

# **Extract from the 2016 annual report** Vaudoise Insurance Group

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### Statement concerning information relating to the future

This extract from annual report contains information relating to the future which entails uncertainties and risks. Readers need to be aware of this and should bear in mind that this information merely represents projections which may differ from actual future events. All information is based on data available at the time when the annual report was prepared.

The full annual report is also available in French and German. The authoritative text is the French version. Vaudoise Insurance Group Extract from the 2016 annual report

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# Commentary on the 2016 fiscal year

# Commentary on the 2016 fiscal year Message from the Chairman and the CEO

Dear members, shareholders, customers, colleagues and partners,

Whereas on the political level we are witnessing a return to a form of protectionism, reflected in particular in Brexit or Donald Trump's election victory, paradoxically, economic borders are becoming blurred, or even disappearing. You can hardly open a magazine without reading about traditional businesses going digital, with the spectre of «uberization» looming in the background as pretty much a foregone conclusion. The implications of these new political and economic realities for our business are still unclear, but one thing is for sure: the digital trend is indisputable. For companies like ours that have existed for more than a hundred years, it is time to ask ourselves the right questions so that we can harness the new technologies without losing our soul. And it is time to be faithful to our identity, which is the reason our customers have chosen us. Our mutual roots mean that proximity to our customers and relationships of trust are essential components of our approach to insuring risk.

These principles are also the cornerstones of our new digital and advertising strategies, described in this annual report. «Together, everything becomes possible»: this is the concept of this new campaign based on mutuality. Inspired by various studies, the briefing for this campaign was largely based on an original internal approach called «Our Ambition». An interdisciplinary group of staff met to mull over such concepts as the company's dream, its attitude, its beliefs, its values, its challenge and its focus. The fruits of these deliberations, which were subsequently presented to the Management Board and the Board of Directors, enabled the communications agency to take the pulse of the company, to feel its day-to-day life. «Our Ambition» was also an opportunity to rethink our values which were subsequently put to a vote by all the employees of the Group. As a result, «Close», «Human» and «Trustworthy» found very broad support.

We are convinced that the face-to-face **human factor** needs to remain at the heart of our business. We are convinced that the face-to-face human factor needs to remain at the heart of our business. Machines can facilitate some operations and some calculations, but insurance remains an activity based on the quality of relationships, on being close to customers and on trust.

In this environment, 2016 saw

the Vaudoise Group post a result that is very close to the one of 2015, with a consolidated profit of CHF 124.8 million, against CHF 128.8 million the year before. This further good result was due to an improved combined ratio in the non-life business and favourable investment results.

The Group's revenues are also in line with its 2015 result, amounting to CHF 1,077.9 million against 1,092.2 million the previous year.

Our mutualist ethos means that the Board of Directors and the Management Board endeavour to ensure a healthy balance in the distribution of the Group's profits among its members, shareholders, customers and equity resources. Since 2011, we have opted to redistribute a proportion of our non-life profits to our customers, alternating between allocating a share of our profits to motor insurance customers one year and to thirdparty liability/property insurance customers the next. To this end, the profit-sharing fund was endowed with CHF 31 million for the 2016 financial year. The Group's positive results also prompted the Board to maintain the dividend paid on the shares of Vaudoise Insurance Holding Ltd. At the same time, they enable us to deliver an excellent return on investment for our members. In addition, we are continuing our policy of strengthening our equity capital, which reached CHF 1.6 billion in 2016 (up 6.7% from 2015).

Overall, 2016 saw premiums on direct non-life insurance grow by 5.6% on 2015, reaching CHF 869 million. All customer segments and all insurance sectors contributed to the improvement. Our combined ratio (ratio of claims and operating expenses to premiums) stands at 93.4%, down 2.2 percentage points on 2015. After a sharp increase in our loss ratio in the first half of 2016 owing to some major incidents in June, the second half of the year saw a return to normal and a particularly favourable year-end.

In life insurance, direct premiums written fell 23.4% to CHF 200.1 million. This decrease is explained by our withdrawal of traditional products and the lack of opportunities to supply «new generation» products that meet customers' yield expectations in this sector. The «RythmoInvest» product, marketed in 2016, got off to a promising start. It combines a coherent response to the needs of our customers with profitability for the company. It should be noted that good investment results have made it possible to strengthen the provision for interest rate guarantees at the required level.

The outlook for our Group in 2017 is positive. In the non-life business, we expect our portfolios to perform more moderately than in the previous years, with property and casualty lines posting higher growth than the Swiss market as a whole. At the same time, we will pay close attention to maintaining the quality of our underwriting and to our claims development.



In the life sector, the stakes are high, and we will continue to focus on shifting the flow of new business production towards more dynamic insurance products with guarantees geared to market conditions. After the sharp drop witnessed over the past two years, we expect premi-

confidence.

ums to stabilize in 2017.

In addition, we shall maintain the guiding principles underpinning our investment strategy. The evolution of the financial markets has persuaded us to further increase the quality of our bond investments, while maintaining high levels of hedging on equities and foreign currencies.

Finally, we shall closely monitor the development of the regulatory framework which is being increasingly strengthened, resulting in ever more complex processes for us and therefore higher administrative costs. In this context, the solidity of the Vaudoise Insurance Group's results and balance sheet enables us to look to the future with confidence.

Philippe Hebeisen, Chief Executive Officer

On behalf of the Board of Directors and the Management Board, we would like to thank you, our valued members, shareholders, customers, colleagues and partners, for the confidence you have placed in us and for your loyalty.

Paul-André Sanglard Chairman of the Board of Directors

Philippe Hebeisen Chief Executive Officer

Key	r figu	res
<b>415'600</b> <b>Customers</b> trust us	Non-life insurance +5,6%	Profit for the year <b>124</b> , <b>8</b> million (-3,1%)
<b>1'642,9</b>	Stable dividends	<b>31</b> million
Equity	proposed at share-	Allowance to the fund of redistribution
before appropriation of profit	holder's meeting	of surplus to policyholders
(+6,7%)	14 million	(+24%)
<b>1'334</b>	Non-life combined ratio	Net return
Headcount	<b>93,4%</b>	on investments
(FTE)	(95,6%)	<b>3,1%</b>

# **Growth** of Vaudoise General's net premiums written as at 31.12.2016



# **Insurance business**

Non-life premiums growth of **5,6**% In 2016, Vaudoise posted a satisfying operating result matched by a well-controlled loss ratio. Non-life premiums showed vigorous growth (5.6% in a Swiss market that grew by just 1.1%). All segments contributed to this positive trend. Thus, in the private segment, motor vehicle insurance – the most important line for Vaudo-

motor venicle insurance – the most important line for Vaudoise in terms of volume – progressed by 2.8%. Acquired in June 2016, Animalia, the insurance company for cats and dogs, also participated in the pleasing growth of the private segment. Non-life personal lines in the corporate clients segment performed well too, with a 14.2% increase in health loss of income insurance and a 1.9% rise in accident insurance. A consolidation programme for unprofitable contracts in the non-life personal lines segments was launched in 2014 is now bearing fruit. After a rather poor first half of the year, the overall claims burden finally improved slightly in 2016 (combined ratio: 93.4% against 95.6% in 2015).

Life insurance, which for several years now has been evolving in a difficult context of extremely low interest rates, showed an overall decline of 23.4%. This result is mainly attributable to the single-premium business which declined by 81.3% (Swiss market: -28.4%), in line with the restrictive marketing policy put in place in 2016. While periodic premiums underwent a slight decline of 1.8% (Swiss market: +1.5%), the positive reception given to «RythmoInvest», a new generation product, is very encouraging, as is the development of other solutions for the coming years.

	Gross p	remiums written		Gross ber	Gross benefits paid out		
in CHF 1000	2016	2015	+/- %	2016	2015	+/- %	
Total business							
Direct business	1'069'132	1'083'802	-1.4	763'561	782'206	-2.4	
Indirect business	8'770	8'420	4.2	6'314	6'480	-2.6	
Total	1'077'902	1'092'221	-1.3	769'875	788'687	-2.4	
Direct business							
Non-life insurance	869'011	822'693	5.6	570'623	559'866	1.9	
Life insurance	200'121	261'108	-23.4	192'938	222'340	-13.2	
Total	1'069'132	1'083'802	-1.4	763'561	782'206	-2.4	
Indirect business							
Non-life insurance	7'216	6'780	6.4	4'329	3'399	27.4	
Life insurance	1'554	1'640	-5.2	1'985	3'081	-35.6	
Total	8'770	8'420	4.2	6'314	6'480	-2.6	

# Non-life insurance

**4,1%** growth is still higher than the national average

# P&C Insurance (Property & Casualty Insurance)

The P&C business, comprising Commercial and Personal lines (motor liability, general liability and property), is continuing to develop favourably. The acquisition of Animalia in 2016 has enabled us to strenghten our position and to achieve 4.1% growth, value that ex-

ceeds the Swiss market growht rate. Excluding Animalia, the growth is of the order of 2.8%, which is still higher than the national average. With a volume of more than CHF 541 million, the P&C sector accounts for more than 60% of Vaudoise General's premiums.

The premium growth was not the same in all segments. The property and motor lines of business made good progress, achieving an 8.2% rise (2.7% excluding Animalia) and 2.8% respectively. With an increase of nearly 2.1%, the general liability business is growing at a less significant rate. However, this result can be described as very satisfactory in light of the performance of other players operating in the Swiss market.

After many years of steady growth, there are signs of some levelling off. Corporate and private customers are becoming increasingly price-sensitive, regardless of premium levels. The challenge is to offer customers products tailored to meet their needs and very good value for money while remaining profitable in the long run at company level.

The loss ratio for 2016 is at a very good level. After a first half dominated by some major claims, the second half of the year was very favourable. However, the uptrend in certain segments or areas, particularly key accounts, has been confirmed. This trend is being closely monitored and appropriate measures are being put in place.

To summarize, the P&C lines turned in a good result for 2016. Numerous development projects (innovating products, solutions, services, and partnerships) allow us to continue our growth strategy.

### Motor Insurance

The premiums written of CHF 340 million for this line of business represents 40% of Vaudoise General's revenue. The current year loss ratio decreased by five percentage points due to generally mild weather conditions, with only a few localized hail events.

Vaudoise's specialists closely monitor market trends and the emergence of new technologies aiming to identify motorists' current and future needs and to regularly adapt our range of products and services, including for the «Care services» component. The modular nature of the cover, which in particular takes into account integrated vehicle safety enhancements, is finding uptake among policyholders.

Thus, at the beginning of 2016, Vaudoise launched a new product called «Avenue Smart», a solution for young people under 30, which rewards careful driving as measured by a blackbox unit.

In another innovative move, at the end of 2016, the company introduced a more advantageous rate for vehicles equipped with driving assistance systems (distance control system with automatic braking, warning of unintended lane departure, lane change assistant).

Vaudoise is also working on a permanent simplification of the underwriting processes. This favours the autonomy of advisors working in the field and supports growth while at the same time meeting our profitability criteria.

The surveys and results posted in 2016 place Vaudoise among the leading motor insurers and therefore confirm the validity of its strategy – prioritizing advice, rapid processing of claims and innovative products and services, while at the same time ensuring that its products continue to offer a good price/quality ratio.



Despite strong market pressure on prices, the results confirm that the company's current positioning is correct and that it can cope with the enormous volatility that exists in this sector. Objective risk selection and proactive monitoring of portfolio quality remain the best guarantees of Vaudoise's strategic objective of long-term profitable growth. Rigorous management and a high level of professionalism in dealing with claims involving physical injuries also remain important success factors.

### General liability insurance

As stated above, the 2.1% premium growth recorded in the general liability segment is well above that of the Swiss market as a whole. Moreover, the loss ratio in this segment remained very favourable in 2016.

It should be noted that the household and private third-party liability products launched in partnership with Groupe Mutuel in 2015 contributed to the gratifying results of the company's lines of business. These solutions are distributed and managed by Groupe Mutuel, with Vaudoise acting as the insurer that bears the risk and manages claims.

### **Property insurance**

The very good growth of the property insurance segment (fire, natural hazard and other damage to property) is mainly attributable to the solutions «Home in One» for private customers and «Building» for building insurance. The increase in the large losses (fire, adverse weather events, etc.) has a negative impact on the loss ratio.

As in previous years, 2016 saw a reduction in the official private insurers' household contents index (from 198 points to 193 points or -2.5%). This index determines the development of the sum insured after the policy is taken out in order to avoid any overinsurance or underinsurance. This decrease led to a fall in premium income from personal lines («Home in One») in 2016.

### Insurance for cats and dogs – acquisition of Animalia

At the beginning of 2016, Vaudoise bought Animalia SA and its portfolio of more than 24,000 risks from the Assura Group. This merger by acquisition enabled Vaudoise to become the Swiss leader in accident and health insurance for cats and dogs. This area is showing strong growth, due in large part to an increase in the costs of veterinary healthcare and market potential (only 5% of cats and dogs are currently insured). Animalia's staff joined Vaudoise in mid-2016 and the process of migrating policies to our computer systems was completed in December of the same year.

### Accident and health Insurance (persons' products)

Premiums for persons' lines have risen for the eighth consecutive year. Premium income set a new record of more than CHF 328 million. Vaudoise outperformed the Swiss market with a growth of nearly 8.3%, in line with the 2015 fiscal year. The strongest growth was once again in the group health loss of income sector, mainly thanks to the consolidation of structurally unprofitable policies. The group mandatory (LAA) and voluntary (CLAA) accident insurance segments are also enjoying growth.

In terms of distribution networks and regions, 2016 saw German-speaking Switzerland post higher growth than the portfolio as a whole both for the brokerage channel and for advisors. Ticino brokers also distinguished themselves.

Trend of direct non-life business	Gross p	Gross premiums written			Gross benefits paid out		
in CHF 1000	2016	2015	+/- %	2016	2015	+/- %	
Insurance business							
Accident	161'326	158'322	1.9	111'093	105'983	4.8	
Health	176'769	154'852	14.2	151'893	145'184	4.6	
Third-party liability	67'312	65'906	2.1	30'165	37'364	-19.3	
Motor vehicles	320'761	312'047	2.8	201'146	202'709	-0.8	
Fire and other property insurance	123'123	112'814	9.1	64'659	58'155	11.2	
Miscellaneous	19'721	18'752	5.2	11'667	10'471	11.4	
Total	869'011	822'693	5.6	570'623	559'866	1.9	

### Health loss of income

Like most private insurers, Vaudoise pursued a policy of consolidation in the health loss of income segment in 2016. Conversely, some health insurers have adopted an aggressive stance on this segment.

The segment's ratio of claims to premiums has now improved, but Vaudoise will need to continue its risk selection drive in relation to both underwriting and renewals.

### Mandatory (LAA) and voluntary (CLAA) accident insurance

Overall, the loss ratios of the accident segments are in line with expectations, with the LAA business posting its best year since 2009.

During the summer of 2016, accident insurers introduced new policy provisions and new tariffs to take into account the amendment of the Accident Insurance Act (LAA) which came into force on January 1<sup>st</sup> 2017. These changes will lead to a slight overall decline in premium income over the coming years because of the reduced risk.

Vaudoise is continuing to develop its product range. The amended CLAA will come into effect in the first half of 2017, incorporating the impact of the amendment of the LAA. Thus, Vaudoise will have completed the revision of all of its corporate non-life personal lines, which will be available simply and flexibly via a single IT application. The Company will further strengthen its services aiming to optimize prevention, management and customer support in implementing good staff management practices.

# Life insurance

In the periodic premiums segment, the new unit-linked savings insurance offering with progressive safeguarding was well received, while the decrease in the single premium sector was once again in line with forecasts. Overall, Vaudoise Life has seen its premium receipts fall by 23.2% to CHF 201.7 million.

The persistently low level of interest rates remains a major challenge for life insurers who are subject to very strict solvency rules. In summer 2015, the Swiss Financial Market Supervisory Authority (FINMA) announced a further reduction in the technical rate for personal pensions from 1.25% to 0.75% for periodic premiums and to 0.5% for single premiums, with effect from 1 January 2016 at the latest. This confirmed the wisdom of Vaudoise Life's decision to switch its traditional product range to periodic premiums. In addition, the maximum guarantee for its flagship product «RythmoCapital» was limited to 15 years and was subsequently lowered for the residual duration. The contract period for the other traditional savings products was limited to 15 years. These two measures produced the desired effect of a decline in premium receipts for products whose guarantee level was becoming incompatible with the market environment.

As a replacement, Vaudoise continued to develop new generation products requiring less capital. Thus, it launched the first version of an innovative offering under the name «RythmoInvest». This product involves investing in Vaudoise investment funds while following the customer's life cycle to finally secure his or her investment in full. As a mutual business, Vaudoise enables its customers to share in its success. From now on, they will have access to the same investments as the company.

This new solution has far exceeded expectations and has practically compensated for the decline in traditional products.

However, the single premium business is showing a significant decline owing to ever lower interest rates. In this context, and given the lack of options in this area for providing so-called new generation products that meet customers' expectations, Vaudoise Life is maintaining its policy of restrictive marketing. The appropriateness of this position will naturally be reassessed in the event of a positive change in interest rates.

In the current environment, the profitability of life insurance products with guaranteed savings components is receiving very special attention. With this in mind, Vaudoise Life has once again adjusted its interest rate risk reserve. The company also takes advantage of every opportunity to market new generation products not exposed to interest rate risk.

While conditions in the capital markets are proving particularly difficult, our loss ratio is well under control, with a 29.9% decrease in death benefits and a 4.7% reduction in the disability claims burden.

Trend of direct life business	Gross p	Gross premiums written			Gross benefits paid out		
in CHF 1000	2016	2015	+/- %	2016	2015	+/- %	
Individual insurance							
Endowment	186'370	229'994	-19.0	97'691	104'908	-6.9	
Annuities	10'550	27'821	-62.1	51'047	54'716	-6.7	
Disability	3'201	3'294	-2.8	1'577	1'637	-3.7	
Total	200'121	261'108	-23.4	150'315	161'261	-6.8	

	Re	Redemptions	
Individual insurance	42'623	61'079	-30.2
Total benefits and surrender	192'938	222'340	-13.2

	Production		Insura	ance portfolio		
Individual insurance						
Endowment	327'223	435'225	-24.8	6'357'865	6'452'501	-1.5
Annuities	4'152	14'141	-70.6	620'598	639'064	-2.9
Disability	37'666	26'970	39.7	657'429	672'991	-2.3
Total	369'041	476'337	-22.5	7'635'892	7'764'556	-1.7

# **Financial investments**

2016 saw the Group continue to follow its strategy, based essentially on investment categories generating regular income Investment policy and operations Monetary policies start to diverge and a year of surprises

2016 was once again dominated by the actions of central banks and their impact on the foreign exchange markets. With the exception of the US Federal Reserve (Fed) which raised its key rate by 0.25 percentage point, central

banks maintained their expansionary monetary policies.

The financial markets began the year on a much more negative note than they ended it. As a result of the rate hike announced by the Fed in December 2015 – its first such move since 2006 – and fears of a hard landing for Chinese growth, the markets headed south with a fall in oil prices, a sharp widening of credit spreads and a sustained fall in share prices. The big political event that caused a stir in mid-2016 was the British people's vote for Brexit. While the decision did not generate any specific market shock, the fact remains that even today its impact is still impossible to assess. What is certain, though, is that Britain's departure will take time and that it will have a lasting effect on the financial markets.

The second half of the year was marked by another major political event: the election of Donald Trump as US President. His reflationist political programme precipitated a rise in bond yields, accompanied by a steepening of yield curves. The issue of inflation resurfaced and strategies such as Treasury Inflation-Protected Securities (TIPS) were mentioned in the speeches of numerous financial players.

These various political events and central bank actions naturally had an impact on the markets. The impact was positive for the US stock markets, which benefited from a more favourable growth environment than the other economic powers. For their part, the European stock markets were penalized by the low resilience of the European economy and the spectre of potential political problems that Brexit could pose for the European Union.

On the foreign exchange front, the major global currencies remained stable, apart from the pound sterling, which plunged sharply on the back of the Brexit vote, and the US dollar, which strengthened as a result of the Fed's rate hike. Bond yields remained at all-time low levels. Yields on tenyear Confederation bonds remained in negative territory throughout the year. At the end of 2015, Swiss, European and American tenyear bond yields stood at -0.09%, 0.63% and 2.27% respectively, against -0.22%, 0.21% and 2.44% at the end of 2016.

For the past decade, a period of constantly rising prices and rents, the Swiss real estate markets have performed very favourably, with strong demand and a very low vacancy rate, all driven by ultra-low interest rates. However, 2016 saw increasing signs of change. A direct yield several percentage points higher than that offered by ten-year Confederation bonds on residential investment properties is pushing growing numbers of investors to turn to real estate investments. The latter are regarded as very attractive both for the quality and the regularity of the returns they generate, despite a tendency toward stagnation of rents. This very strong demand is still putting very considerable upward pressure on prices and is leading to continuous intensive construction activity which is destabilizing the balance in these markets

In this type of economic and political environment, marked by central bank monetary policies tantamount to currency wars, heightened market volatility and ever-present uncertainty over global economic growth prospects, Vaudoise continued to reduce its exposure to credit and interest rate risks and kept its real estate allocation stable.

### Top quality bond portfolio

To reduce the credit risk of its fixed income portfolio, comprising bonds and municipal loans, Vaudoise increased the weighting of high-quality securities such that 45% now have «AAA» ratings (2015: 38%, 2014: 19%), while 29% are rated «AA» (2015: 30%, 2014: 33%) and 11% «A» (2015: 22%, 2014: 35%).

During the course of the year, the Group also continued with moves to increase the duration of its investments to match the similarly long-term requirements of its insurance commitments.

Finally, our allocation to this asset class was expanded slightly, from 52.9% in 2015 to 54.7% in 2016.

Vaudoise's geographical exposure is focused mainly on the Swiss market, followed by the US and European markets. The portfolios also benefit from quality sectoral and geographical diversification.

### Real estate: increase in vacant premises and decline in rents

Although Switzerland has been seeing a steady increase in the number of vacant rental homes for several years, the rise observed in 2016 is significant, with the number of vacant apartments up by more than 13%. The situation is even more worrying for commercial premises. Thus, Swiss real estate investors and owners are currently suffering losses owing to the large number of vacant premises, which implies that commercial tenants are once again in a strong position.

The main reasons for this situation are stagnating employment and a smaller increase in population compared to previous years. These factors adversely impact demand for additional rental housing. For the time being, the current situation of increasing property vacancies and downward pressure on rents is not holding back developers from planning new housing projects. Low or even negative interest rates and the resulting shortage of investments leave few alternatives.

In this context, Vaudoise has nevertheless stuck to its disciplined selection of real estate projects and purchases. In its analyses, it has confirmed its approach and long-term investment strategy, focused firstly on the location and quality of the properties in question and secondly on the rents available with a view to achieving our target returns. Thus, out of 200 dossiers received for analysis, the Group did not finalize any purchases in 2016, mainly due to the very high prices of the buildings and projects in relation to their long-term value.

In 2016, Vaudoise completed 135 apartments spread across three projects and is preparing to start work on five new construction sites in 2017, - three in German-speaking Switzerland and two in French-speaking Switzerland, - ultimately placing 301 new homes on the market.

Vaudoise's active management of its real estate portfolio enabled it to complete, in 2016, a renovation and extension project in Lausanne, which, in addition to new office space, also provides eight new penthouse apartments with views of the lake and the Alps.

The Group also began feasibility studies for five sites in Geneva, Fribourg, Lucerne, Territet and Lausanne with a view to potential major renovation and extension of buildings judged to occupy excellent macro- and micro-locations.

The value of Vaudoise's portfolio at the end of December 2016 stood at CHF 1.5 billion (CHF 1.4 billion in 2015) which means that real estate accounted for 20.5% of investments, the same proportion as in 2015.

### Mortgage loans continue to grow

Vaudoise sees mortgage loans as an asset class which offers a means of diversifying its fixed-income investments. They also form an integral part of its comprehensive customer advice strategy.

There was steady growth in loans granted which meet its acceptance criteria, increasing their share of its overall asset allocation to 7.7%, against 6.7% at end of 2015 and 5.5% at the end of 2014.

### Decrease in variable-income securities

This investment category consists mainly of equities and alternative investments. During the year under review, Vaudoise reduced its alternative investments allocation and left its equity allocation unchanged.

The equity portfolio consists of 40% Swiss shares and 60% foreign shares and is mainly based on passive management (index tracking) to minimize management costs.

Given the size of its equity portfolio and its desire to generally control risks, Vaudoise continued to follow a derivative-based hedging strategy on a large proportion of this portfolio to guard against major losses.

Some years ago, Vaudoise established its own fund of hedge funds and private equity fund, with customized portfolios consisting of diversified alternative investments. The management of these two portfolios is delegated to two companies which specialize in this area, with monitoring of its activities by in-house experts. The share of these hedge fund and private equity investments decreased from 7.7% in 2015 to 5.4% in 2016.

Taking into account other variable-income securities held for the long term, along with shareholdings and derivative financial instruments, variable-income investments represented a total of 17% of Vaudoise's investments at the end of 2016, against 19.8% a year earlier.

### Exchange rate risk under control

The Group views the returns on exchange-rate risks as inadequate and therefore voluntarily maintained a high level of exchange-rate hedging during the financial year under review, covering more than 80% of its exposure to foreign currencies.

### **Investment results**

Fiscal 2016 saw the volume of Vaudoise's investments increase by CHF 209.4 million to CHF 7,303.7 million. Excluding investments for the account and risk of policyholders, the volume increased by CHF 229.3 million to CHF 7,112.6 million.

In 2016, revenue from investments rose by CHF 3.1 million to CHF 171.4 million. The decline in fixed income revenue as a result of the low interest rate environment was more than offset by the rise in real estate and mortgage revenue. The return on investment<sup>1</sup> reported in the income statement came to 3.2% in 2016 against 3.5% in 2015. This negative development is mainly due to the cost of financing hedging against exchange-rate risk which was higher than the previous year.

The net performance of the investments in terms of market value<sup>2)</sup> came to 2.6% (1.8% in 2015). This improvement is related to the good performance of equities and bonds denominated in foreign currencies in comparison to 2015. This performance can be regarded as good and in line with the market.

### Capital adequacy and solvency

### More than 6.7% growth in equity capital and a comfortable SST ratio

Compared to 2015, the Group's equity before appropriation of profit increased by CHF 103.8 million to CHF 1,642.9 million. Our return on equity was 7.8%, against 8.6% in 2015.

The structure of the Group calls for Vaudoise to maintain a very high capital adequacy ratio.

The Group's risk capacity, as measured by the Swiss Solvency Test (SST), is well above the required level of cover.

This ample room for manoeuvre means that the Group can face the future with confidence and take advantage of opportunities on the financial and insurance markets.

Net return according to income statement based on average investment, including exchange rate gains and losses, excluding results for the account and risk of policyholders and excluding unrealized capital gains and losses on securities (equities, alternative investments, bonds, real estate).

2) Net performance at market value based on average investment, including variation in unrealized capital gains and exchange rate differences, but excluding results for the account and risk of policyholders.



### Allocation of asset classes as at 31 December 2016 (2015)





# Corporate governance

# **Corporate governance**



### **Group structure**

Vaudoise Insurance Holding Ltd is a holding company. Its main operating companies are Vaudoise General, Insurance Company Ltd and Vaudoise Life, Insurance Company Ltd, both of which are established in Switzerland. Vaudoise Insurance Holding Ltd holds all the capital of the two companies: CHF 60 million for Vaudoise General and CHF 100 million for Vaudoise Life.

### **Major shareholder**

Mutuelle Vaudoise, Société Coopérative, controls Vaudoise Insurance Holding Ltd and is the majority shareholder with 67.6% of the capital and 91.2% of voting rights. There are no cross-shareholdings which exceed 5% of voting rights or 5% of capital.

### **Capital structure**

The fully paid-up share capital of Vaudoise Insurance Holding Ltd amounts to CHF 75 million. It consists of 10 million registered A shares with a nominal value of CHF 5.— and 1 million registered B shares with a nominal value of CHF 25.—.

Vaudoise Insurance Holding Ltd has not issued any authorized or conditional capital and has not made any changes to its capital during the last three fiscal years.

### Shares and participation certificates

The registered B shares are listed on SIX Swiss Exchange (Mid & Small Caps Swiss Shares). The registered A shares, all of which are held by Mutuelle Vaudoise, have privileged voting rights. Despite the difference in their nominal value, both types of shares confer entitlement to one vote.

Vaudoise Insurance Holding Ltd has not issued any participation certificates.

# Functional organization chart as at 31 December 2016



**Management** Committee

# Members of the Board of Directors as at 31 December 2016

The seven-member Board of Directors is chaired by Mr. Paul-André Sanglard The members, whose powers and authority complement each other, are divided between three committees: Audit and risk Appointments and remuneration Investment



Paul-André Sanglard Chairman Non-executive member PhD in Economics Swiss citizen Born 8 October 1950

### **Chantal Balet Emery**

Vice-Chairman Non-executive member Attorney at law and notary public Swiss citizen Born 7 June 1952

### Martin Albers Director

Non-executive member M.Sc. in Engineering Sciences, MBA Swiss citizen Born 10 July 1960

### Javier Fernandez-Cid Director

Non-executive member Master of Law Spanish citizen Born 10 January 1956



### **Eftychia Fischer** Director

Non-executive member B. Sc. in Physics, CFA, FRM Swiss citizen Born 17 August 1963

### **Etienne Jornod**

Director Non-executive member M. A. in Economics Swiss citizen Born 6 January 1953

### Peter Kofmel

Director Non-executive member Attorney at law and notary public Swiss citizen Born 16 September 1956

### Jean-Philippe Rochat

Director Non-executive member Attorney at law Swiss citizen Born 11 November 1957

# Members of the Management Committee as at 31 December 2016



Jacques Marmier Head of Life and Health Department Charly Haenni Head of Sales Networks Department Christian Lagger Head of Property and Liability Department Renato Morelli Deputy CEO, COO Head of Insurance Sector Philippe Hebeisen Chief Executive Officer



Nathalie Follonier-Kehrli General Secretary Jean-Daniel Laffely Deputy CEO, CFO & CRO Head of Finance Sector Jean-Michel Waser Head of Actuarial & Reinsurance Department Reto Kuhn Head of Asset Management, CIO Karim Abdelatif Head of Human Resources Department



# Group consolidated accounts

# **Consolidated income statement** (in CHF 1000)

Premiums written Change in unearned premium reserves		ceded	2016 net	2015 net
Change in unearned premium reserves	876'227	39'105	837'122	791'076
	-982	-222	-760	12'527
Premiums earned	875'246	38'883	836'362	803'603
Financial result transferred from non-technical income statement			76'116	39'839
Other technical income			178	190
Total income			912'657	843'632
Claims paid	574'952	19'425	555'527	546'345
Change in claims reserves	9'374	-2'250	11'624	26'428
Claims expenses	584'326	17'175	567'151	572'773
Change in other technical provisions	5'345	0	5'345	8'270
Policy-holder bonuses	13'803	414	13'388	14'566
Operating and acquisition costs	219'288	4'840	214'447	201'867
Other technical costs			1'811	1'811
Total costs			802'142	799'288
Technical income statement life insurance business				
Technical income statement life insurance business Premiums written	201'675	2'492	199'183	259'983
Premiums written	201'675 1'681	2'492 85	199'183 1'596	259'983 241
Premiums written Change in unearned premium reserves				
Premiums written Change in unearned premium reserves Premiums earned	1'681	85	1'596	241
Premiums written Change in unearned premium reserves Premiums earned Financial result transferred from non-technical income statement	1'681	85	1'596 200'779	241 <b>260'224</b>
	1'681	85	1'596 <b>200'779</b> 118'791	241 <b>260'224</b> 157'697
Premiums written Change in unearned premium reserves Premiums earned Financial result transferred from non-technical income statement <b>Total income</b> Claims and benefits paid	1'681 203'356	85 <b>2'577</b>	1'596 200'779 118'791 319'570	241 260'224 157'697 417'921
Premiums written Change in unearned premium reserves Premiums earned Financial result transferred from non-technical income statement <b>Total income</b> Claims and benefits paid Change in claim reserves	1'681 203'356 194'924	85 <b>2'577</b> 1'031	1'596 200'779 118'791 319'570 193'892	241 260'224 157'697 417'921 224'238 -211
Premiums written Change in unearned premium reserves Premiums earned Financial result transferred from non-technical income statement <b>Total income</b>	1'681 203'356 194'924 1'951	85 <b>2'577</b> 1'031 763	1'596 200'779 118'791 319'570 193'892 1'188	241 260'224 157'697 417'921 224'238 -211
Premiums written Change in unearned premium reserves Premiums earned Financial result transferred from non-technical income statement <b>Total income</b> Claims and benefits paid Change in claim reserves Change in actuarial reserves	1'681 203'356 194'924 1'951 74'065	85 <b>2'577</b> 1'031 763 -635	1'596 200'779 118'791 319'570 193'892 1'188 74'700	241 260'224 157'697 417'921 224'238 -211 72'346 296'373
Premiums written Change in unearned premium reserves Premiums earned Financial result transferred from non-technical income statement Total income Claims and benefits paid Change in claim reserves Change in actuarial reserves Claims and benefits expenses	1'681 203'356 194'924 1'951 74'065 270'939	85 2'577 1'031 763 -635 1'159	1'596 200'779 118'791 319'570 193'892 1'188 74'700 269'780	241 260'224 157'697 417'921 224'238 -211 72'346

For the notes, please refer to pages 59 to 79 of the original French version of the 2016 Annual Report

Financial (non-technical) income statement	2016 net	2015 net
Investment income	389'877	452'421
Investment expenses	-144'196	-218'209
Investment result	245'681	234'212
Financial results allocated to technical income statement	-194'907	-197'536
Other financial income	95'378	189'088
Other financial costs	-123'397	-201'738
Financial (non-technical) result	22'755	24'026
Comprehensive income statement	110/515	14'344
Technical result - non life insurance business	110'515	44'344
Technical result - life insurance business	13'065	82'046
Financial (non-technical) result	22'755	24'026
Financial (non-technical) result Allocation to (-)/withdrawal from provision for future policy-holder participation	22'755 1'704	24'026 244
		244
Allocation to (-)/withdrawal from provision for future policy-holder participation Share of profite of associates	1'704	244
Allocation to (-)/withdrawal from provision for future policy-holder participation Share of profite of associates Profit before tax	1'704 1'504	244 858
Allocation to (-)/withdrawal from provision for future policy-holder participation	1'704 1'504 <b>149'544</b>	244 858 <b>151'519</b>

Earnings per share (in CHF)	31.12.2016	31.12.2015
Earnings per registered A share (10 million shares with a par value of CHF 5)	8.30	8.60
Earnings per listed registered B share (1 million shares with a par value of CHF 25)	41.60	42.90

# Consolidated balance sheet as at 31 December (in CHF 1000)

Assets	2016	2015
Investments		
Real estate	1'460'075	1'411'365
Participation in affiliated compagnies	8'308	5'195
Other non-current securities	21'478	21'439
Equities	543'319	565'227
Alternative products	386'334	532'916
Other variable-income securities	232'697	219'740
Derivate financial instruments	18'286	21'488
Bonds and other fixed-income investments	3'322'042	3'040'170
Mortgages	545'386	463'030
Loans to corporations	569'494	597'849
Policy loans	5'219	4'927
	7'112'638	6'883'345
Investments for unit-linked contracts	191'031	210'888
Excess employer contributions to pension scheme	3'917	3'917
Tangible assets	89'735	87'266
Intangible assets	16'235	12'338
Reinsurance deposit receivables	31'818	31'354
	51010	51 554
Receivables from insurance operations		
Receivables from insurance policy-holders	8'953	6'817
Receivables from agents and brokers	1'307	1'963
Receivables from insurance and reinsurance companies	10'585	7'583
	20'846	16'363
Receivables from related parties	939	936
Other receivables	57'932	66'811
Cash and cash equivalents	199'726	246'689
Prepayments and accrued income		
Investment income	36'864	36'544
Other	13'260	19'058
	50'124	55'602
Total assets	7'774'941	7'615'508

For the notes, please refer to pages 59 to 79 of the original French version of the 2016 Annual Report

Liabilities and equity	2016	2015
Equity		
Share capital	75'000	75'000
Treasury shares	-6'248	-6'248
Capital reserves	27'842	27'842
Retained earnings	1'090'962	1'002'384
Revaluation reserve	330'515	311'372
Profit for the year	124'811	128'767
	1'642'882	1'539'117
Technical reserves		
Unearned premium reserve	97'786	98'411
Actuarial reserves	3'387'513	3'296'949
Claims reserves	1'647'934	1'632'318
Provision for policy-holder participation	86'234	85'200
Other technical provisions	62'578	57'233
	5'282'045	5'170'111
Technical reserves for unit-linked contracts	188'985	207'007
Financial provisions		
Provisions for current taxes	17'476	18'574
Provisions for deferred taxes	101'101	107'974
Provisions for restructuring costs	4'881 123'458	5'015 <b>131'563</b>
Liabilities from reinsurance contracts	16'372	15'261
Liabilities from insurance operations		
Payables to insurance and reinsurance companies	2'775	4'606
Payables to brokers, policy-holders or other beneficiaries	75'924	69'094
Deposit liabilities for credited policy-holder profit participation	113'972	119'472
	192'670	193'172
Non-current liabilities		
Payables to related parties	22'000	22'000
	22'000	22'000
Current liabilities		
Payables to related parties	10'350	10'399
Derivate financial instruments (negative position)	563	107
Other	23'570	32'984
	34'484	43'490
Accrued expenses and deferred income		
Prepaid premiums	224'274	242'413
Other	47'771	51'374
	272'045	293'787
Total liabilities and equity	7'774'941	7'615'508

# Cash flow statement as at 31 December (in CHF 1000)

Cash flow from operating activities 2016				
Profit for the year	124'811	128'767		
Share of profit of associates	-1'504	-858		
· · · ·				
Realized / unrealized gains (-) / losses (+) on				
Real estate	-4'154	-11'61:		
Securities and other investments	-103'956	-94'56 <sup>-</sup>		
Other non-current securities	229	80		
Depreciations and impairments on				
• Real estate	1'283	-7'604		
Securities and other investments	21'427	53'52		
Other non-current securities	-469	22		
Tangible assets	7'199	5'50		
Intangible assets	5'401	4'13		
Change in operating assets and liabilities				
Technical reserves	96'790	88'21		
Bonuses credited to policy-holders in the life business	-4'305	-86		
Provisions for future policy-holder participation	5'339	2'16		
Financial provisions	-331	9'15		
Receivables from insurance operations	-4'483	-75		
Liabilities from insurance operations	-502	2'18		
Deposits for accepted reinsurance	-463	1'15		
Deposits for liabilities from reinsurance contracts	1'111	-1'26		
• Receivables from related parties	-3	-12		
• Payables to related parties	-49	-1		
• Other receivables	8'878	-53		
• Other liabilities	-9'414	11'99		
Prepayments and accrued income	5'478	-8'14		
Accrued expenses and deferred income	-21'742	16'75		
Total	126'572	198'239		
Cash flow from investing activities				
• Real estate	-16'742	-86'80		
Participation in affiated compagnies	-2'879			
Securities and other investments	-96'228	-85'50		
• Other non-current securities	200	-8'44		
Tangible assets	-9'669	-4'83		
Intangible assets	-9'298	-3'66		
Total	-134'616	-189'25		
Cash flow from financing activities				
Dividends and other distributions from previous year	-38'919	-43'91		
Total	-38'919	-43'91		
	461000	34100		
Net increase/decrease (-) in cash and cash equivalents	-46'963	-34'93		

# Consolidated statement of equity as at 31 December (in CHF 1000)

	Share capital	Treasury shares <sup>1)</sup>	Capital reserves	Retained earnings <sup>2)</sup>	Revaluation reserve	Total
Equity as at 1 January 2015	75'000	-6'248	27'842	1'046'853	320'667	1'464'115
Dividends and other distributions (previous fiscal year)				-43'919		-43'919
Dividends Orion, company by equity method consolidated				-550		-550
Profit of the year				128'767		128'767
Revaluation of						
real estate					82'108	82'108
securities					-93'243	-93'243
deferred taxes					1'840	1'840
Equity as at 31 December 2015	75'000	-6'248	27'842	1'131'151	311'372	1'539'117
Dividends and other distributions (previous fiscal year)				-38'919		-38'919
Dividends Orion, company by equity method consolidated				-440		-440
Integration of Europ Assistance in the scope of consolidation				-1'100		-1'100
Profit of the year				124'811		124'811
Revaluation of						
real estate					29'096	29'096
securities					-17'727	-17'727
other investments				270		270
deferred taxes					7'774	7'774
Equity as at 31 December 2016	75'000	-6'248	27'842	1'215'773	330'515	1'642'882

1) Since 31 December 2009, Vaudoise Général, Insurance Company Ltd, Lausanne, has further held 56'725 registered B shares in Vaudoise Assurances Holding SA amounting to CHF 6'248'175.–. A reserve for an equivalent amount of treasury shares has been set up in the financial statements of the parent company in compliance with legal requirements.

2) As at 31 December 2016, the non-distributable reserves required by law or under the Articles of Incorporation amount to CHF 101,2 million (CHF 101,2 million as at 31 December 2015).

### Treasury shares held by related parties

Mutuelle Vaudoise, Société Coopérative, Lausanne, holds 10 million registered A shares with a nominal value of CHF 5.– each and 26'780 registered B shares with a nominal value of CHF 25.– each.

The Caisse de pension Vaudoise Assurances, Lausanne, holds 20'000 registered B shares with a nominal value of CHF 25.- each.

