

2024

Sustainability report

Making a contribution is key to what we do





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Preface



Pedro Matthyssens, CEO

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Sustainability isn't a destination: it's a daily choice. Every step we take today shapes tomorrow's world.

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In today's geopolitical and economic climate, companies need to be more explicit about the reasons for their sustainability policy.

Vanbreda Risk & Benefits' motivation lies in the middle ground between a mission to help change society for the better and the calculated belief that the company itself also stands to benefit from such changes. This powerful combination is reflected in the three guiding principles that unite us:

- > Our people make the difference. Their well-being, growth and engagement are the beating heart of our organisation. We're building a working environment where everyone feels welcome, can be themselves and can develop to their full potential. Our aim is to be an attractive employer to anyone – irrespective of who they are – with talent and dedication. Only in this way can we continue to provide our clients with high-quality services.
- > Our planet deserves to be looked after. We strive for growth that doesn't come at the expense of our environment. By making carefully considered choices

in energy, mobility and materials, we're reducing our ecological footprint, step by step and day by day.

- > Our society inspires us. We're deeply rooted in the communities where we work and live, which is why we actively support local initiatives, partnerships and projects that bring about positive change. It's crucial that we continue to reflect the employers and employees who are our clients.

In this brochure, you'll discover how we put this vision into practice. We're proud of what we've achieved together so far, and look to the future with confidence. At the same time, we're not naive: the divisions in politics and society and the polarised debates that result from them will pose significant challenges to our sustainability policy. Starting in 2025, we will make our impact even more transparent through our compliance with the Corporate Sustainability Reporting Directive (CSRD). Because true sustainability requires a balance between openness, responsibility and, above all, decisive action.

Together, we're building a future that works. For everyone.

About Vanbreda

Active since

1937

Enterprise assured

For more than 85 years, we have been delivering tailor-made solutions to businesses, public organisations, social institutions and the self-employed. Our employees specialise in insurance, risk management and employee benefits. A thorough understanding of our clients' activities and risks, combined with extensive technical expertise and service provision, are the cornerstones of our success.

Revenue in 2024

€ 163 million

>25,000

Corporate clients

>98%

Client retention

Corporate values

Looking ahead and rolling up our sleeves

We take responsibility for getting things done. We turn problems into sustainable solutions. Maximum impact is our goal.

The client as our compass

For us, the client is central. Our team is ready to give our clients support and make life easier for them in every way possible and every day.

Fair play as the foundation

We say what we do and we do what we say. We're a trusted partner for our clients and employees, and we draw on our expertise effectively and with integrity.



19
offices in
Flanders and Brussels



Number of employees in 2024

789
including 683.9 FTEs

6 nationalities
in our workforce

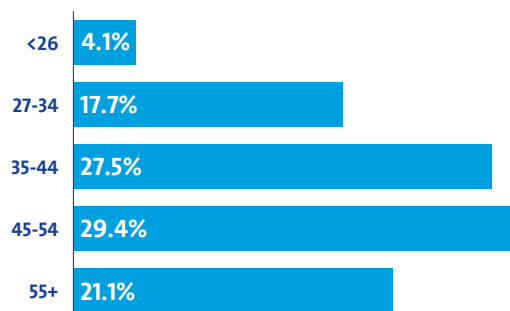


39.7%
men



60.3%
women

Age categories



Open minds and open arms

We treat everyone fairly and with respect. We listen to each other without judgement, and of course we're always open to new ideas. Everyone is given every opportunity. We embrace diversity in all its forms.

Sustainability at Vanbreda

As an organisation, Vanbreda attaches great importance to sustainability and corporate social responsibility. Together we ensure each other's future. That's why we consciously opt for a sustainable approach to our business operations day after day on the basis of the three pillars.

People

Feeling good at work – both physically and mentally – is a big factor in the drive, engagement and motivation of our employees. And that makes it vital to our success as a business. We therefore believe it's crucial to give our people support and guidance in a variety of ways.

Well-being & health

We strive for a healthy, high-quality work environment in which our employees feel good. We understand the need for a healthy work-life balance and provide ergonomic workplace assessments, preventive medical examinations and enjoyable sports activities.

Training & growth

By investing in training and guidance, we encourage our employees to reach their full potential. Their personal development makes the continued growth of our business possible. We offer training and growth opportunities through our internal mobility plan, the Vanbreda Academy, open feedback sessions and talent management.

Events

Every year, we organise numerous events at which we can enjoy one another's company as colleagues. This includes opportunities to let off steam every so often, such as staff parties, quizzes, the family day and the annual team activity in each department.

Business ethics

Working together goes hand in hand with mutual respect. As an organisation, we attach great importance to a number of values and rules of conduct, which form the basis for all forms of collaboration. For example, there are specific rules on confidential information and we take great care to ensure that everyone's privacy is respected.

Diversity & inclusion

Equal opportunities for all current and future employees are non-negotiable. We encourage our people to develop, make a positive contribution and empower one another. An open company culture in which everyone can count on respect, understanding, engagement and appreciation is a constant focus.



Environment

As a company, we are aware of our impact on the environment and the climate. To reduce our ecological footprint, we scrutinise all our activities and processes and opt for a sustainable business policy day by day.

Green choices

At Vanbreda, we strive for a comprehensive green policy. Specifically, this means a green façade, 100% green energy in our offices, optimal waste management and a green company fleet. We also encourage our suppliers to use ecologically responsible products where possible.

Mobility

Alternatives to the car exist, which we actively promote. For example, Vanbreda reimburses the cost of using public transport. It also encourages employees – even those with a company car – to cycle to work, among other things by offering a bicycle allowance.

Digital

As a digital pioneer, we see digitisation as paramount for both our clients and employees. For example, we've reduced our printing volume in the office, and by creating the VanbredaConnect client portal and Vanbreda app we've made it possible for our clients to report claims digitally 24/7.

Society

Everyone, regardless of origin, social status, age, financial situation or level of education, has the right to equal opportunities. Social organizations that actively contribute to society are granted preferential consideration by us; but we also make a contribution ourselves, of course.

Partnerships

We've established a structured partnership with several social organisations in order to increase our social impact. With the help of these organisations, we support young people from disadvantaged backgrounds and neuro-divergent individuals who need a helping hand in the job market.

Voluntary work

Every year, we organise company activities for which employees can sign up on a voluntary basis. In addition, our employees hold their own fundraising activities for charity.

Good for our current and future employees

Diversity, equality and inclusion

In 2024, we **continued to build a working environment** that genuinely values all backgrounds, opinions and identities. A place where everyone feels **welcome and respected**. Where colleagues empower each other and strive together for meaningful and impactful results.

We further developed the **Advisory Committee** that was set up in 2023. This consists of colleagues from every part of our organisation who have completed in-depth training on diversity and inclusion, to keep the management in touch with what's happening in the workplace. The Committee consists of four focus groups (Communication, Training, Policy and Clients) that meet regularly and propose initiatives to the full Advisory Committee and the Executive Committee.

Within our organisation, we've developed several initiatives that contribute to an inclusive culture. For example, we offer Inclusive Leadership training, which helps our managers create a safe and open working environment.

We've also used **cartoons** that spotlight themes such as diversity and inclusion, so as to encourage colleagues to engage in conversation, share experiences and understand each other better.

People from very different backgrounds work at Vanbreda Risk & Benefits, and we like to highlight their **stories**, provided they're open to doing so. For example, one colleague told us about fleeing Syria, while others have shared their experiences during Ramadan or Lent. By making these personal stories visible, we gain a greater understanding of each other and reinforce our sense of community.

The area where our head office is located in Borgerhout has its own story. To make its history better known, CEO Pedro Matthyssens invited colleagues on a '**psychogeographical walk**' around the neighbourhood to encourage conversation, reflection and awareness. There was active reflection on the influence these places have on our feelings and behaviour.

We frequently use a **pulse survey** to gauge our employees' perceptions of the DE&I (Diversity, Equity & Inclusion) programme. What has their experience been of the many initiatives taken? How can we develop even further as an inclusive employer? This information is incredibly important to us.



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‘At Vanbreda you’ll find stability, a good work-life balance and an environment where diversity is celebrated. This is a place where you can really settle down and grow, both professionally and personally.’

Dinna, Claims Management
Fleet and Transport department

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We share our initiatives in external communications in order to keep our clients, prospects and stakeholders informed.

Finally, our diversity policy has been further developed through a partnership with **Autimatic**. Autimatic brings together employers and talented people with autism by homing in on both the specific talents of each person and the needs within the business rather than using conventional full-time job profiles. By personalising the workload, Vanbreda is able to make use of each employee’s unique qualities. Since 2024, Vanbreda Risk & Benefits has employed five people through this partnership, mainly in medical administration and data analysis.

We are committed to talent management and a strong feedback culture

We’re fully committed to talent and succession management, taking a phased approach. Using various tools, we look at the needs of the teams and the different possibilities, for example, in terms of **internal mobility**. We also identify strengths in order to increase self-awareness and enable more targeted career development.

In 2024, we focused strongly on developing a **feedback culture**. The annual performance review was replaced by open and transparent discussions on a regular basis. This gives every employee greater freedom and more of an

opportunity to discuss things when they actually need to. Monthly communications featuring a variety of tips and the 'Courageous communication' training course help employees to engage in these conversations.

Well-being & health

Physical health

In 2024, we organised a challenge in which 27 teams amassed as many minutes of physical activity as possible. Together, they exercised for an impressive total of 217,583 minutes – an average of 67 minutes per day. The purpose of the challenge was to raise awareness among colleagues about the importance and benefits of exercise.

In the autumn, we again ran yoga classes during lunch breaks. To make these accessible to as

many colleagues as possible, a series of online classes was also organised. People were enthusiastic about the classes, which were given an average score of 4.7 out of 5.

The annual Vanbreda Family Day took place in the Hoge Kempen National Park. Everyone found something to their liking in the wide range of activities, including a foraging walk, beer tasting, a hiking and mountain bike safari, swimming and the water course.

Well-being in the round

At the start of 2025, we launched a new initiative: the Well-being Annual Programme. Every month, a new activity is launched, such as a workshop, lecture or sports class, relating to physical health, mental well-being and healthy eating. The aim is to make colleagues aware of how these factors affect their daily well-being.



Good for our environment

Mobility

In collaboration with Slim naar Antwerpen (SnA), we once again organised the Mobiloth-eek. Twenty colleagues chose an alternative transport method to try out on their commute for one month. We subsequently saw a further increase in the number of bicycle leases and the use of shared bicycles, both of which are available through our cafeteria plan.

Kilometres cycled

The total commuting kilometres cycled rose from 214,608 in 2023 to 255,908 in 2024.

Cycling training

We organised two cycling training courses together with the Flemish Traffic Science Foundation (VSV), covering both theory and practice. With an average score of 9.6/10, these training courses a great success with the participants. These colleagues can now take to the roads better prepared and feeling safer.

Bicycle leases

+21%

in 2024
compared to 2021

Kilometres cycled



+5%

in 2024
compared to 2023

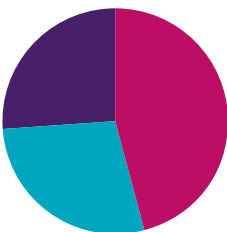


255,908 km

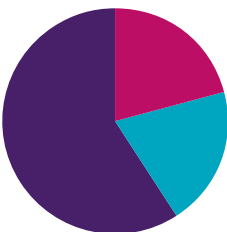
in 2024

Fleet

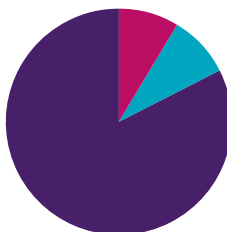
- Diesel
- Petrol
- Electric/hybrid



2022



2023



2024



“

Despite my years of cycling experience, I found that there was still a lot to learn: about safety, but also practical tips that help me cycle more efficiently and with more enjoyment.

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Fleet

Vanbreda has been electrifying its fleet since 2022. The percentage of electric and hybrid cars in the total fleet rose from 59% in 2023 to 82% in 2024. The greening of the fleet will be complete by 2028.

Public transport

Our headquarters' central urban location, less than a 10-minute walk from Antwerp Central and Antwerp-Berchem railway stations, makes us very easy to get to by public transport.



Consumption

Power

In 2024, we recorded a 6% decrease in gas consumption. Electricity consumption rose by 8%, reflecting the changing character of our fleet.

Waste reduction

In 2024, we focused on cutting residual waste by means of two targeted measures:

- Our paper coffee and water cups were replaced with porcelain, which is collected and cleaned daily.
- In the cafeteria, the recyclable packaging of salads was replaced with a reusable bowl that is collected and cleaned by the supplier.

CSRD compliance

In preparation for future CSRD reporting, Vanbreda has set up an ESG steering committee that meets every month to monitor progress. Vanbreda took some important steps in 2024: a scoping assessment determined the scope of reporting, the value chain was mapped, and a double materiality analysis was carried out. Context analysis, stakeholder interviews and an IRO assessment were used to identify and confirm the key sustainability themes.

We also looked at which ESRS data points were relevant for Vanbreda and conducted a gap analysis to evaluate our reporting readiness. In parallel to this, we developed an ESG strategy through workshops with experts and management, and subsequently selected a suitable ESG reporting tool. Although the introduction of CSRD requirements has been put back to 2028, Vanbreda has chosen to voluntarily report according to the VSME standard in 2026 and 2027.

EcoVadis* Silver Medal

In 2024, EcoVadis again subjected Vanbreda to a thorough evaluation based on various sustainability criteria. The outcome of this exercise was a Silver Medal. The assessment both confirms our commitment to sustainability and reflects our ambition to communicate transparently about it.



* EcoVadis helps companies to manage ESG risks and compliance and to achieve sustainability goals.

Good for our society

Structural partnerships

Boost for Talents

The King Baudouin Foundation's Boost programme empowers more than 800 talented young people from underprivileged backgrounds in nine Belgian cities. Their opportunities in higher education are increased through individual guidance, group coaching, the provision of laptops and the creation of a community network.

- › Vanbreda once again organised an annual panel day at which young people could individually apply for a six-year programme. We also organised a company visit during which 15 young people were able to discover Vanbreda during interactive sessions.

Debateville

Debateville promotes social mobility and cohesion by teaching young people essential skills through debate. This inspiring and versatile programme enables teenagers aged ten years and over to develop the speaking skills and, above all, the mindset to lend force to their words. In this way, they develop self-confidence, fluency and a critical outlook.

- › Vanbreda donated the entire proceeds of its Christmas campaign to Debateville – double the amount donated last year – because we wanted to give them extra support in their search for additional funding for the activities they will soon be launching in Borgerhout.





Habbekrats

Habbekrats is a Flemish youth organisation that has been supporting children and young people aged 7 to 25 through positive and accessible projects since 1991. Its activities revolve around three core values: encounter, wonder and connection, with a special focus on children's rights, equality and solidarity. It offers young people a safe place where they can be themselves and gain self-confidence and social skills.

Every Friday evening, it organises Chez Habbe, at which volunteers prepare a delicious meal for them. Colleagues are encouraged to help out by devoting their annual team activity to this.

“

I'm not naturally familiar with the corporate world, but Boost for Talents gave me a look behind the scenes at a large company: Vanbreda. It became clear that there's much more to a company than the outside world imagines. Insurance brokers often have a somewhat dusty image, but that was immediately shattered. Vanbreda isn't just about structures and management: it's above all about the people who keep the organisation running every day. They are the company's beating heart. One of the things that struck me most was how Vanbreda puts a deliberate emphasis on diversity and inclusion. It's clear that an open, diverse work environment contributes to a stronger and more future-oriented organisation.

Oumaima, 2nd-year biology student

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Youca Action Day

During YOUCA Action Day, young schoolgoers spend a day working at a company, organisation or government agency. Their entire pay (60 euros) is donated to projects run by socially engaged young people worldwide.

- In October 2024, Vanbreda welcomed five young people for YOUCA Action Day. They spent the day working in various departments and got a taste of the work of many of our colleagues.

Other initiatives

Make-A-Wish

Make-A-Wish makes wishes come true for children between the ages of 3 and 18 with a life-threatening illness. Fulfilling a wish gives these children both an unforgettable experience and extra strength, courage and hope during a difficult time.

- In December, instead of spoiling our colleagues with chocolate, we donated the entire amount we would have spent to Make-A-Wish – an initiative that was welcomed with enthusiasm by our employees.

Voluntary work

On 16 March, around 20 colleagues and family members rolled up their sleeves for a forest planting event organised by Bos+ in Willebroek. In a very short time, 1,600 trees were planted to form a green buffer between an industrial zone and a residential area.



Good governance

Best Managed Company

In 2024, Vanbreda Risk & Benefits received the Best Managed Company award for the seventh year running after an assessment by a panel consisting of Deloitte Private, Econopolis and KU Leuven. This earned us the Platinum label: the lifetime achievement award. Best Managed Companies are a model for resilient businesses that have a lasting positive impact on society. The Best Managed Companies programme rewards privately owned companies that excel in areas such as strategic leadership, human resources management, innovation and sustainable growth.



A strong employer brand

We continued to develop our employer branding, partly through new online campaigns. This resulted in more than 20 million hits and the recruitment of 100 new colleagues in 2024.



A secure and high-performance IT infrastructure

Vanbreda complies with the DORA Regulation – but also aims to go further. A multidisciplinary team puts carefully devised control measures at the heart of our operations and adapts them on a regular basis. By focusing on IT security and risks associated with external partners, we're building a future-ready digital backbone.

Transparent communication about our sustainability efforts

Our sustainability efforts are meticulously documented and were communicated through various channels for the third year in a row. The widespread positive reaction shows that this communication is consistently well received, both internally and externally.

