuses on helping participants adapt communication to integrity topics and pass this value on to their teams.
- 435 employees completed various modules dedicated to the "communication and digital" programme deployed as part of Liza, the language charter of the Allianz brand. Objective of these online sessions: to adopt clear, understandable language when interacting with customers in written, oral, digital, or internal communications.

Numerous online awareness modules are also available via a dedicated eCampus portal and allow employees to gain further knowledge according to their needs. An e-learning module on CSR was offered to employees to raise awareness of responsible issues and to explain how Allianz integrates this aspect into its business lines and activities.

IMPROVED ENGAGEMENT SURVEY RESULTS

Each year, the Allianz Engagement Survey aims to collect the opinion of our employees and measure their engagement. In 2017, the participation rate in this online survey in France was 79%, two points higher than the previous year.

The results are as follows:

- 4-point increase in the Inclusive Meritocracy Index (corporate culture) **(66%)**
- 4-point increase in the Work Well survey **(59%)**
- 2-point increase in Employee Engagement **(70%)**

Nevertheless, there is still room for improvement compared with the Group's results, particularly in the area of stress management and collaborative work.

DIVERSITY, A PERFORMANCE DRIVER WITHIN THE COMPANY



Allianz has long made equal opportunity and diversity the focus of its human resources policy. The action plans illustrating this engagement are structured around four areas.

Developing solidarity

- Through the new donation of days to help family caregivers.
- Launch of salary rounding, which allows paying cents to be donated to charities every month.
- Through the charity NQT ("Nos quartiers ont des Talents"), which is launching a new class of sponsors to support the employment of young people from priority neighbourhoods or modest backgrounds. In 2017, Allianz had 58 sponsors, including 41% outside the Paris region.

Better understanding stereotypes

- Organisation of a conference on stereotypes led by Patrick Scharnitsky, a doctor in social psychology.
- Launch of a fun, educational module on stereotypes, how they work, and their dangers (diversity space on eCampus). This module "Le Pont des Stéréotypes" (the bridge of stereotypes) generated more than 1,000 visits.
- Committing to diversity.
- A speech by Jacques Richier on sexual orientation on the Group's intranet as part of the International Day Against Homophobia and Transphobia.

Encouraging communication

- Through the Allianz community of sharing and best practices, with nearly 360 diversity and inclusion ambassadors.

Gender equality: beyond actions, commitments

For several years, Allianz France has carried out equality initiatives through career committees, mentoring circles, and its salary policy:

- Actions to promote equal pay for men and women in the 15 most representative positions in 2017.
- Improvement of the proportion of women among executives or managers from 24% at the end of 2010 to 37% at the end of 2017.

Allianz France wished to go further through commitments for 2020:

- More than 50% women in mentoring and executive leadership programmes.
- Reach 45% women among its managers (42% at the end of 2017).
- Actual wage equality for 50% of employees ⁽⁶⁾ and on the remaining 50%, an average difference of less than 5%.

Jacques Richier, CEO of Allianz France

"Allianz is attentive to issues of sexual orientation and gender identity. They must not be a barrier to the feeling of inclusion or the feeling of well-being of its employees. LGBT couples have the same rights as heterosexual couples in the company".

A ROAD TRIP TO CELEBRATE 10 YEARS OF COMMITMENT TO PEOPLE WITH DISABILITIES

In connection with the deployment of the 4th disability agreement, the diversity team travelled more than 4000 kilometres across France to meet employees. On the menu of the festivities: fun, educational activities to ingrain disability in the practices and culture of the company. Nearly 650 employees took part in these workshops. One of the highlights was the conference hosted by Michael Jeremiasz, Paralympic wheelchair tennis champion.

In 2017, the opening of the Disability Solutions unit led by a multidisciplinary team of experts complemented this structure. Objective: to offer support solutions tailored to the needs of the employees concerned via a hotline available every day of the work week.

(6) Out of all non-sales employees under protocol, excluding 80% single-gender functions or functions held by fewer than 10 employees.

TRUSTED COMPANY



HIGHLIGHTS

- Allianz creates a Customer Vision, Big Data, and Artificial Intelligence department.
- Protection of personal data: a central issue.
- Paperless project: encouraging results.



BIG DATA AND ARTIFICIAL INTELLIGENCE TO SERVE CUSTOMER SATISFACTION



In February 2017, Allianz created the “Big Data and Artificial Intelligence” department. Objectives: to anticipate the evolution of our markets and business lines, to improve the fluidity of customer experiences, and to develop new services by devising new synergies between people and machines. This new entity’s work particularly focused on three areas:

Customer satisfaction

With the development of new technologies and digital, the amount of usable data has grown exponentially. Big Data makes it possible to industrialise, analyse, and exploit more precisely the content of such data to improve service and customer knowledge through, for example, faster processing of “customer alerts”. The use of chatbots (conversational robots) also helps better meet their expectations. For example, Allianz has set up a chatbot that provides automated help to policyholders who cannot connect to their personal space. The added value of this “learning” algorithm is that it improves with experience and the resolution of encountered problems.

Fraud detection

The insurance industry is particularly prone to fraud. With Big Data, we can more quickly identify recidivism by observing the behaviours of fraudsters and by detecting anomalies in claim declarations thanks to a more precise analysis of the collected information. Technology does not detect fraud; it detects doubt. Human intervention is still necessary to validate the information.

Optimisation of processes

Artificial intelligence can also automate tasks previously reserved for humans. “Computer vision” allows scanned or digital documents to be read. Allianz is currently experimenting with this technology to automate the processing of hospital bills regardless of their format. Objective: to accelerate the reimbursement of our policyholders. This innovation was the winning project of the Innovathon organised around Big Data and AI in 2017.

At the end of 2017, the teams in charge of Customer Knowledge joined the department to form the Customer Vision, Big Data, and Artificial Intelligence department since December 2017.

Guillemette Picard
Director of
Big Data at Allianz
France



The “Customer Vision, Big Data, and Artificial Intelligence” department has three ambitions: to be strategic, industrial, and cross-disciplinary. We think about “use cases” and then deploy the projects in an industrial manner. In other words, we did not choose the “Lab” option. The team has 23 employees, half of them working on Big Data and AI topics such as:

project managers, data scientists, and data engineers. They are brought together in the same space with operations correspondents and information system specialists. Each project is weighed in terms of ROI (return on investment), and developed with a “time to market” in agile mode and in synergy with all Allianz business lines.

LET'S ALL BE RESPONSIBLE!

The entry into force of the new European General Data Protection Regulation (GDPR) requires compliance with these new requirements in order to ensure for citizens greater respect for the confidentiality of transferred or collected information. This responsible management of data serves two objectives:

- strengthening the rights of customers, prospects, or employees over their personal data.
- increasing accountability of companies that process personal data.

Allianz began this project in 2016 with the Allianz Privacy Renewal Program (APRP) project. The programme mobilises more than 200 contributors for 70 projects in almost all of the Group's units. The regulation will impact our organisation and our business lines with the consideration of these issues in our processes throughout our entire value chain. Any incident that may have compromised the integrity of data of the company's customers or prospects must be reported to the CNIL within 72 hours and as soon as possible to the persons concerned. Each employee can potentially detect a risky or abnormal situation and trigger the alert. An e-learning module on awareness of these issues and numerous communication actions are planned for the first half of 2018.

Alain Pradaud Data Protection Officer

"The European regulation, which supplements the regulatory requirements of the French data protection act that we have assumed since its implementation, introduces a new concept. Every company, in its actions, projects, or evolutions, must first consider the consequences for the privacy of the people concerned. Preserving privacy is a concept already fully integrated into Allianz France's processes and its policy in place relating to ethics, duty to advise, and protection of customers.



ETHICS AND COMPLIANCE

- In 2017, the Compliance Department organised an "Ethics and Data" conference bringing together a panel of internal and external experts.

Objective: to raise awareness among nearly 120 employees about ethical and regulatory issues related to the use of personal data. The issue that makes sense at a time when the explosion of algorithms is the subject of societal thinking around a French model of ethical governance.

- Allianz has developed a new anti-corruption policy consistent with the Sapin 2 Law, to be disseminated in the first half of 2018. It reinforces our system by precisely defining corruption and establishing risky situations and areas of vigilance in our everyday activities. It recalls the conditions of use of the professional alert system available to employees if they discover acts of corruption.

SPOTLIGHT

Hurricane Irma: all hands on deck!

On 6 September, Hurricane Irma pummelled the islands of St Martin and St Barthelemy. To intervene quickly with affected customers, Allianz Mobilité Intervention did not hesitate to innovate by chartering a catamaran with its colours. Employees, adjusters, and inspectors set sail for the islands to support the 12,000 policyholders and examine nearly 10,000 cases in response to this situation of extreme urgency.



A GREEN ELECTRICITY OFFERING FOR EMPLOYEES AND MULTI-RISK AGENTS

In 2015, Allianz France signed a 100% renewable electricity supply agreement with Direct Energie.

Objective: to reduce our carbon footprint, optimise our costs, and limit the energy impact of our sites. This initiative allowed us to reduce our overall energy bill by more than 13% compared with the previous year.

In 2017, we took this a step further by offering employees and Multi-Risk Agents a special rate negotiated with Direct Energie to benefit from this green offering.

Paper: a closer look at the Paperless project

In 2017, Allianz launched the "Allianzdocs" platform to centralise, simplify, and manage all types of documents (flyers, brochures, contract documents, etc.). This interface, made available to employees and Multi-Risk Agents, aims to streamline paper consumption and reduce costs through the digitalisation of non-sensitive letters and on-demand printing. Action plans were initiated to support this change:

- An internal communication campaign to reduce print volumes.
- Feedback of ideas and best practices from the Allianz internal community.
- Organisation of internal challenges (2018).

Results: -16% paper consumption in 2017, including a 20% reduction in print volume.

Did you know? An electronic pay slip means: 674 kg of A4 paper and 972 kg of A5 envelopes saved over 1 year.

The 1,646 kg of paper saved is the equivalent of nearly one tonne of CO₂ saved.

On the road to sustainable mobility

All companies with more than 100 employees on the same site must develop a BTP (Business Travel Plan) to limit the use of individual cars and develop alternative solutions: walking, cycling, public transport, carpooling, or car-sharing. Allianz started implementing its BTP in November 2017, with a consultation of site managers throughout France. This collective approach will be supplemented during the year by a consultation of employees and work conducted with local communities and our ecosystem.

A collaborative project to fight against waste

Allianz France has teamed up on a collaborative project to combat food waste in the La Défense business district.

This initiative brings together several companies, players in food services, public players, and organisations of La Défense, in order to reduce food waste in collective restaurants (estimated between 14 and 19 tonnes/day), by pooling knowledge, know-how, and resources.

Allianz France is a founding member of the not-for-profit organisation "La Défense des Aliments" alongside Suez, Mazars, Elior, and Arpège and took part in ADEME's 2017 Ile-de-France Circular Economy & Waste call for projects.

The objectives are to establish a common measurement methodology to identify the main sources of food waste within each company restaurant, to develop shared solutions (logistics, cost sharing, etc.) on a regional scale, and to eventually allow other business districts to benefit.

CO₂ EMISSIONS

GHG EMISSIONS:

16,915

(tonnes of CO₂) (-7.6% vs 2016)

EMISSIONS PER EMPLOYEE:

1,668

(kg of CO₂) (-2.6% vs 2016)

SOCIALLY RESPONSIBLE COMPANY



HIGHLIGHTS

- Duty of care: better controlling our supplier risks.
- Restoring confidence in young footballers with the Allianz Restart programme.
- Standing together for action through salary rounding.



A RESPONSIBLE APPROACH ACROSS OUR ENTIRE VALUE CHAIN



Renewal of the Responsible Purchasing label

In 2017, the Responsible Supplier Relations and Purchasing label was renewed for the scope of overhead purchases in the Purchasing Department of Allianz France.

Regulatory and sectoral developments concerning the duty of care, the overhaul of the reference standards for the Responsible Supplier Relations label, the study of the new ISO 20400 responsible purchasing standard, etc. allow the Purchasing entity to be part of a continuous improvement process.

Mapping of our supplier risks

In order to meet the requirements of the regulation on the duty of care, Allianz has mapped its 15 social risks and 6 environmental risks for each family of purchases (life and health insurance, car fleet, intellectual services, HR and training, etc.). The positioning of these risks on a matrix allows buyers to identify the most material risks, to anticipate them, and to assess their consequences when drafting a contract or a call for tenders.

This system will be supplemented by a 2018/2020 CSR purchasing plan designed to identify and support sensitive suppliers in a progress strategy regarding the environment, the right to work, and business ethics. A risk analysis matrix by supplier will be produced around the following themes:

- Identification of at-risk suppliers:
 - Sensitive suppliers in terms of environment, health, and safety of employees.
 - “Dependent” supplier (who generates a very high proportion of revenues from Allianz).
 - Geographical location/employment area, at-risk countries.

- Analysis of the situation of at-risk suppliers:
 - Document audits.
 - On-site audits (if necessary).
 - Implementation and management of action plans.

Improved payment times

+25% favourable opinions from our suppliers on payment times over the last two years.

This positive assessment is the result of close collaboration between the purchasing department and the accounting department, which is working to improve the systems for paying suppliers and subcontractors. Optimising the traceability of transactions makes our commitments more reliable throughout our supply chain.



PLACING SOLIDARITY AT THE HEART OF OUR COMPANY PROJECT

Engaging with younger generations with “SOS Villages d’Enfants”

Allianz France continued to support “SOS Villages d’Enfants” through the following initiatives:

- Insurance awareness session for a group of 8 teenagers at our offices. Discovery of the world of insurance and cover obligations to enable them to better prepare for their daily lives after age 18.
- Updating of the Home Safety Guide, distributed to all mothers and supervisors of the organisation by our Prevention experts. The illustrations and layout of this document were produced by the Communication Department.
- Four employees volunteered to help the organisation during the national sports day organised by the organisation each year. This day brings together all the villages of France.
- OGC/OM operation: children and supervisors of the Marseille and Nice villages were invited to the Allianz Riviera to watch the match from the Allianz Family box. Some children were able to play the role of “escort kids” and accompany some players on the field at the opening of the game.
- The organisation was included in the panel of beneficiaries of the salary rounding put in place at Allianz during the last quarter of 2017.



Salary rounding in partnership with MicroDon

The principle of this initiative: each month, employees donate the cents from their net pay to the charity of their choice via the MicroDon platform. Allianz doubles the amount of cents donated.

869 employees signed up for salary rounding during the first three months of the operation. More than €3,000 in donations have been collected for the four charities eligible for this plan: Rêves, Ecole à l’Hôpital, Handi’Chiens, and “SOS Villages d’Enfants”.



Restoring confidence in young footballers

For three years, Allianz has been committed to young football hopefuls through its Allianz Restart programme.

In 2017, 16 young footballers between the ages of 14 and 16 were selected as part of this programme. They were able to participate in physical and technical workshops and coaching sessions and, above all, played football in the presence of recruiters. Three of them had the chance to participate in immersive training at Bayern Munich and meet professional players.

Running for a good cause

All employees and Multi-Risk Agents were invited to travel a maximum number of kilometres as part of the “Allianz World Run” from 3 May to 31 July.

For this new edition, Allianz once again teamed up with “SOS Villages d’Enfants”.

The finals of this race were held in Nice, France. 77 participants (out of 10,000 in total) came from all over the world to celebrate the success of this great sporting event for 4 days.

Alexis Brice, winner of the Allianz Foundation-Institut de France Research Prize

Supporting medical research to help prevent and reduce risks in the field of healthcare is also part of our responsibility. That is why Allianz supports the medical research prize every year.

The 2017 winner of the Allianz Foundation-Institut de France Research Prize was Professor Alexis Brice, managing director of the Institut du Cerveau et de la Moelle Epinière. Alexis Brice was the first researcher in France to address the issue of the genetic origin of certain neurodegenerative diseases in adults.

Military Reserve



On 12 December, Jacques Richier signed an agreement with General Poncelin de Raucourt, Secretary General of the National Guard, to support employees who wish to become involved as “reservists” by granting them 8 days a year. Allianz France was also awarded the “National Defence Partner” label by a decree signed by General Poncelin de Raucourt, published in the Official Journal of 23 February 2018.

ENCOURAGING SOCIALLY RESPONSIBLE INITIATIVES

Allianz alongside Fondation de France to support victims of Hurricane Irma

Allianz France launched an exceptional call for donations in partnership with Fondation de France. Donations totalling €132,870 were contributed to hurricane victims, thanks to the employees, the Multi-Risk Agents, and the company's matching contribution. For each euro donated, Allianz donated 2 euros.

Operation Pro Bono

On 15 and 16 November, during the Pro Bono Week, an international week to raise awareness of sponsorship and volunteering of skills, Pro Bono Lab and Defacto, the public institution of La Défense, mobilised employees of partner companies to help a dozen organisations. Allianz France volunteers joined the inter-company teams (Société Générale, Manpower, EDF, Eurogroup Consulting, etc.) and worked together on the issues of the organisations.

"It's a day that gives meaning (...). There are concrete, practical extensions to these projects. A great experience to be repeated!"

Laurence Mizermont
of Allianz Courtage



Community collection in the La Défense district

A community collection was launched in late 2017 in the buildings of the La Défense district to support the actions of Maison de l'Amitié. For more than 20 years, this not-for-profit organisation has worked to support the poorest with a mission of meeting, sharing, social bond, and reintegration in La Défense.

More than 40 pairs of gloves, 80 hats, 250 scarves, 180 pairs of socks, etc. were collected for Maison de l'Amitié.

Creating bonds between teams around a responsible action

Developing relational trust between teams is the objective of the "Work Well" budget made available to operational managers. The twenty ALM/IS employees of the Investments Unit took advantage of this opportunity to combine sport and citizenship. After a windy sailing session on at Trouville beach, the employees mobilised for a beach clean-up effort with the organisation "Rivage Propre". More than 25 kg of waste was collected and sorted as part of this operation.

KEY FIGURE

€212,969

Amount contributed by Allianz France to community projects

SOCIAL INDICATORS

Allianz France UES scope⁽⁷⁾

KEY FIGURES

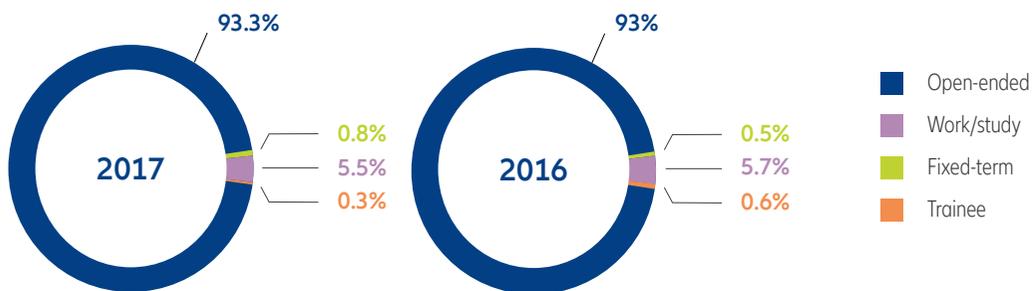
9,851

Employees in 2017

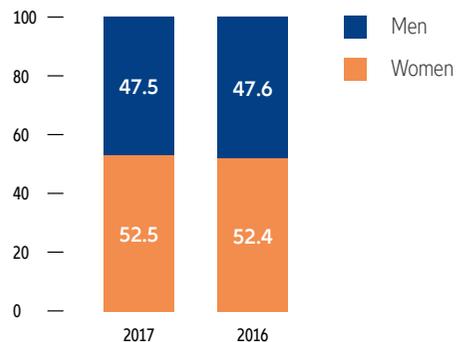
10,403

Employees in 2016

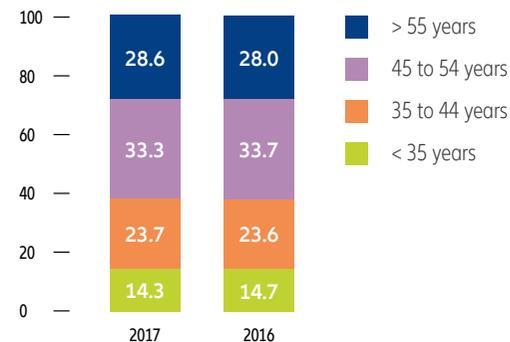
Breakdown by contract



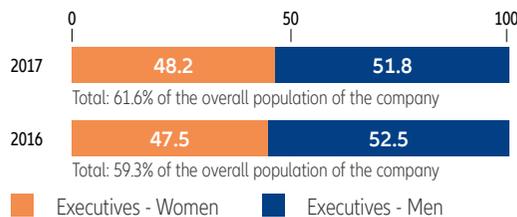
Breakdown by gender %



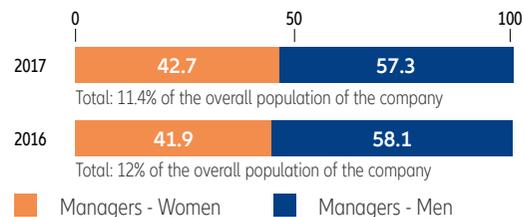
Breakdown by age % (open-ended contract)



Breakdown by executive status %



Breakdown by manager status %



2017 movements

	2017	2016	Change
Hires Total number of employees hired under fixed-term and open-ended contracts	529	826	-36%
Dismissals Number of redundancies	183	270	-32%

Geographical distribution



■ % of present workforce located in Paris-IDF
■ % of present workforce located outside Paris-IDF

Year	Paris-IDF	Outside Paris-IDF
2017	53.5%	46.5%
2016	52.6%	47.4%

Average monthly remuneration

Remuneration	2017 average	2016 average
Non-executives - Women	€3,108	€3,031
Non-executives - Men	€3,580	€3,411
Total non-executives	€3,327	€3,206
Executives - Women	€4,884	€4,839
Executives - Men	€5,801	€5,744
Total executives	€5,392	€5,344
Members of the Management Board - Women	€12,432	€12,384
Members of the Management Board - Men	€14,693	€14,289
Total members of the Management Board	€13,954	€13,673
UES - Women	€4,328	€4,255
UES - Men	€5,431	€5,340
Total UES	€4,908	€4,827

Training policy (excluding work/study)

Training	2017	2016	Change
Number of people trained	7,149	7,674	-7%
% Women trained	50.6%	50.2%	0.39 pt
Number of training days	45,523	48,400	-6%
Number of training days per trained person	6.4	6.3	0.1 days
Rate of access to training (excluding @learning)	70%	74%	-4.06 pts

(7) See methodological note, p 35

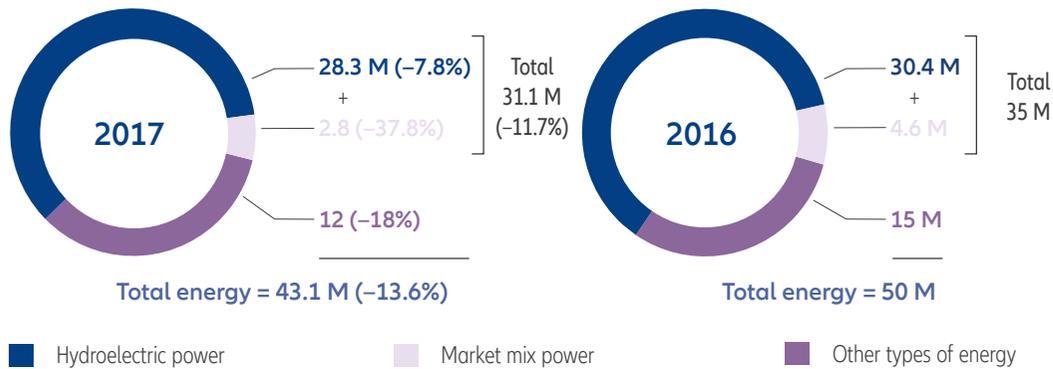
ENVIRONMENTAL INDICATORS

Allianz France scope⁽⁸⁾

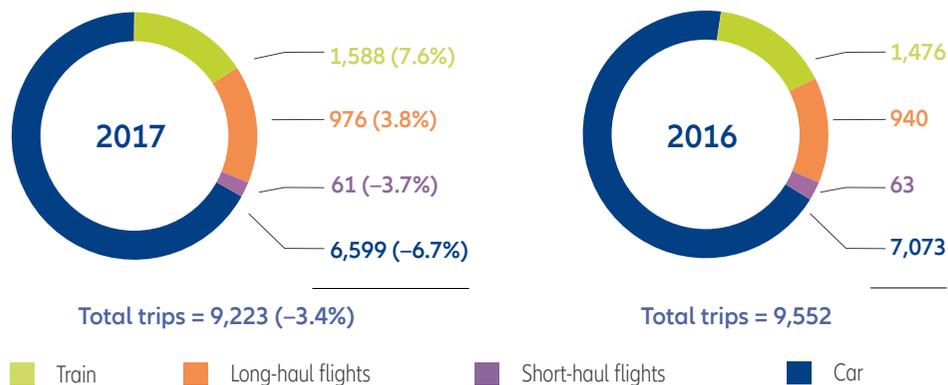
TOTAL CO₂ EMISSIONS



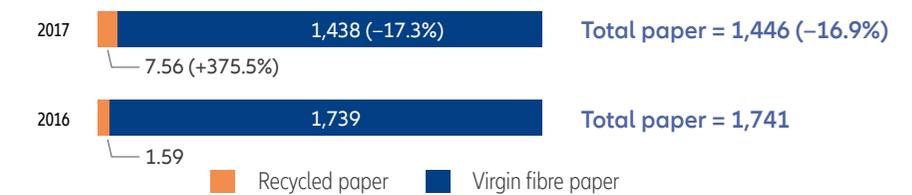
Breakdown by energy - In millions of kWh



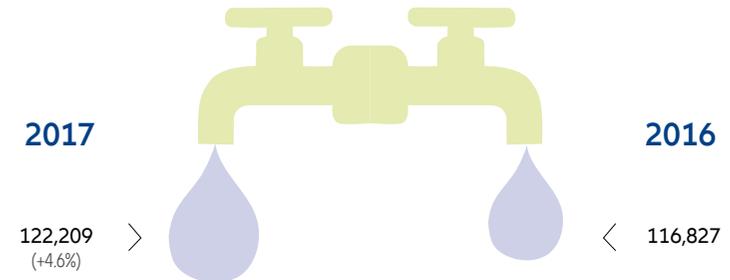
Breakdown by travel method - In km/employee



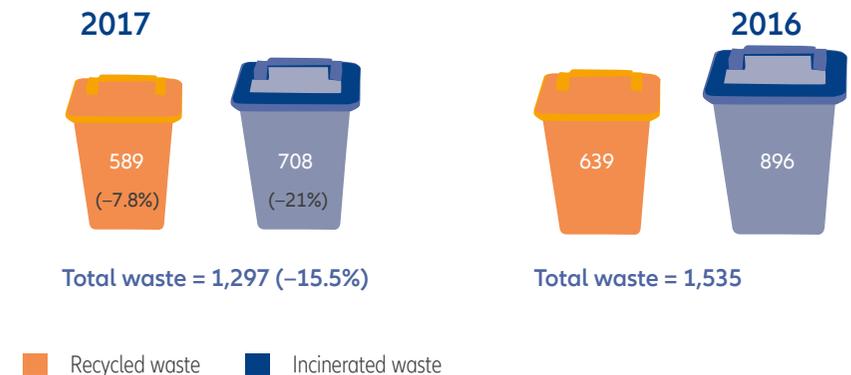
Breakdown by paper consumption - In tonnes



Breakdown by water consumption - In m³ (city water)



Breakdown by treated waste - In tonnes



(8) See methodological note, p 35

OUR CSR REPORTING METHODOLOGY



Allianz France, a subsidiary of the Allianz Group, has been collecting annual social, environmental, and societal information on its entities for a number of years.

These indicators are used to measure progress, analyse areas for improvement, and define the Group's action plans on social, societal, and environmental responsibility.

Organisation of Allianz Group reporting

The Allianz Group asks all its subsidiaries for annual reporting on social and environmental data. This reporting complies with Global Reporting Initiative (GRI) guidelines.

The information published in this report is also forwarded to the Allianz Group. It follows the rules and definitions established by the Group to ensure uniformity.

Extra-financial communication requirements for Allianz France

The company Allianz France is not directly affected by the new requirements stipulated in article R225-105 of the French Commercial Code, but it is indirectly affected via its three subsidiaries Allianz IARD, Allianz Vie, and Euler Hermes. These companies are required to publish social and environmental data and information on their commitments to society to promote sustainable development, a list of which is given in article R225-105-1, on an annual basis.

Euler Hermes, listed on the stock exchange and operating an activity completely separate from Allianz France, publishes its own CSR report. The regulations also require that all French or foreign subsidiaries controlled by Allianz Vie and Allianz IARD, regardless of whether they meet the thresholds

provided for in the decree, be taken into account in the CSR report.

Because their areas of activity have no relationship with the Group's economic activity, the following subsidiaries, which represent fewer than 2% of the employee headcounts, are excluded from the scope of the CSR report:

- For Allianz Vie: the seven real estate simplified joint stock companies (SAS), the French SAS "Allianz France Investissement", the brokerage firm Assurances Médicales, and Vignobles de Larose.
- For Allianz IARD: RHEA, La Rurale, the brokerage firms ACAR, Vigny Depierre Conseil, and the real estate SAS Le Peletier.

This information must be verified by an accredited independent third-party organisation.

Since 2017, for the report on the financial year ended, the verification attests to the accuracy of the data.

Allianz France data collection scopes

Since the 2016 financial year, for the sake of consistency with the annual information reported to the Group, the headcounts taken into account for the social and environmental indicators are separate, as specified below.

Social scope

Since 2016, the social indicators for CSR are calculated on the scope of the companies linked to the Allianz France UES consisting of the six legal entities Allianz IARD, Allianz Vie, Allianz Informatique, Allianz Africa, Protexia France, and Allianz France, even though the last four are not subject to the obligation provided for in Article R225-105 of the French commercial code.

Given the interconnections between these various entities of Allianz France and the pooling of the mainsupport functions (human resource management, information system, purchasing,



general facilities, and building management), it was decided to consolidate the social information of this economic unit in Allianz France's management report.

Because the activities and the scheme of certain subsidiaries are outside the UES, we exclude the subsidiaries listed below, representing 3.25% of the consolidated headcounts, from the social scope of our report.

- For Allianz Vie: Vignobles de Larose.
- For Allianz IARD: Calypso.
- For Allianz France: Allianz Banque and Immovalor Gestion.

Environmental scope

As in previous years, the scope for the environmental report includes all the headcounts of the properties managed by Allianz France, for the subsidiaries that have a related economic activity with Allianz France. Vignobles de Larose (vine growing) was therefore excluded (0.68% of consolidated headcounts).

The headcounts of Immovalor Gestion, Calypso, and Allianz Banque were thus added to the UES's headcounts.

Collection period

The social and environmental data are consolidated over the 2017 calendar year.

Methodological details on published indicators:

Social indicators

2017 social consolidation (UES): headcount of 9,851.

These headcounts include employees on open-ended contracts, employees on fixed-term contracts, work/study participants, and interns.

Regarding training, temporary workers are counted in the number of staff trained, and the training figures pertain to training finalised and convened in 2017.

Environmental indicators

Environmental consolidation (UES + subsidiaries occupying our premises): headcounts of 10,143.

The energy data taken into account are the energy consumption and emissions of all our operating buildings.

The travel taken into account represents employee travel for business purposes excluding commuting. CO₂ emissions related to travel are calculated on the basis of the emission factors reported by Allianz Group in Germany.

Since 2016, the Group has included indirect emissions of scope 3 in the calculation of CO₂ emissions from the "other energy" category, including natural gas and hot and chilled water systems.

The scope covered by the environmental indicators accounts for 100% of Allianz France's consumption, with the exception of data on water where the data pertain to only the main sites and cover approximately 80% of consumption.

Concerning business travel, a risk of overestimation of the number of kilometres travelled was identified, related to the late entry of kilometre allowances in the expense report tool.

Fuel card data are tracked solely on the basis of costs and are not included in the total kilometres reported for business travel.

Topics considered not relevant

The consideration of noise pollution and any other form of pollution specific to an activity, the measures to reduce or repair emissions into the air, water, and soil seriously affecting the environment, the measures taken to develop biodiversity, as well as the means devoted to the prevention of environmental risks and pollution related to these topics are not addressed in this report because they are not applicable given the economic activities of Allianz France.

Estimation methodology for unavailable data

Certain environmental data have been estimated when the values could not be measured directly or were not available as of the date of the report.

Items Methods	Water	Green energy	Hot water (heating)	Chilled water (air conditioning)
Share of the estimate on the basis of 2016 data	N/A	18%	11%	46%
Share of the estimate on the basis of headcounts	27.0%	N/A	N/A	N/A

Verification by an independent third party

The sincerity of the data and the inclusion of the disclosures required by article R225-105-1 -V. of the French commercial code have been verified by KPMG. Their certification is appended to this report.

The OTI report (report of the statutory auditor, appointed as an independent third party, on the inclusion of the consolidated social, environmental, and societal information in the management report) is available in the appendix. [Click here](#)

For more comprehensive information, your Allianz contact is at your disposal.



Allianz France

A French public limited company (SA) with a capital of €859,142,013.88
Nanterre trade and companies register: 303 265 128

Allianz IARD

A French public limited company (SA) with a capital of €991,967,200
Nanterre trade and companies register: 542 110 291

Allianz Vie

A French public limited company (SA) with a capital of €643,054,425
Nanterre trade and companies register: 340 234 962

Companies regulated by the French insurance code
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