

GRI Content Index

in accordance with the GRI Standards: Core option



GRI 101: Foundation 2016

GRI 102: General Disclosures 2016

General Disclosures	Page	Description of General Disclosures
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Organizational Profile

102-1	Assicurazioni Generali S.p.A.	Name of the organization
102-2	https://www.generali.com/who-we-are/our-business https://www.generali.com/who-we-are/our-brand https://www.generali.com/what-we-do/insurance-products-with-social-and-environmental-value Annual Integrated Report and Consolidated Financial Statements 2018, p. 58-68 – Our reference markets: positioning and performance	Activities, brands, products, and services
102-3	Annual Integrated Report and Consolidated Financial Statements 2018, p. 2	Location of the organization's headquarters
102-4	Annual Integrated Report and Consolidated Financial Statements 2018, p. 316 – List of countries and p. 58-68 – Our reference markets: positioning and performance	Number of countries where the organization operates, and names of countries where either the organization has significant operations or that are specifically relevant to the sustainability topics covered in the report
102-5	https://www.generali.com/investors/share-information-analysts/ownership-structure	Nature of ownership and legal form
102-6	Annual Integrated Report and Consolidated Financial Statements 2018, p. 58-68 - Our reference markets: positioning and performance	Markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries)
102-7	Annual Integrated Report and Consolidated Financial Statements 2018, p. 10-11 – all data in Group Highlights	Scale of the organization
102-8	https://www.generali.com/our-responsibilities/performance/data-and-performance (Generali in Figures – Social Data)	Total workforce by employment type, employment contract, and region, broken down by gender

For the GRI Content Index Service, GRI Services reviewed that the GRI content index is clearly presented and the references for all disclosures included align with the appropriate sections in the body of the report.

Employees by type of contract

Country	Permanent	Fixed-term	Total	Country	Part Time	Full Time	Total
Italy	12,444	482	12,926	Italy	1,403	11,523	12,926
France	6,390	465	6,855	France	585	6,270	6,855
Germany	9,782	190	9,972	Germany	2,613	7,359	9,972
Austria, CEE and Russia	14,875	1,501	16,376	Austria, CEE and Russia	1,991	14,385	16,376
International*	14,910	4,540	19,450	International*	1,926	17,524	19,450
Investments, Asset & Wealth Management*	1,656	165	1,821	Investments, Asset & Wealth Management*	132	1,689	1,821
Group Holding and other companies*	2,653	46	2,699	Group Holding and other companies*	121	2,578	2,699
Discontinued Operations	617	18	635	Discontinued Operations	82	553	635
TOTAL	63,327	7,407	70,734	TOTAL	8,853	61,881	70,734
Incidence	89.5%	10.5%	100%	Incidence	12.5%	87.5%	100%

Female employees by type of contract

Country	Permanent	Fixed-term	Total	Country	Part Time	Full Time	Total
Italy	5,274	259	5,533	Italy	1,258	4,275	5,533
France	3,244	284	3,528	France	528	3,000	3,528
Germany	5,031	117	5,148	Germany	2,343	2,805	5,148
Austria, CEE and Russia	8,029	1,074	9,103	Austria, CEE and Russia*	1,625	7,478	9,103
International*	7,746	2,846	10,592	International*	1,403	9,189	10,592
Investments, Asset & Wealth Management*	768	73	841	Investments, Asset & Wealth Management*	125	716	841
Group Holding and other companies*	843	18	861	Group Holding and other companies*	103	758	861
Discontinued Operations	302	7	309	Discontinued Operations	64	245	309
TOTAL	31,237	4,678	35,915	TOTAL	7,449	28,466	35,915
Incidence	87.0%	13.0%	100%	Incidence	20.7%	79.3%	100%

***International:** consisting of Spain, Switzerland, Americas and Southern Europe, Asia, Europ Assistance and Other companies (including, Generali Global Health and Generali Employee Benefits); **Investments, Asset & Wealth Management:** includes the main Group entities operating in investment advisory, asset management and financial planning; **Group Holding and other companies:** includes the Parent Company's management and coordination activities, including Group reinsurance, other financial holding companies and suppliers of international services not included in the previous geographical areas.

102-9	https://www.generalali.com/our-responsibilities/working-with-our-suppliers Annual Integrated Report and Consolidated Non Financial Statements 2018, p. 11 – Our Distributors and p. 31 – New customer needs and our management	Description of the supply chain of the organization
102-10	Annual Integrated Report and Consolidated Financial Statements 2018, p. 12-14 – 2018 key facts	Any significant changes during the reporting period regarding the organization’s size, structure, ownership, or its supply chain
102-11	Annual Integrated Report and Consolidated Financial Statements 2018, p. 96-98 – Group Risk Management System	Precautionary principle or approach
102-12	https://www.generalali.com/our-responsibilities/responsible-business/external-commitments	Externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses
102-13	Generali, through its public relations, commits to represent the company at a political and administrative level and to adhere to external initiatives and associations, in order to demonstrate its commitment to society and the environment. https://www.generalali.com/our-responsibilities/responsible-business/external-commitments https://www.generalali.com/governance/relations-with-institutions	Membership of national and international associations

Strategy

102-14	Annual Integrated Report and Consolidated Financial Statements 2018, p. 6-7 – Letter from the Chairman and the Group CEO https://www.generalali.com/our-responsibilities/responsible-business/charter_sustainability_commitments-	Statements of the most senior decision-maker of the organization about the relevance of sustainability to the organization and its strategy for addressing sustainability
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Ethics and Integrity

102-16	Annual Integrated Report and Consolidated Financial Statements 2018, p. 24-25 – Our rules for running business with integrity	Organization’s values, principles, standards and norms of behavior such as codes of conduct and codes of ethics
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Governance

102-18	Annual Integrated Report and Consolidated Financial Statements 2018, p. 34-37 – Our Governance - Focus on the Board of Directors - Focus on the Board of Statutory Auditors	Governance structure of the organization, including committees under the highest governance body and any committees responsible for decision-making on economic,
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		environmental and social impacts
102-35	Annual Integrated Report and Consolidated Financial Statements 2018, p. 38-39 – Our Remuneration Policy	Remuneration policies

Stakeholder engagement

102-40	https://www.generali.com/our-responsibilities/responsible-business/stakeholder-engagement	List of stakeholder groups engaged by the organization
102-41	https://www.generali.com/our-responsibilities/responsible-business/respecting-human-rights (Paragraph “How we monitor respect for human rights”)	Percentage of total employees covered by collective bargaining agreements
102-42	https://www.generali.com/our-responsibilities/responsible-business/stakeholder-engagement	Principi per identificare e selezionare gli stakeholder da coinvolgere
102-43	https://www.generali.com/our-responsibilities/responsible-business/stakeholder-engagement Annual Integrated Report and Consolidated Financial Statements 2018, p. 18 – Our People and p. 21 – A strong brand	Approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group
102-44	https://www.generali.com/our-responsibilities/responsible-business/stakeholder-engagement	Key topics and concerns that have been raised through stakeholder engagement, how the organization has responded to those key topics and concerns, including through its reporting and the stakeholder groups that raised each of the key topics

Reporting Practice

102-45	Annual Integrated Report and Consolidated Financial Statements 2018, p. 292-309 – Subsidiaries Consolidated line by line and 310-315 - Non-Consolidated Subsidiaries and Associated Companies	List of all entities included in the organization’s consolidated financial statements or equivalent documents and those not covered by the report
102-46	https://www.generali.com/our-responsibilities/responsible-business/Materiality-Matrix Annual Integrated Report and Consolidated Financial Statements 2018, p. 120-121 – Consolidated Non-Financial Statement	Process for Defining report content and topic Boundaries
102-47	https://www.generali.com/our-responsibilities/responsible-business/Materiality-Matrix Annual Integrated Report and Consolidated Financial Statements 2018, p. 120 – Consolidated Non-Financial Statement	Material topics identified in the process for defining report content
102-48	https://www.generali.com/our-responsibilities/performance/data-and-performance (Generali in Figures – Economic Data and Investments and premiums)	Explanation of the effect of any restatements of information provided in previous reports, and the reasons for such restatements

102-49	The report includes information consistent with previous year, unless otherwise indicated, and the strategic objectives announced to the market. Annual Integrated Report and Consolidated Financial Statements 2018, p. 130 – Note to the Management Report	Significant changes from previous reporting periods in the list of material topics and topic boundaries
102-50	Annual Integrated Report and Consolidated Financial Statements 2018, p. 130 – Note to the Management Report	Reporting period for information provided
102-51	https://www.generali.com/info/download-center/sustainability/bilanci	Date of most recent previous report (if any)
102-52	Annual Integrated Report and Consolidated Financial Statements 2018, p. 130 – Note to the Management Report	Reporting cycle (such as annual, biennial)
102-53	Annual Integrated Report and Consolidated Financial Statements 2018, p. 354 - Contacts https://www.generali.com/our-responsibilities/contacts	Contact point for questions regarding the report or its contents
102-54	This Content Index refers to the sum of information provided in the Annual Integrated Report and on the Company's website. This report has been prepared in accordance with the GRI Standards: Core option https://www.generali.com/our-responsibilities/performance/how-we-report (Paragraph "Frameworks")	Claims of reporting in accordance with the GRI Standards
102-55	https://www.generali.com/our-responsibilities/performance/how-we-report	GRI Content Index
102-56	Annual Integrated Report and Consolidated Financial Statements 2018, p. 125-127 – Independent Auditor's Report	External assurance

Material Topics

GRI Standard Page Omissions Topic-Specific Standard

GRI 201: Economic Performance 2016

GRI 103: Management Approach 2016 103-1 103-2 103-3	https://www.generali.com/our-responsibilities/our-commitment-to-the-environment-and-climate		
201-2	https://www.generali.com/our-responsibilities/our-commitment-to-the-environment-and-climate Annual Integrated Report and Consolidated Financial Statements 2018, p. 32-33 – Environmental Challenges and our Management		Financial implications and other risks and opportunities for the organization’s activities due to climate change

GRI 302: Energy 2016

GRI 103: Management Approach 2016 103-1 103-2 103-3	https://www.generali.com/our-responsibilities/our-commitment-to-the-environment-and-climate/energy		
302-1	https://www.generali.com/our-responsibilities/our-commitment-to-the-environment-and-climate/energy		Energy consumption within the organization
302-4	https://www.generali.com/our-responsibilities/our-commitment-to-the-environment-and-climate/energy (Paragraph “Performance 2018”)		Reduction of energy consumption

GRI 305: Emissions 2016

GRI 103: Management Approach 2016 103-1 103-2 103-3	https://www.generali.com/our-responsibilities/our-commitment-to-the-environment-and-climate/greenhouse-gas-emissions		
305-1	https://www.generali.com/our-responsibilities/our-commitment-to-the-environment-and-climate/greenhouse-gas-emissions Annual Integrated Report and Consolidated Financial Statements 2018, p. 10 – Total Emissions, p. 22 – Transition towards a low environmental impact company		Direct greenhouse gas (GHG) emissions (Scope 1)

305-2	https://www.generali.com/our-responsibilities/our-commitment-to-the-environment-and-climate/greenhouse-gas-emissions Annual Integrated Report and Consolidated Financial Statements 2018, p. 10 – Total Emissions, p. 22 – Transition towards a low environmental impact company		Energy indirect greenhouse gas (GHG) emissions (Scope 2)
305-3	https://www.generali.com/our-responsibilities/our-commitment-to-the-environment-and-climate/greenhouse-gas-emissions Annual Integrated Report and Consolidated Financial Statements 2018, p. 10 – Total Emissions, p. 22 – Transition towards a low environmental impact company		Other indirect greenhouse gas (GHG) emissions (Scope 3)
305-5	https://www.generali.com/our-responsibilities/our-commitment-to-the-environment-and-climate/greenhouse-gas-emissions Annual Integrated Report and Consolidated Financial Statements 2018, p. 10 – Total Emissions, p. 22 – Transition towards a low environmental impact company		Reduction of greenhouse gas (GHG) emissions

GRI 401: Employment 2016

GRI 103: Management Approach 2016 103-1 103-2 103-3	Our employee policies are characterized by enhancement of employees, professional development, protection of rights and respect for corporate values. The principles and fundamental rights of employees are outlined in the Code of Conduct of the Generali Group and reiterated in the European Social Charter. These are documents are based on the Universal Declaration of Human Rights and the International Labour Organization’s Declaration. All staff are given a formal written employment contract. Exploitation, forced or compulsory labour and child labour are not tolerated in any form. We also recognise the right of our employees to join a trade union, to appoint workers’ representatives and to exercise the relative functions (e.g. the right of collective bargaining), in accordance with local regulations and practices. Our employees are also provided with several benefits in addition to their remuneration.		
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401-1	9,236 new employees (of whom 5.227 women) were hired, and 8.629 (of whom 4,200 women) left. The total recruitment rate was 13.1% (14.6% female recruitment rate) and the turnover rate was 12.2% (11.7% female turnover rate)	Total number and rates of new employee hires and employee turnover by age group, gender and region
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Recruitments and terminations 2018

Country	≤34		35-54		>55		Total	
	Recruitments	Terminations	Recruitments	Terminations	Recruitments	Terminations	Recruitments	Terminations
Italy	615	340	165	344	10	312	790	996
France	589	588	245	335	12	214	846	1,137
Germany	197	385	138	619	17	413	352	1,417
Austria, CEE and Russia	1,665	1,226	965	1,090	114	323	2,744	2,639
International*	2,622	1,121	1,314	625	133	175	4,069	1,921
Investments, Asset & Wealth Management*	77	69	32	34	1	11	110	114
Group Holding and other companies*	127	62	95	149	10	61	232	272
Discontinued Operations	65	54	27	63	1	16	93	133
TOTAL	5,957	3,845	2,981	3,259	298	1,525	9,236	8,629

Female employees

Country	Recruitments	Terminations
Italy		366
France		439
Germany		183
Austria, CEE and Russia		1,721
International*		2,325
Investments, Asset & Wealth Management*		42
Group Holding and other companies*		102
Discontinued Operations		49
TOTAL		5,227

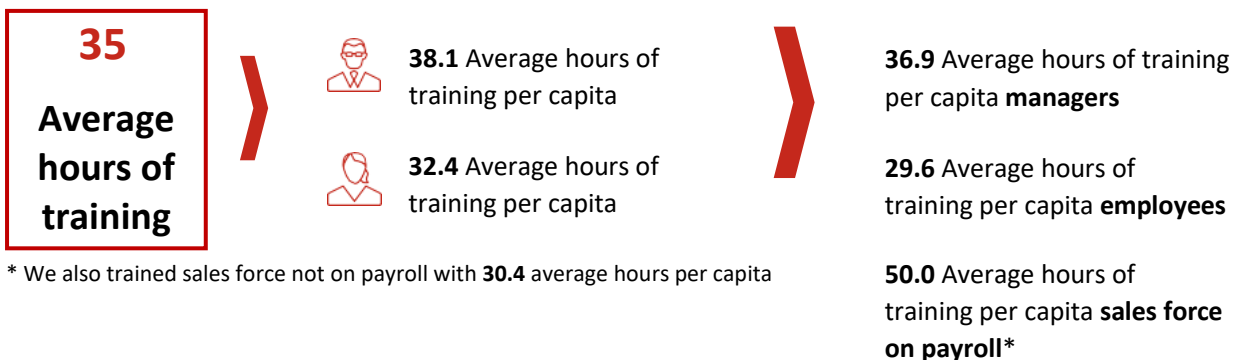
***International:** consisting of Spain, Switzerland, Americas and Southern Europe, Asia, Europ Assistance and Other companies (including, Generali Global Health and Generali Employee Benefits); **Investments, Asset & Wealth Management:** includes the main Group entities operating in investment advisory, asset management and financial planning; **Group Holding and other companies:** includes the Parent Company's management and coordination activities, including Group reinsurance, other financial holding companies and suppliers of international services not included in the previous geographical areas.

GRI 402: Labor / Management Relations 2016

GRI 103: Management Approach 2016 103-1 103-2 103-3	https://www.generali.com/our-responsibilities/generali-people-strategy/social-dialogue		
402-1	https://www.generali.com/our-responsibilities/generali-people-strategy/social-dialogue (Paragraph "Social Dialogue and Union Relations")		Minimum notice periods regarding operational changes, including whether these are specified in collective agreement

GRI 404: Training and education 2016

GRI 103: Management Approach 2016 103-1 103-2 103-3	https://www.generali.com/our-responsibilities/generali-people-strategy/training Annual Integrated Report and Consolidated Financial Statements 2018, p. 19-20 – Our People		
404-1	Annual Integrated Report and Consolidated Financial Statements 2018, p. 20 – NFS section		Average hours of training per year per employee by gender, and by employee categories



404-2	Annual Integrated Report and Consolidated Financial Statements 2018, p. 19-20 – Our People https://www.generali.com/our-responsibilities/generali-people-strategy/training		Programs for upgrading employee skills and transition assistance programs
404-3	In 2018, 99%** of our employees were involved in a performance assessment program, feedback dialogue and development plan. The breakdown by gender and qualification is not available in 2018. The data will be published again starting from 2019. Annual Integrated Report and Consolidated Financial Statements 2018, p. 18 – Our People		Percentage of employees receiving regular performance and career development reviews, by gender and by employee category

GRI 405: Diversity and Equal Opportunity 2016

GRI 103: Management Approach 2016 103-1 103-2 103-3	Annual Integrated Report and Consolidated Financial Statements 2018, p. 19 – Our People https://www.generali.com/work-with-us/Get-to-know-us/diverse-and-inclusive https://www.generali.com/our-responsibilities/generali-people-strategy/remuneration-and-incentives		
405-1	Annual Integrated Report and Consolidated Financial Statements 2018, p. 36-37 – Focus on the Board of Directors		Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity

** The data exclusively refer to Group companies, equal to 54,743 employees (77.4% of the total), within the scope of the Group Performance Management process.

Employees by level

Country	Managers	Employees	Sales force on payroll	Other	Total
Italy	185	6,513	6,162	66	12,926
France	122	4,911	1,822	-	6,855
Germany	173	9,386	413	-	9,972
Austria, CEE and Russia	326	11,953	4,080	17	16,376
International*	646	15,183	3,549	72	19,450
Investments, Asset & Wealth Management*	119	1,636	66	-	1,821
Group Holding and other companies*	317	2,364	12	6	2,699
Discontinued Operations	14	570	50	1	635
TOTAL	1,902	52,516	16,154	162	70,734

Female employees by level

Country	Managers	Employees	Sales force on payroll	Other	Total
Italy	27	3,111	2,390	5	5,533
France	40	2,966	522	0	3,528
Germany	38	5,055	55	0	5,148
Austria, CEE and Russia	107	7,091	1,905	0	9,103
International*	186	8,518	1,855	33	10,592
Investments, Asset & Wealth Management*	28	797	16	0	841
Group Holding and other companies*	55	797	4	5	861
Discontinued Operations	-	296	13	-	309
TOTAL	481	28,631	6,760	43	35,915

Employees by age bracket

Country	≤34	35-54	≥55	Total
Italy	1,907	9,013	2,006	12,926
France	1,700	3,748	1,407	6,855
Germany	1,438	6,207	2,327	9,972
Austria, CEE and Russia	4,856	9,205	2,315	16,376
International*	7,988	9,751	1,711	19,450
Investments, Asset & Wealth Management*	376	1,204	241	1,821
Group Holding and other companies*	465	1,818	416	2,699
Discontinued Operations	169	349	117	635
TOTAL	18,899	41,295	10,540	70,734

Female employees by age bracket

Country	≤34	35-54	≥55	Total
Italy	878	4,058	597	5,533
France	924	1,926	678	3,528
Germany	846	3,287	1,015	5,148
Austria, CEE and Russia	2,765	5,277	1,061	9,103
International*	4,644	5,224	724	10,592
Investments, Asset & Wealth Management*	149	601	91	841
Group Holding and other companies*	206	567	88	861
Discontinued Operations	101	177	31	309
TOTAL	10,513	21,117	4,285	35,915

***International**: consisting of Spain, Switzerland, Americas and Southern Europe, Asia, Europ Assistance and Other companies (including, Generali Global Health and Generali Employee Benefits); **Investments, Asset & Wealth Management**: includes the main Group entities operating in investment advisory, asset management and financial planning; **Group Holding and other companies**: includes the Parent Company's management and coordination activities, including Group reinsurance, other financial holding companies and suppliers of international services not included in the previous geographical areas.

405-2	See the table below		Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation
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Women / Men remuneration*

Country	Managers		Employees		Sales Force on payroll		
	Rmuneration**	Basic salary***	Remuneration**	Basic salary***	Remuneration**	Basic salary***	
Italy	0.90	0.98	0.66	0.73	0.74	0.83	
Austria	0.77	0.77	0.67	0.85	0.69	0.87	
France	0.86	0.92	0.73	0.77	0.72	0.72	
Germany	0.63	0.73	0.77	0.78	0.84	0.86	
Czech Rep.	0.47	0.58	0.61	0.64	-	-	
Spain	0.73	0.77	0.81	0.84	-	-	
Switzerland	0.80	0.86	0.71	0.73	0.28	0.27	

*Data refer to the scope of Insurance companies (with exclusion of Europ Assistance Group), in Italy, Germany, France, Czech Republic, Austria, Spain and Switzerland; **Annual amount paid by the Group to employees including not only what established by the National Collective Bargaining Agreements and the Company Collective Agreement, but also any other type of additional remuneration, such as company seniority, overtime work, bonuses, benefits; ***Amount concerning just the National Collective Bargaining Agreements, without including any type of additional remuneration.

GRI 205: Anti-corruption 2016

GRI 103: Management Approach 2016 103-1 103-2 103-3	Annual Integrated Report and Consolidated Financial Statements 2018, p. 24-25 – Our rules for running business with integrity https://www.generali.com/our-responsibilities/responsible-business/anti-corruption		
205-1	Annual Integrated Report and Consolidated Financial Statements 2018, p. 25 – Our rules for running business with integrity		Operations assessed for risks related to corruption
205-2	https://www.generali.com/our-responsibilities/responsible-business/anti-corruption Annual Integrated Report and Consolidated Financial Statements 2018, p. 25 – Our rules for running business with integrity		Communications and training about anti-corruption policies and procedures
205-3	https://www.generali.com/our-responsibilities/responsible-business/code-of-conduct		Confirmed incidents of corruption and actions taken

GRI 418: Customer Privacy 2016

GRI 103: Management Approach 2016 103-1 103-2 103-3	We adopt all necessary measures to ensure security and protection of personal data of employees and customers (current and potential), injured parties, etc. The minimum standards to be followed when processing personal data in the Group companies and the actions to be implemented are provided in the Group Policy on Personal Information and Data Privacy. https://www.generali.com/info/privacy/privacy-information		
418-1	Complaints received from clients regarding breaches of customer privacy and recognized as legitimate were very limited. Complaints received from the Privacy Authority for the protection of personal data and similar supervisory bodies were also irrelevant.		Total number of substantiated complaints concerning breaches of customer privacy and losses of customer data

GRI 413: Local Communities 2016

GRI 103: Management Approach 2016 103-1 103-2 103-3	https://www.generali.com/our-responsibilities/living-the-community		
413-1	Annual Integrated Report and Consolidated Financial Statements 2018, p. 23 – The Human Safety Net		Operations with local community engagement, impact assessments and development programs
FS14	https://www.generali.com/what-we-do/insurance-products-with-social-and-environmental-value		Initiatives to improve access to financial services for disadvantaged people

Topic: Product portfolio

GRI 103: Management Approach 2016 103-1 103-2 103-3	https://www.generali.com/what-we-do/insurance-products-with-social-and-environmental-value		
FS7*	The premiums from insurance products with particular social value represented almost 16% of total gross direct premiums. https://www.generali.com/our-responsibilities/performance/data-and-performance (Generali in Figures – Investments and premiums). Annual Integrated Report and Consolidated Financial Statements, p. 10 – Gross Written Premiums and p. 43 – Group’s performance, NFS section		Monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose
FS8*	The premiums from insurance products with particular environmental value represented 2.7% of total gross direct premiums. https://www.generali.com/our-responsibilities/performance/data-and-performance (Generali in Figures – Investments and premiums). Annual Integrated Report and Consolidated Financial Statements, p. 10 – Gross Written Premiums and p. 43 – Group’s performance, NFS section		Monetary value of products and services designed to deliver a specific environmental benefit for each business line broken down by purpose

Topic: Active Ownership

GRI 103: Management Approach 2016 103-1 103-2 103-3	https://www.generali.com/our-responsibilities/responsible-investments Annual Integrated Report and Consolidated Financial Statements 2018, p. 52 – Responsible Investments		
FS11**	No screening is required by law. Assets that were subject to negative screening were 59.2% of total Assets Under Management. Annual Integrated Report and Consolidated Financial Statements, p. 10 - Total Assets Under Management		Percentage of assets subject to positive and negative environmental or social screening
FS12	https://www.generali.com/our-responsibilities/responsible-investments/Voting-activities		Voting policies applied to environmental or social issues for shares over which the reporting organization holds the right to vote shares or advises on voting

*Premiums from social and environmental products refer to companies that represent 94.4% of total gross direct written premiums contributing to the analysis. Their amount is hardly comparable with that of 2017 due to some methodological improvements made during 2018.

**RIG is the Responsible Investment Guideline that codifies responsible investment activities at Group level. SRI are assets managed according to Generali Insurance Asset Management's SRI (Socially Responsible Investment) proprietary methodology both on behalf of Group insurance companies and third-party clients (two funds and three mandates). Their change considers 2017 comparative data restated following a change in methodology.