

EMPLOYER ...

In high demand. At VIG committed employees have access to various attractive opportunities.



Stoyan Angelov,
VIG Asset Risk
Management,
Austria

"I worked in the Polish VIG companies Compensa, Polisa and Skandia under the mobility programme and was overwhelmed by the open, friendly welcome I received. The work I did at the local level further deepened my understanding of local business models, market environments and interactions within the Group. It was just as important to get acquainted with other employees and expand my personal network. Programmes like this significantly improve communication and processes within the Group and develop intercultural skills, thereby contributing greatly to VIG's success."



Ana-Marija Markunovic,
graduate of the CEE
Master Class,
Vienna University of
Economics and Business, Austria

"The CEE Master Class at the Vienna University of Economics and Business included interesting courses, excursions and company visits offering many insights into Eastern Europe. At Vienna Insurance Group, which has been a participant since 2013, I was able to interact and share information with experts from a variety of areas in the company. I was especially inspired by the job opportunities available in the insurance industry in general and specifically in VIG – both the variety of work areas and the exciting issues involved. The insights VIG provided definitely stimulated my interest in a career in the insurance industry."



Svetla Nestorova,
General Manager of
Bulstrad Life,
Bulgaria

"I thought I already knew everything about Vienna Insurance Group. Then I took part in the VIG Leadership Development Programme, and I discovered how diverse and skilful the big VIG team actually is. In addition to the training in management skills, I was greatly impressed by the other colleagues I met who made this programme so valuable to me. It was an experience that showed me how rewarding it can be to work with other professionals from diverse backgrounds who are hungry for knowledge. I returned to my job not as a VIG employee, but as a VIG fan. This new attitude gives me energy every day and encourages me to strive for ever greater performance."

VIG is looking for outstanding, motivated and talented personalities

Room for diversity

Attractive employer. VIG offers committed employees a wide range of international career opportunities.

"The focus is on people at Vienna Insurance Group." That is easy to say. But our 23,000 employees bring these words to life with their commitment and the professional advice and excellent service they provide our customers every day, in 25 countries. The people in VIG live the shared values of the company – while respectfully acknowledging local differences and traditions. An extensive range of basic and advanced training opportunities is also provided to strengthen and broaden employee skills. Aside from the Group-wide initiatives offered by VIG Holding, the local companies are arranging and organising trainings. This is because they have the best understanding of the local environment and can react flexibly to changes and the specific requirements of employees, which often differ from one region to another.

International assignments, mobility programmes and the Group-wide job market promote cultural and professional exchange across national borders and open up international career opportunities. All this is aimed at achieving one major goal: Vienna Insurance Group is positioning itself as an employer of choice in a challenging international environment in order to attract employees who can promote its corporate culture and strategy with conviction.

Basic and advanced training does it

The success of an insurance company depends critically on its team, their qualifications, characteristics and expertise and the strength of their commitment to customer service. Basic and advanced training must be used to strengthen and continuously develop these skills and basic underlying attitudes. Here are a few examples from VIG.

The VIG Corporate University offers Group-wide programmes in the areas of leadership and management development. A range of training courses covers both technical expertise and elements of personal development. In addition to providing advanced training, these programmes also focus on strengthening Group-wide cooperation and shared VIG values.

A three-module leadership development programme focusing on the topics of strategy, operational excellence and leadership is offered in cooperation with the renowned international business school in Bled (Slovenia). This programme is intended for managers with many years of professional experience from throughout the VIG Group.

The Technical Academies, on the other hand, have for many years offered Group-wide training focused on technical subjects, such as underwriting, risk management and business process management. They are an excellent platform for information exchange at the expert level, with both experienced internal experts and well-known external lecturers sharing valuable academic and practical insights.

Identifying, developing and exploiting potential

Mobility programmes, another important element of employee development, are also offered across the Group. They give young, talented individuals practical insights into the processes, guidelines and standards of a variety of different departments. After spending one to nine months in one or more VIG companies, they then apply their new skills and experience in their home company and become an important source of knowledge on the VIG strategy and standards.

What we offer

- VIG stands for reliability, founded on our values, tradition and stability.
- An attractive working environment where teamwork is highly valued.
- A wide range of development opportunities to support you in pursuit of your career.
- Experience VIG's energy and diversity with colleagues in 25 countries.
- Enjoy attractive social benefits to round off the package.



Further information is available at:
www.vig.com/career-lounge

Your profile

- You enjoy working in an international work environment
- You have intercultural skills and an affinity for Central and Eastern Europe
- You are solutions- and performance oriented with a hands-on mentality
- You are outgoing and have good communication skills



FACT BOX

Women power

Overview. Vienna Insurance Group had an average of 23,360 employees in 2014, with around 56% working in the field sales force and 44% in administration. Around 60% of the employees in the Group are women. The fraction in the managing boards of insurance companies is about 20%. At the level directly below the managing board, the fraction is around 40%.

An interview. Birgit Moosmann, head of People Management at VIG Holding, on career enjoyment, prospects and diversity.

You have been head of People Management at VIG Holding since 2011. How would you describe your work with 23,000 employees?

Exciting, dynamic, sometimes hectic and almost always interesting. I am responsible for implementing Group-wide initiatives and incentives and setting the framework for local responsibilities. No two days are the same. This is partly due to the remarkable diversity of our employees, which I believe truly enriches the company and is an important factor in our success. Original thinkers, colourful personalities and performance-oriented employees with open minds are always welcome in the VIG team.

Does that mean VIG is not just looking for sales employees?

That's right, although customer sales and service will always naturally be extremely important for our business success. But the same is true for experts like actuaries, lawyers or traditional managers and risk managers. In order to provide development opportunities for precisely these experts, we introduced a separate expert career path in the VIG competence model in 2014 parallel to the tradi-



"We are looking for outstanding, committed individuals who enjoy VIG's diversity and want to make things happen."

Birgit Moosmann

... OF CHOICE



Tina Lehrbaum, VIG Personal Insurance Performance Management, Austria

"The opportunity to continuously add to my knowledge, apply the skills I have learned in my day-to-day work and pass on what I know – these are key factors that are very important to me in my professional life. A career as an expert at VIG focuses precisely on these factors and gives me the opportunity to be recognised as an expert for my professional knowledge and continuously expand my knowledge. I consider opportunities to network and exchange information, such as expert meetings and international mobility programmes, to be particularly valuable initiatives – both for my own personal development and for the VIG Group as a whole."



Gábor Lehel, General Manager of Union Biztosító, Hungary

"Every employee contributes to VIG's success. Our managers and experts both play a particularly important role. The VIG competence model being introduced in stages in all our markets gives managers a valuable tool for both assessing and recognising employee performance. Managers and employees are guided through a structured feedback process and the definition of development possibilities. Within a few days of the introduction of the new expert career profile in my company, I could see how proud the experts were of their status and how the explicit listing of their particular skills was an important motivating factor."



Katarzyna Dorner, VIG Reinsurance, Austria

"My dream was always to work for a large international company where I could make use of both my knowledge and foreign language skills. After receiving my first degree in commerce at the Vienna University of Economics and Business, I began my career as a tax advisor. During a four-year maternity leave, I studied finance and accounting. Immediately after graduating, I found an interesting job at a VIG subsidiary in Austria. VIG offers excellent internal opportunities for advanced training and development. For example, I accepted an offer of an internal transfer to the reinsurance area. My new position allowed me to take part in many seminars at home and abroad in the last two years, thereby both expanding my knowledge and adding new personal contacts. As a mother of four, however, only the option of flexible working hours allows me to manage this exciting full-time job – this is another great advantage."

We are VIG!

Success through commitment

tional management career path. This is now being rolled out in stages in the Group companies.

What makes VIG an attractive employer?

There are quite a few factors I could mention. In my view, however, the most important is that VIG offers its employees attractive prospects and development opportunities. Ultimately, after all, a job has to be enjoyable. That is the only way you can really feel comfortable in it and make things happen. We satisfy this basic need by providing a broad range of basic and advanced training courses, the opportunity to gather international experience and an attractive working environment. Finally, there is also the special spirit of our company, our corporate culture that makes VIG an employer of choice.

What goals have you set yourself for 2015?

We will continue to work on developing the skills and abilities of our employees and ensure they have the

qualifications and qualities needed to implement our corporate strategy. At the same time, however, we cannot lose sight of the importance of mutual respect and an understanding of different cultures and practices.

The VIG team is diverse and capable, speaks many languages and is highly motivated. We nevertheless have to strive to be better every day – we owe that to ourselves and the stakeholders of VIG.

LEADERSHIP

Skills. VIG holds regular events to ensure an exchange of experience between its managers.

Growing together. The VIG Group Performance Conference for managers and alumni of the three Leadership Development Programmes took place in Vienna at the end of June 2014. The focus of this high-level event was on working together on key challenges that are of special importance to the future of VIG. The aim was for top managers to receive an overall picture of the corporate strategy and the steps needed to achieve it. During the event, which lasted several days, around 100 VIG managers were assisted by renowned profes-



Fred Kofman.
A guest of VIG

sor and business coach Fred Kofman, who in his opening speech provided valuable insights into management skills and the importance of a shared corporate culture. When asked for his feedback and impressions of the conference, Kofman said: "I was pleasantly surprised by the intelligent curiosity of the participants. There were many questions about how to apply the information we discussed in practice, which makes it clear they were really following the discussion and thinking about its content."

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CSR GUIDING PRINCIPLE



Peter Hagen,
General Manager of VIG

RESPONSIBILITY
For a future worth living

Our core business has always required being able to think in terms of and for many generations, assume responsibility and satisfy all the future commitments we make to customers today. As a successful international insurance group, we want to actively fulfil our responsibility by helping to create a future worth living. To prevent this from being just empty words, we have, among other things, created a CSR position in the Group. VIG's corporate values help us to link our economic goals with social and environmental considerations. Our actions and decisions are based on credibility and integrity, entrepreneurial initiative, customer satisfaction, diversity and equal opportunity, as well as mutual appreciation and respect. The examples on this page show the great diversity of VIG's commitment in this respect. We can all be proud of these successes. On behalf of the Managing Board I want to thank all VIG employees for the dedication they have shown.



"Laughter is the best medicine." The employees of IRAO in Georgia believe in this prescription and support the Monk Andrea's Foundation with donations of time, gifts and in-kind donations.

Responsible living – social involvement
Giving time

Around 19 working years. Thousands of VIG employees send a powerful message for more involvement, charity and solidarity on the Social Active Day. A tour of several projects from the world of Vienna Insurance Group.

There is a family in need. There is a person thrown completely off course in life. And what do we do? Do we look? Or, even better: do we do something about it? Yes, we do something – as part of the VIG Social Active Day.

Wiener Städtische Versicherungsverein started this initiative in 2011, right in the middle of the financial and economic crisis, and it quickly became a success. This is how the initiative works: employees who want to become involved with a good cause or charitable organisation are generally allowed to spend one working day of their time on such activities. The number of VIG companies taking part in the Social Active Day has increased steadily since the initiative was launched. Employees in Lithuania, Estonia, Latvia and Montenegro, for example, gave their time to good causes for the first time in 2014. This means that 41 Group companies in 22 countries are now participating. A total of 4,150 working days was donated. Or, expressed another way, VIG assumed a

financial expense equal to the annual working time of around 19 full-time employees.

VIG employees gave their time to a wide range of projects and charitable organisations that also differed greatly across regions. This was confirmed by Barbara Grötschnig, who is responsible for coordinating the Social Active Day: "It is impressive to see how many of our colleagues donate their time for good causes and how creative they are. I am especially happy about the steady growth of the Social Active Day and how it could develop its own internal mo-

mentum." The following stops on a tour through VIG's markets – a very encouraging trip – shows how broad the range of activities truly is.

Child support and development

A number of VIG companies used the Social Active Day to help with child development in 2014. Hungary provides a good example. Around 120 employees from our VIG companies Union Biztosító and Erste Biztosító worked hard to put Bátor Tábor, a holiday camp for chronically ill children, back into shape. Fences and walls were painted, modern cloak-rooms installed and many finishing touches were added to get the camp ready for use in the summer. This was all done so that children and their families could enjoy their stay to the fullest.

Award for social involvement

Helping women and children in emergency situations was the goal chosen by our VIG company PSLSP in Slovakia. Support was provided to "Back to Life", a crisis centre that helps women, children and



The holidays are finally here! VIG employees renovated a holiday camp for chronically ill children in Hungary.

youth who are victims of violence find their way back to a normal life. A financial training programme was also developed for orphans and young adults that provides basic information on how to manage money and provide for the future. To provide extra motivation, PSLSP doubled the savings of participants up to an amount of EUR 100. In 2014, PSLSP and its employees received special recognition for their social involvement. They were nominated for the most important CSR prize in the country, Via Bona Slovakia, and received first prize in the "Support for Volunteer Work" category.

SOCIAL ACTIVE DAY

In Turkey, the Ray Sigorta team gave their help to Şehit Üstteğmen Ali Büyük Dicle, a state school for children with special needs. With help from experts and teachers, a day with a wide range of activities was arranged for the children. As an exciting special bonus, a trip was made to the Ray Sigorta headquarters.

In Montenegro, Wiener Städtische Osiguranje took part in the Social Active Day for the first time. The Rađojica Perovic primary school in the capital city of Podgorica was chosen and our employees took part in a very special project. The students prepared plans for a garden and help was provided for buying and planting around 30 trees.

Our Polish VIG companies Benefia and InterRisk focused on improving traffic safety for children in 2014. In addition to working to raise awareness, around 1,800 reflective armbands were distributed in schools and kindergartens as part of the Social Active Day.

Helping people in need

This was the goal of more than 160 Donau Versicherung employees in Austria. They provided assistance to

around 30 organisations - ranging from garden design for a social residence to collecting donations for flood victims in the Balkans.

Our VIG company Compensa Life cooperated in a project with the highly respected Estonian Food Bank in Tallinn, the capital city of Estonia. Its employees worked hard and put together around 220 food packages for people in need. The food was delivered by social and charitable organisations that work together with the Estonian Food Bank.

Our Bulgarian employees also helped to supply food to people in need in a number of cities in the country. In total, close to 1,200 kg of food was collected, sorted and distributed to those in need in seven Bulgarian cities.

Helping Paws

Pomocné tlapy (Helping Paws) was one of the organisations to receive support from our company Kooperativa in the Czech Republic. The organisation trains assistance dogs to



Best friends. Assistance dogs help physically disabled people.

help physically disabled people handle situations they could not manage on their own and be a reliable partner in their day-to-day life.

Environmental action in Macedonia

Raising awareness of the need for environmental protection and resource conservation was the focus of the Social Active Day in Macedonia in 2014. VIG employees in Struga, a town on Lake Ohrid that is a protected UNESCO site, provided information on how to properly dispose of plastic waste. An incentive was also provided to motivate people to take personal responsibility for a clean environment: a small reward that those participating in the action could collect at the local VIG company Winner Non-Life for proper disposal of their plastic waste at the recycling centre.

AWARD PRESENTATION

Günter Geyer Award for Social Conscience

Wiener Städtische Versicherungsverein, the principal shareholder of Vienna Insurance Group, awards a prize for outstanding social commitment each year, named after CEO Günter Geyer. In total the prize is awarded to three Group companies whose social activities, or those of their employees, deserve special mention. In total the prize winners receive EUR 100,000, which is provided for the promotion of additional social projects.

WINNERS IN 2014

- 1st Prize:** PSLSP, Slovakia
- 2nd Prize:** Wiener Städtische Osiguranje, Serbia
- 3rd Prize:** Ray Sigorta, Turkey

COMPACT



Action instead of words: diverse projects, big results

VIG Kids Camp. Wiener Städtische Versicherungsverein, the principal shareholder of Vienna Insurance Group, is offering its fifth Kids Camp for the children of VIG insurance company employees from more than



20 countries. Participants were once again required to show creativity. A drawing contest was set up with the slogan "My Home Country" in which children of VIG employees between the ages of nine and thirteen could participate. The most creative entries were rewarded with an invitation to Kids Camp in Austria, which aims to promote cross-border intercultural understanding. Around 500 children took part in this two-week event. They could choose between the City Camp in Vienna, Country Camp in Salzburg and Mountain Camp in Styria.

"An espresso with Rainer Münz". Wiener Städtische, in cooperation with Erste Bank

and the savings banks, wants to use this unique Austria-wide service to promote knowledge about the connections between the financial and insurance industries. Rainer Münz, an internationally renowned financial expert and researcher of future economic and social issues, provides fascinating insights in a video series. The topics covered in the video selection range from the advantages and disadvantages of various forms of investments and different insurance needs, all the way to leasing and pension provision. The video series is available in German at: www.wienerstaedtsche.at/finanzbildung



Rainer Münz, Head of the Erste Group Research & Knowledge Centre

Celebrating 650 years – the University of Vienna. The University of Vienna is celebrating its 650th anniversary in 2015 and is using the opportunity to highlight the relevance of research and teaching for the development of society and the education of future generations. VIG is supporting the gender equality part of the programme, a topic that is addressed in many projects and events since the end of November 2014. One of the highlights is the "Frauen AUS/SCHLUSS" initiative in June 2015. The Nobel laureate Elfriede Jelinek wrote the text "Schlüsselgewalt" specifically for the 650th anniversary celebration. It will be presented theatrically by a speaking choir in the Arcaded Courtyard of the University of Vienna.

Breast cancer prevention for 100 women.

Wiener Städtische Osiguranje, Serbia, signed an agreement in 2014 with NOPWDS, a charitable organisation that helps people with disabilities. This agreement made it possible for around 100 women with special needs between the ages of 40 and 50 to have a preventative mammogram.

The Veil of Agnes.

The now traditional wrapping of the Vienna Ringturm building reached a new high point in 2014. Arnulf Rainer's "Veil of Agnes" theme was revealed in the middle of June to celebrate the long-standing relationship between Wiener Städtische Versicherungsverein and the Klosterneuburg Monastery, which was founded based on the legend of the veil. Many representatives from politics, business and the arts were impressed at the opening by the energy of this major work, which created a clearly visible landmark in the Vienna cityscape over the entire summer. For the first time, the work was also accompanied by an exhibition showing the original work that was used and historical documents from the past history of Wiener Städtische Versicherungsverein.



Great art. Arnulf Rainer wrapped the Vienna Ringturm building in 2014.