

EULER HERMES HR FACTBOOK 2020



EULER HERMES

A company of Allianz 

FOREWORD



If there is something we all know for sure, it's that 2020 has been a year like no other. As a global pandemic swept through each and every community in the world, everyone of us had to adapt to a new normal, which presented both challenges and opportunities.

Since the beginning of the crisis, our HR community focused on safeguarding the wellbeing and social ties of all our employees worldwide. By providing guidance to managers and health support to all staff, we aimed to protect our people from both physical and psychological perspectives.

We had already undergone many digital initiatives in the past within the HR sphere, but Covid was definitely an accelerator. Thanks to the upgrade of our tools and processes, we took HR digitalization of the employee experience to a higher level.

Upskilling our employees and preparing them for the uncertain future became more relevant than ever. In 2020, several HR initiatives were launched to further drive the lifelong learning culture and reinforce our employee's roles at the heart of the company's continual transformation.

Despite all the challenges and complexities, we've adapted successfully to this new normal, and furthermore, made great accomplishments. A few of our achievements are presented in this Fact Book which has the objective of giving you a better understanding of Euler Hermes' human capital and what we have been doing to preserve and develop our people.

Kind regards,

Florence Lecoutre

Member of the Board of Management

Digital Transformation, Human Resources, Communication & Corporate Responsibility, Compliance

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While nearly everyone continues to deal with change; communication, empathy, and patience have always been present at Euler Hermes and made the pandemic manageable. We need to continue being empathic, while being vigilant. We need not lose sight of our objective in moving the business forward and focus on how we manage and motivate our people.



DANIEL W. HOYT
SENIOR UNDERWRITER, XOL
USA / EH AMERICAS

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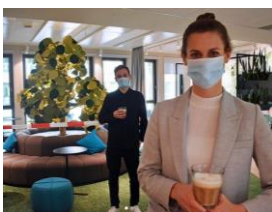
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Part time Employees

OVERVIEW

“

Trust, empowerment, and transparency helped managers to steer activities through this challenging year. We also added some fun in our meetings to forget difficulties. In the after-Covid world, I see the manager as a facilitator, inspiring role to motivate people and increase collaboration. I also believe fun and open communication create well being and high motivation which positively impact performance.

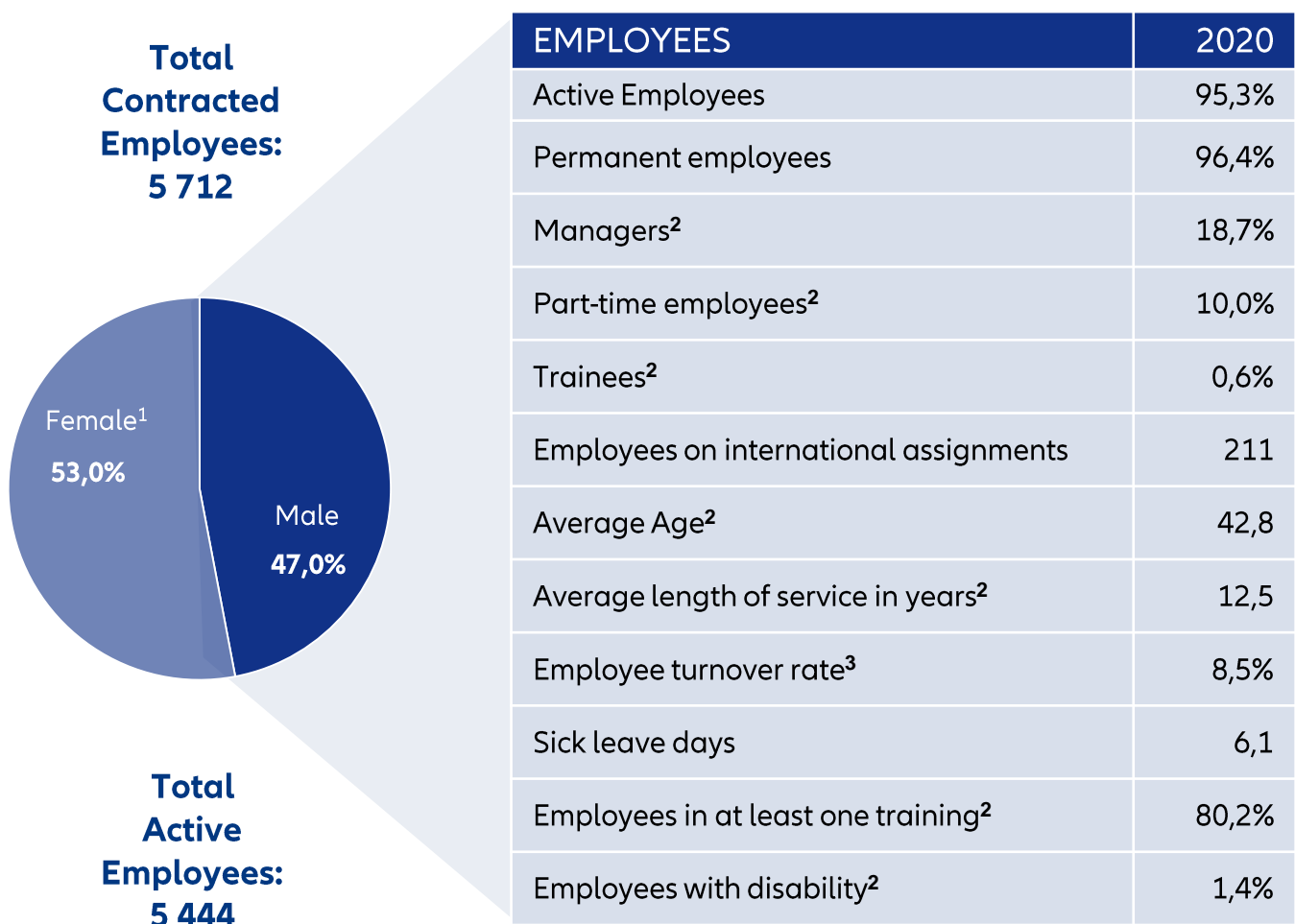


VERONIQUE COURRET
PERFORMANCE AND
CHANGE MANAGER
EH WORLD AGENCY

2020

HUMAN CAPITAL

AT A GLANCE



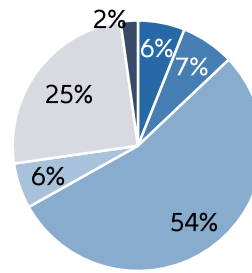
1) Active Female employees : 53,0%

2) Based on the total number of active employees

3) Based on the percentage of external leavers / total number of contracted employees

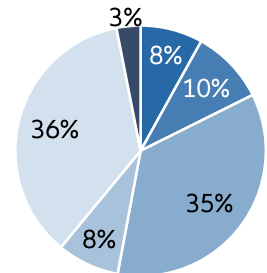
ZOOM IN THE REGIONS

AMERICAS



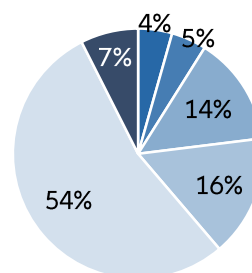
Grand Total: 495

APAC



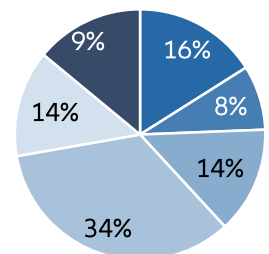
Grand Total: 323

FRANCE



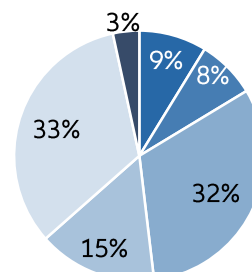
Grand Total: 751

CORPORATE



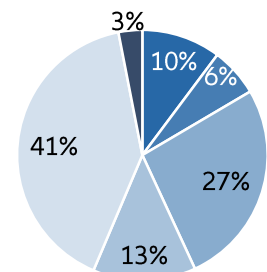
Grand Total: 443

NORTHERN EUROPE



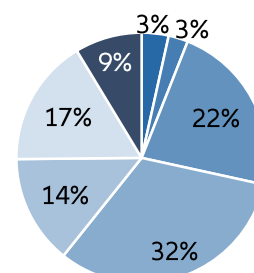
Grand Total: 1 646

MMEA*



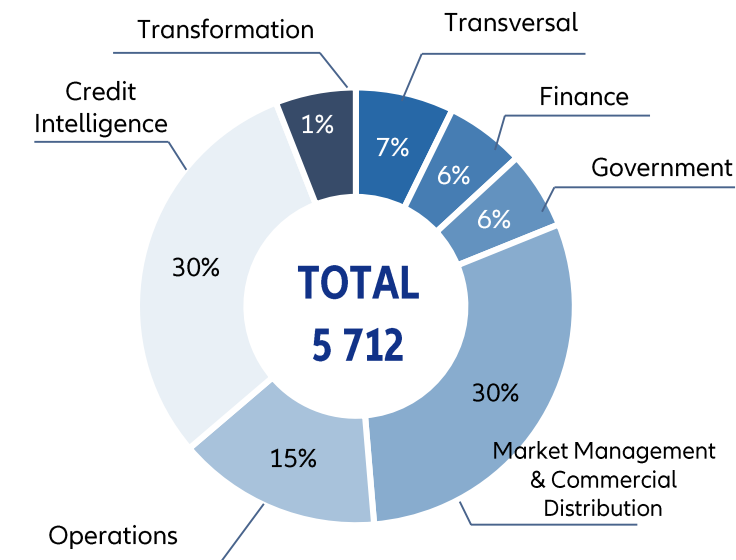
Grand Total: 587

DACH**



Grand Total: 1 467

CONTRACTED HEADCOUNT



- Transversal
- Finance
- Government
- Market Management & Commercial Distribution
- Operations
- Credit Intelligence
- Transformation

*) Mediterranean, Middle East, Africa

***) Deutschland, Austria, Switzerland

DIVERSITY

“

After 4 years at Euler Hermes, I can affirm that diversity drives creativity. It pushes me to see my day to day work under different angles and explore all possibilities to find the best solution. I experience a strong sense of team work, mutual respect and trust. I always feel included and free to share my ideas.

Covid-19 was a wake-up call for my team. We realized that we were not only colleagues, managers, interns... but first of all human beings that needed to be there for each other, no matter the grade in the hierarchy.

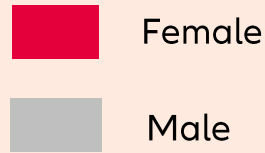


JADE AMSELLEM
GROUP UX MANAGER
EH CORPORATE

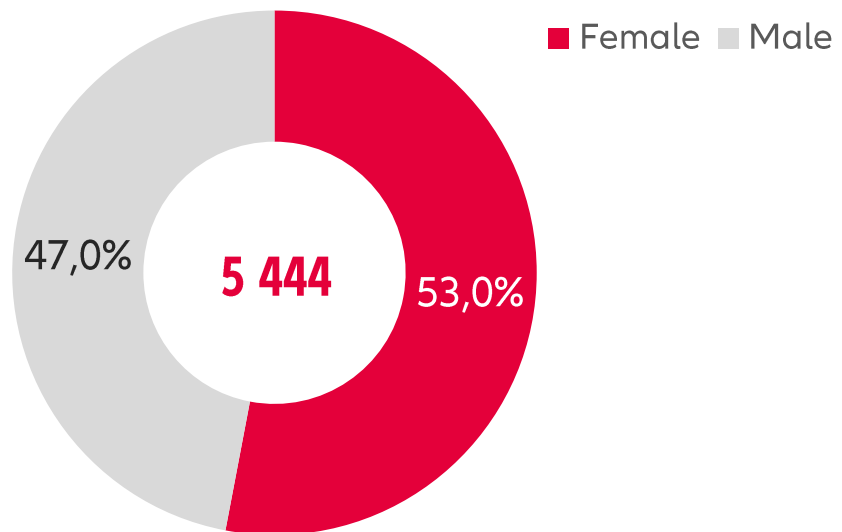
GENDER

In EH, 53,0% of active employees are women

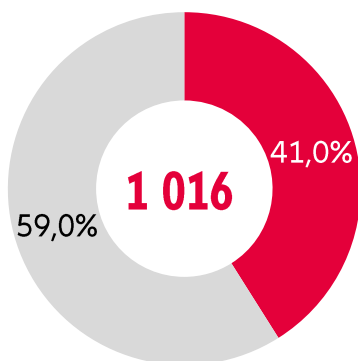
WOMEN OCCUPIES 33,0% OF ALL EXECUTIVE POSITIONS



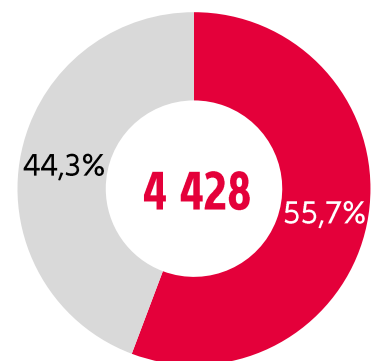
TOTAL ACTIVE EMPLOYEES



TOTAL MANAGERS



TOTAL STAFF



AGE

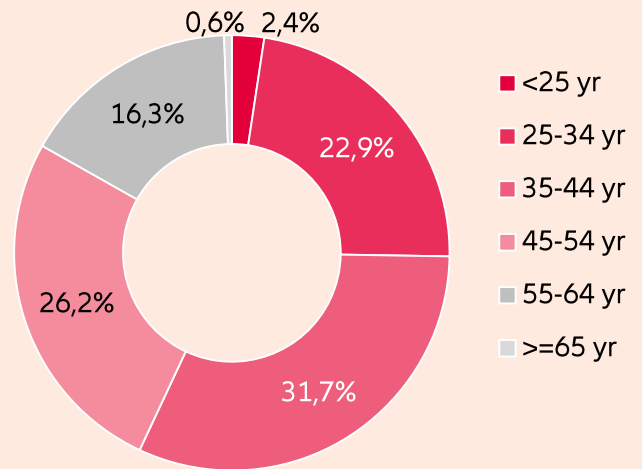
AVERAGE AGE IN GENERAL

Average Age	42,83
Average Age Women	42,18
Average Age Men	43,57

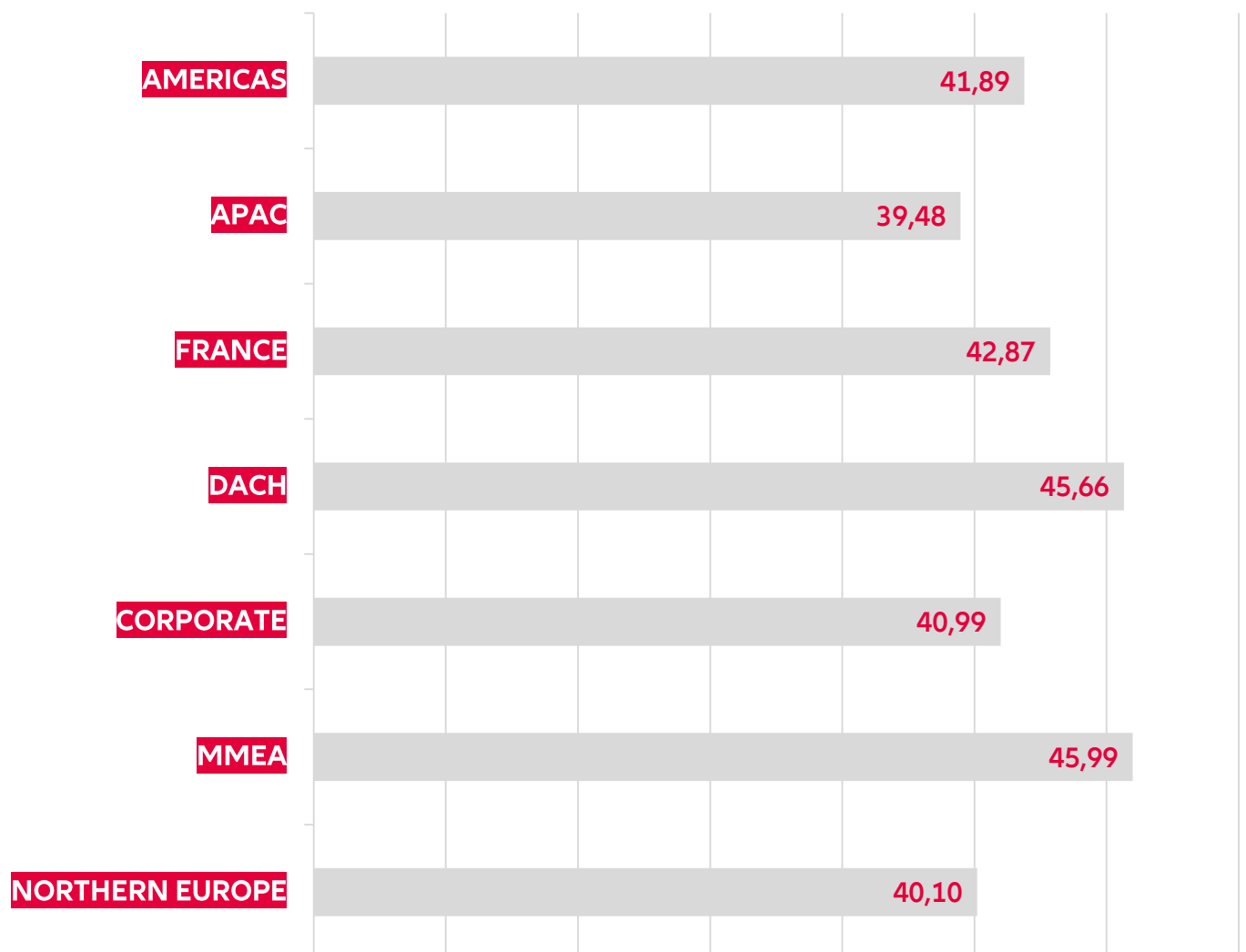
AVERAGE BY TOM

CEO	43.58
CI	42.20
FINANCE	39.53
GOVERNMENT	44.38
MMCD	42.23
OPERATIONS	44.25
TRANSFORMATION	38.94

AGE STRUCTURE

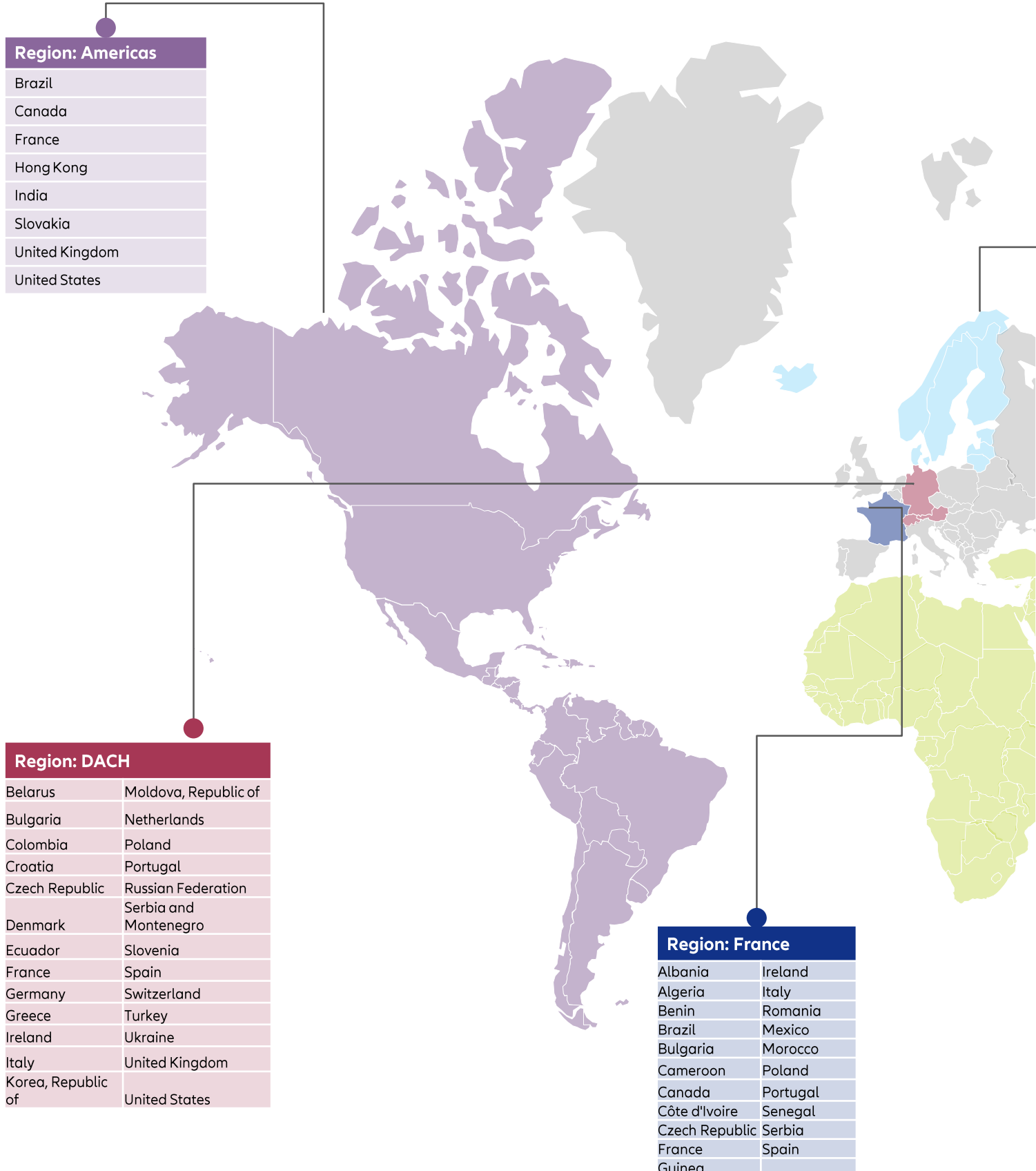


AVERAGE AGE IN REGIONS



NATIONALITY

In Euler Hermes, we have 77 nationalities



Region: Northern Europe

Albania	India	Russian Federation
Belgium	Ireland	Serbia
Brazil	Italy	Slovakia
Bulgaria	Latvia	Somalia
China	Lebanon	South Africa
Colombia	Lithuania	Spain
Czech Republic	Morocco	Sweden
Denmark	Netherlands	Taiwan, Province of China
Estonia	Nigeria	Turkey
Finland	Norway	Ukraine
France	Pakistan	United Kingdom
Germany	Poland	United States
Greece	Portugal	Uzbekistan
Hungary	Romania	Zimbabwe

Corporate & World Agency

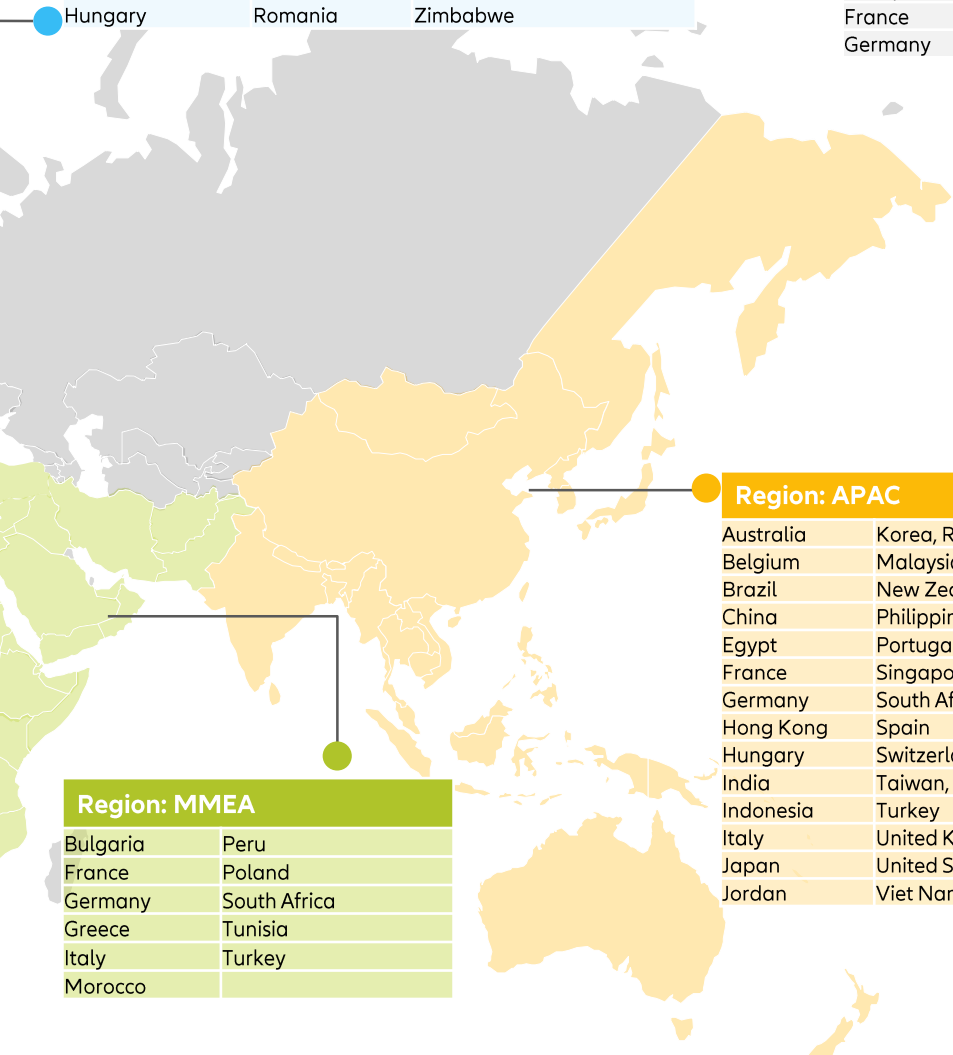
Albania	Greece	Romania
Algeria	Hong Kong	Russian Federation
Austria	Hungary	Senegal
Belgium	India	Singapore
Brazil	Ireland	Spain
Bulgaria	Italy	Sweden
Canada	Lebanon	Switzerland
China	Malaysia	Syrian Arab Republic
Colombia	Malta	Taiwan, Province of China
Croatia	Mauritius	Tunisia
Czech Republic	Morocco	Turkey
Denmark	Netherlands	Ukraine
Egypt	Peru	United Kingdom
Ethiopia	Philippines	United States
France	Poland	Viet Nam
Germany	Portugal	

Region: APAC

Australia	Korea, Republic of
Belgium	Malaysia
Brazil	New Zealand
China	Philippines
Egypt	Portugal
France	Singapore
Germany	South Africa
Hong Kong	Spain
Hungary	Switzerland
India	Taiwan, Province of China
Indonesia	Turkey
Italy	United Kingdom
Japan	United States
Jordan	Viet Nam

Region: MMEA

Bulgaria	Peru
France	Poland
Germany	South Africa
Greece	Tunisia
Italy	Turkey
Morocco	



PEOPLE ATTRACTION

“

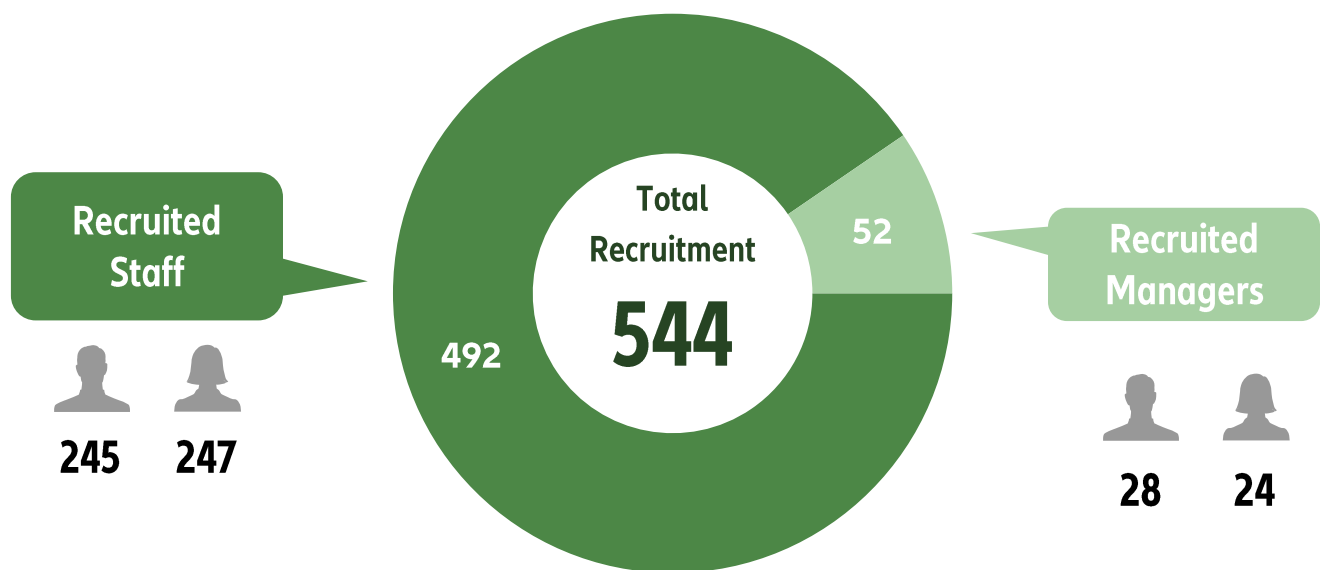
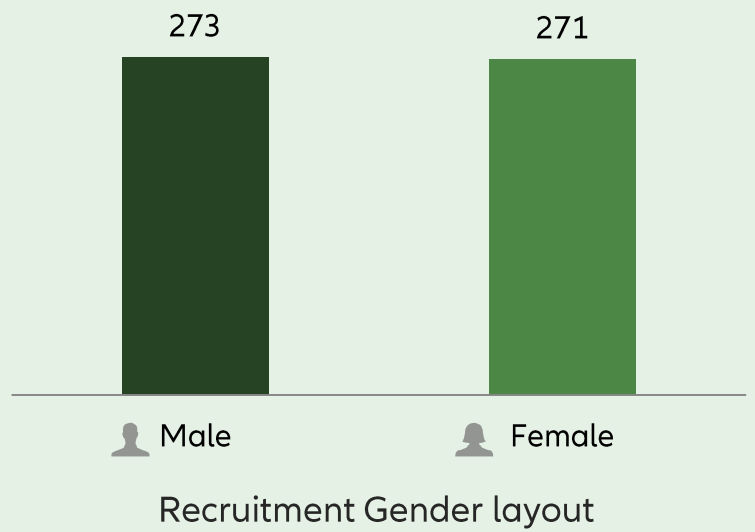
It has been a year since the pandemic started, and during this challenging time, the support the company and the management gave was tremendous. I am a Covid victim, and during my tough phase, my managers and peers showed all support and affection. I truly am so happy to be part of the Euler family.



ANETT TONY
CREDIT UNDERWRITING
TEAM LEADER
MIDDLE EAST / EH MMEA

RECRUITMENTS

In 2020, we recruited in total 544 new employees.



PEOPLE DEVELOPMENT

“

Our Regional and Local management kept us informed of the Covid development and put our family's safety and us first. They gave us the right goals, action plans and coordinated all the teams so that we could successfully go through the crisis. To adapt to the new normal, we have to change our mindset, be agile, resilient, and innovative.



LEO LI
HEAD OF CLAIMS AND
COLLECTIONS
HONG KONG / EH APAC

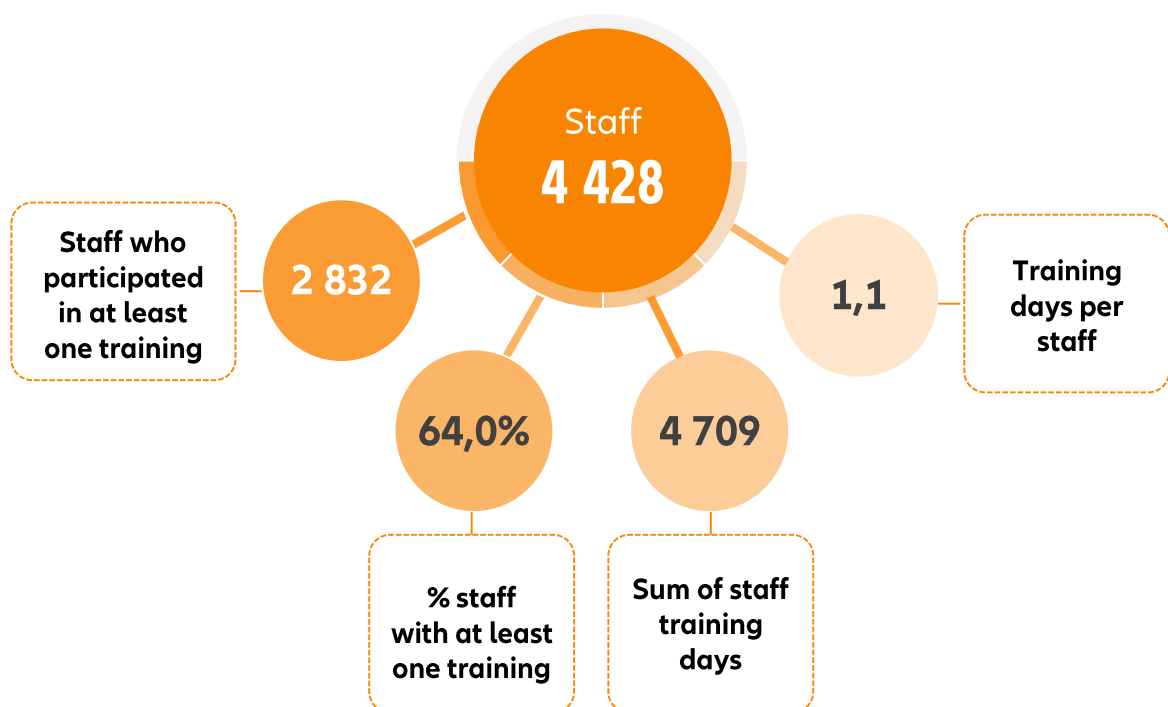
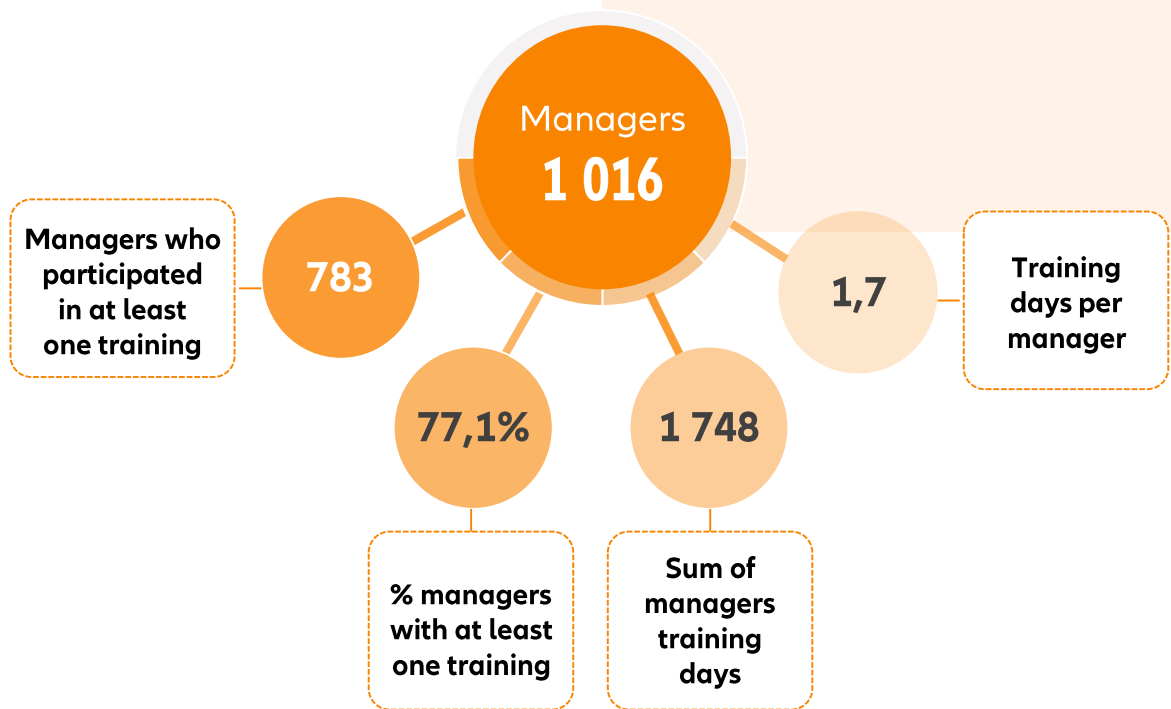
LEARNING AND DEVELOPMENT

Despite the challenging situation, we continued to support our employees in their development journey. The new learning platform powered by Degreed was launched, using AI to deliver a personalized learning experience.



We built a very large learning offer with multiple external providers: LinkedIn Learning, Percipio, Udemy, Coursera, edX, AWS; and in-house content designed by the experts.

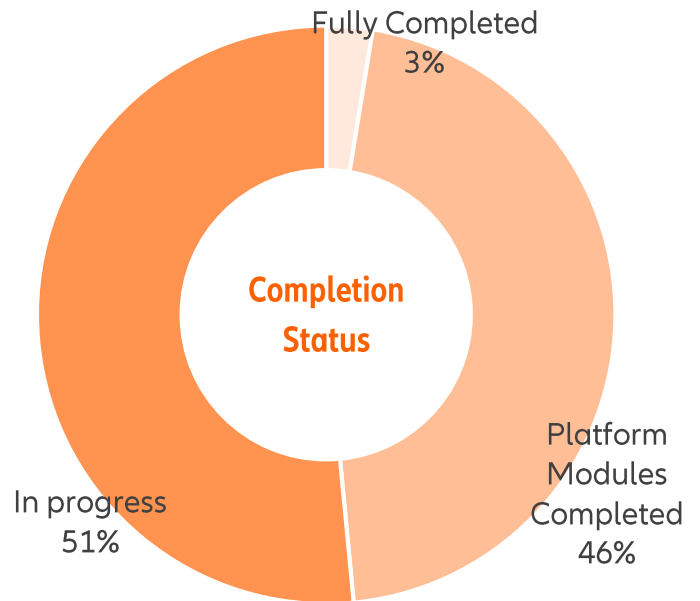
Various formats of development are also at disposal: Job Swap, Job Shadowing, Mentoring, Peer-to-peer mentoring, Leadership Program, etc.



#LEAD

In June 2020, we launched Allianz #Lead program, the largest ever Euler Hermes and Alianz Leadership development program targeting nearly 900 Euler Hermes leaders.

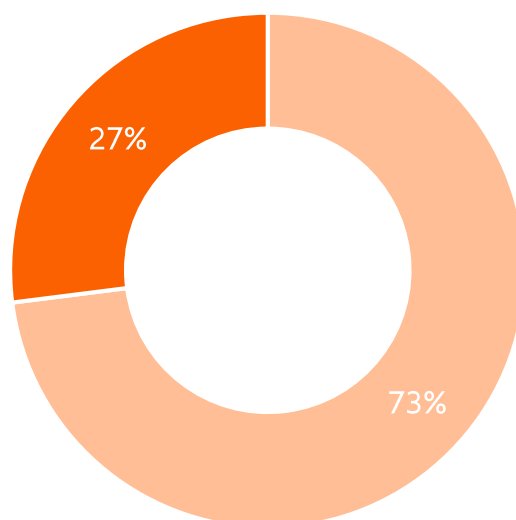
Euler Hermes' completion is ranked 3rd among the 10 biggest AZ OE's.



LEAD PROGRAM, which is designed to unleash the full leadership potential of talents, have completed the 3rd season in December 2020.

15 participants closed a new chapter of their leadership journey.

HAS THE LEAD PROGRAM CHANGED YOU?



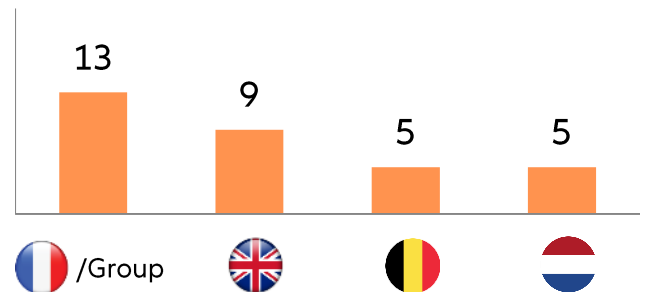
■ Not really ■ Yes ■ Yes, a lot

MOBILITY

GEOGRAPHIC MOBILITY

56 geographic mobilities were organized in 2020

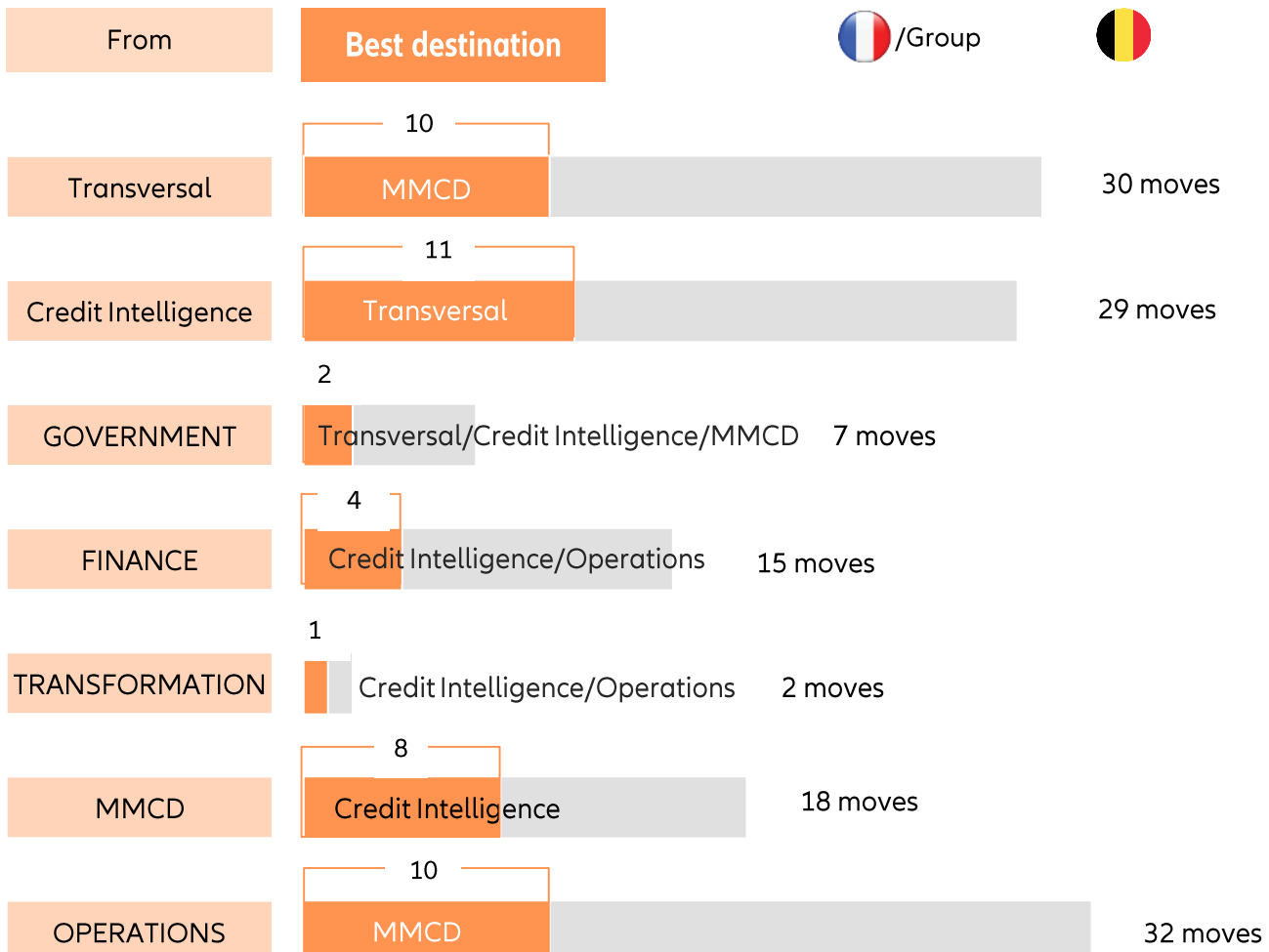
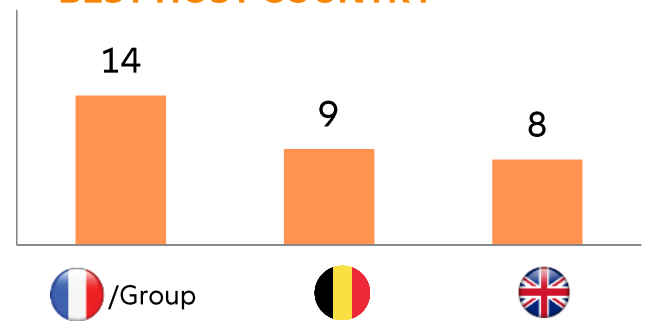
BEST HOME COUNTRY



FUNCTIONAL MOBILITY

In 2020, **133** functional mobilities were organized.

BEST HOST COUNTRY



EMPLOYEE ENGAGEMENT

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During the Covid-19 crisis, I appreciated the daily team meetings and the regular one-to-one catch-up calls with my line manager. It helped to foster greater collaboration among teammates and to brainstorm and discuss complex queries. For the future, I believe employees have to be more comfortable with digital technologies, and communication management skills will be essential more than ever before.



OPE FARINLOYE
RISK UNDERWRITER
EH UK

2020 ALLIANZ ENGAGEMENT SURVEY RESULTS

Every year, we conduct an internal Engagement survey to gather the feedback from our employees on their satisfaction and wellbeing.

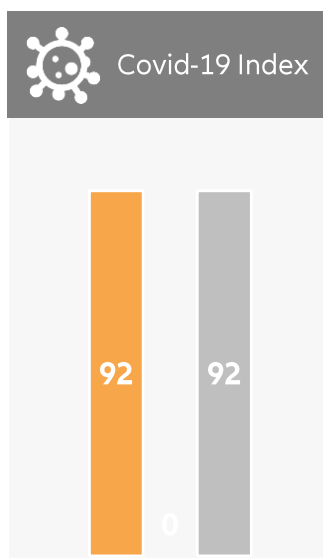


Best scored items

	2020 Results	2019 Results
In my working environment colleagues and I cooperate to get the job done.	94%	92%
My manager and I work together in an atmosphere based on mutual trust and respect	90%	88%
Access to flexible work arrangements at our company meet my current needs with regards to where and when I perform my tasks	89%	85%
Our company shows a commitment to ethical business decisions and conduct	88%	NA
My manager clearly communicates what is expected of me	87%	86%

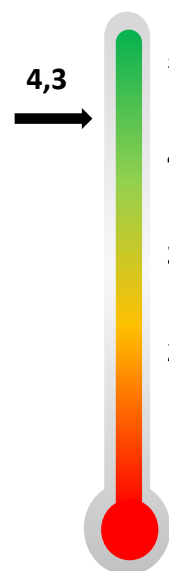
COVID-19 FOCUS

Several actions were put in place to support our employees during the Covid-19 crisis. We have been conducting regular Pulse Surveys to gather feedback on our employees' wellbeing, the challenges they face and how they envision the future.

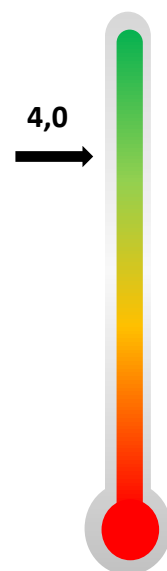


2020 %Fav. 2020 Allianz Group

2020 Allianz Engagement Survey



SATISFACTION WITH MANAGER'S COMMUNICATION & SUPPORT



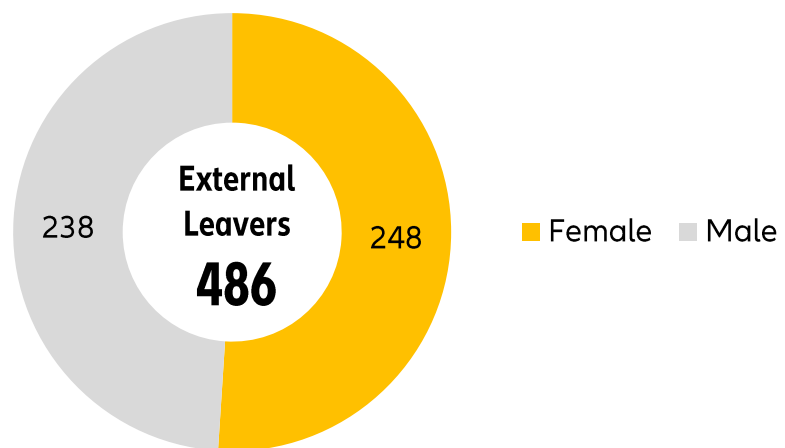
SATISFACTION WITH COMPANY'S COMMUNICATION & SUPPORT

Internal Pulse Survey average result

TURNOVER & TENURE

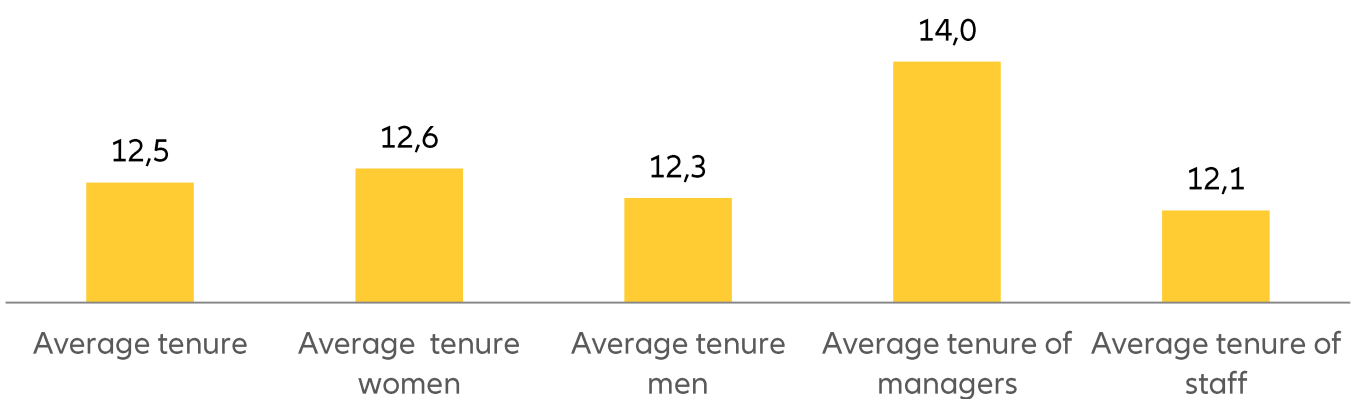
TURNOVER

Turnover rate of the company in 2020 is 8,5%



TENURE

Our employees usually remains 12,5 years with the company



WORKWELL

“

During the pandemic, our company immediately took measures to protect employees and customers. We switched to virtual meetings and had the chance to work entirely from home. Our managers let us prioritize the tasks; It is beneficial to feel our leaders' trust. We need to invest in knowledge transfer to become even better digitally and strengthen team affiliation.

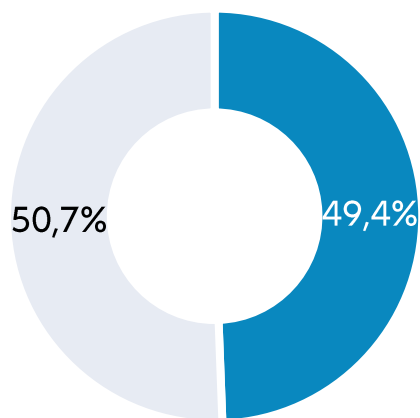


SUSANNE BARTHMANN
SENIOR COMMERCIAL
UNDERWRITER
GERMANY / EH DACH

PART TIME EMPLOYEES

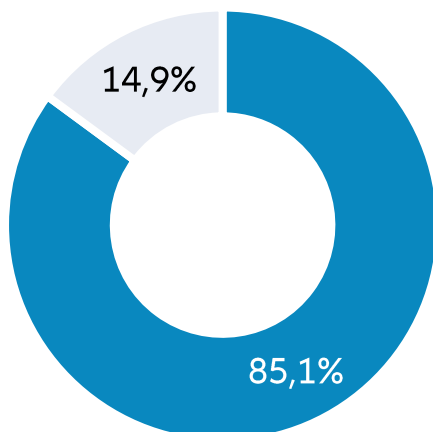
10,0% of our active employees are part time employees

FULL TIME EMPLOYEES



- Female employees
- Male employees

PART TIME EMPLOYEES



- Female employees
- Male employees

“

During the Covid-19 crisis, with our team, we organized daily task force meetings to work in a more efficient way and digital coffee breaks to stay in touch with each other. Our top management also sent regular communications to keep us posted on the situation. I believe that in the after-Covid world, the new way of working has to be “phygital” – combining physical and digital.



PRISCILLE SAUNER
HEAD OF STRATEGIC &
PRODUCT MARKETING
EH FRANCE



Euler Hermes Group
Group HR

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