

* Indicators reported within the Consolidated Non-Financial Statement subject to limited assurance by the external auditor

RESPONSIBLE INVESTOR

	2023	2022	2021
Direct investments by the Group's insurance companies subject to negative screening approach (€ mln)*	233,348	235,437	312,772
New green and sustainable investments (€ mln)*	3,399	3,189	2,537
Fenice 190 - investments to support sustainable recovery in Europe (€ mln)* The amounts are cumulative	2,666	2,080	2,080
Carbon footprint of investment portfolio (EVIC) (tCO₂e/€ mln invested)* The indicator refers to the carbon footprint of direct general account investment portfolio of the Group's insurance companies in listed equities and corporate bonds, in terms of carbon intensity (EVIC). The coverage is 73% for the year 2021, 75% for the years 2022 and 2023. Our ambition and commitment is to increase the part of our investment portfolio covered by the carbon footprint assessment in order to provide increasingly precise data. To calculate the carbon footprint indicators, the Group relies on MSCI data. Data related to CO ₂ 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.	98	100	128
Carbon intensity (sales) (tCO₂e/€ mln of sales)* The indicator refers to the carbon footprint of direct general account investment portfolio of the Group's insurance companies in listed equities and corporate bonds. The coverage for carbon intensity (sales) is 85% for the year 2021, 88% for the year 2022, and 92% for the year 2023. Our ambition and commitment is to increase the part of our investment portfolio covered by the carbon footprint assessment in order to provide increasingly precise data. To calculate the carbon footprint indicators, the Group relies on MSCI data. Data related to CO ₂ 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.	147	188	241
Absolute emissions (mln tCO₂e)* The indicator refers to the carbon footprint of direct general account investment portfolio of the Group's insurance companies in listed equities and corporate bonds, in terms of carbon intensity (EVIC). The coverage is 73% for the year 2021, 75% for the years 2022 and 2023. Our ambition and commitment is to increase the part of our investment portfolio covered by the carbon footprint assessment in order to provide increasingly precise data. To calculate the carbon footprint indicators, the Group relies on MSCI data. Data related to CO ₂ 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.	6.8	6.8	10.4
Assets managed ex art. 8/9 SFDR (€ bln)* The scope of the indicator refers to assets managed by asset managers belonging to A&WM business unit (excluding the Banca Generali group) including both individual portfolio management services and collective investment schemes, disclosed in accordance with art. 8 and 9 of the SFDR Regulation.	147.8	85.2	n.a.



RESPONSIBLE INSURER

	2023	2022	2021
Premiums from insurance solutions with ESG components (€ mln)*	20,815	19,868	17,133
Premiums from insurance solutions with ESG components - social sphere (€ mln)*	18,228	17,449	15,383
Premiums from insurance solutions with ESG components - environmental sphere (€ mln)*	2,587	2,419	1,750

Note: Premiums from insurance solutions with ESG components - social sphere and environmental sphere refer to consolidated companies representing 96.2% of the Group's total gross direct written premiums, excluding the corporate & commercial business. The change was on equivalent terms, i.e. at constant exchange rates and consolidation scope.

As for premiums from insurance solutions with ESG components - environmental sphere, the premium from multi-risk policies covering NATCAT events only refers to the NATCAT guarantee. If the premium cannot be split into green-related component and other components, only the premium from the policies which are predominantly providing a green coverage or service is reported.

Customers (mln)* The number of customers refers to all insurance entities, banks and pension funds.	70	68	67
Multi holding customers (%)* The indicator measures the percentage of customers with two or more needs covered by Generali. Customers of mono-product companies (companies operating in only one line of business, such as MTPL, travel, pension funds, legal assistance, etc.) and customers who are not directly reachable by Generali (banks, bancassurance companies, white label business and partnerships) are not relevant for this scope, as the indicator is not applicable.	51.3	47.8	n.a.
Number of agents (thousand)* The number of agents refers to all insurance entities with traditional distribution networks.	164	161	159
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.	21.5	18.2	14.2



RESPONSIBLE EMPLOYER

Employees by area	2023	2022	2021
Italy* Includes Cattolica headcounts since 2021	14,858	15,147	15,480
France*	6,514	6,594	6,589
DACH* (1) Germany, Austria and Switzerland	15,631	15,620	15,548
International* (1) Includes Central Eastern Europe, Mediterranean and Latin America and Asia regions	30,007	30,493	23,748
Asset & Wealth Management* Includes the main Group entities operating in investment advisory, asset management and financial planning.	2,796	2,406	2,284
Group Holding and other companies Includes the Parent Company's management and coordination activities, including Group reinsurance, Europ Assistance, Generali Employee Benefits, Global Corporate & Commercial, other financial holding companies and international service providers not included in the previous geographic areas.	12,073	11,801	10,972
Discontinued Operations	0	0	0
Total Generali Group*	81,879	82,061	74,621

(1) The Generali Group completed the geographical reorganization by including CEE in the International perimeter and inserting Austria in the new DACH perimeter (Germany, Austria and Switzerland). 2022 and 2021 figures were restated accordingly.

Employees by level	2023	2022	2021
Managers	2,307	2,292	2,082
Middle Managers	9,483	12,179	11,367
Employees	52,165	50,297	44,530
Sales attendant	17,751	17,006	16,429
Other	173	287	213
Total Generali Group*	81,879	82,061	74,621



Employees by age bracket	2023	2022	2021
<=34	19,675	20,259	18,640
35-54	47,124	47,752	42,999
>=55	15,080	14,050	12,982
Total Generali Group*	81,879	82,061	74,621

Employment	2023	2022	2021
Permanent employees	76,344	76,262	68,597
Fixed-term employees	5,535	5,799	6,024
Full-time employees	72,519	72,657	65,442
Part-time employees	9,360	9,404	9,179
Employees hired ^{(2) (3)}	10,145	10,576	6,736
Female Employees hired ^{(2) (3)}	4,562	4,850	3,671
Employees turnover ^{(2) (3)}	11,119	11,591	7,835
Turnover rate (%) ^{(2) (3)}	13.6	14.1	10.7
Female turnover rate (%) ^{(2) (3)}	11.8	12.0	11.5
Voluntary turnover rate (%) ^{(2) (3)}	8.2	9.1	6.2
Employees covered by collective bargaining agreements (%) The figure refers to Group companies representing 84% of total employees	97.5	95.2	95.9
Workers represented in the European Works Council (%) ⁽⁴⁾	74.3	74.0	80.5

(2) The indicator refers to all consolidated line-by-line companies, excluding a few exceptions with very different hiring and turnover dynamics due to business peculiarities (e.g. assistance).

(3) Higher hirings and turnover figures in 2023 and 2022 due to the inclusion of new companies in dynamic markets (e.g., India, Malaysia). Excluding these new markets, data in line with previous years.

(4) 2022 European Works Council % coverage decrease due to new acquisitions in non-European markets (e.g., India, Malaysia).



Diversity, Equity & Inclusion - Focus on gender	2023	2022	2021
Women on Board of Directors (%)*	46.2	46.2	38.4
Female in top-executive position (%) In the Group Management Committee	13.3	13.3	15.4
Women in strategic positions (%)* The indicator refers to women in Group Management Committee (GMC) and Generali Leadership Group positions and their first reporting lines. The data at year-end 2022, was restated due to the inclusion of positions in companies previously excluded. Before 2022, restated data not available.	34.8	29.4	n.a.
Women in managerial positions (%) The indicator refers to women in managerial positions defined as employees with at least 1 direct report and not included in the strategic positions	39.9	41.3	38.9
Female employees (%)*	51.1	50.5	51.4
Permanent female employees (% on total permanent employees)	50.3	49.7	50.8
Gender pay gap (%)* Difference between males' and females' median base salary across the entire organization regardless of the roles. It is calculated as a percentage of the difference between males' salary minus females' salary, divided by the males' salary. The indicator refers to all consolidated line-by-line companies or aggregated business units with more than 200 employees, excluding a few exceptions due to business or local context peculiarities.	14.5	12.5	14.9
Equal pay gap (%)* Difference between males' and females' base salary for the same work or work of equal value, calculated applying an advanced data analytics model based on multiple regression. The indicator refers to all consolidated line-by-line companies or aggregated business units with more than 200 employees, excluding a few exceptions due to business or local context peculiarities.	0.9	1.6	1.8
Accessibility gap to variable remuneration between males and females (%)* Difference in percentage between males' and females' accessibility rate to variable remuneration across the entire organization. The indicator refers to all consolidated line-by-line companies or aggregated business units with more than 200 employees, excluding a few exceptions due to business or local context peculiarities.	2.0	1.7	4.3



Training, Engagement and Performance	2023	2022	2021
Training Investment (€ mln)* The indicators refer to consolidated line-by-line companies, excluding a few limited exceptions due to business or local context peculiarities. They represent 98,4% of total employees	61.7	60	56.9
Average hours of training per capita* The indicators refer to consolidated line-by-line companies, excluding a few limited exceptions due to business or local context peculiarities. They represent 98,4% of total employees	34.4	32	34.2
Trained employees (%)* The trained employees represent 98,4% of the total, excluding a few limited exceptions due to business or local context peculiarities	100	100	100
Upskilled employees (%)* Participation in the program derives from a managerial choice of each Group company. The indicator, therefore, refers to 75.4% of total employees. The indicator in 2021 and 2020 is not available as training initiatives in scope are different from those existing in the previous cycle.	68	35	n.a.
Employee engagement rate (%)* It is a measure that summarizes people's belief in company goals and objectives (rational connection), their sense of pride (emotional connection) and their willingness to go the extra mile to support success (behavioral connection). It is an index composed by the average result of six specific questions included in the Group Engagement Surveys. The index refers to the Group companies that decided to join the Global Pulse Survey 2023, representing 87,6% of total employees.	83	84	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.)	100	100	100

Hybrid Work	2023	2022	2021
Entities working Hybrid (%)* The indicator refers to consolidated line-by-line companies, excluding a few limited exceptions due to business or local context peculiarities	100	100	100

Health and Safety ⁽⁵⁾	2023	2022	2021
Number of injuries	257	217	138
Absenteeism rate (%)	4.4	4.6	3.6

(5) Data refers to the following countries: Austria, France, Germany, Italy, Czech Rep. & Slovakia, Spain, Switzerland, Portugal covering 83% in terms of total gross written premiums. 2023 and 2022 figures reflecting the hybrid back-to-office way of working and in line with pre-pandemic figures.



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

GHG Emissions	2023	2022	2021	2020	2019
Scope1 (tCO₂e) (A)*	36,052	37,522	35,511	35,280	47,977
Scope2 - market based (tCO₂e) (B)*	13,597	15,609	16,686	18,588	21,858
Scope2 - location based (tCO₂e)*	54,991	57,928	64,123	65,718	75,172
Scope3 (tCO₂e) (C)*	40,717	39,602	37,414	37,661	65,855
<i>Scope 3 - Purchased goods and services (tCO₂e) [Cat. 1]</i>	4,935	5,102	5,689	5,839	9,256
<i>Scope 3 - Fuel-and-energy-related activities (not included in scope 1 or 2) (tCO₂e) [Cat. 3]</i>	24,577	25,387	24,809	24,973	33,570
<i>Scope 3 - Waste generated in operations (tCO₂e) [Cat. 5]</i>	1,119	791	584	562	1,381
<i>Scope 3 - Business travel (tCO₂e) [Cat. 6]</i>	10,086	8,322	6,332	6,287	21,648
Total emissions (tCO₂e) (A+B+C)*	90,366	92,733	89,611	91,529	135,690

Note: GHG emissions are calculated in accordance with the GHG Protocol - Corporate Accounting and Reporting Standard and represent 100% of the Group's workforce linked to emission sources in operational control (85.8% measured and 14.2% extrapolated). The measured data represent the organizational units listed above. The GHG emissions of organizational units not included in this list have been extrapolated. The growth of the reporting perimeter (+6.8% in terms of the Group's workforce compared to 2022) 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	2023	2022	2021	2020	2019
Biogenic emissions (tCO₂e)	109	94	83	41	26

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.



Energy	2023	2022	2021	2020	2019
Purchased electrical energy (GJ)	362,439	400,371	435,159	448,110	525,887
<i>Purchased renewable energy*</i>	87%	86%	86%	85%	82%
Generation of renewable energy (GJ)	669	607	377	353	400
District heating (GJ)	122,603	133,770	167,759	154,415	159,782
District cooling (GJ)	15,720	19,849	20,683	21,730	27,424
Natural gas (GJ)	70,550	89,892	112,766	88,454	118,248
Natural gas consumed by trigeneration (GJ)	186,333	184,217	149,763	179,470	200,341
Diesel oil (GJ)	126,554	134,203	116,345	117,145	220,919
Gasoline (GJ)	63,707	59,819	48,668	46,129	49,878
LPG (GJ)	5,899	5,899	5,899	5,961	5,323
Biofuel (GJ)	1,754	1,517	1,339	663	416
Total energy (GJ)	956,228	1,030,144	1,058,758	1,062,430	1,308,618
<i>of which non-renewable energy consumption (GJ)</i>	639,111	685,726	682,156	680,548	876,033

Note: energy data represent the organizational units listed above, covering the 85.8% 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	2023	2022	2021	2020	2019
Private car (km)	26,750,350	27,432,213	27,644,734	26,376,261	62,376,122
Airplane (km)	38,429,570	24,665,193	6,274,173	7,947,115	70,372,066
<i>Long-haul</i>	7%	4%	19%	15%	10%
<i>Medium-haul</i>	64%	65%	57%	72%	68%
<i>Short-haul</i>	29%	31%	24%	13%	22%
Train (km)	30,518,613	19,860,079	7,159,535	10,070,152	51,834,785
<i>High-speed</i>	84%	81%	76%	77%	81%
<i>Conventional</i>	16%	19%	24%	23%	19%
Total mobility (km)	95,698,533	71,957,485	41,078,442	44,393,528	184,582,973

Note: mobility data represent the organizational units listed above, covering the 85.8% of the Group employees. The growth of the reporting perimeter made it necessary to restate the entire trend from 2019.



Other environmental data	2023	2022	2021	2020	2019
Total water withdrawal (m³)	713,114	678,070	655,436	620,608	952,270
Total waste production (ton)	4,516	4,675	4,049	6,095	9,896
<i>Waste for recycling</i>	68%	77%	81%	87%	81%
Total paper consumption (ton)	3,421	3,639	4,075	4,206	6,666
<i>Environmentally certified paper</i>	82%	79%	78%	65%	52%

Note: other environmental data represent the organizational units listed above, covering the 85.8% of the Group employees. The growth of the reporting perimeter made it necessary to restate the entire trend from 2019.

RESPONSIBLE CORPORATE CITIZEN

	2023	2022	2021
Funds allocated to the community (€ mln)	14.5	13.9	12.2
<i>of which The Human Safety Net (€ mln)</i>	9.4	10.1	6.2
Active countries for The Human Safety Net*	26	24	23
Active partners for The Human Safety Net*	77	77	61