



Generali in figures 2023

* Indicators reported within the Consolidated Non-Financial Statement subject to limited assurance by the external auditor

RESPONSIBLE INVESTOR

| | 2023 | 2022 | 2021 |
|--|---------|---------|---------|
| Direct investments by the Group's insurance companies subject to negative screening approach (€ mln)* | 233,348 | 235,437 | 312,772 |
| New green and sustainable investments (€ mln)* | 3,399 | 3,189 | 2,537 |
| Fenice 190 - investments to support sustainable recovery in Europe (€ mln)* The amounts are cumulative | 2,666 | 2,080 | 2,080 |
| Carbon footprint of investment portfolio (EVIC) (tCO₂e/€ mln invested)* The indicator refers to the carbon footprint of direct general account investment portfolio of the Group's insurance companies in listed equities and corporate bonds, in terms of carbon intensity (EVIC). The coverage is 73% for the year 2021, 75% for the years 2022 and 2023. Our ambition and commitment is to increase the part of our investment portfolio covered by the carbon footprint assessment in order to provide increasingly precise data. To calculate the carbon footprint indicators, the Group relies on MSCI data. Data related to CO ₂ emissions and carbon intensity (EVIC and sales) of the companies in the portfolio refer to the last available data at the moment of the calculation of carbon footprint for this reporting (usually January/February of each year) and therefore mainly refer to the previous year as the new data are available in the second semester of the year. | 98 | 100 | 128 |
| Carbon intensity (sales) (tCO₂e/€ mln of sales)* The indicator refers to the carbon footprint of direct general account investment portfolio of the Group's insurance companies in listed equities and corporate bonds. The coverage for carbon intensity (sales) is 85% for the year 2021, 88% for the year 2022, and 92% for the year 2023. Our ambition and commitment is to increase the part of our investment portfolio covered by the carbon footprint assessment in order to provide increasingly precise data. To calculate the carbon footprint indicators, the Group relies on MSCI data. Data related to CO ₂ emissions and carbon intensity (EVIC and sales) of the companies in the portfolio refer to the last available data at the moment of the calculation of carbon footprint for this reporting (usually January/February of each year) and therefore mainly refer to the previous year as the new data are available in the second semester of the year. | 147 | 188 | 241 |
| Absolute emissions (mln tCO₂e)* The indicator refers to the carbon footprint of direct general account investment portfolio of the Group's insurance companies in listed equities and corporate bonds, in terms of carbon intensity (EVIC). The coverage is 73% for the year 2021, 75% for the years 2022 and 2023. Our ambition and commitment is to increase the part of our investment portfolio covered by the carbon footprint assessment in order to provide increasingly precise data. To calculate the carbon footprint indicators, the Group relies on MSCI data. Data related to CO ₂ emissions and carbon intensity (EVIC and sales) of the companies in the portfolio refer to the last available data at the moment of the calculation of carbon footprint for this reporting (usually January/February of each year) and therefore mainly refer to the previous year as the new data are available in the second semester of the year. | 6.8 | 6.8 | 10.4 |
| Assets managed ex art. 8/9 SFDR (€ bln)* The scope of the indicator refers to assets managed by asset managers belonging to A&WM business unit (excluding the Banca Generali group) including both individual portfolio management services and collective investment schemes, disclosed in accordance with art. 8 and 9 of the SFDR Regulation. | 147.8 | 85.2 | n.a. |



RESPONSIBLE INSURER

| | 2023 | 2022 | 2021 |
|--|--------|--------|--------|
| Premiums from insurance solutions with ESG components (€ mln)* | 20,815 | 19,868 | 17,133 |
| Premiums from insurance solutions with ESG components - social sphere (€ mln)* | 18,228 | 17,449 | 15,383 |
| Premiums from insurance solutions with ESG components - environmental sphere (€ mln)* | 2,587 | 2,419 | 1,750 |

Note: Premiums from insurance solutions with ESG components - social sphere and environmental sphere refer to consolidated companies representing 96.2% of the Group's total gross direct written premiums, excluding the corporate & commercial business. The change was on equivalent terms, i.e. at constant exchange rates and consolidation scope.

As for premiums from insurance solutions with ESG components - environmental sphere, the premium from multi-risk policies covering NATCAT events only refers to the NATCAT guarantee. If the premium cannot be split into green-related component and other components, only the premium from the policies which are predominantly providing a green coverage or service is reported.

| | | | |
|---|------|------|------|
| Customers (mln)* The number of customers refers to all insurance entities, banks and pension funds. | 70 | 68 | 67 |
| Multi holding customers (%)* The indicator measures the percentage of customers with two or more needs covered by Generali. Customers of mono-product companies (companies operating in only one line of business, such as MTPL, travel, pension funds, legal assistance, etc.) and customers who are not directly reachable by Generali (banks, bancassurance companies, white label business and partnerships) are not relevant for this scope, as the indicator is not applicable. | 51.3 | 47.8 | n.a. |
| Number of agents (thousand)* The number of agents refers to all insurance entities with traditional distribution networks. | 164 | 161 | 159 |
| Relationship NPS* The Relationship Net Promoter Score (RNPS) is an indicator based on customer research data and calculated deducting the percentage of detractors from the percentage of promoters. The RNPS is expressed as an absolute number. The indicator spans 23 markets where we operate under the Generali brand: Argentina, Austria, Bulgaria, Croatia, Czech Republic, France, Germany, Greece, Hungary, India, Indonesia, Italy, Malaysia, Poland, Romania, Serbia, Slovakia, Slovenia, Spain, Switzerland, Thailand, Turkey and Vietnam. | 21.5 | 18.2 | 14.2 |



RESPONSIBLE EMPLOYER

| Employees by area | 2023 | 2022 | 2021 |
|--|---------------|---------------|---------------|
| Italy* Includes Cattolica headcounts since 2021 | 14,858 | 15,147 | 15,480 |
| France* | 6,514 | 6,594 | 6,589 |
| DACH* (1) Germany, Austria and Switzerland | 15,631 | 15,620 | 15,548 |
| International* (1) Includes Central Eastern Europe, Mediterranean and Latin America and Asia regions | 30,007 | 30,493 | 23,748 |
| Asset & Wealth Management* Includes the main Group entities operating in investment advisory, asset management and financial planning. | 2,796 | 2,406 | 2,284 |
| Group Holding and other companies Includes the Parent Company's management and coordination activities, including Group reinsurance, Europ Assistance, Generali Employee Benefits, Global Corporate & Commercial, other financial holding companies and international service providers not included in the previous geographic areas. | 12,073 | 11,801 | 10,972 |
| Discontinued Operations | 0 | 0 | 0 |
| Total Generali Group* | 81,879 | 82,061 | 74,621 |

(1) The Generali Group completed the geographical reorganization by including CEE in the International perimeter and inserting Austria in the new DACH perimeter (Germany, Austria and Switzerland). 2022 and 2021 figures were restated accordingly.

| Employees by level | 2023 | 2022 | 2021 |
|------------------------------|---------------|---------------|---------------|
| Managers | 2,307 | 2,292 | 2,082 |
| Middle Managers | 9,483 | 12,179 | 11,367 |
| Employees | 52,165 | 50,297 | 44,530 |
| Sales attendant | 17,751 | 17,006 | 16,429 |
| Other | 173 | 287 | 213 |
| Total Generali Group* | 81,879 | 82,061 | 74,621 |



| Employees by age bracket | 2023 | 2022 | 2021 |
|---------------------------------|---------------|---------------|---------------|
| <=34 | 19,675 | 20,259 | 18,640 |
| 35-54 | 47,124 | 47,752 | 42,999 |
| >=55 | 15,080 | 14,050 | 12,982 |
| Total Generali Group* | 81,879 | 82,061 | 74,621 |

| Employment | 2023 | 2022 | 2021 |
|--|-------------|-------------|-------------|
| Permanent employees | 76,344 | 76,262 | 68,597 |
| Fixed-term employees | 5,535 | 5,799 | 6,024 |
| Full-time employees | 72,519 | 72,657 | 65,442 |
| Part-time employees | 9,360 | 9,404 | 9,179 |
| Employees hired ⁽²⁾ | 10,145 | 10,576 | 6,736 |
| Female Employees hired ⁽²⁾ | 4,562 | 4,850 | 3,671 |
| Employees turnover ⁽²⁾ | 11,119 | 11,591 | 7,835 |
| Turnover rate (%) ⁽²⁾ | 13.6 | 14.1 | 10.7 |
| Female turnover rate (%) ⁽²⁾ | 11.8 | 12.0 | 11.5 |
| Voluntary turnover rate (%) ⁽²⁾ | 8.2 | 9.1 | 6.2 |
| Workers represented in the European Works Council (%) | 74.3 | 74.0 | 80.5 |

(2) The indicator refers to all consolidated line-by-line companies, excluding a few exceptions with very different hiring and turnover dynamics due to business peculiarities (e.g. assistance).



| Diversity, Equity & Inclusion - Focus on gender | 2023 | 2022 | 2021 |
|---|-------------|-------------|-------------|
| Women on Board of Directors (%)* | 46.2 | 46.2 | 38.4 |
| Female in top-executive position (%) In the Group Management Committee | 13.3 | 13.3 | 15.4 |
| Women in strategic positions (%)* The indicator refers to women in Group Management Committee (GMC) and Generali Leadership Group positions and their first reporting lines. The data at year-end 2022, was restated due to the inclusion of positions in companies previously excluded. Before 2022, restated data not available. | 34.8 | 29.4 | n.a. |
| Women in managerial positions (%) The indicator refers to women in managerial positions defined as employees with at least 1 direct report and not included in the strategic positions | 39.9 | 41.3 | 38.9 |
| Female employees (%)* | 51.1 | 50.5 | 51.4 |
| Permanent female employees (% on total permanent employees) | 50.3 | 49.7 | 50.8 |
| Gender pay gap (%)* Difference between males' and females' median base salary across the entire organization regardless of the roles. It is calculated as a percentage of the difference between males' salary minus females' salary, divided by the males' salary. The indicator refers to all consolidated line-by-line companies or aggregated business units with more than 200 employees, excluding a few exceptions due to business or local context peculiarities. | 14.5 | 12.5 | 14.9 |
| Equal pay gap (%)* Difference between males' and females' base salary for the same work or work of equal value, calculated applying an advanced data analytics model based on multiple regression. The indicator refers to all consolidated line-by-line companies or aggregated business units with more than 200 employees, excluding a few exceptions due to business or local context peculiarities. | 0.9 | 1.6 | 1.8 |
| Accessibility gap to variable remuneration between males and females (%)* Difference in percentage between males' and females' accessibility rate to variable remuneration across the entire organization. The indicator refers to all consolidated line-by-line companies or aggregated business units with more than 200 employees, excluding a few exceptions due to business or local context peculiarities. | 2.0 | 1.7 | 4.3 |



| Training, Engagement and Performance | 2023 | 2022 | 2021 |
|---|-------------|-------------|-------------|
| Training Investment (€ mln)* The indicators refer to consolidated line-by-line companies, excluding a few limited exceptions due to business or local context peculiarities. They represent 98,4% of total employees | 61.7 | 60 | 56.9 |
| Average hours of training per capita* The indicators refer to consolidated line-by-line companies, excluding a few limited exceptions due to business or local context peculiarities. They represent 98,4% of total employees | 34.4 | 32 | 34.2 |
| Trained employees (%)* The trained employees represent 98,4% of the total, excluding a few limited exceptions due to business or local context peculiarities | 100 | 100 | 100 |
| Upskilled employees (%)* Participation in the program derives from a managerial choice of each Group company. The indicator, therefore, refers to 75.4% of total employees The indicator in 2021 and 2020 is not available as training initiatives in scope are different from those existing in the previous cycle. | 68 | 35 | n.a. |
| Employee engagement rate (%)* It is a measure that summarizes people's belief in company goals and objectives (rational connection), their sense of pride (emotional connection) and their willingness to go the extra mile to support success (behavioral connection). It is an index composed by the average result of six specific questions included in the Group Engagement Surveys. The index refers to the Group companies that decided to join the Global Pulse Survey 2023, representing 87,6% of total employees. | 83 | 84 | 83 |
| Employees receiving regular performance and career development reviews (%) Data refers to eligible employees (excluding fixed term contracts, new hired not entering the process, employees on long term leave, etc.) | 100 | 100 | 100 |
| Hybrid Work | | | |
| Entities working Hybrid (%)* The indicator refers to consolidated line-by-line companies, excluding a few limited exceptions due to business or local context peculiarities | 100 | 100 | 100 |



Group operations

Data refers to the scope of the Group Environmental Management System (EMS), which represents the following organizational units: Argentina, Austria, Bulgaria, Banca Generali, Chile, Croatia, Europ Assistance, France, Germany, Greece, Hungary, India, Italy, Poland, Portugal, Czech Republic, Romania, Slovakia, Slovenia, Serbia, Spain and Switzerland. The growth of the reporting perimeter made it necessary to restate the entire trend from 2019.

| GHG Emissions | 2023 | 2022 | 2021 | 2020 | 2019 |
|--|---------------|---------------|---------------|---------------|----------------|
| Scope1 (tCO₂e) (A)* | 36,052 | 37,522 | 35,511 | 35,280 | 47,977 |
| Scope2 - market based (tCO₂e) (B)* | 13,597 | 15,609 | 16,686 | 18,588 | 21,858 |
| Scope2 - location based (tCO₂e)* | 54,991 | 57,928 | 64,123 | 65,718 | 75,172 |
| Scope3 (tCO₂e) (C)* | 40,717 | 39,602 | 37,414 | 37,661 | 65,855 |
| <i>Scope 3 - Purchased goods and services (tCO₂e) [Cat. 1]</i> | 4,935 | 5,102 | 5,689 | 5,839 | 9,256 |
| <i>Scope 3 - Fuel-and-energy-related activities (not included in scope 1 or 2) (tCO₂e) [Cat. 3]</i> | 24,577 | 25,387 | 24,809 | 24,973 | 33,570 |
| <i>Scope 3 - Waste generated in operations (tCO₂e) [Cat. 5]</i> | 1,119 | 791 | 584 | 562 | 1,381 |
| <i>Scope 3 - Business travel (tCO₂e) [Cat. 6]</i> | 10,086 | 8,322 | 6,332 | 6,287 | 21,648 |
| Total emissions (tCO₂e) (A+B+C)* | 90,366 | 92,733 | 89,611 | 91,529 | 135,690 |

Note: GHG emissions are calculated in accordance with the GHG Protocol - Corporate Accounting and Reporting Standard and represent 100% of the Group's workforce linked to emission sources in operational control (85.8% measured and 14.2% extrapolated). The measured data represent the organizational units listed above. The GHG emissions of organizational units not included in this list have been extrapolated. The growth of the reporting perimeter (+6.8% in terms of the Group's workforce compared to 2022) made it necessary to restate the entire trend from 2019. The gases included in the calculation are CO₂, CH₄ and N₂O for combustion processes and all climate-altering gases reported in the IPCC AR4 for other emissions (long-lived greenhouse gases - LLGHGs). Scope 3 category 1 - Purchased goods and services includes paper purchase and water-related services, Scope 3 category 6 - Business travel includes air, train and private or rented car travels.

| GHG Emissions from biofuels | 2023 | 2022 | 2021 | 2020 | 2019 |
|--|-------------|-------------|-------------|-------------|-------------|
| Biogenic emissions (tCO₂e) | 109 | 94 | 83 | 41 | 26 |

Note: the GHG emissions from biofuels are reported separately and are not included in the emissions data of the above tables, as stated by the GHG Protocol.



| Energy | 2023 | 2022 | 2021 | 2020 | 2019 |
|---|----------------|------------------|------------------|------------------|------------------|
| Purchased electrical energy (GJ) | 362,439 | 400,371 | 435,159 | 448,110 | 525,887 |
| <i>Purchased renewable energy*</i> | 87% | 86% | 86% | 85% | 82% |
| Generation of renewable energy (GJ) | 669 | 607 | 377 | 353 | 400 |
| District heating (GJ) | 122,603 | 133,770 | 167,759 | 154,415 | 159,782 |
| District cooling (GJ) | 15,720 | 19,849 | 20,683 | 21,730 | 27,424 |
| Natural gas (GJ) | 70,550 | 89,892 | 112,766 | 88,454 | 118,248 |
| Natural gas consumed by trigeneration (GJ) | 186,333 | 184,217 | 149,763 | 179,470 | 200,341 |
| Diesel oil (GJ) | 126,554 | 134,203 | 116,345 | 117,145 | 220,919 |
| Gasoline (GJ) | 63,707 | 59,819 | 48,668 | 46,129 | 49,878 |
| LPG (GJ) | 5,899 | 5,899 | 5,899 | 5,961 | 5,323 |
| Biofuel (GJ) | 1,754 | 1,517 | 1,339 | 663 | 416 |
| Total energy (GJ) | 956,228 | 1,030,144 | 1,058,758 | 1,062,430 | 1,308,618 |
| <i>of which non-renewable energy consumption (GJ)</i> | 639,111 | 685,726 | 682,156 | 680,548 | 876,033 |

Note: energy data represent the organizational units listed above, covering the 85.8% of the Group employees. The growth of the reporting perimeter made it necessary to restate the entire trend from 2019. Diesel oil and gasoline include the fuel consumption of the company cars' fleet.

| Mobility | 2023 | 2022 | 2021 | 2020 | 2019 |
|----------------------------|-------------------|-------------------|-------------------|-------------------|--------------------|
| Private car (km) | 26,750,350 | 27,432,213 | 27,644,734 | 26,376,261 | 62,376,122 |
| Airplane (km) | 38,429,570 | 24,665,193 | 6,274,173 | 7,947,115 | 70,372,066 |
| <i>Long-haul</i> | 7% | 4% | 19% | 15% | 10% |
| <i>Medium-haul</i> | 64% | 65% | 57% | 72% | 68% |
| <i>Short-haul</i> | 29% | 31% | 24% | 13% | 22% |
| Train (km) | 30,518,613 | 19,860,079 | 7,159,535 | 10,070,152 | 51,834,785 |
| <i>High-speed</i> | 84% | 81% | 76% | 77% | 81% |
| <i>Conventional</i> | 16% | 19% | 24% | 23% | 19% |
| Total mobility (km) | 95,698,533 | 71,957,485 | 41,078,442 | 44,393,528 | 184,582,973 |

Note: mobility data represent the organizational units listed above, covering the 85.8% of the Group employees. The growth of the reporting perimeter made it necessary to restate the entire trend from 2019.



| Other environmental data | 2023 | 2022 | 2021 | 2020 | 2019 |
|---|-------------|-------------|-------------|-------------|-------------|
| Total water withdrawal (m³) | 713,114 | 678,070 | 655,436 | 620,608 | 952,270 |
| Total waste production (ton) | 4,516 | 4,675 | 4,049 | 6,095 | 9,896 |
| <i>Waste for recycling</i> | <i>68%</i> | <i>77%</i> | <i>81%</i> | <i>87%</i> | <i>81%</i> |
| Total paper consumption (ton) | 3,421 | 3,639 | 4,075 | 4,206 | 6,666 |
| <i>Environmentally certified paper</i> | <i>82%</i> | <i>79%</i> | <i>78%</i> | <i>65%</i> | <i>52%</i> |

Note: other environmental data represent the organizational units listed above, covering the 85.8% of the Group employees. The growth of the reporting perimeter made it necessary to restate the entire trend from 2019.

RESPONSIBLE CORPORATE CITIZEN

| | 2023 | 2022 | 2021 |
|---|-------------|-------------|-------------|
| Funds allocated to the community (€ mln) | 14.5 | 13.9 | 12.2 |
| <i>of which The Human Safety Net (€ mln)</i> | <i>9.4</i> | <i>10.1</i> | <i>6.2</i> |
| Active countries for The Human Safety Net* | 26 | 24 | 23 |
| Active partners for The Human Safety Net* | 77 | 77 | 61 |