



## Sustainability Accounting Standards Board (SASB) Index- Insurance Sector Standard

Topic	SASB Disclosure	Disclosure Code	Reference <sup>1</sup>
	Customer retention rate	FN-IN-270a.3	<u>AIR &amp; CFS 2023</u> : p. 40 - Number of customers at end of December 2023 and change compared to 2022 <u>ESG Presentation</u> : slide 29
	Description of approach to informing customers about products	FN-IN-270a.4	<u>AIR &amp; CFS 2023</u> : p. 18-19, 39-42 - The value creation process, information on our activities to be lifetime partner to customers: personalised value propositions, effortless and caring experiences, claims management, phygital advice <u>ESG Presentation</u> : slide 29 <u>Code of Conduct</u> <u>NPS Program</u> <u>A lifetime partner to our customers</u> <u>Personalised Value Propositions</u> <u>Effortless and caring experience</u> <u>Claims Management</u> <u>Phygital Advice</u>
Transparent Information & Fair Advice for Customer			

Disclaimer: The SASB Index - Insurance Sector Standard is referred to exclusively as an index useful for the categorization of some Generali's public disclosures and such disclosures should not be intended as aligning with all SASB's requirements. As at now Generali has not yet adopted SASB as a sustainability reporting standard.

<sup>1</sup> Within this document, all references to the Annual Integrated Report (AIR) and Consolidated Financial Statements (CFS) will be referred to as AIR & CFS. The document is available at the following link: <https://www.generali.com/info/download-center/results#2023>



<p>Incorporation of Environmental, Social, and Governance Factors in Investment Management</p>	<p>Description of approach to incorporation of environmental, social, and governance (ESG) factors in investment management processes and strategies</p>	<p>FN-IN-410a.2</p>	<p><u>AIR &amp; CFS 2023</u>: p. 26-32, 34-35, 44-65 - Climate change risk management framework; Sustainability in the investment process, including direct and indirect investments, Group's commitment to the fight against climate change, Assets managed ex art. 8/9 SFDR, EU Taxonomy-aligned, non aligned but eligible and non-eligible economic activities  <u>ESG Presentation</u>: slide 10, 15-17, 20-23, 43-45, 50  <u>Sustainability into Investments</u>  <u>Sustainable investments framework</u>  <u>Investment portfolio decarbonisation</u>  <u>Networking and Commitments</u></p>
<p>Policies Designed to Incentivise Responsible Behavior</p>	<p>Net premiums written related to energy efficiency and low carbon technology</p>	<p>FN-IN-410b.1</p>	<p><u>AIR &amp; CFS 2023</u>: p. 11, 66-72 - Insurance solutions with ESG components, including EU Taxonomy, Insurance exposure to fossil fuels  <u>ESG Presentation</u>: slide 15-17, 25-27, 50  <u>Insurance solutions with ESG components</u>  <i>Note: Generali uses GDWP and not NPW</i></p>
	<p>Discussion of products and/or product features that incentivise health, safety, and/or environmentally responsible actions and/or behaviors</p>	<p>FN-IN-410b.2</p>	<p><u>AIR &amp; CFS 2023</u>: p. 66-67 - Insurance solutions with ESG components  <u>ESG Presentation</u>: slide 27, 52  <u>Insurance solutions with ESG components</u>  <u>Generali Vitality</u></p>



Physical Risk Exposure	Description of approach to incorporation of environmental risks into: (1) the underwriting process for individual contracts and (2) the management of firm-level risks and capital adequacy	FN-IN-450a.3	<p><u>AIR &amp; CFS 2023</u>: p. 24-32, 34-35, 52-56, 86-91, 95, 169, 192, 368-370 - Management of climate change risks; Objectives; Metrics to mitigate climate change risks; Responsible Underwriting Group Guideline; Governance monitoring climate change management; Reputational, Emerging and Sustainability Risk; Mapping of the Climate-related Financial Disclosure against the TCFD framework; Information about climate change</p> <p><u>ESG Presentation</u>: slide 43-46</p> <p><u>Commitments to the environment and climate Responsible Underwriting Group Guideline 2021</u></p>
Systemic Risk Management	Description of approach to managing capital and liquidity-related risks associated with systemic non-insurance activities	FN-IN-550a.3	<p><u>AIR &amp; CFS 2023</u>: p. 163-166, 167-169 Financial and Credit risk, Other Material Risks (Liquidity Risk, Concentration Risk, Reputational, Emerging and Sustainability Risk)</p>