GRI Content Index

"in accordance - core" option

General Standard Disclosures

General Standard

Disclosures Page

Description of General Standard Disclosures

Organizati	onal 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/our-responsibilities/improving-lives-of-our-clients/insurance-products-with-social-and-environmental-value Annual Integrated Report and Consolidated Financial Statements 2017, p. 58-72	Activities, brands, products, and services
102 - 3	Annual Integrated Report and Consolidated Financial Statements 2017, p. 2	Location of the organization's headquarters
102 - 4	Annual Integrated Report and Consolidated Financial Statements 2017, p. 313-314	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 2017, p. 58-72	Markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries)
102 - 7	Annual Integrated Report and Consolidated Financial Statements 2017, p. 10-11	Scale of the organization
102 - 8	https://www.generali.com/our-responsibilities/performance/data- and-performance (Generali in Figures)	Total workforce by employment type, employment contract, and region, broken down by gender

Employees by type of contract

Country	Permanent	Fixed-term	Total
Italy	12,558	412	12,970
Germany	10,870	597	11,467
France	6,623	522	7,145
CEE	10,014	1,612	11,626
International*	18,913	3,787	22,700
Investments, Asset & Wealth Management*	1,655	205	1,860
Group Holding and other companies*	2,995	86	3,081
Discontinued Operations	430	48	478
TOTAL	64,058	7,269	71,327
Incidence	89.8%	10.2%	100%

Country	Part Time	Full Time	Total
Italy	1,428	11,542	12,970
Germany	2,734	8,733	11,467
France	828	6,317	7,145
CEE	1,309	10,317	11,626
International*	2,925	19,775	22,700
Investments, Asset & Wealth Management*	142	1,718	1,860
Group Holding and other companies*	137	2,944	3,081
Discontinued Operations	115	363	478
TOTAL	9,618	61,709	71,327
Incidence	13.5%	86.5%	100%

Female employees by type of contract

Country	Permanent	Fixed-term	Total
Italy	5,245	227	5,472
Germany	5,292	288	5,580
France	3,344	332	3,676
CEE	6,103	1,105	7,208
International*	9,018	2,395	11,413
Investments, Asset &			
Wealth Management*	776	86	862
Group Holding and other Companies*	1,033	42	1,075
Discontinued Operations	201	22	223
TOTAL	31,012	4,497	35,509
Incidence	87.3%	12.7%	100%

Country	Part Time	Full Time	Total
Italy	1,267	4,205	5,472
Germany	2,419	3,161	5,580
France	690	2,986	3,676
CEE	990	6,218	7,208
International*	2,189	9,224	11,413
Investments, Asset & Wealth Management*	135	727	862
Group Holding and other companies*	112	963	1,075
Discontinued Operations	85	138	223
TOTAL	7,887	27,622	35,509
Incidence	22.2%	77.8%	100%

^{*} International: Includes EMEA, Americas, Asia, Europ Assistance and other companies. 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 geographic areas.

General Standard Disclosures	Page	General Standard Disclosure Description
02-9	https://www.generali.com/our-responsibilities/working- with-our-suppliers	Description of the supply chain of the organization
02-10	Annual Integrated Report and Consolidated Financial Statements 2017, p. 14-15	Any significant changes during the reporting period regarding the organization's size, structure, ownership, or its supply chain
02 - 11	Annual Integrated Report and Consolidated Financial Statements 2017, p.94-98	Precautionary principle or approach
102-12	https://www.generali.com/our- responsibilities/performance/external-commitments	Externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses.
02-13	We provide routine membership dues and view memberships in associations as strategic	Memberships of associations (such as industry or other associations) and national or international advocacy organizations
Strategy		
102-14	Annual Integrated Report and Consolidated Financial Statements 2017, p. 6-7 https://www.generali.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
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	Basis for identification and selection of stakeholders with whom to engage
102 - 43	https://www.generali.com/our-responsibilities/responsible-business/stakeholder- engagement Annual Integrated Report and Consolidated Financial Statements 2017, p. 19	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 p	practice	
102 - 45	Annual Integrated Report and Consolidated Financial Statements 2017, p. 286-305	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 2017, p. 120-	Process for defining the report content and the aspect boundaries
102 - 47	https://www.generali.com/our-responsibilities/responsible-business/Materiality-Matrix	Material topics identified in the process for defining report content
102 - 48	Annual Integrated Report and Consolidated Financial Statements 2017, p. 120 https://www.generali.com/our-responsibilities/performance/data-and-performance (Generali in Figures)	Explanation of the effect of any restatements of information provided in previous reports, and the reasons for such restatements
102 - 49	No changes occurred.	Significant changes from previous reporting periods in the li material topics and topic boundaries
	Annual Integrated Report and Consolidated Financial Statements 2017, p. 130	Reporting period for information provided
02 - 51	https://www.generali.com/info/download-center/sustainability/bilanci	Date of most recent previous report (if any)
02-52	Ann. Integr. Report and Consolid. Financial Statements 2017, p. 130	Reporting cycle (such as annual, biennial)
02-53	Ann. Integr. Report Consolidated Financial Statements 2017, p. 352	Contact point for questions regarding the report or its conte

 $\underline{\text{https://www.generali.com/our-responsibilities/contacts}}$

102-54 102-55	https://www.generali.com/our-responsibilities/performance/how-we-report (Paragraph 'The Guidelines')	GRI Content Index and 'in accordance' option chosen
102-56	Annual Integrated Report and Consolidated Financial Statements 2017, p. 125-127	External assurance
Governa	nce	
102-18	Annual Integrated Report and Consolidated Financial Statements 2017, p. 34-37	Governance structure of the organization, including committees under the highest governance body and any committees responsible for decision-making on economic, environmental and social impacts
102-35	Annual Integrated Report and Consolidated Financial Statements 2017, p. 38-39	Remuneration policies
Etica e Ir	•	
102 - 16	Annual Integrated Report and Consolidated Financial Statements 2017, p. 22-23	Organization's values, principles, standards and norms of behavior such as codes of conduct and codes of ethics

Specific Standard Disclosures

Specific Standard	Disclosures	Page	Omissions	Specific Standard Disclosures Description
GRI 201	: Economic P	erformance		
GRI 103	commitment- Annual Integr	nenerali.com/our-responsibilities/our-to-the-environment-and-climate ated Report and Consolidated Financial 017, p. 22-23		Management Approach
201-2	responsibili environmer Annual Integ	v.generali.com/our- ties/our-commitment-to-the- nt-and-climate rated Report and Consolidated Financial 2017, p. 28-29		Financial implications and other risks and opportunities for the organization's activities due to climate change
GRI 302:	Fnergy			
GRI-103	https://www. responsibiliti	generali.com/our- es/our-commitment-to-the- -and-climate/energy		Management Approach
302-1	responsibili	r.generali.com/our- ties/our-commitment-to-the- nt-and-climate/energy		Energy consumption within theorganization
302-4	responsibiliti	generali.com/our- es/our-commitment-to-the- -and-climate/energy (Paragraph e in 2017")	-	Reduction of energy consumption
CDI 205:	Emissions			
GRI 103	https://www.	generali.com/our-responsibilities/our-commitr nent-and-climate/greenhouse-gas-emissions	ment-to-	Management Approach
305-1 305-2 305-3 305-5	the-environn	generali.com/our-responsibilities/our-commitrent-and-climate/greenhouse-gas-emissions rated Report and Consolidated Financial Star 23, 133		Direct greenhouse gas (GHG) emissions (Scope 1) Energy indirect greenhouse gas (GHG) emissions (Scope 2) Other indirect greenhouse gas (GHG) emissions (Scope 3) Reduction of greenhouse gas (GHG) emissions
GRI 401	: Employment	t e		
GRI 103	employee and resperights of en Generali Gare docum Rights and are given a compulsor also recog appoint we functions with local i	ree policies are characterized by enhancement of s, professional development, protection of right ct for corporate values. The principles and fund ployees are outlined in the Code of Conduct of group and reiterated in the European Social Charteents that are based on the Universal Declaration of the International Labour Organization's Declaration formal written employment contract. Exploitation, a labour and child labour are not tolerated in any for nise the right of our employees to join a trade unicorkers' representatives and to exercise the relative. 9. the right of collective bargaining), in according the process of the right of collective bargaining.	lamental the er.These Human n. All staff forced or orm. We on, to ve dance	Management Approach

Specific Standard

Disclosures Page Omissions

Specific Standard Disclosures description

401-1 7,361 new employees (of whom 4,239 women) where hired, and 9,632 (of whom 4,948 women) left.

The total recruitment rate was 10.3% (12% female recruitment rate) and the turnover rate was 13.5% (14% female turnover rate).

Total number and rates of new employee hires and employee turnover by age group, gender and region

Recruitments and terminations 2017

Country	≤3	4	35-5	4	≥55		Total	
	Recruitments	Terminations	Recruitments	Terminations	Recruitments	Terminations	Recruitments	Terminations
Italy	372	379) 104	305	5	188	481	872
Germany	321	323	3 131	764	10	288	462	1,375
France	644	634	227	331	11	212	882	1,177
CEE	1,212	1,176	746	973	78	223	2,036	2,372
International*	2,099	1,909	876	1,133	79	306	3,054	3,348
Investments, Asset & Wealth Management*	109	65	5 40) 34	3	31	152	130
Group Holding and other companies*	157	133	3 89) 128	10	50	256	311
Discontinued Operations	18	Ç) 19	37	′ 1	1	38	47
TOTAL	4,932	4,628	3 2,232	3,705	197	1,299	7,361	9,632

Female employees

Country	Recruitments	Terminations
Italy	221	353
Germany	211	484
France	486	639
CEE	1,354	1,454
International*	1,770	1,812
Investments, Asset & Wealth Management*	61	57
Group Holding and other companies*	121	125
Discontinued Operations	15	24
TOTAL	4,239	4,948

^{*} International: Includes EMEA, Americas, Asia, Europ Assistance and other companies. 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 geographic areas.

GRI 402: Labor / Management Relations https://www.generali.com/our-Management Approach **GRI 103** responsibilities/investing-inour-people/social-dialogue https://www.generali.com/ Minimum notice periods regarding operational changes, 402-1 ourincluding whether these are specified in collective agreements responsibilities/investingin-our-people/socialdialogue (Paragraph "Social Dialogue and Union Relations")

GRI 404: Training and Education

GRI 103 https://www.generali.com/our-responsibilities/investing-in-

responsibilities/investing-inour-people/training Management Approach

by employee categ

Average hours of training per year per employee by gender, and

404-1

33.2
ore medie
di formazione
pro capite



34.3 average hours of training per capita managers

26.3 average hours of training per capita employees

49.9 average hours of training per capita sales force on payroll

	We also trained sales force not on payroll with 36.4 average hours per capita. Annual Integrated Report and Consolidated Financial Statements 2017, p.33	
404-2	Annual Integrated Report and Consolidated Financial Statements 2017, p. 32-33	Programs for upgrading employee skills and transition assistance programs
	https://www.generali.com/our-responsibilities/investing-in-our-people/training	
404-3	84% of women and 88% of men were assessed. 99% of managers, 86% of employees and 87% of the sales force on payroll were subject to performance assessments. Annual Integrated Report and Consolidated Financial Statements 2017, p.33	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category

Specific Standard Disclosures

405-1

Page

Omissions

Specific Standard Disclosures Descriptic

GRI 405: Diversity and equal opportunity

GRI 103 Annual Integrated Report and Consolidated Financial Statements

2017, p. 33

https://www.generali.com/our-responsibilities/investing-in-our-

people/diversity-and-inclusion

https://www.generali.com/our-responsibilities/investing-in-our-

people/remuneration-and-incentives

Management Approach

Annual Integrated Report and Consolidated Financial Statements 2017, p. 36-37

Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity

Employees by level

Country	Managers	Employees	Sales force on payroll	Other	Total
Italy	183	6,486	6,228	73	12,970
Germany	212	9,857	1,398	-	11,467
France	113	5,169	1,861	2	7,145
CEE	229	9,153	2,227	17	11,626
International*	630	16,859	5,165	46	22,700
Investments, Asset & Wealth Management*	116	1,679	65	-	1,860
Group Holding and other companies*	322	2,669	14	76	3,081
Discontinued Operations	11	467	-	-	478
TOTAL	1,816	52,339	16,958	214	71,327

Female employees by level

Country	Managers	Employees	Sales force on payroll	Other	Total
Italy	25	3,036	2,405	6	5,472
Germany	36	5,251	293	-	5,580
France	37	3,129	508	2	3,676
CEE	76	5,570	1,561	1	7,208
International*	164	9,279	1,953	17	11,413
Investments, Asset & Wealth Management*	28	820	14	-	862
Group Holding and other companies*	65	965	5	40	1,075
Discontinued Operations	3	220	-	-	223
TOTAL	434	28,270	6,739	66	35,509

Employees by age bracket

Country	≤34	35-54	≥55	Total
Italy	1,959	9,176	1,835	12,970
Germany	1,833	7,047	2,587	11,467
France	1,850	3,874	1,421	7,145
CEE	3,970	6,428	1,228	11,626
International*	7,841	12,201	2,658	22,700
Investments, Asset & Wealth Management*	430	1,262	168	1,860
Group Holding and other companies*	644	2,006	431	3,081
Discontinued Operations	98	306	74	478
TOTAL	18,625	42,300	10,402	71,327

Female employees by age bracket

Country	≤34	35-54	≥55	Total
Italy	880	4,076	516	5,472
Germany	1,018	3,510	1,052	5,580
France	1,021	1,970	685	3,676
CEE	2,454	4,023	731	7,208
International*	4,404	6,098	911	11,413
Investments, Asset & Wealth Management*	174	626	62	862
Group Holding and other companies*	320	662	93	1,075
Discontinued Operations	50	153	20	223
TOTAL	10,321	21,118	4,070	35,509

Specific Standard Disclosures

Page

Omissions

Specific Standard Disclosures

405-2

Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation

Women/men remuneration*

Country	Managers		Employees		Sales force on	payroll	
	Remuneration**	Basic salary***	Remuneration**	Basic salary***	Remuneration**	Basic salary ***	
Italy	0.96	1.04	0.65	0.75	0.74	0.82	
Germany	0.87	0.87	0.68	0.68	0.70	0.70	
France	0.82	0.88	0.71	0.75	0.73	0.72	
Czech Republic	0.74	0.83	0.75	0.76	0.68	0.72	
Austria	0.78	0.82	0.56	0.60	1.50	1.45	
Spain****	0.76	0.82	0.78	0.82	-	-	
Switzerland	0.82	0.88	0.71	0.72	0.32	0.32	

^{*} The data refer to the scope of Insurance companies (with exclusion of Europ Assistance Group), in Italy, Germany, France, Czech Republic, Austria, Spain and Switzerland.

^{****} In Spain, the sales force on payroll are included in the employees category.

GRI 103	Annual Integrated Report and Consolidated Financial Statements 2017, p. 22-23 https://www.generali.com/our-responsibilities/responsible-business/anti-corruption	Management Approach
205-1	Annual Integrated Report and Consolidated Financial Statements 2017, p. 22	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 2017, p. 23	Communication 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 103

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/privacyinformation https://www.generali.com/info/privacy/privacyinformation

Management Approach

In the main insurance companies - excluding those of 418-1 Europ Assistance group - operating in Austria, France, Germany, Italy, Czech Republic, Spain and Switzerland the complaints received from clients regarding breaches of customer privacy and recognized as legitimate were very limited and referred mostly to unwanted commercial contacts. 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

^{**} Annual amount paid by the Group to employees including not only what established by the National Collective Bargaining Agreements and the Company Collective Agreemenst, but also any other type of additional remuneration, such as company seniority, overtime work, bonuses, benefit

^{***} Amount concerning just the National Collective Bargaining Agreements, without including any type of additional remuneration

Specific Standard Disclosures	Page	Omissions	Specific Standard Disclosures description					
GRI 413: Local communities								
GRI 103	https://www.generali.com/our- responsibilities/supporting-our- communities		Management Approach					
413-1	Annual Integrated Report and Consolidated Financial Statements 2017, p. 21		Operations with local community engagement, impact assessments and development programs					
FS14	https://www.generali.com/our-responsibilities/improving-lives-of-our-clients/insurance-products-with-social-and-environmental-value		Initiatives to improve access to financial services for disadvantaged people					
Aspect: Product portfolio								
GRI 103	https://www.generali.com/our-respondients/insurance-products-with-soci	nsibilities/improving-lives-of-our- ial-and-environmental-value	Management Approach					
FS7	The premiums from insurance provalue represented almost 16.4% of https://www.generali.com/our-responsibilities/performance/data (Generali in Figures)	of total gross direct premiums.	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 proparticular environmental value reptotal gross direct premiums. https://www.generali.com/ourresponsibilities/performance/dperformance (Generali in Figure	oresented 1% of ata-and-	Monetary value of products and services designed to deliver a specific environmental benefit for each business line broken down by purpose					
Aspect: Acti	ve Ownership							
GRI 103	https://www.generali.com/our- responsibilities/responsible-investm	ents_	Management Approach					
FS11	Annual Integrated Report and Consol Financial Statements 2017, p. 10 No screening is required by law. Assets that were subject to negative 63,7% of total Assets Under Manag	e screening were	Percentage of assets subject to positive and negative environmental or social screening					
FS12	https://www.generali.com/our- responsibilities/responsible-investm		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					