

Description of material issues

Attracting talent and development of human capital. In an increasingly competitive and selective market, it is important to be able to count on well-prepared and motivated resources that are able to rise to the challenges of the sector.

Business innovation for the digital customer. The spread of the internet and mobile technology continues to grow and is changing consumer habits.

Climate change and natural disasters. Climate change is already taking place and natural disasters are on the rise, constituting a serious threat to global economic development. In this context, the mitigation of climate risks and adaptation strategies are key factors at global level for strengthening the resilience of communities.

Creating jobs and the responsible management of reorganisations. The issues of employment and economic instability have a strong impact on the methods of managing company reorganisations.

Debt crisis and volatility of the financial markets. The sovereign debt crisis in the Eurozone and the volatility of the markets pose serious risks for the solidity of the businesses that operate on the market.

Demographic and social change. Migration, new family structures and the aging of the population due to the fall in the birth rate and the increase in average life expectancy could have implications on the solidity of public finances (in the management of both pensions and health care) and the attitude of citizens towards saving.

Diversity, inclusion and equal opportunities. The highest international standards require maximum respect for diversity, which can be interpreted in various ways, non-discrimination and equal opportunities.

Employee engagement and promotion of a common culture. Strengthening the motivation and commitment of employees to meeting our goals is important for maintaining a single, shared company vision.

Engagement and development of communities. The development of the communities in which we operate is linked with our business but also the activities and relations we entertain with businesses, associations and other organizations in the area.

Excellence in the management of claims. The relationship established with an insurance company for the claims settlement is a key aspect of the contract because the client can assess the quality of the service and the scope of the insurance coverage.

Fair remuneration and incentives. A remuneration system based on internal equity, competitiveness, consistency and merit through a direct relationship between commitment and the recognition of merit makes it possible to create long-term value at all levels of the organisation.

Financial education. The increase in regulations, the peculiarity of insurance products and the uncertainty that characterises the dynamics of the markets require the spread of training/information programmes to raise the awareness of customers.

Financial inclusion. The fragmentation of the social context increases the risk that some sections of the population may be prevented from accessing insurance services, impeding their economic advancement.

Increase of regulatory complexity. At global level there are an increasing number of regulatory obligations regarding various areas of interest.

Insurance solutions promoting sustainable and responsible behaviour. The initiatives of the private sector supplement and promote public policies to support a healthier and more sustainable lifestyle.

Internationalisation of employees. The increasingly globalised economic context necessitates the development of international mobility programmes for employees and programmes to develop the potential of workers.

Prevention of corruption. In a sector based on trust, such as that of insurance, the promotion of business ethics and the prevention of corruption play a key role in protecting the company's reputation and credibility, the efficiency of the business and fair competition.

Product and service development. The requirements of customers constantly change and evolve in response to the possibilities offered by technology.

Quality of the customer experience. In the relations with clients it is essential to be able to guarantee a unique and distinctive experience, maintaining and strengthening the loyalty on which the key moments of the relationship are based.

Relations with business partners. In a context in which customers use multiple channels to proactively collect information on insurance products and often seek direct contact with insurance companies, relations with business partners play a fundamental role in the supply of services.

Responsible investments (ESG investing). The environmental, social and corporate governance (ESG) dimension of investments is becoming increasingly important in the context of sustainable development.

Responsible management of personal data (data security). The quantity and quality of personal data now available is such that they must be managed carefully and professionally to ensure their confidentiality.

Transparent business management. In a context in which it is increasingly easy to access information, which continues to spread at a quicker rate, the transparency of business activities is crucial for developing long-term trusting relationships.