

Generali in figures 2024

* Indicators reported within the Annual Integrated Report and Consolidated Financial Statement subject to limited assurance by the external auditor.

RESPONSIBLE INVESTOR

	2024	2023	2022
New green and sustainable investments (€ mln)* The amounts are cumulative (2021-2024). The figures for 2022 and 2023 have been updated to provide the cumulative data.	13,921	9,126	5,727
Fenice 190 - investments to support sustainable recovery in Europe (€ mln)* The amounts are cumulative (2020-2024).	3,656	2,666	2,080
Absolute emissions (mln tCO₂e)* The indicator refers to the carbon footprint of direct investment portfolio of the Group's insurance companies in listed equities and corporate bonds. The coverage is 75% for the years 2022 and 2023, and 88% for the year 2024.	8.1	6.8	6.8
Carbon intensity (EVIC) (tCO₂e/€ mln invested)* The indicator refers to the carbon footprint of direct investment portfolio of the Group's insurance companies in listed equities and corporate bonds, in terms of carbon intensity (EVIC). The coverage is 75% for the years 2022 and 2023, and 88% for the year 2024.	89	98	100
Carbon intensity (sales) (tCO₂e/€ mln of sales)* The indicator refers to the carbon footprint of direct investment portfolio of the Group's insurance companies in listed equities and corporate bonds, in terms of carbon intensity (sales). The coverage is 88% for the year 2022, 92% for the year 2023, and 89% for the year 2024.	151	147	188
Direct investments in listed equities and corporate bonds (€ bln)*	102.1	92.0	91.0

To calculate the carbon footprint indicators, the Group relies on MSCI data. Data related to CO₂ 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.

RESPONSIBLE INSURER

	2024	2023	2022
Premiums from insurance solutions with ESG components (€ mln)*	25,193	20,815	19,868
Premiums from insurance solutions with ESG components - social sphere (€ mln)*	22,373	18,228	17,449
Premiums from insurance solutions with ESG components - environmental sphere (€ mln)*	2,820	2,587	2,419
Customers (mln)* The number of customers refers to either a physical person or a legal entity that holds at least one active insurance policy and pays a premium to Generali accordingly, a banking product or a pension fund product.	71	70	68
Number of agents (thousand)* The number of agents refers to sales force within traditional distribution networks.	161	164	161
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.	22.4	21.5	18.2

RESPONSIBLE EMPLOYER

Employees

Due to changes in the calculation method of some KPIs following the introduction of the CSRD reporting requirements, the 2024 data is not fully comparable with that of previous years' data, and therefore they have not been included.

Employees*	2024
Total Generali Group	86,851
<i>of which Male</i>	41,545
<i>of which Female</i>	45,304
<i>of which Other</i>	2
<i>of which Not reported</i>	0

Employees per Region*	2024
Europe	68,310
Asia Pacific & Middle East	13,787
Latin America	3,314
North America	1,440
Total Generali Group	86,851

Employees by level*	2024
Managers	2,506
Middle Managers	13,164
Employees	52,855
Sales attendant	18,190
Other	136
Total Generali Group	86,851

Employees by age group*	2024
Under 30 years old	11,303
Between 30 and 50 years old	50,437
Over 50 years old	25,111
Total Generali Group	86,851

Employment	2024
Permanent employees*	81,324
Temporary employees*	5,511
Non-guaranteed hours employees* Non-guaranteed hours employees are employed by the Group without a guarantee of a minimum or fixed number of working hours.	16
Full-time employees	76,578
Part-time employees	10,273
Employees hired	14,505
<i>of which under 30 years old</i>	6,046
<i>of which between 30 and 50 years old</i>	7,516
<i>of which over 50 years old</i>	943
Female Employees hired	7,492
Employees turnover* ⁽¹⁾	12,597
Turnover rate (%)* ⁽¹⁾	14.5
Voluntary turnover rate (%)	8.8
Employees covered by collective bargaining agreements (%)*	67.9
Workers represented in the European Works Council (%)	74

(1) Starting from 2024, figures are computed according to methodology and guidelines aligned with CSRD reporting standards for all legal entities.

Diversity, Equity & Inclusion	2024
Women on Board of Directors (%)	46.2
Female in top-executive position (%) In the Group Management Committee.	20
Women in strategic positions (%)* The indicator refers to the percentage of women in strategic positions out of the total number of strategic positions, defined as those in Group Management Committee (GMC), Generali Leadership Group, and their direct reports. For Generali Investments Holding and Banca Generali, the indicator takes into consideration the leadership positions (and their direct reports) as defined by the compensation policy and/or internal documentation.	38.6
Women in managerial positions (%) The indicator refers to women in managerial positions defined as employees with at least one direct report and not included in the strategic positions.	40.4
Female employees (%)*	52.2
Permanent female employees (% on total permanent employees)	51.6
Gender Pay Parity Gap (%)* The Gender Pay Parity Gap measures the pay gap between males and females across the entire organization, regardless of the role.	14.2
Equal pay gap (%)* The Equal Pay Gap measures the pay gap between males and females performing the same work or work of equal value, accounting for gender-neutral, objective factors of salary differentiation.	0.35
Accessibility gap to variable remuneration between males and females (%)* The Accessibility gap to variable remuneration between males and females represents the percentage difference between males and females accessing variable remuneration across the entire organization.	0.6
Persons with disabilities amongst employees (%) In calculating this indicator, the number of employees with disabilities is defined in accordance with the definition of disability established by local national laws. Therefore, the disclosure of this information in certain countries where the Group operates may be subject to legal restrictions or limitations on data collection (i.e. the United States). The percentage is based on the employees' headcount out of the total Group workforce.	3

Training, Engagement and Performance	2024
Training Investment (€ mln)* The indicator refers to consolidated line-by-line companies, excluding a few limited exceptions due to business or local context peculiarities. They represent 99.8% of total employees.	62.5
Average hours of training per capita* The indicator refers to consolidated line-by-line companies, excluding a few limited exceptions due to business or local context peculiarities. They represent 99.8% of total employees.	32.7
Trained employees (%) The trained employees represent 99.8% of the total, excluding a few limited exceptions due to business or local context peculiarities.	100
Upskilled employees (%)*	84
Employee engagement rate (%)* This index is calculated as the average of the results of six specific questions in the Group survey and it is a measure that summarizes employees' belief in the company's goals and objectives (rational connection), their sense of pride from working at Generali (emotional connection), and their willingness to go the extra mile to support the company's success (behavioral connection).	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.).	95.6

Hybrid Work	2024
Entities working Hybrid (%)* The indicator refers to fully consolidated companies, with some limited exclusions due to business peculiarities and local context specificities.	100

Health and Safety	2024
Absenteeism rate (%)	4.1
Percentage of employees who are covered by health and safety management system*	100
Number of fatalities as result of work-related injuries and work-related ill health*	1
Number of recordable work-related accidents* (2)	654
Rate of recordable work-related accidents (by 1,000,000 working hours)* It is calculated as the number of work-related accidents divided by the total number of hours worked by our employees and multiplied by 1,000,000. In cases where it was not possible to directly calculate the number of hours worked, this number has been estimated on the basis of normal or standard hours of work, taking into account entitlements to periods of paid leave of absence from work (e.g., paid holidays, paid sick leave, holidays).	4.7

(2) Figure computed according to methodology and guidelines aligned with CSRD reporting standards for all legal entities.

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, Czech Republic, Europ Assistance, France, Germany, Greece, Hungary, Ireland, Italy, Malaysia, Romania, Poland, Portugal, Slovakia, Slovenia, Serbia, Spain, Switzerland and the UK. The growth of the reporting perimeter made it necessary to restate the entire trend from 2019.

GHG Emissions of own operation excluding agricultural and real estate businesses	2024	2023	2022	Baseline 2019
Scope1 (tCO₂e) (A)	29,804	34,424	36,995	48,224
Scope2 - market based (tCO₂e) (B)	7,860	12,625	15,231	23,058
Scope2 - location based (tCO₂e)	48,967	50,310	55,519	73,419
Scope3 (tCO₂e) (C)	37,658	40,190	40,593	68,410
<i>Scope 3 - Purchased goods and services (tCO₂e) [Cat. 1]</i>	4,810	5,455	5,951	10,800
<i>Scope 3 - Fuel-and-energy-related activities (not included in scope 1 or 2) (tCO₂e) [Cat. 3]</i>	22,477	23,812	25,443	34,379
<i>Scope 3 - Waste generated in operations (tCO₂e) [Cat. 5]</i>	1,022	1,033	752	1,318
<i>Scope 3 - Business travel (tCO₂e) [Cat. 6]</i>	9,349	9,890	8,447	21,913
Total emissions (tCO₂e) (A+B+C)	75,322	87,239	92,819	139,692

Note: GHG emissions are calculated in accordance with the GHG Protocol - Corporate Accounting and Reporting Standard, represent 100% of the Group's workforce linked to emission sources in operational control (88.4% measured and 11.6% extrapolated), and exclude the emissions of the agricultural business of the Leone Alato group and the real estate portfolio managed by GRE.

The measured data represent the following organisational units: Argentina, Austria, Bulgaria, Banca Generali, Chile, Croatia, Czech Republic, Europ Assistance, France, Germany, Greece, Hungary, Ireland, Italy, Malaysia, Romania, Poland, Portugal, Slovakia, Slovenia, Serbia, Spain, Switzerland and the UK. The GHG emissions of organisational units not included in this list have been extrapolated. The growth of the reporting perimeter (+2.6% in terms of the Group's workforce compared to 2023) 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 of own operation excluding agricultural and real estate businesses	2024	2023	2022	2019
Biogenic emissions (tCO₂e)	87	97	84	23

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 and exclude the emissions of the agricultural business of the Leone Alato group and the real estate portfolio managed by GRE.

Energy	2024	2023	2022	2019
Purchased electrical energy (GJ)	346,413	366,607	409,057	545,325
<i>Purchased renewable energy (%)</i>	94	87	85	79
Generation of renewable energy (GJ)	587	681	654	400
District heating (GJ)	109,159	121,296	133,769	159,782
District cooling (GJ)	7,769	15,720	19,849	27,424
Natural gas (GJ)	61,708	70,453	91,066	119,680
Natural gas consumed by trigeneration (GJ)	139,861	186,334	184,217	200,341
Diesel oil (GJ)	114,287	139,952	148,880	247,221
Gasoline (GJ)	80,382	61,102	57,831	49,509
LPG (GJ)	5,011	5,898	5,899	5,323
Biofuel (GJ)	1,576	1,754	1,517	416
Total energy (GJ)	866,753	969,797	1,052,739	1,355,421
<i>of which non-renewable energy consumption (GJ)</i>	536,972	649,243	703,739	922,836

Note: energy data represent the organizational units listed above, covering the 88.4% 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	2024	2023	2022	2019
Private car (km)	15,946,398	20,550,578	21,230,327	54,454,343
Airplane (km)	44,141,045	43,192,558	28,868,445	81,669,603
<i>Long-haul (%)</i>	27	31	33	24
<i>Medium-haul (%)</i>	67	62	62	67
<i>Short-haul (%)</i>	5	7	5	9
Train (km)	32,955,668	31,037,777	20,117,196	52,454,087
<i>High-speed (%)</i>	83	84	81	81
<i>Conventional (%)</i>	17	16	19	19
Total mobility (km)	93,043,111	94,780,913	70,215,968	188,578,033

Note: mobility data represent the organizational units listed above, covering the 88.4% of the Group employees. The growth of the reporting perimeter made it necessary to restate the entire trend from 2019.

Other environmental data	2024	2023	2022	2019
Total water withdrawal (m³)	503,497	717,401	684,246	962,512
Total wastewater discharge (m³)	503,497	717,401	684,246	962,512
Total waste production (ton)	5,860	5,053	5,162	10,394
<i>Waste for recycling (%)</i>	77	71	79	82
<i>Non-hazardous waste recycled (%)</i>	77	71	79	82
<i>Non-hazardous waste incinerated (%)</i>	6	8	5	7
<i>Non-hazardous waste sent to landfill (%)</i>	17	21	16	11
Total hazardous waste (ton)	24	43	71	411
<i>Hazardous waste (%)</i>	0.4	0.8	1.4	4
Total paper consumption (ton)	3,647	4,174	4,555	8,282
<i>Environmentally certified paper (%)</i>	80	84	82%	59

Note: other environmental data represent the organizational units listed above, covering the 88.4% of the Group employees. The growth of the reporting perimeter made it necessary to restate the entire trend from 2019. The whole water withdrawal is for sanitary use, assumed consumption negligible.



RESPONSIBLE CORPORATE CITIZEN

	2024	2023	2022
Funds allocated to the community (€ mln)	16.8	14.5	13.9
<i>of which The Human Safety Net (€ mln)</i>	12.6	9.4	10.1
Active countries for The Human Safety Net*	26	26	24
Active partners for The Human Safety Net*	85	77	77