



GROUP POLICY FOR THE ENVIRONMENT & CLIMATE

LOCAL GUIDELINES

FOR

**EUROP ASSISTANCE WORLDWIDE SERVICES
(SOUTH AFRICA) (PROPRIETARY) LIMITED**

Prepared in accordance with the Generali Group Policy for the Environment & Climate (v1)

EFFECTIVE DATE: 15 March 2019

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1. INTRODUCTION

Europ Assistance Worldwide Services (South Africa) (Pty) Ltd (“EASA”), including its subsidiaries, as part of the Generali Group, strives to play an active role in creating a sustainable future through economic development that will lead to the continuous improvement of both its business results and of the economic, social and environmental conditions of the communities in which it operates.

The Generali Group Code of Conduct explicitly calls for economic and social development to be based, not only on respect for fundamental human rights and labour rights, but also on environmental protection. EASA contributes to this by promoting the reduction of direct environmental impact arising from its operating activities and of indirect impact associated with its value chain.

EASA aims to promote a culture of sustainability in all its areas of influence, particularly amongst employees, clients, suppliers and companies. EASA is also aware that climate change constitutes an environmental, social and economic threat at a global level and that an involvement by all is necessary to reduce emissions of greenhouse gases resulting from human activities.

Any reference to EASA in this Policy includes any and all of its subsidiaries.

2. AIM & SCOPE

This Policy sets out the guiding principles to which the strategies and goals of EASA’s environmental management must be aligned in order to ensure protection of the environment, prevention of pollution and protection and conservation of biodiversity, as well as to meet the challenges posed by climate change.

The goal is to provide a framework for managing environmental impact in order to improve EASA’s sustainability and take into account risks and opportunities that may have a significant bearing on the development of its core business and its ability to create long-

term value. This Policy covers all activities carried out by EASA in all the different countries where EASA operates.

3. PRINCIPLES

The basic principles of this Policy are inspired by those set out in the United Nations Global Compact for environmental protection, designed to:

- support a precautionary approach to environmental challenges through systemic management directed at ensuring compliance with regulations and prevention of environmental hazards;
- promote environmental responsibility and greater awareness of environmental issues by employees, clients and the public at large, through programmes and initiatives;
- encourage the development and spreading of environmentally friendly technology, capable of supporting efficient management of energy and water resources and protection of biodiversity, resulting in effective measures of mitigation and adaptation to climate change.

4. MAIN AREAS OF INTERVENTION

In order to make this Policy operational and continuously improve environmental performance, thereby contributing to the fight against climate change, the Generali Group has identified the following areas of intervention for which specific indicators, and respective targets, have been selected.

4.1. Reduction of the business' environmental impact:

- Optimising the consumption of natural resources to reduce environmental impacts related to energy, paper and water use, waste production and corporate mobility, with recourse to the use of low carbon products and services.

- Periodic monitoring of its environmental performance in order to assess EASA's progress on its path towards continuous improvement.
- Raising employees' awareness, through information and specific training programmes that motivate them to become actively involved and defining environmental responsibilities.

4.2. Integration of environmental and climate aspects in investment strategies

- Promotion of energy innovation through investments in renewable energy resources and in greater energy-efficiency of buildings.
- Adoption of responsible investment policies that also include environmental requirements / checks.

4.3. Promoting and increasing awareness of environmental and climate risks

- Integration of environmental criteria in the risk assessment methodologies.
- Involvement of EASA's contractual partners so that they too, in their business, commit themselves to safeguarding the environment in line with the Ethical Code for Suppliers of the Generali Group.
- Fostering a process of cultural innovation in the community which is geared towards environmental sustainability and the prevention of extreme weather and natural disasters.

4.4. Engagement in climate policy

- Support for research to improve the analysis and management of climate change related risks.
- Collaboration with government, national and international associations to determine and adopt policies and strategies to fight against climate change and increase the resilience of cities and regions.

4.5. Disclosure and transparency

- Commitment to convey transparently to its stakeholders the strategies and results achieved in the environmental field, and in the fight against climate change.

5. ADOPTION & DISSEMINATION

The Generali Group Policy for the Environment & Climate has been approved by the Generali Board of Directors and adopted by all the Group companies, including EASA. This Group Policy is published on www.generali.com and www.europassistance.co.za.