

Indicators taken from the 2023 CSR Group report



Social indicators	2023 results and comments
PROACTIVITY	<ul style="list-style-type: none"> • Non-commercial pro-active calls in France, in particular by the Regional Mutuels and Gan subsidiaries and internationally = 1072 k in 2023, i.e. over 1 million as in 2022
PREVENTION	<ul style="list-style-type: none"> • 190k people (level close to 2022, i.e. 200k) who have benefited from a prevention awareness/training initiative • Les Gestes Qui Sauvent (Life Savers) operations: 46,000 people (62,000 in 2022); 134,000 people trained since the launch at the end of 2021
RESPONSIBLE INSURER	<ul style="list-style-type: none"> • Significant increase in our Net Recommendation Index (+5 points in one year); Groupama's strong point: the face-to-face relationship. • Quality of claims management: Groupama maintains a level of 50% Very Satisfied (idem 2022) and remains at a level of 80% Satisfied and Very Satisfied (internal survey, claims less than one year old).
CORPORATE SPONSORSHIP	<ul style="list-style-type: none"> • €8.4 M (slight decrease vs 2022 but > 2019) • Continued action on major national philanthropies, in particular Rare Diseases, which is progressing [including solidarity events 2023: 103 walks and 32 solidarity events (vs 93 walks and 22 events in 2022); 57 rare disease associations and 4 research projects benefited from €418,325 in donations (vs €412,000 donated in 2022); 22,863 walkers and participants.
RESPONSIBLE INVESTMENT	<ul style="list-style-type: none"> • The Group has exceeded its commitment to make an additional €1.2 billion in sustainable investments between 2022 and 2024, bringing the total invested since the start of 2022 to €2.3 billion. • Amount of assets managed according to ESG criteria by the Group, excluding unit-linked funds: €60.66 billion, i.e. 91% of assets at the end of 2023 [Groupama Asset Management: 83% of GAM assets, stable in %] • 50 (+1/2022) SRI-labelled funds by the end of 2023