



Allianz
Partners

Allianz Partners

Sustainability Brochure 2025



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Delivering Peace of Mind

Allianz Group:

Allianz is recognized as a trusted partner, evidenced by being ranked the **#1 insurance brand in the 2025 Interbrand Best Global Brands** ranking for the seventh consecutive year.



1. Interbrand Ranking 2025-ranked 27th globally
2. Customer count reflects Allianz customers in consolidated entities that are part of the customer reporting scope only
3. as of 12/31/2025

Allianz Partners is proud to be part of the Allianz Group. With our global footprint and our combination of insurance products and services, we are uniquely placed to offer our customers “peace of mind” in our 4 lines of business: Travel, Health, Mobility and Home & Digital Services.

As the B2B2C arm of the Allianz Group, we partner with global and local players to offer seamlessly integrated solutions and provide our end-customers with assistance on a 24/7/365 basis.



At Allianz Partners, we are One Team of 22,200 dedicated people delivering seamless solutions.



Tomas Kunzmann

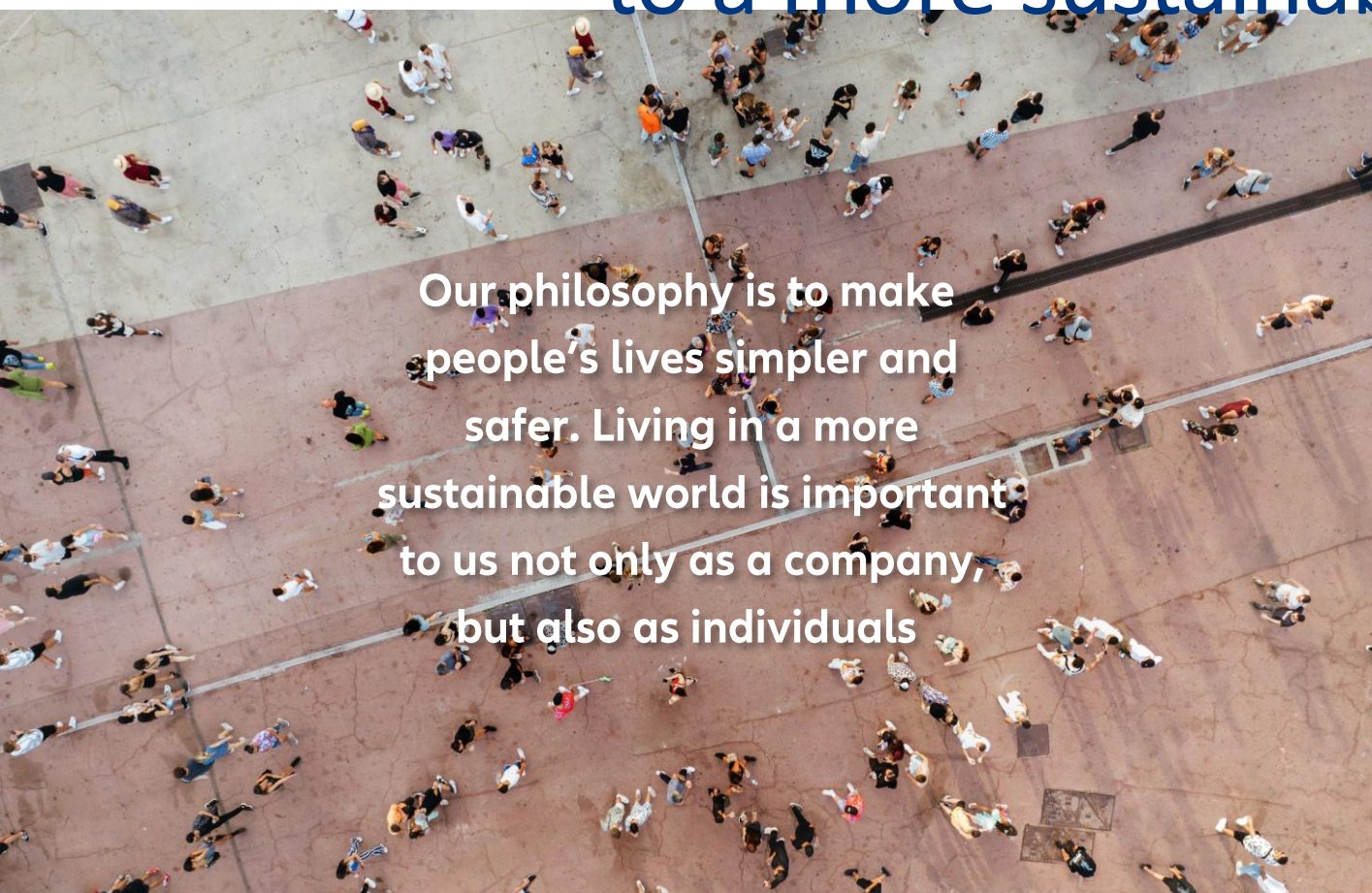


At Allianz Partners, we provide **Peace of Mind** to our customers, employees, and communities. Our purpose embodies our dedication to sustainability and responsibility toward the planet and future generations. We believe that by embedding sustainable practices into our core operations, we foster innovation, reduce our environmental footprint, and contribute positively to the society. Our commitment to sustainability is integral to securing a brighter, more resilient future for all, and brings the Allianz purpose **We secure your future** to life.

Tomas Kunzmann
Allianz Partners CEO

Our commitment

to a more sustainable society



Our philosophy is to make people's lives simpler and safer. Living in a more sustainable world is important to us not only as a company, but also as individuals

1.3 Sustainability at Allianz Partners

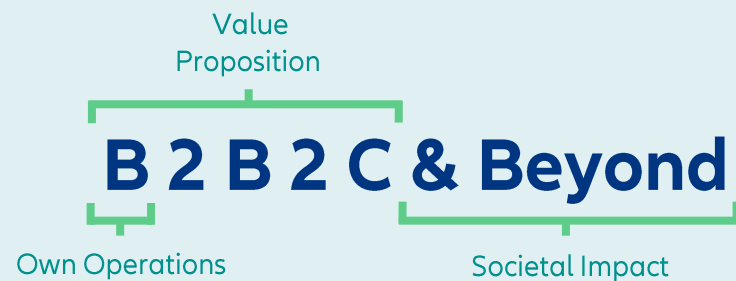
We take pride in being a caring organization that delivers peace of mind to our customers. This aligns closely with our People Attributes, the behaviours by which we expect all Allianz Partners employees to act: **Trust, Customer & Market Excellence, Entrepreneurship and Collaborative Leadership.**

While we run our business in line with the expectations of diverse global stakeholders, we also see our sustainability approach as a way to help us manage risks and opportunities in a changing world.

Our **22,217 employees** provide a variety of services to our clients and customers 24/7/365 around the world.

1.3.1 Sustainability Framework

At Allianz Partners, our sustainability approach is called **"B2B2C & Beyond."**



This approach focuses on four key areas.



Within each of these three areas we consider Environmental, Social and Governance aspects to ensure that we cover all dimensions around sustainability.

Lastly, we aim to safeguard our company on ESG matters by ensuring that we are aware of our legal and regulatory obligations and that our employees understand the importance of ESG topics and how these apply to our company.





1.3.2 Sustainability Governance

The world continues to change at pace and regulatory pressure is increasing for all businesses, including financial institutions.

Living our purpose – **‘We secure your future’** – means being a responsible and reputable company. This means focusing on building customer trust, loyalty and shareholder confidence, whilst also contributing to the societies where we operate. We established a Global Sustainability Team in 2019.

The team is responsible for group wide integration of sustainability and aligning the sustainability activities of all other functions and departments.

A Sustainability Committee reflecting the core importance of sustainability at Allianz Partners has been set up and the central team is guided by two board members - our Group CEO and Group CFO, who also acts as the board member responsible for Sustainability - as well as our Chief Underwriting Officer.

Alongside the Sustainability Committee there are four Sustainability Steering Committees along the four areas, as per our Sustainability approach, which meet quarterly.



Michael Buttstedt
Allianz Partners CFO
and Board Member
Responsible for Sustainability

At Allianz Partners, sustainability is much more than just a buzzword: it is a core value within our business decisions and strategy. We are deeply committed to sustainable practices across our operations. This commitment is reflected in the fact that sustainability targets are an integral part of our performance metrics across all executive levels including those of board members. We believe that by holding ourselves accountable, we can make a meaningful impact and contribute to advancing best practices in our industry.

Sustainability

in our own operations



2. Living our commitment

We aim to reduce the environmental impact of our operations by managing GHG emissions and ensuring transparent ESG reporting through the CSRD framework.

2.1 Alignment with ESRS requirements

In 2025, Allianz Group aligned its Sustainability Statement with the ESRS structure and disclosure requirements, covering Environmental, Social and Governance topics across own operations and the value chain.

The Sustainability Statement is integrated into the Combined Management Report and prepared on a consolidated basis. The ESRS implementation is supported by a structured reporting framework covering strategy, governance, materiality, policies, actions, targets and metrics (ESRS E1–E5, S1–S4, G1), and by a Group-wide CSRD double materiality assessment reviewed and approved by the Group Sustainability Board and Board of Management. Clear governance and accountability

are in place, with ultimate responsibility at Board level, supported by dedicated sustainability functions. ESRS disclosures are embedded in internal control and risk management processes and are subject to external reasonable assurance, strengthening transparency, comparability and decision-usefulness of sustainability information.

[Find Allianz's Sustainability Statement - which includes the CSRD-aligned reporting - starting from page 26, available here](#)

Our carbon footprint



Environmental management at Allianz is governed through group-wide sustainability governance, corporate rules, targets, and reporting processes that integrate environmental considerations into operations, performance steering, and transparent disclosure. Allianz Partners is part of the Allianz Group approach to environmental management.

2030 Target:

GHG emission reduction target of -65%

In line with the Paris Agreement

Allianz pursues a long-term strategy to reduce greenhouse gas emissions in its own operations, focusing on renewable electricity, energy-efficient office buildings, reducing heating and electricity consumption, and decarbonizing mobility through a transition to a green fleet. These measures include moving to or constructing

energy-efficient buildings and retrofitting existing buildings to modern efficiency standards.

As part of its climate strategy, Allianz is accelerating the transition toward a low-carbon economy through strengthened commitments across its core business and own operations.

The company will limit the

greenhouse gas emissions (GHG) deriving from Allianz's sites and activities in over 70 markets, with a 2030 GHG emission reduction target of -65%¹. This is in line with the ambitions of the Paris Agreement to limit global warming to a maximum of 1.5°C by the end of the century.



As the specific definition of net-zero is still evolving for financial institutions and we anticipate Corporate Sustainability Reporting Directive (CSRD) requirements, we are no longer referring to the 2030 target for our own Operations as a net-zero commitment. We will instead refer to those as 2030 intermediate targets.

1. GHG emission reduction per employee of 65 % against a 2019 baseline.

Our carbon footprint ambition

We aim to reduce the carbon footprint of our own operations, targeting a 65% reduction in GHG emissions per employee by 2030¹. To enable this, we focus on renewable electricity, energy efficiency and green mobility.

Allianz Own Operations GHG emissions - Contribution to decarbonization per lever (%)
(intensity GHG emissions reduction as a percentage compared to a 2019 baseline)

Decarbonization Levers	Action	Achieved change in GHG emissions 1.1.2025-31.12.2025	Expected change in GHG emissions 1.1.2026-31.12.2029	Expected Scope 1 GHG emissions change 1.1.2026-31.12.2029	Expected Scope 2 GHG emissions change 1.1.2026-31.12.2029	Expected Scope 3 GHG emissions change 1.1.2026-31.12.2029
Start of period versus baseline		(61.5)	(68.3)	(4.3)	(41.4)	(22.6)
Renewable energy	Renewable electricity	(0.8)	(1.0) to 1.0	Not applicable	(1.0) to 1.0	(1.0) to 1.0
Energy efficiency	Reduction of heating energy consumption	(0.9)	(1.0) to 1.0	(1.0) to 1.0	(1.0) to 1.0	(1.0) to 1.0
	Reduction of electricity consumption	(0.1)	(1.0) to 1.0	Not applicable	(1.0) to 1.0	(1.0) to 1.0
Green mobility	Green fleet ²	(1.3)	(3.7) to 1.7	(4.3) to (2.3)	(0.4) to 2.4	(1.7) to 0.3
	Air travel optimization ³	0.9	(1.6) to 0.4	(1.0) to 1.0	Not applicable	(1.6) to 0.4
Other non-key actions	Data centre electricity consumption, PCU, rail, rental cars, cloud	(1.1)	(1.4) to 0.6	Not applicable	(1.0) to 1.0	(1.4) to 0.6
End of period versus baseline		(68.3)	(78.0) to (66.0)	(10.6) to (4.6)	(45.0) to (35.0)	(30.4) to (18.4)

Allianz's 2030 GHG reduction target for own operations is supported by concrete decarbonization levers, notably a 50% reduction in energy consumption¹ in operated buildings and a 60% cut in emissions from business travel¹ (excluding fleet vehicles).

As part of the Allianz commitment to use renewable energy, in the RE100 initiative, Allianz Group sourced 100% renewable electricity for global office buildings, data centres and own operations in 2023, and maintained this level throughout 2024 and 2025. In 2025, renewable electricity sourcing covered all Allianz locations worldwide, using

approved mechanisms such as green power contracts, power purchase agreements and energy attribute certificates where necessary.

Allianz Partners, as a part of the Allianz Group, actively contributes and supports these targets within its own operations. To support emissions reductions from business travel, we regularly review travel policies to incorporate climate-related

considerations and promote digital meetings as much as possible. We also actively contributed to the RE100 initiative and achieved our RE100 target for the years 2023, 2024 and 2025 of 100% renewable energy. We aim to maintain this annual achievement as part of our 2030 target. Additionally, Allianz Partners is committed to electrifying its corporate non-assistance fleet by 2030 as part of the EV100 initiative.

1. Scope defined in the Net-Zero Transition Plan, 2019 baseline used for the targets. For complete details on our targets, refer to the 2025 Allianz Group Annual Report "Climate change mitigation for Allianz Own Operations" 2. Excluding assistance vehicles (vehicles used for roadside assistance services, e.g. towing trucks.) 3. Including SAF.

Our people

We believe that collaborating for a sustainable future must start from within. Our 22,217 people, across 44 locations, speaking 70 different languages, are part of our diverse and global workforce.



2.3 Some people and culture figures



Our people



2.3.1 Human rights in our own workforce

Allianz Group takes an **active stance against modern slavery**, child and forced labour and has zero tolerance towards human rights violations. We are committed to respecting and integrating human rights in line with the United Nations Guiding Principles on Business and Human Rights and as set out in the International Labor Standards of the International Labor Organization (ILO). Allianz recognizes the importance of human rights, as both a value-based issue and a business issue.



As such, Allianz has integrated human rights aspects into its business and operations in accordance with OECD Guidelines for Multinational Enterprises and has been a participant in the UN Global Compact (UNGC) since 2002. Furthermore, the Allianz Group has been subject to the Lieferkettensorgfaltspflichtengesetz (German Supply Chain Act - GSCA) since January 2023. The GSCA requires companies to establish worldwide risk management systems concerning the human rights of own employees and the employees of suppliers, amongst others.



As part of the Allianz Group and in line with GSCA requirements, Allianz Partners has established a risk management system that is designed to identify, analyse, and prioritize risks to the human rights of own employees. Among protected rights listed in the GSCA, the risk categories that are most relevant for our own operations are:

Adequate/
living wages

Freedom of
association /
Collective
bargaining

Occupational
health and
safety

Equal
treatment
(which includes
D,E&I and
equal pay)

Whenever risks are identified, we take proactive steps to mitigate them. Should any violations occur, Allianz Partners is committed to resolving them immediately to ensure we uphold our standards of integrity

In line with our commitment to human rights, we expect our employees and our suppliers to also respect human rights. The **Allianz Code of Conduct** reflects our values and principles and gives our employees guidance on their actions and decisions, including actions to uphold human rights.

Our people

2.3.2 Our company as a workplace

At Allianz Partners we believe that our people are at the heart of our sustainability journey. It is important that we foster a workplace where everyone can thrive, grow, and make a meaningful impact. These are the nine commitments we make to our people.



1 Our caring culture

We enable a purpose driven company with our Employer Value Proposition 'Let's care for tomorrow' lived from the inside out and continuously work on reinforcing this caring culture through our People Care program that:

- **provides** our people with health & wellbeing offerings,
- **creates** a coaching & mentoring culture that empowers them to grow, and learn
- **fosters** diversity & inclusion through employee networks and global strategy that allows employees to fully express their uniqueness
- And **showcases** their strengths in the professional environment.

2 Caring for employee health & wellbeing

Allianz Partners is committed to being an inclusive workplace and supporting employees to be healthy in their lives physically, emotionally, and socially.

We have deployed remote working, that covers all aspects of flexible working arrangements outside Allianz Partners premises and offers flexible working in terms of location and hours (including part-time jobs), to help manage work-related stress and work-life balance.

3 Embracing uniqueness

We are committed to providing a fair and inclusive environment where everyone can succeed regardless of gender, age, ability, religion, sexual orientation, or cultural background.

Consistent with the Allianz Partners' anti-discrimination and anti-harassment policy, we have zero tolerance of discrimination and harassment in the workplace.

4 Adequate Wages

Allianz Partners is committed to offering employees an adequate wage in line with applicable laws and benchmarks, in accordance with the Allianz Functional Rule for Human Rights Due Diligence.

Adequate pay is assessed against statutory minimum wages at country level or, where these do not exist, living-wage benchmarks. In line with the Allianz Group Remuneration Policy, internal and external benchmarking supports the appropriateness of (individual) remuneration and general pay levels. Living-wage compliance is monitored annually through the Group CSRD reporting process, subject to external assurance by PwC, with corrective measures applied where gaps are identified

Our people

2.3.2 Our company as a workplace *continued*

5

Engaging employee networks

Around the world, a growing number of Allianz Partners employees have access to a community that increases their sense of belonging. We provide the opportunity to join the following employee networks:

Allianz NEO

Allianz NEO
(focusing on
gender
inclusion)



Allianz PRIDE
(focusing on
LGBT+ inclusion)

Allianz Engage

Allianz
ENGAGE
(focusing on
generation
balance)

Allianz GRACE

Allianz GRACE
(focusing on
ethnicity &
culture)

Allianz Beyond

Allianz
BEYOND
(focusing on
disability
inclusion)

6

Keeping balance

Our progress in having gender representation and people of different nationalities, generations and cultural backgrounds in senior roles is a clear display of having challenged the status quo.

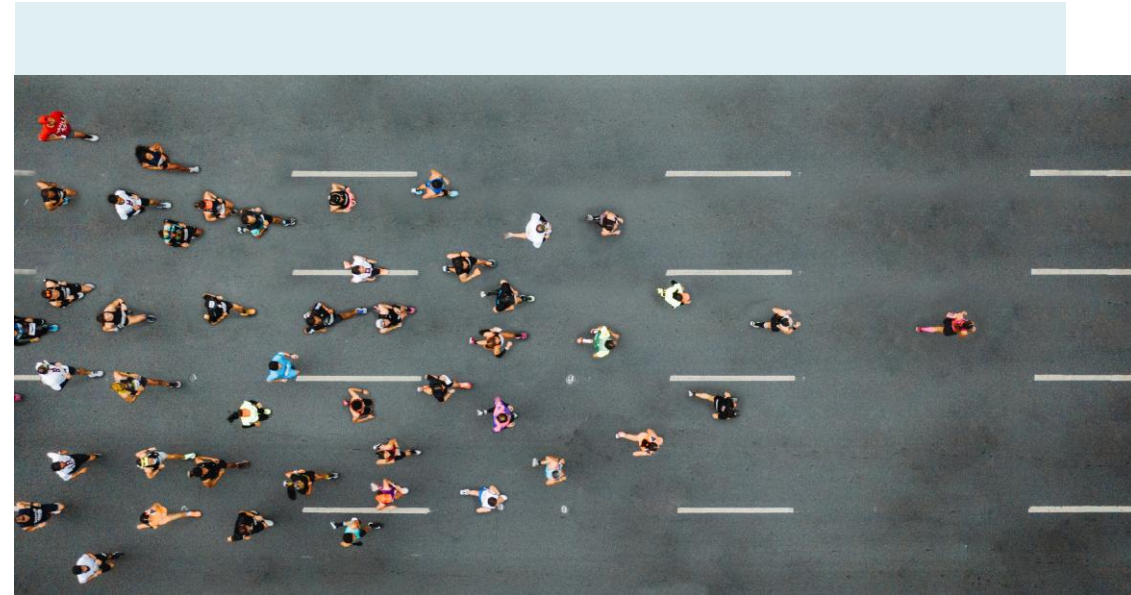
To support women in their career development, Allianz Partners launched a female development program in 2021 that supports female talents who are compelled to drive their own development and build careers aligned with their strengths and professional purpose.

7

Fostering self-development & life-long learning

We support a sustainable, future-ready workforce by fostering lifelong learning and a growth mindset. Since 2021, our 1-Hour Learning per Week policy and global digital platforms have enabled continuous upskilling, including AI and future-ready capabilities.

In 2024, we launched the Global Learning Academy, complemented by Global Learning Festivals in 2026 with dedicated two-week learning experiences that inspire curiosity, build AI and digital skills, and reinforce a culture of continuous growth worldwide.



8

Empowering a growth & leadership mindset

People leaders have embarked on a leadership development journey called the #lead program, celebrating over 1.000 completions this past year.

Launched in 2019 and now in its 5th edition, the Unleash Development program identifies leadership potential to create a strong and diverse internal pipeline for the next generation of leaders.

9

Flexible ways of working

Our objective is to shape where and how we will work in the future, to capitalize on positive impacts for customers and employees. We have implemented:

- **flexible** work arrangements to better adapt to the hybrid environment and to our employee lifecycle
- **global** events, where our People across the globe can connect and celebrate as One Allianz Partners (Younited Global Townhall, panel discussions, regional group coaching, etc.)
- **supportive** toolkits and learning paths, adapted to the moments that matter, to support leaders and employees in their transition to new ways of working

Our people



2.3.3 Transparency, engagement and feedback within our workforce

We are committed to fostering a transparent and ethical work environment where employees feel empowered to raise concerns and share their feedback.



Our Speak Up and whistleblowing programs provide secure and confidential channels for reporting any unethical behaviour, misconduct, or violations of company policies. These mechanisms are designed to protect the anonymity of reporters and ensure that all concerns are thoroughly investigated and addressed without fear of retaliation.



Additionally, we actively seek to understand and act upon the collective voice of our employees through the Allianz Engagement Survey (AES).

This comprehensive survey captures valuable insights into employee:

Engagement	Satisfaction	Identified areas for improvement

Beyond AES, we developed our feedback framework: a standardized, all-inclusive material pack for Allianz Partners employees to facilitate the proper delivery of feedback. The "Multi Rater" process is another important pillar of our feedback culture. It provides employees with valuable insights into their perceived strengths and developmental needs,

measured against the "People Letter" attributes and behaviours.

By incorporating feedback from AES and maintaining effective SpeakUp and whistleblowing frameworks, we aim to create a workplace that is safe, inclusive, and dynamic, where employees are encouraged to share their thoughts and opinions.

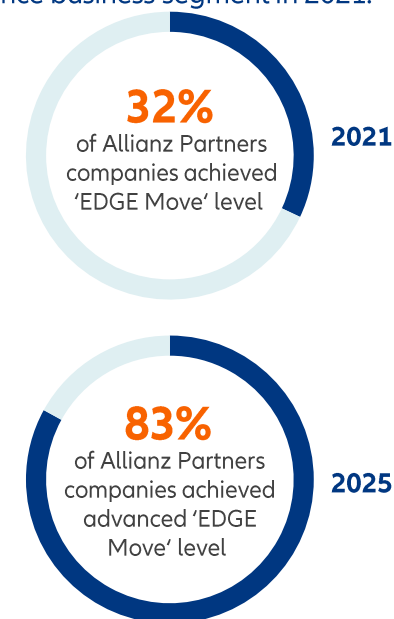
2.3.4 HR certifications and recognitions

At Allianz Partners, our People and Culture function plays a pivotal role in driving positive social impact within our business and the broader society. Our dedication to fostering an inclusive and equitable workplace is validated by prestigious external certifications such as Great Place to Work® (GPTW)

and EDGE. To systematically measure our progress towards equity and fairness, Allianz Partners launched the EDGE (Economic Dividends for Gender Equality) certification process for its insurance business segment in 2021.

With our first EDGE Certification in 2021, almost 32% of certified companies reached the 'EDGE Move' level. Today, 83% of the Allianz Partners certified entities achieved the advanced 'EDGE Move' level. For 2025 the certification by EDGE found progress especially in the areas of pay equity and promotion opportunities.

EDGE is the leading global standard for diversity, equity, and inclusion, assessing companies' advancements in gender equality against rigorous criteria, including equal pay. These certifications underscore our unwavering commitment to creating a workplace where all employees can thrive and contribute to our collective success.



We look at how we can make our products and services more environmentally friendly, whilst ensuring customer centricity and accessibility. In rethinking our value proposition we focus on:

Rethinking our value proposition

Frictionless & digital-first

Using technology to deliver faster services, with reduced footprint

Responsible choice

Giving options to customers for lower footprint, resilience/protection

Social protection and inclusion

Ensuring accessibility, inclusion as default and protecting customers with higher risks.



Sustainability in our products

3.1.1 Mobility & Assistance

Our ambition is to provide new and adapted assistance and insurance offers that support future mobility solutions.

We work with partners across the mobility ecosystem to support a forward-looking vision spanning fleet, shared vehicles and micro-mobility solutions that expand access to mobility. Reducing carbon emissions and enhancing mobility accessibility remains central to our roadside assistance approach, including our Mobility-as-a-Service platform, which supports lower-carbon, accessible multi-modal mobility options. We are expanding Help on the Phone and Repair on Spot to reduce travel and deliver faster service with fewer emissions, while partnering to adopt environmentally responsible service delivery practices, where feasible. For our EV customers, we ensure peace of mind throughout their journey. Depending on availability, our offerings may include support for home charging solutions, access to charging networks, EV-adapted roadside assistance and towing service - designed to meet the unique needs of EV drivers.

3.1.2 Home Assistance

Sustainable by Design reflects our commitment to integrating sustainability across our business - from designing solutions to deploying projects and managing claims and repair networks.

Our core Repair in Kind approach prioritizes repairs over replacements or cash settlements, reducing waste and the demand for raw materials. We are enhancing customer engagement through digital and virtual interactions, helping reduce our carbon footprint with innovations like remote damage diagnosis and home assistance to avoid unnecessary disruptions. Our renovation, repair, and refurbishing services - spanning solar panel installation, insulation, temperature regulation, and special glazing - help customers improve energy efficiency at home. Our mission is to simplify financing and access to public subsidies, enabling customers and partners to maximize savings and contribute to a more sustainable future, all without upfront investment.

3.1.3 Travel

Responsible Travel Business: driving responsible and sustainable travel through collaboration and innovation.

Our focus is on creating meaningful impact through improved protection awareness, timely risk information, and digital solutions like Allyz. These tools help travellers understand their coverage, anticipate disruptions, and navigate air travel risks with confidence. As travel evolves, we aim to be a trusted companion across diverse journeys. Our travel insurance and services prioritize transparency, accessibility, and fairness, ensuring customers are informed and protected throughout their trips. From real-time safety alerts to simplified claims and medical assistance, we enhance peace of mind throughout the travel journey. By digitalizing customer interactions and claims processes, including touchless compensation for eligible disruptions, we streamline operations and reduce complexity. These actions contribute to a travel experience that is simpler, fairer, and more responsible.

3.1.4 Health

Healthcare has the power to support people both today and long into the future. As a healthcare leader, we have a responsibility to deliver positive, measurable impact on health and wellbeing.

Our ambition is to drive more progressive and responsible healthcare, creating lasting value for our customers and the communities we serve by improving access to quality care. We are building the next generation of healthcare by investing in digital platforms, technology, and partnerships that connect customers simply and effectively to the right support at the right time, improving outcomes. By focusing on enabling access, supporting better experiences, and empowering individuals, we aim to make healthcare easier and more inclusive. Through responsible decision-making and long-term perspective, we can positively influence the health of our customers and communities, today and in the future.

Rethinking our value proposition

3.2 Sustainable procurement

Allianz's goal is to work with responsible suppliers, which means that at all stages of the local procurement process, consideration should be given to Environmental, Social & Governance factors:



Environmental

Suppliers' interaction with, and impact on, the physical environment. This includes but is not limited to, climate change and greenhouse gas emissions, biodiversity, deforestation, natural resources, and air, land, and water pollution.



Social

Suppliers', impact on workers, communities, and society at large. This includes suppliers' adherence to human rights, labour standard such as health and safety, equal treatment, and living reasonable wages, as well as product liability.



Governance

Suppliers' governance structure, transparency, board independence, ownership, ethics, privacy and data security.



Corporate providers that have signed the Allianz Procurement Charter and completed our ESG assessment.¹

1. Representing 92% of total annual corporate spend.

Allianz SE defines Group-wide minimum standards for ethical business conduct and sustainability through the Allianz Group Vendor Code of Conduct (VCoC) and the Allianz Sustainable Procurement Charter.

Allianz Partners implements these requirements in its supplier and procurement processes. As part of supplier onboarding, Allianz Partners requires all suppliers to comply with the Allianz Group Vendor Code of Conduct or to provide a comparable code of

conduct aligned with local law and Allianz sustainability standards. This confirmation must be obtained before a contract is signed and the supplier engagement starts. Supplier due diligence is carried out by Allianz Partners Procurement prior to contracting and is operationally executed by Az TEC (Source-to-Contract team) using standard procurement tools. During the contracting phase, Allianz Partners ensures that relevant third-party risks are

identified and addressed in the contract, based on input from the relevant functions (e.g. Data Privacy, Information Security, Human Resources, and Change). In case of breaches of these requirements, Allianz Partners applies defined consequence-management measures to address non-compliance and mitigate risks.

[Allianz Group Vendor Code of Conduct](#)

[Allianz Sustainable Procurement Charter 2025](#)



Rethinking our value proposition

3.2.1 Human rights in our networks and supply chains

Just as we are internally committed to the human rights of our workforce, we expect our suppliers to act with integrity, and to respect the rights of their own employees and other people who may be affected by the supplier's business activities. These expectations are embedded in our [Allianz Group Vendor Code of Conduct](#), which all Allianz's suppliers are requested to accept. In addition, the [Allianz Sustainable Procurement Charter](#) sums up our sustainable procurement aspirations for Allianz, including our human rights approach. It provides guidance for both internal buyers and external suppliers.

Allianz Group worldwide is subject to the German Supply Chain Act (GSCA; in German "Lieferkettensorgfaltspflichtengesetz"), which sets binding rules for the ongoing due diligence regarding human rights and certain environmental risks in our supply chain.

In line with GSCA requirements, Global Sourcing and Procurement (GSP) has implemented due diligence processes to identify, assess and address risks to the human rights of individuals working at Allianz' suppliers worldwide.

GSP performs risk assessments annually and on an ad hoc basis as needed. If GSP finds risks, GSP, together with the local procurement function and the respective supplier, implements preventive measures to reduce the risks. In case of violations, the respective parties will develop a plan to stop or at least mitigate the violation, in line with Allianz's ability to influence the respective suppliers. As a last resort, Allianz will terminate its relationship with a supplier that consistently refuses to address severe human rights violations.

The Group Human Rights Officer monitors the company's risk management for human rights and certain environmental risks and reports to the Allianz SE Board of Management at least once a year.

At Allianz Partners, we are deeply committed to upholding human rights across all aspects of our operations and within our extensive network of partners and suppliers.

Allianz Partners recognizes respect for human rights as a core responsibility and a key element of sustainable business practices. In alignment with the German Supply Chain Due Diligence Act, Allianz SE has established Group-wide minimum standards and due diligence requirements covering human rights, ethical business conduct, and sustainability, which Allianz Partners implements across its operations and procurement processes. During supplier onboarding, suppliers registered in Allianz Partners' standard procurement tools are required to comply with the

Allianz Group Vendor Code of Conduct (VCoC) or submit a comparable code of conduct aligned with applicable law. This approach helps ensure adherence to fair labour practices, non-discrimination, and the prohibition of forced or child labour. In addition, the Allianz Sustainable Procurement Charter (2025), issued by Allianz SE at Group level, guides Allianz Partners' sourcing and supplier management decisions, prioritizing suppliers aligned with Allianz values, sustainability expectations, and human rights commitments. Allianz Partners actively engages

with its suppliers to promote awareness and implementation through targeted communication, training, and guidance. Furthermore, Allianz SE provides Group-wide confidential reporting mechanisms for human-rights-related concerns. Allianz Partners supports their use and promotes prompt review and appropriate follow-up of reported issues relating to its business or suppliers. Through these measures, Allianz Partners fosters a culture of respect and responsibility and contributes to the protection of human rights across its value chain. 20



Rethinking our value proposition

3.2.2 Networks & network emissions

We are committed to reducing carbon emissions and easing access to mobility throughout our roadside assistance journey by delivering a faster repair service by expanding our Help on the Phone and Repair on Spot capabilities, helping to reduce unnecessary trips during assistance. We also work together with our providers and service networks to adopt more environmentally responsible service practices across our provider and service networks, where feasible.

3.3 Customer journey / VoC

We care about feedback and customer's insights. Customer feedback management processes are in place regardless of how that feedback is given, as we want to engage with our customer at their preferred touchpoint (mail, email, phone call, social media, etc.)



Feedback, positive or negative, is logged, thoroughly analysed and managed by the relevant department to understand the issue and to improve our quality of service or products.

The Voice of the Customer program, where we are rated by our customer >4.5 on a scale from 0 to 5, enables us not only to identify & solve pain points in the Customer Experience, but also provides us with insights that enable us to shape tomorrow's Customer Experience. We also gather consumer understanding throughout our Customer Lab which helps us to identify the core needs of different consumer groups and develop business solutions accordingly.



4 Engaging with communities

In our societal impact initiatives, we promote employee volunteering to support vulnerable populations, whilst leveraging our global footprint to foster positive impact across the communities where we operate.



Our approach to corporate citizenship combines a long-term vision with the ability to quickly mobilize local resources to encourage long-term benefits for local communities and broader society. We also recognize that each country has different social priorities, and we encourage local operations to build on our strategy and diversify their approach.

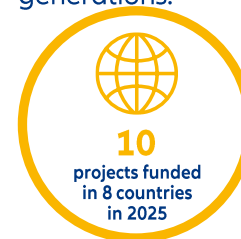
How do we contribute?

We support initiatives through global partnerships, financial contributions, sharing our expertise and by encouraging our skilled employees to volunteer. Other activities include awareness campaigns, dialogues, training, awards, social partnerships and sponsoring, fundraising, donations and the initiatives of corporate foundations

or programs. We ensure our contributions are transparent and based on clearly agreed principles, namely the Allianz Group Guidance for Donations and Charitable Memberships. Many colleagues from around the world are involved in local societal projects and this represented in 2025 around 2792 hours of volunteering.

4.1 Allianz Partners Societal Impact Program

In 2021, the Allianz Partners Societal Impact Program was established. This global annual initiative enables Allianz Partners entities to receive grants for societal impact projects. The program goes beyond financial support, actively inviting and encouraging employees to participate and engage in meaningful ways. The projects primarily aim to drive transformative changes that promote and support self-sustaining livelihoods for future generations.



In 2025, we funded 10 projects across 8 countries, and in 2024, we supported 9 projects in 8 countries.

Below are three examples of projects from 2025:

i. Allianz Partners Netherlands: FINISH Mondial Foundation

Allianz Partners proudly supports FINISH Mondial Foundation, a Kenyan Non-Governmental Organization (NGO) focused on bringing together communities, businesses, financial institutions, and governments to strengthen the entire sanitation value chain and create robust long-term impact. This year, 8 entrepreneurs were selected to attend an in-person workshop and training

assisted by Jubilee Allianz Kenya. The session was conducted in Nakuru and emphasized on business model development, customer segmentation, book-keeping, operational planning and insurance topics.

The participants also received structured coaching by 2 Allianz Partners employees on service reliability, business formalization and other topics. Despite project completion, participants are still receiving continuous support via mentorship.

The project so far has created 17 new jobs and improved sanitation and waste management for 15,750 people.

ii. Allianz Partners USA: project: HOMES

Allianz Partners supported project: HOMES, an NGO established in 1992 to ensure that every Central Virginian has access to

affordable housing that is safe, energy efficient and accessible.

Over the course of three days, Allianz Partners employees worked together to create the components for 25 ramps that will be installed at no cost into family homes.

iii. Allianz Partners Italy: SPIN-Sport for Inclusion

Since 2022, Allianz Partners has been sponsoring Playmore!, a Milan based association, through its Societal Impact Program.

SPIN facilitates activities that unite disabled and non-disabled individuals, fostering firsthand experiences of inclusion through events.

This year, over 120 participants joined the Super League tournament, including 40 colleagues, friends, and family, to celebrate sport and inclusion.

4.2 MoveNow Global Social Innovation Challenge

In 2025, Allianz launched the MoveNow Global Social Innovation Challenge in partnership with Social Shifters to support young innovators worldwide. The challenge aims to empower young people who are addressing issues related to financial inclusion, health and well-being, and climate resilience. Winners received financial support (3 Main Awards of 10,000USD and 9 Runner-up Awards of 5,000 USD) and mentoring from Allianz colleagues.

Why is Allianz supporting this initiative?

Social innovation strengthens community resilience, directly aligned with our purpose “We secure your future”. By supporting young changemakers, we are contributing to the advancement of the UN Sustainable Development Goals and enabling the creation of practical solutions for underserved communities.

Employee Participation

Role 1: Judge Volunteer

262 employees participated in helping select the finalists by reviewing short video submissions from young innovators worldwide. They provided concise, constructive feedback that helped them refine their ideas and informed us which projects could move forward to the next stage. This was a light time commitment, perfect to contribute meaningfully and play a direct role in identifying the most promising innovations without a large time investment.

Role 2: Mentor Volunteer

Once finalists are selected, we help them succeed. 60 employees mentored the selected teams as they were preparing to pitch their projects to the grand jury of Allianz senior leadership, sharing their expertise in areas such as business & innovation (e.g. business case development, pitch presentations, project scaling), personal growth & leadership (e.g. soft skills, team development), and/or thematic knowledge (e.g. economics, health, climate).



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Participated as Judge Volunteers

4.3 Volunteering guidelines

In 2023, Allianz Partners launched minimum volunteering guidelines to further our commitment to social responsibility and community engagement. We offer all employees at least one day per year, subject to country-specific rules and contracts, to participate in volunteering activities organized by the company.

These initiatives offer our employees opportunities to contribute to their communities, support meaningful causes, and make a difference beyond their professional roles.

By encouraging and facilitating volunteerism, Allianz Partners not only strengthens our connection with the communities we serve, but also fosters a sense of purpose and

fulfilment among our employees.

This initiative underscores our dedication to creating a socially responsible corporate culture that values and promotes active citizenship.

Safeguarding

This section describes the importance of ethics, responsible business, and compliance matters on Allianz Partners' activities.

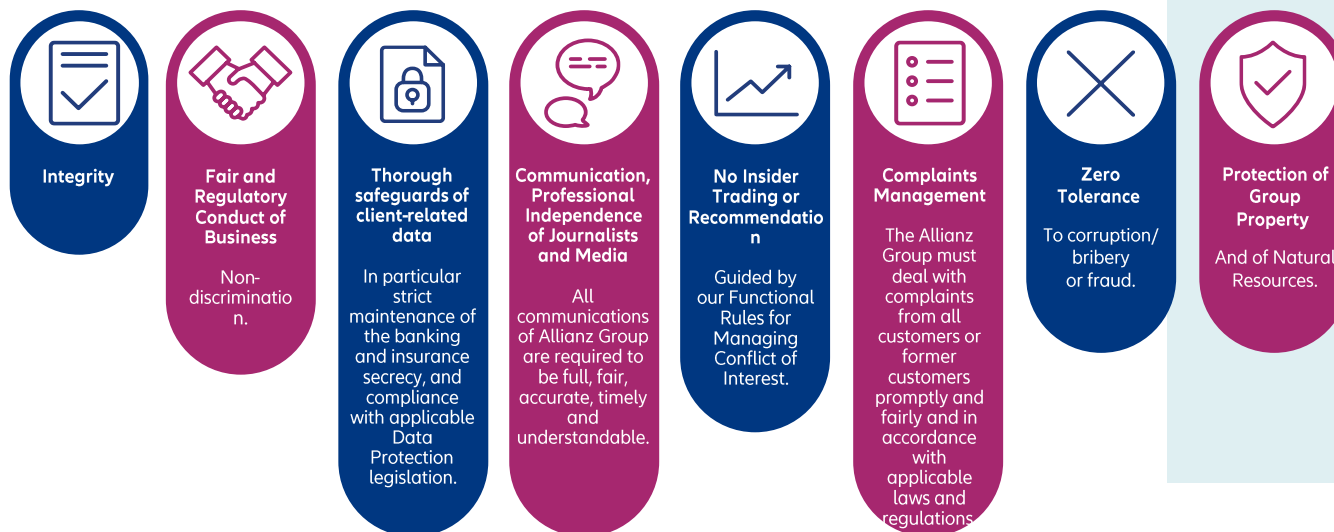
Managing material Environmental, Social and Governance risks and seizing ESG opportunities, while embedding compliance, responsible sales and transparency as well as

data protection and privacy across all areas of our business, are the core objectives of our safeguarding activities. We aim to embed strong ESG standards into our everyday

decision-making across our insurance and assistance businesses by applying group-wide corporate rules and instruments across all our underwriting and assistance activities.

5.1 Our Guiding Compliance Principles

Our success is built on the trust our customers, investors, employees and the public have in our performance and integrity. This depends on the personal ethical conduct and capability of all Allianz Partners management and employees, and their desire to create value for all stakeholders. We endeavour to act at all times with:



i. Zero tolerance of fraud and corruption

We take a zero-tolerance approach to fraud and corruption. At a minimum, this means complying fully with local and international anti-corruption, anti-bribery and anti-fraud laws. The Allianz Anti-Corruption and Anti-Fraud Programs sets standards for a consistent and comprehensive group-wide approach in every jurisdiction.

Aimed at employees and third parties with whom we do business, the program and internal rules prohibit the offer, acceptance, payment or authorization of any bribe, or any other form of corruption. Anti-Corruption and Anti-Fraud training is compulsory for all employees of Allianz Partners and in the required 2-year cycle, including 2025, 89% of employees completed the training.

ii. Anti-money laundering and economic sanctions

Within the framework established by Allianz Group's Code of Conduct, Allianz companies have established policies, standards, functional rules and procedures for the prevention of money laundering and terrorism financing. We use various screening and monitoring systems to manage risks and foster alignment with economic sanction restrictions..

In 2025, 100% of new joiners² have subscribed to adhering to the Allianz Code of Conduct.

iii. Anti-trust

The global Allianz Anti-trust Program consists of the Allianz Anti-trust Standard. It lays out core principles and measures to be adopted across the Group to encourage adherence to antitrust law. The Allianz Anti-trust Code provides a set of core behavioural rules that employees must observe when dealing with competitors, customers, and business partners.

iv. Data protection guidelines

Since the vote of the General Data Protection Regulation by the European Commission, we have created the Allianz Privacy Standard, which constitutes the Allianz Binding Corporate Rules for every entity belonging to Allianz Group with regards to any processing of personal data. A public version of the Allianz Privacy Standard can be found [here](#).

Safeguarding

5.2 Allianz Sustainability Training

At Allianz Partners, we believe sustainability begins with our people. Therefore, Allianz has developed comprehensive sustainability training programs aimed at equipping our employees with the knowledge and skills necessary to integrate sustainable practices into their daily work. In 2025, we achieved a 78%¹ completion rate for the sustainability basic training.

Our training modules cover the basics on sustainability - why it is important and what Allianz is doing to integrate sustainability into our business, operations, and create social impact. In addition, the training offers inspiration on how employees can contribute to a more sustainable future.

These programs are designed to raise awareness about the importance of sustainability, inspire proactive engagement, and empower employees to make informed decisions that contribute to our overarching sustainability goals. By fostering a culture of continuous learning and responsibility, we aim to

align our organization around our commitment to creating a more sustainable future. This collective effort supports operational efficiency, helps reduce our environmental footprint and advances our sustainability maturity as an organization.



1. Using training data for active headcount, excluding platform employees

5.3 Awareness campaigns

Beyond formal training, we actively engage our employees in a variety of awareness actions throughout the year to promote sustainability and social responsibility. Events such as Blood Donation Drives, World Cleanup Day, and Sustainability Week are integral to our efforts to foster a culture of environmental stewardship and community involvement among our employees and stakeholders. In 2025, we proudly supported local World Cleanup Day initiatives in 13 Business Units, with 178 participants.

The 2nd edition of Sustainability Week took place in September 2025, bringing colleagues together to learn more about the sustainability initiatives across the different lines of business. The week consisted of five virtual events with a total of 598 participants, featuring a Virtual Townhall with

Allianz SE Chief Sustainability Officer Emilia Macarie and opening remarks from Allianz Partners CEO, Tomas Kunzmann. Additionally, a Panel Discussion with Allianz Partners CFO, Michael Buttstedt and COO, Laurent Floquet was included, as well as presentations from the Health and Home Assistance lines of business, and

Allianz Trade. In parallel, we hosted a virtual Sustainability Challenge to encourage engagement, with a winner selected at the end of the challenge. The event received an overall NPS rating of 4.18.

5.4 Greenwashing

We recognize the critical importance of authenticity and transparency in our sustainability efforts, and we are firmly committed to avoiding greenwashing. Greenwashing refers to the practice of making misleading or unsubstantiated claims about the environmental benefits of a product, service, or company to appear more environmentally friendly than it is. Such practices undermine genuine sustainability initiatives and erode trust with stakeholders.

To combat greenwashing, we ensure that all our sustainability claims are backed by credible data and rigorous verification processes. We adhere to established standards and frameworks, such as the EU

Taxonomy, the German Supply Act and the Corporate Sustainability Reporting Directive (CSRD), to ensure our environmental claims are accurate and meaningful. By maintaining high standards of transparency

and accountability, we aim to build and retain the trust of our customers, partners, and the broader community, demonstrating that our commitment to sustainability is both genuine and impactful.

Ratings and performance

Sustainability ratings¹ promote transparency and trust among our customers, investors and other stakeholders.

We are evaluated against sustainability ratings and industry benchmarks to improve our performance and transparency.

Sustainability rating	Our performance (as of March 2026)
ISS ESG Corporate Rating	The sustainability performance of Allianz was once again awarded Prime status by ISS ESG Corporate Rating in 2025 (as of 17 October 2025).
MSCI ² ESG rating	In March 2026, Allianz SE received a rating of AAA (on a scale of AAA-CCC) in the MSCI ESG Ratings assessment.

¹ Please visit [Performance and Ratings | Allianz](#) for more information on Allianz Group Ratings.

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