

Generali in figures 2017

Economic data

Group performance*	2017	2016
Gross written premiums (€ mln)	68,537	68,907
Claims paid (€ mln)	50,053	48,491
Operating result (€ mln)	4,895	4,783
Net profit (€ bln)	2.11	2.08
Dividend per share proposed (€)	0.85	0.80
Total dividends proposed (€ mln)	1,330	1,249
Total Asset Under Management (€ bln)	542	516
Economic Solvency II ratio	230%	194%
Taxes (€ bln)	1.2	0.9

* 2016 data has been restated. For more information, please see the Annual Integrated Report and Consolidated Financial Statement 2017.

Social data

Employees by area	2017	2016
Italy	12,970	13,090
France	7,145	7,594
Germany	11,467	12,424
CEE	11,626	12,061
International*	22,700	23,105
* Includes EMEA, Americas, Asia, Europ Assistance and other companies.		
Investments, Asset & Wealth Management*	1,860	1,866
* Includes the main Group entities operating in investment advisory, asset management and financial planning.		
Group Holding and other companies	3,081	3,113
* 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 geographic areas.		
Discontinued Operations	478	474
Total Generali Group	71,327	73,727

Employees by level	2017	2016	Diversity	2017	2016
Manager	1,816	1,781	Women on Board of Directors (%)	38.4%	38.4%
Employees	52,339	53,498	Female in top-executive position (%)	11.0%	13.0%
Sales force on payroll	16,958	18,238	Female managers (%)	23.9%	23.0%
Other	214	210	Female employees (%)	49.8%	49.4%
Total Generali Group	71,327	73,727	Permanent female employees (%)	48.4%	47.9%

Social data

Employment	2017	2016
Permanent employees	64,058	65,872
Fixed-term employees	7,269	7,855
Full-time employees	61,709	64,642
Part-time employees	9,618	9,085
Employee hired	7,361	10,269
Employee turnover	9,632	11,921
Turnover rate (%)	13.5%	16.2%
Employees covered by collective bargaining agreements (%)	83.1%	79.3%
Workers represented by representative organizations of workers (%)	91.7%	91.9%
Workers represented in the European Works Council (%)	80.6%	80.6%

Training and performance	2017	2016
Training expenses (€ mln)	54.7	61.2
Average hours of training per capita	33.2	37.3
Trained employees (%)	88.7%	91.1%
Employee satisfaction in the Global Engagement Survey*	80%	-
* The figure is recorded every two years.		
Employees involved in performance management activities* (%)	86%	61%
* Data refers to Group companies equal to 60,140 employees (84.3% of the total) within the scope of the Group Performance Management process.		

Health and safety*	2017	2016
Number of injuries	452	535
Absenteeism rate due to illness (%)	4.3%	4.3%
Absenteeism rate due to injury (%)	0.09%	0.09%

* Data refers to the following countries: Austria, France, Germany, Italy, Czech Rep., Spain, Switzerland, covering 86% in terms of total gross direct premium.

Investments and premiums	2017	2016
Funds allocated to the community (€ mln)	12.3	14.6
Socially Responsible Investments (€ bln)	37.2	30.7
Direct investments by the Group's insurance companies which are subject to the Responsible Investment Guideline (€ bln)	345	322
Premiums from products with a specific environmental value (€ mln)*	676	-
Premiums from products with a specific social value (€ mln)*	11,272	-

* Data refers to 93.5% of total Group direct premiums. In 2017 we reviewed the definition of products with social and environmental value and the internal reporting process. We have also expanded the scope. Data for 2017 is therefore not comparable to previous years.

Clients and distributors	2017	2016
Number of clients (mln)	57	55
Number of exclusive distributors (thousand)	155	151

Environmental data*

Energy	2017	2016
Total energy (GJ)	744,464	771,856
Energy per capita (GJ)	20.5	21.1
Non-renewable energy consumption (GJ)	439,575	425,859
Electrical energy (GJ)	416,431	453,715
data processing centres (GJ)	98,139	106,276
self-produced by trigeneration (GJ)	67,824	41,639
purchased renewable energy (%)	74.6%	76.3%
District heating (GJ)	171,683	182,574
Natural gas (GJ)	79,214	85,751
Diesel oil (GJ)	9,313	8,178

Mobility	2017	2016
Total mobility (km)	224,140,435	229,359,608
Travel per employees (km)	4,826	4,743
Corporate car fleet (km)	50,959,008	54,503,783
Private car (km)	88,607,352	89,984,397
Airplane (km)	42,515,160	46,600,586
long-haul (km)	6,004,562	6,036,277
medium-haul (km)	34,069,829	37,966,689
short-haul (km)	2,440,769	2,597,619
Train (km)	42,058,915	38,270,842
high-speed (km)	29,912,699	28,131,925
conventional (km)	12,146,216	10,138,917

Emissions	2017	2016
Total emissions (tCO ₂ e)	112,782	118,290
Scope1 (tCO ₂ e)	24,408	21,881
Scope2 (tCO ₂ e)	50,820	55,885
Scope3 (tCO ₂ e)	37,553	40,524

Water	2017	2016
Total water (m ³)	600,830	536,095
Water per capita (m ³)	16.6	14.9
Water withdrawn for industrial use (m ³)	121,257	132,546

Paper	2017	2016
Total paper (q)	56,005	59,284
Paper per capita (q)	1.2	1.2
Ecological certified paper (%)	85%	86%

Waste	2017	2016
Total waste (q)	63,483	72,471
Waste per capita (q)	1.7	2
Separate waste collection (%)	75%	77%

* Data refers to the scope of the Environmental Management System, which includes over 70 sites and 300 territorial offices in Austria, France, Germany, Italy, Czech Rep., Spain, Switzerland.