

# SPOTLIGHT ON CORPORATE RESPONSIBILITY CR REPORT 2017-2018

HAREL INSURANCE &  
FINANCE GROUP



# HAREL AWARDED THE HIGHEST RANKING IN MAALA'S INDEX

## 1<sup>ST</sup> RATE CORPORATE RESPONSIBILITY

Harel has been a member of Maala since 2008 and holds Maala's Platinum Plus ranking, the highest awarded by the organization, since 2014.



"Maala" is a non-profit corporate membership organization comprised of some 110 of Israel's leading companies. The organization works to promote corporate social and environmental responsibility and to develop standards for responsible governance in Israel.

## HAREL IS COMMITTED TO PROVIDING PROFESSIONAL AND PERSONAL CUSTOMER SERVICE

Harel strives to provide its customers with the best possible service experience while providing personalized attention and maintaining values of professionalism, fairness and dependability, innovation, proactivity, transparency, efficiency and availability. In recent years, Harel has been implementing a strategy that integrates digital innovation with personal customer contact.



800,000

Customer service surveys sent over the course of the reporting period

55,000

Completed surveys received over the course of the reporting period. Approximately 2,300 responses per month

# HAREL IS COMMITTED TO FAIR AND DIVERSE EMPLOYMENT

Our employees are our most valuable resource and our source of strength as an organization. They are the key to providing our customers with the best possible service and thus we invest considerable efforts in their professional development and well-being.

# 4,932

## MALE AND FEMALE EMPLOYEES

As of year-end 2018, the Harel Group employs 4,932 male and female employees, all under personal employment contracts

# 103,240

## TRAINING AND DEVELOPMENT HOURS

In 2017 Harel Insurance allocated 101,550 hours to training, while in 2018 the company allocated 103,240 hours to training (annual average of ~25 hours per employee, for each of the two years)



AT HAREL,

# 70%

## OF ALL EMPLOYEES ARE WOMEN

At Harel Insurance Company, the Group's principal holding, women make up ~60% of the managerial level and ~72% of the entire company's workforce. Senior management at Harel Insurance consists of 4 women, a third of all senior executives at a VP level and higher. Of these women, one serves as the CEO of Harel's subsidiary

# HAREL IS COMMITTED TO COMMUNITY INVOLVEMENT AND CONTRIBUTION

The Harel Group invests considerable organizational resources to promote employee volunteer work, believing that active community involvement supports not only the community but also our employees and our values as an organization.

OVER

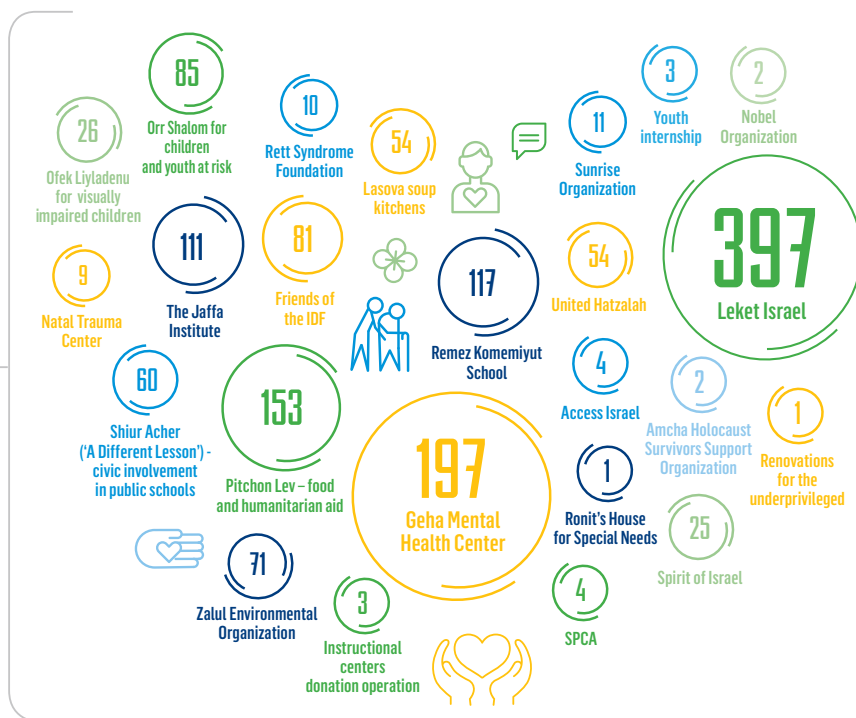
**80** YEARS OF CONTRIBUTION

Over 80. Over ILS8m per year:



Employee volunteer work by organization – 2018

**36%**  
OF HAREL'S WORKFORCE  
PARTICIPATED IN  
VOLUNTEER WORK  
DURING 2018



## HAREL IS COMMITTED TO HEALTH

The health sector is central to the Group's business operations and thus we intend to continue our contribution to the Israeli society in this sector.

Harel maintains a strategic partnership with United Hatzalah, an organization that provides emergency life-saving services. In 2018, United Hatzalah volunteers treated 315,000 people across the country.

IN 2017-2018:

193 

EMPLOYEES VOLUNTEERED FOR  
CHILDREN AND YOUTH AT THE GEHA  
MENTAL HEALTH CENTER

1,638 

EMERGENCY CALLS RECEIVED FIRST  
RESPONSE FROM HAREL VOLUNTEERS

128 

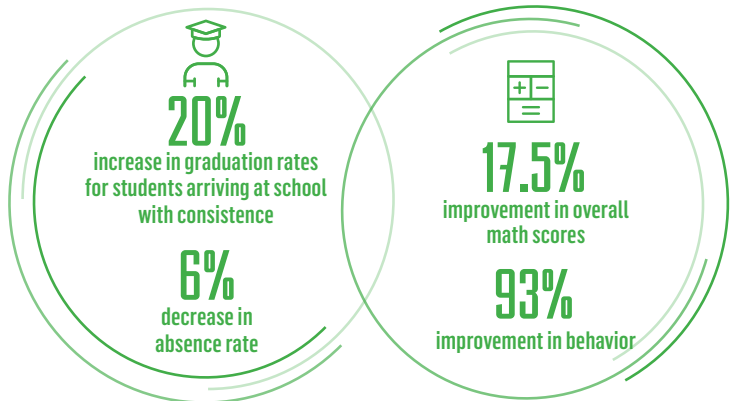
MEDICAL FOLLOW-UPS FOR THE ELDERLY  
CONDUCTED BY HAREL VOLUNTEERS

## HAREL IS COMMITTED TO FOOD SECURITY

For over 8 years, the Harel Group has partnered with Nevet, a non-profit organization, for distributing daily school meals for Israeli children.



Improvement of various metrics based  
on staff and student feedback:



# HAREL IS COMMITTED TO A RESPONSIBLE SUPPLY CHAIN

Our suppliers enable us to conduct our operational activity and to provide our customers with professional and quality service. As a group, we have a significant economic impact on our suppliers and, as such, on thousands of households in Israel. We strive to maintain suppliers relations based on trust, fairness and open communication.

We will conduct business with Harel again

Harel has an open-door communications policy

Negotiations with Harel are conducted in a respectful and appropriate manner

Business with Harel proceeds according to expectations and definitions, without undue delays or modifications

Harel representatives speak in a pleasant and courteous manner

Harel honors its commitments

Result of Suppliers Survey held in 2018

**100%**  
COMPLETELY  
AGREE



**88%** COMPLETELY  
AGREE  
**12%** AGREE

Harel treats its suppliers fairly

Harel's supplier contract engagement process was conducted fairly

Harel's supplier payment process is well-defined and transparent

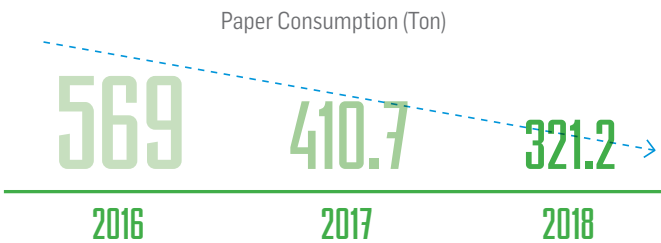
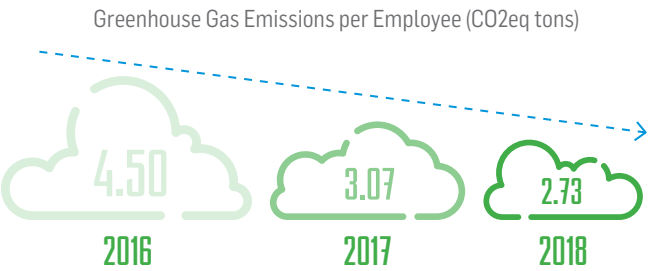
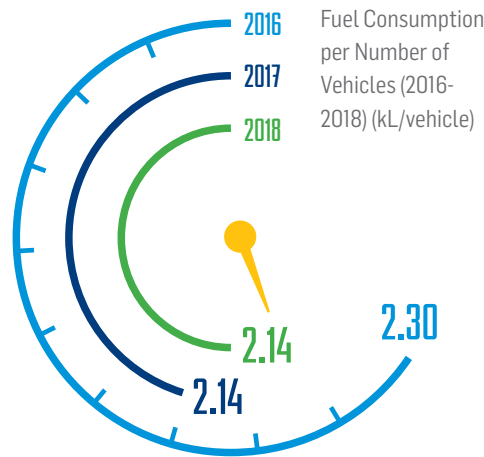
# HAREL IS COMMITTED TO ETHICS AND CORPORATE GOVERNANCE

We promote a business culture based on ethical principles as a vital and fundamental precondition for achieving moral excellence and business leadership. Fair practice, consistent with our stakeholders' ethical values, serves as our moral compass, guiding us in our ongoing operations.

## HAREL IS COMMITTED TO ENVIRONMENTAL SUSTAINABILITY

We strive to minimize our environmental impact in every way possible and have expanded our investments into green ventures such as renewable energy projects in international markets.

In 2018, the Harel Group joined leading global insurance companies in implementing environmental risk management solutions.



THE TRANSITION TO ELECTRONIC MAILING ALLOWED FOR A SIGNIFICANT REDUCTION IN PAPER CONSUMPTION

## A MESSAGE FROM OUR CHAIRMAN AND CEO,

We are proud to present Harel Insurance and Finance Group's fourth corporate responsibility report, reflecting our continued commitment to the promotion of corporate responsibility. This concept is an integral part of the Group's business effort, and as such is shared and supported by Harel's various stakeholders.

Sincerely,

**Yair Hamburger**  
Chairman, Harel Insurance & Finance Group

Year after year, we allocate more time and resources in promoting community involvement, sustaining our work environment and environmental quality, maintaining ethical practices, superior customer service and a responsible supply chain.

Managers, employees and agents,  
your contribution to Harel's efforts

enables the Group to achieve its operational goals and conduct itself responsibly, fairly and transparently. We would like to take this opportunity to also thank our customers for the trust they have placed in us.

We wish you and your family a happy new year, and offer our best wishes for a healthy and productive year.

**Michel Siboni**  
CEO, Harel Insurance & Finance Group



## ABOUT THE HAREL GROUP

Harel is one of Israel's largest leading insurance and finance groups. The financial future and security of over 3 million customers serves as the Group's top priority and guides its efforts to maintain balanced and responsible corporate conduct in all areas of operations described in the Corporate Responsibility Report.

Our customers benefit from our years of experience, professional knowledge, advanced digital platform and a strong extensive professional network both in Israel and around the world.

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To view or download the full report, visit [www.harel-ins.co.il](http://www.harel-ins.co.il)