

Sustainability Report 2023

Our social added value, that's what it's all about



Sustainable @ Vanbreda



Preface

“ Our social added value, that’s what it’s all about ”



Pedro Matthyssens, CEO

Vanbreda Risk & Benefits makes a difference year in year out as an insurance broker, as an employer and as part of society. In 2023, we made another significant commitment to sustainability. Our sustainability strategy is based on three solid pillars:

- Our employees are our greatest asset. We invest in their well-being, health and development. A diverse and inclusive work environment is essential to our success.
- Sustainability and growth go hand in hand. We strive for profitable growth, but not at the expense of our planet. We reduce our environmental footprint through resource efficiency, renewable energy and circular processes. A healthy planet is essential for the future of all of us.
- We understand that our success is closely linked to the communities in which we operate. We are committed to positive change, supporting local initiatives and collaborating with stakeholders.

In this new report, we would like to guide you through the initiatives we have launched in these pillars. I am particularly proud, therefore, to see how we have progressed once again in our sustainability efforts over the past year. Starting in 2025, we will be even more transparent about our efforts and results because we will report our performance in accordance with the Corporate Sustainability Reporting Directive (CSRD).

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About Vanbreda

Active since

1937

Entrepreneurship with Confidence

For more than 85 years we have been providing bespoke solutions customised to the requirements of companies, public organisations, social institutions and the self-employed. Our employees are experts in insurance, risk management and employee benefits. In-depth knowledge of our clients' activities and risks and extensive technical know-how and service provision are the cornerstones of our success.

Turnover in 2023

€ 153.2 million

>25.000

Business clients

>98%

Client Retention



Branches throughout Flanders and Brussels



LOCKTON
International partnership with
Lockton Global



Number of employees 2023

742

(683.9 FTE)

6 nationalities
in employment



Corporate values

Looking ahead and rolling up our sleeves

We take responsibility for getting things done. We turn problems into sustainable solutions. Maximum impact: that's what we're aiming for.

Using the client as our compass

The client is our main focus. Our team is ready to provide the best possible support and service to our clients day in day out.

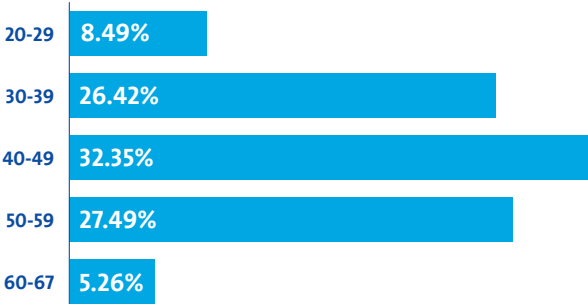
Based on a sense of fair play

We say what we do and we do what we say. As far as our clients and employees are concerned, we are a business you can trust. And our expertise? Is used to maximum effect, with a focus on integrity.

With open minds and open arms

We treat everyone equally and treat each other with respect. We don't judge but listen to each other and of course we are always open to new ideas. Everyone gets equal opportunities. We embrace diversity in all its forms.

Age categories



Sustainability at Vanbreda



As an organisation, Vanbreda is committed to sustainability and corporate social responsibility. Together we safeguard each other's future. This is why we consciously opt for a sustainable approach based on three pillars in our day to day operations.

People

Feeling good at work, both physically and mentally, largely determines the drive, commitment and motivation of our employees, and consequently also our success as a company. We consider it particularly important, therefore, to support and guide our employees in various ways.

Health & well-being

We strive to create a healthy and high-quality working environment in which our employees feel good. We have an eye for a successful work-life balance and organise ergonomic analyses of the workplace, preventive medical examinations and attractive sports activities.

Education & growth

We encourage our employees to achieve their full potential by investing in training and mentoring. Their personal development enables the company to continue to grow. We offer training and growth opportunities based on our plan focused on internal mobility, the Vanbreda Academy, open feedback discussions and talent management.

Events

Every year we host numerous events: they foster a collegial atmosphere and pleasant mutual relationships. This includes letting off steam every now and then, e.g. during a staff party, quiz or family day, as well as during the annual team activities for each department.

Business ethics

Working together goes hand in hand with mutual respect. As an organisation, we uphold a set of values and rules of conduct: they are the foundation for any kind of cooperation. For example, specific agreements regarding confidential information apply and we take great care to ensure that everyone's privacy is respected.

Diversity and inclusion

Equal opportunities for all current and future employees are a given in our organisation. We encourage our people to develop their full potential, to make a positive contribution and strengthen one another, whilst continually building an open corporate culture where everyone can count on respect, understanding, commitment and appreciation.





Environment

As a company, we are aware of our impact on the environment and climate. To reduce our environmental footprint, we critically screen all our activities and processes, choosing sustainable business policies every day.

Green choices

Vanbreda pursues an integrated green policy. In practical terms this means a green facade, 100% green electricity in our offices, optimal waste management and a green company fleet. We also encourage suppliers to maximise the use of ecologically responsible products.

Mobility

There are alternatives to using a car and we are focusing extensively on their use. For example, Vanbreda refunds the cost of public transport and encourages employees to come to work by bike with, amongst other things, a cycling allowance - even for employees with company cars.

Digital

As a digital pioneer, digitisation is paramount for our clients and our employees. For example, we have significantly reduced our print volume in the office. By investing in our VanbredaConnect customer portal and through the Vanbreda app, our clients can report damage digitally 24/7.

Society

Everyone – regardless of origin, social status, age, financial situation or level of education – is entitled to equal opportunities. We make it a priority to support social organisations committed to the community. Obviously, we also get involved ourselves.

Partnerships

We set up structural partnerships with several social organisations in order to increase our social impact. With the help of these organisations, we support young people from vulnerable socio-economic backgrounds and neurodivergent individuals who could do with some support in the labour market.

Volunteering

Every year the company organises a series of activities that employees can volunteer to participate in. Moreover, our employees also initiate actions to raise money for charity.

Beneficial for our current and future employees



The Vanbreda DE&I Advisory Committee where all members received a certificate following intensive training.

1

We embrace and encourage diversity, equality and inclusion

We have made great strides forward in 2023 to create a more diverse, equal and inclusive corporate culture.

A first step was the launch of an **Advisory Committee**, which consists of committed colleagues brought together from across the organisation. They are our antennae in the field and keep in touch with what is really going on amongst our employees. These colleagues attended intensive diversity and inclusion training provided by two external international experts.

The Advisory Committee is tasked with providing the organisation with a more wide ranging perspective on the challenges and opportunities associated with DE&I (Diversity, Equity and Inclusion). Of course, it also has an important advisory function, focusing on the following five core tasks:

- Assist with the development of the Vanbreda Diversity, Equality & Inclusion Charter and related policies and procedures by providing input and feedback during the creation and validation phases.
- Provide support to the Executive Committee in communicating the charter, policies and procedures. Within our organisation, members keep their finger on the pulse in terms of what is going on in the workplace.
- Collaborate with the company-wide launch and rollout of the course.
- Proactively propose initiatives that contribute to the above objectives and change process.
- Help implement, monitor and evaluate the initiatives.

The Advisory Committee is divided into four working groups focused on the topics of Communication, Training, Policy and Clients. These working groups meet on a regular basis to formulate new initiatives for the full Advisory Committee.

The advisory committee's first accomplishment is the development of the **internal DE&I policy**. The focal points? A more diverse workforce, a guarantee of equity and equality at work, and a culture of inclusion. We create a working environment in which all backgrounds, opinions, abilities and experiences are appreciated, where everyone feels welcome and valued, and where we work together to the fullest extent possible to achieve meaningful results.

All employees are aware of this policy, and we also ask them to actively monitor compliance with it. If a violation is nevertheless identified, it can be reported to the **Infringements Committee**, which oversees the correct application of the DE&I policy in our daily operations and provides protection for employees who encounter undesirable behaviour in the workplace. This enables us to intervene quickly and promote a safe working environment where undesirable behaviour has no place.

We also organised online **training** for all employees, which explains the basic theories

and concepts: What does 'diversity' actually mean? What is the difference with 'inclusivity'? What are typical examples of (unconscious) bias? What is micro-aggression?

This training highlighted how differences between people can have an impact and which barriers prevent inclusion. Also how we ourselves can contribute to creating a working environment in which each colleague can perform to the best of their ability and feel good about themselves.

Using a pulse survey to regularly poll our employees' perceptions of the DE&I process? That, too, continues to provide valuable information. For how do they perceive the many initiatives (around training, policy, etc.)? Or: how do our employees think that we can progress as an inclusive employer?

Finally, our diversity policy was scrutinised in more detail thanks to a collaboration with **Autimatic**. Autimatic connects employers and talented individuals with autism by zooming in on each person's specific talents as well as the needs within the partner company. In doing so, they are moving away from the traditional, full-time job profile: using a bespoke task

package, they focus on the specific talents of the person in question. Three people have been employed at Vanbreda Risk & Benefits via this partnership since 2023, primarily involved in medical administration and data analysis. Given the extremely positive experience, we are investigating whether this cooperation can be expanded even further.



Number of hours of training completed

+37%
in 2023
versus 2022

68%

of employees attended
all the basic DE&I training



FSMA training hours

+35%
in 2023
versus 2022

2

We focus on talent through Talent Management, the promotion of internal mobility and an extensive range of training opportunities

A Talent Management pathway should provide us with the right competencies for future needs through feedback, talent detection and targeted training. To this end, we selected a supporting tool to ensure that we can continue to roll out the policy in 2024.

To assist our managers, who play a key role in Talent management, we launched Managers@work. These are short hands-on sessions during which topics selected by executives and the Human Resources team are explored in more detail.

Career Compass, in turn, provides an overview of all positions and job descriptions in the company. This gives us a 360° overview of all the competencies that are needed to grow. In line with this, the range of training opportunities was expanded.

Finally, we also pay attention to our working environment for which a survey was conducted by an external partner. 68% of our colleagues completed a survey on workplace organisation. In 2024, we will evaluate the next steps and move forward.

3

We pay attention to psychosocial well-being and physical health

To promote the psychosocial well-being of our employees the team of counsellors was expanded from two to five. These new counsellors completed an intensive training programme run by an external partner.

In line with new legislation, we also updated our Health Policy: topics such as prevention, incapacity for work and work resumption were developed in great detail.

Plan B (our contemporary Employee Benefits plan concerning Hospitalisation, Retirement, Incapacity for Work and Decease) was expanded into a full ambulatory plan: this enables us to improve the mental and physical health of our employees with maximum support and help them with financial issues.

Also added to Plan B: dental and eye care including the optional services of BloomUp and Doktr.

BloomUp offers psychological sessions via teleconsultations; with Doktr you can arrange a teleconsultation with a doctor.

Yoga on Mondays and Thursdays

During the winter months, employees were able to attend a yoga class in the office on Monday and Thursday afternoons.

Vanbreda in the Flemish Ardennes

It is an annual custom for Vanbreda to organise a family day. In 2023, it took place in the Flemish Ardennes where colleagues could follow various hiking and biking trails to their hearts' content. Under a beaming sun, the day ended with a fun barbecue.

Affiliated with BloomUp & Doktr

52 employee

In 2023

121 training sessions

focused on Health were launched (Mental Strength, Mindfulness, Breathing, Ergonomics, Vitality, etc.)



“

The yoga class offered welcome respite during the working day. Although you practice agility, balance and posture and muscle control, this is not actually the essence of the exercise. It's all about the mental aspect: observing and where possible switching off your thought processes for a while. The physical exercises help with this, as they are challenging enough to briefly stop you thinking about your next meeting. Really nice to do this together with colleagues.

Our colleague Joris

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Beneficial for our environment

Mobility

Extensive sample offering

In cooperation with Smart ways to Antwerp, we once again organized a sample offering which involved 27 colleagues choosing an alternative mode of transport to test out their commute for one month. This led to an increase in the number of bike leasing applications and the use of shared bikes (both possible via our cafeteria plan).

Cyclists

The number of home/work commuting miles by bicycle increased from 173,349 km in 2022 to 214,608 in 2023.

Moreover, we increased the per-kilometre cycling allowance as an additional incentive, also for employees who have a company car.

Vehicle fleet

The electrification of our vehicle fleet has been underway since 2022. We noted an increase in the number of electric and hybrid cars from 20% in 2022 to 59% in 2023. As a result the fleet's CO₂ emissions were cut by no less than half! A greening of the vehicle fleet that will only increase in view of the fact that from 2024 it will only be possible to order electric vehicles.

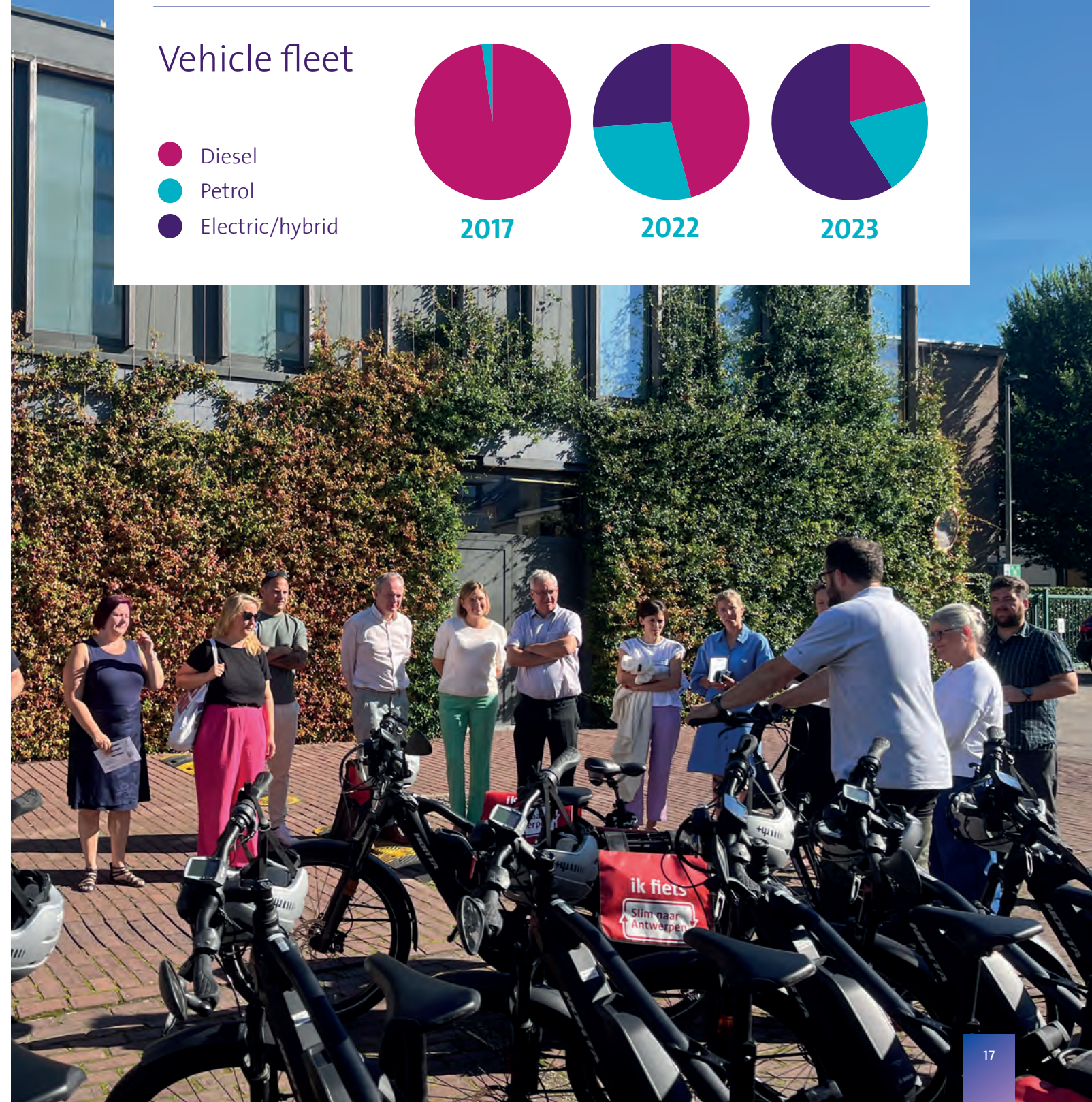
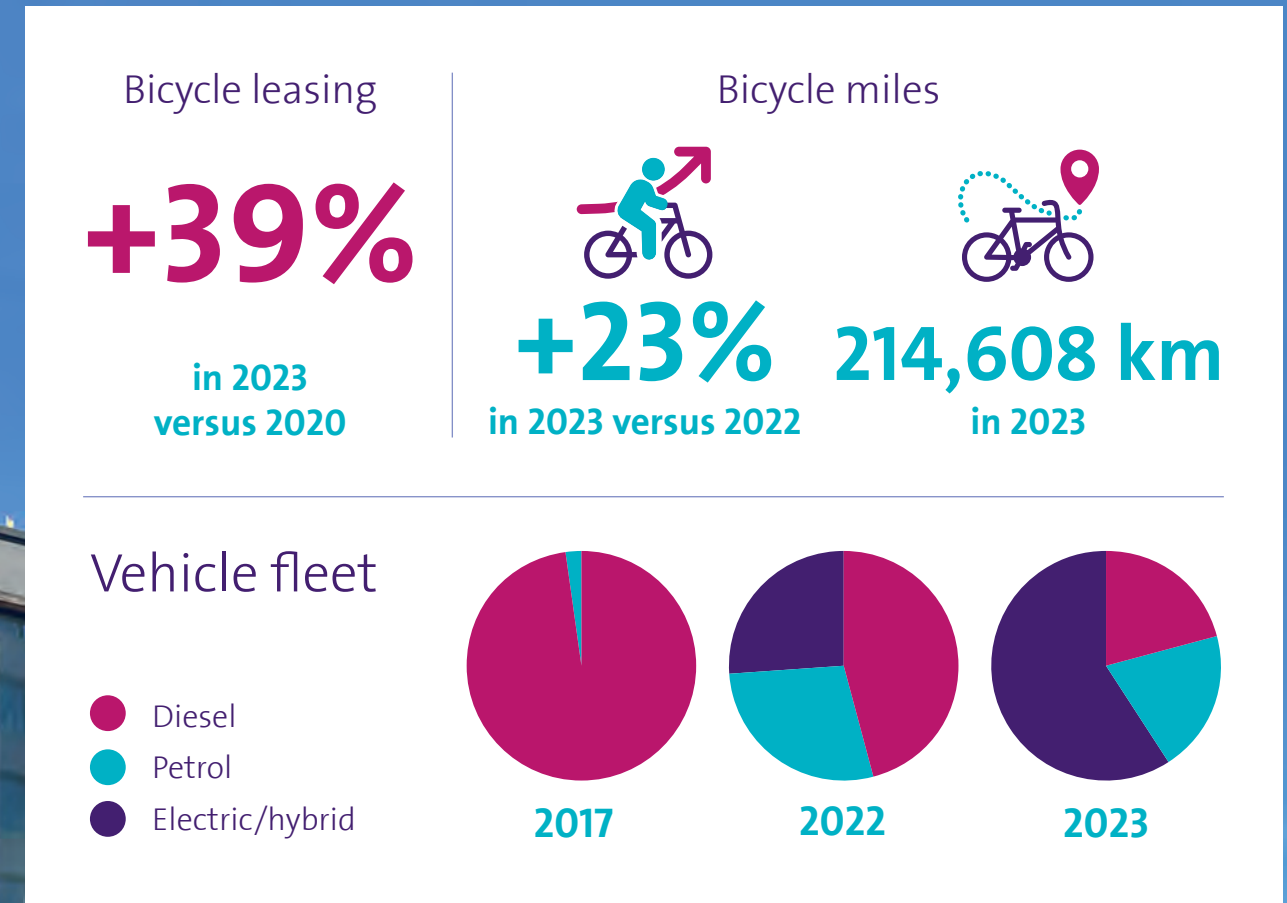
Public transport

The central urban location of the headquarters, less than 10 minutes' walk from Antwerp Central and Antwerp Berchem train stations, makes us easily accessible by public transport.



Using the sample offering, I was able to test whether my commute to work would be faster using an electric bike rather than the car or tram. I did not save time, but I did get more exercise! In winter, due to the weather, I would still opt for the tram or car, but as soon as the sun reappears, I will be jumping back on my bike.

Our colleague Dicolet





CO₂ measurement & reduction plan

We closely monitor fleet usage, as well as gas and electricity consumption, and ensure that they follow a downward trend. According to the most recent energy audit, we are already seeing a considerable decrease in terms of utilities consumption. We keep our finger on the pulse to monitor and optimise our objectives during regular consultations.

The reduction plan for our CO₂ footprint involves several actions:

- 100% electrified vehicle fleet by 2028
- 100% green power
- 100% offsetting of greenhouse gas emissions on all our air travel from 2024 onwards

We prioritise the reduction of power consumption in our headquarters and IT infrastructure. To control this energy consumption, we conduct:

- an energy audit at least once every 3 years to identify improvements relating to our accommodation (lighting, heating, air conditioning, etc.), in consultation with the owner of the building,

- an audit of our IT infrastructure (computing, storage, telephony, network, etc.) also at least once every 3 years.

Specific improvement actions are formulated on the basis of these audits.

We are also committed to purchasing 100% renewable electricity for all purposes: accommodation, IT infrastructure, mobility, etc.

EcoVadis* Silver Medal

In 2023 Vanbreda was vetted by EcoVadis on the basis of multiple sustainability criteria, which earned us a Silver Medal. This assessment not only validates and demonstrates our commitment to sustainability, but also supports our corporate goal of sharing these results transparently. We are always happy to help clients who have specific questions, hoping to inspire them to adopt the same sustainable approach.



* EcoVadis helps companies manage ESG risks and compliance, and meet sustainability goals.

Beneficial for society



Younes, a youngster who, through Boost for Talents, completed an internship:

I enjoyed the varied range of tasks, including assisting at the reception desk, listening in on incoming calls from policyholders with questions. I also attended some interesting training sessions at the Vanbreda Academy including this one on robotics and phishing and the collaboration with Autimatic. During the internship, I developed more hands-on experience and immediately gained the confidence of colleagues. That was genuinely nice. I would definitely recommend this organisation to other young people.



Structural partnerships

Boost for Talents

Boost, a programme run by the King Baudouin Foundation, supports more than 800 young people in 9 Belgian cities. It empowers talented youngsters from vulnerable socio economic backgrounds and increases their opportunities through individual counselling, group counselling, with materials (e.g. laptops) and a community network.

- Vanbreda again hosted an annual jury day where young people could apply individually for a 6-year project. In addition, we also welcomed one Booster for an internship (February-March).



Marc Van kerckhoven, Director of HR, Marketing & Communications at Vanbreda Risk & Benefits

I am positively surprised by the presentation skills of young people. Their approach was inspirational, with so much talent to convey a compelling message. I observed a profound sense of ambition that came from the heart. Our support for this type of initiative is of course part of our vision of sustainable enterprise. We are a growing company, and in need of talent. If you can connect with talented people in this way, it is a step forward, both socially and also indirectly for Vanbreda.



Debateville

Debateville promotes social mobility and cohesion by teaching young people essential skills via debate. Thanks to a motivating and multifaceted speaking fluency programme, teens as young as 10 develop the skills and especially the mindset to empower their words. This helps them develop self-confidence, fluency in language and critical thinking skills.

Vanbreda donated the entire amount of its Christmas campaign to Debateville, double the amount of last year. Our aim was to give them additional support in their search for extra financial resources for the activities they will soon be launching in Borgerhout.

YouthStart

Every young person has a dream, but realising dreams is easier said than done. Not so at YouthStart. Providing free 8-day training, they give a kickstart to young people between the ages of 16 and 30 who do not go to school and obtained a secondary school diploma at most. Young people are encouraged to put themselves in the shoes of an entrepreneur and discover their talents and ambitions. At YouthStart, they not only regain their self-confidence, they also find out what they really want in life and how to achieve it.

- In February 2024, we hosted a YouthStart certification day for the first time. Five young people who had completed an 8-day coaching programme via YouthStart came to present their business plan. Not only did our HR and Marketing & Communications Director and an HR Business Partner act as jury members, our employees were also able to attend the presentations as audience members.



New initiatives

On YOUCA Action Day, a school-age youngster commits to go to work for one school day. The pay he or she earns that day - 60 euro - goes to projects involving committed youngsters worldwide.

- > In October 2023, Vanbreda welcomed five young people as part of YOUCA Action Day: they were allowed to work a day in various departments which meant that several employees were involved in the action also.



Make-A-Wish helps to make the dreams come true of children between the ages of 3 and 18 who suffer from life-threatening illnesses. "If children are able to believe that their wish will come true, they will also believe that they will get better," reads the motto.

- > In December, we did not treat our colleagues to St. Nicholas chocolates but the entire purchase amount was donated in full to Make-A-Wish, which was met with great enthusiasm by our colleagues.

Successful management

Best Managed Company

In 2023, Vanbreda Risk & Benefits received the Best Managed Company award - judged by a jury including Deloitte Private, Econopolis and KU Leuven, for the sixth time in a row. The Best Managed Company programme recognizes unlisted companies that maintain professional standards in business performance, personnel policy, and in areas such as digitalisation and new ways of working. Best Managed Companies are reliable examples of resilient entrepreneurship and sustainable growth, resulting in a positive lasting impact on the business itself and the future of our economy.

A dynamic employer brand

Being a dynamic employer, we need new talent every year. However, our sector is often associated with disadvantageous connotations: insurance tends to be labelled boring and its visibility is low. That is why we launched an employer brand based on a sound preliminary process involving directors, managers and employees through workshops, a survey and focus groups.

Based on their input we updated our values and devised our employer brand manifesto ('Entirely Vanbreda. Entirely Yourself'). We can now distinguish ourselves both internally and externally as the most colourful employer in a 'grey' sector.

A secure and high-performance ICT infrastructure

Our ICT management processes were assessed by an external party, which concluded that in terms of maturity our ICT security processes are at the right level. More specifically: the security framework is complete and covers all aspects of security. We drew up an action plan to keep this permanently monitored.

Transparent communication about our sustainability efforts

Our sustainability efforts are meticulously recorded and communicated through various channels for the second year in a row. The many enthusiastic responses are testimony to the fact that these communications are always positively received, both internally and externally.



SDG-index

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EcoVadis Silver Medal						X	
Society							
Boost for Talents							X
Debateville							X
YouthStart							X
Youca Action day							X
Make a wish							X
Successful management				X		X	

SDG	Objective
	Safeguard good health and promote prosperity for all ages.
	Ensure equal access to high quality education and promote lifelong learning for all
	Achieve gender equality and empowerment for all women and girls.
	Build a resilient infrastructure, promote inclusive and sustainable industrialisation and encourage innovation.

SDG	Objective
	Take urgent action to combat climate change and its impact.
	Promote peaceful and inclusive societies focused on sustainable development, ensure access to justice for all and create effective, accountable and transparent institutions at all levels.
	Strengthen implementation resources and revitalise the Global Partnership for Sustainable Development.

In line with European obligations



European sustainability requirements are continually expanding. Accordingly, starting in 2026, we will report on this annually in line with the **Corporate Sustainability Reporting Directive (CSRD)**.

This European sustainability reporting guideline focuses on the impact of business activities in three areas: (Environment), HR and social aspects (Social) and governance (Governance).

An internal working group was established in 2023 to prepare for these reporting duties. This included, amongst other things, a legal scoping analysis to determine the scope of the CSRD on Unibreda NV and its companies, including Vanbreda Risk & Benefits. A number of interviews were also conducted with our key stakeholders in 2023 to include their interests and concerns in our dual materiality analysis. This dual materiality analysis will be completed in 2024 and will be the starting point for the further definition of our material topics, sustainability strategy, data points and targets in line with the CSRD.



