

GRI Content Index

“in accordance - core” option



GRI 101: Foundation 2016

GRI 102: General Disclosures 2016

General Disclosures	Page	Description of General Disclosures
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Organizational 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/what-we-do/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	Country	Part Time	Full Time	Total
Italy	12,558	412	12,970	Italy	1,428	11,542	12,970
Germany	10,870	597	11,467	Germany	2,734	8,733	11,467
France	6,623	522	7,145	France	828	6,317	7,145
CEE	10,014	1,612	11,626	CEE	1,309	10,317	11,626
International*	18,913	3,787	22,700	International*	2,925	19,775	22,700
Investments, Asset & Wealth Management*	1,655	205	1,860	Investments, Asset & Wealth Management*	142	1,718	1,860
Group Holding and other companies*	2,995	86	3,081	Group Holding and other companies*	137	2,944	3,081
Discontinued Operations	430	48	478	Discontinued Operations	115	363	478
TOTAL	64,058	7,269	71,327	TOTAL	9,618	61,709	71,327
Incidence	89.8%	10.2%	100%	Incidence	13.5%	86.5%	100%

Female employees by type of contract

Country	Permanent	Fixed-term	Total	Country	Part Time	Full Time	Total
Italy	5,245	227	5,472	Italy	1,267	4,205	5,472
Germany	5,292	288	5,580	Germany	2,419	3,161	5,580
France	3,344	332	3,676	France	690	2,986	3,676
CEE	6,103	1,105	7,208	CEE	990	6,218	7,208
International*	9,018	2,395	11,413	International*	2,189	9,224	11,413
Investments, Asset & Wealth Management*	776	86	862	Investments, Asset & Wealth Management*	135	727	862
Group Holding and other Companies*	1,033	42	1,075	Group Holding and other companies*	112	963	1,075
Discontinued Operations	201	22	223	Discontinued Operations	85	138	223
TOTAL	31,012	4,497	35,509	TOTAL	7,887	27,622	35,509
Incidence	87.3%	12.7%	100%	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

102-9	https://www.generali.com/our-responsibilities/working-with-our-suppliers	Description of the supply chain of the organization
102-10	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
102-11	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.
102-13	We provide routine membership dues and view memberships in associations as strategic	Membership of associations

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
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Ethics and Integrity

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
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Governance

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

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 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. 120-121	Process for defining the report content and the aspect boundaries
102-47	https://www.generali.com/our-responsibilities/responsible-business/Materiality-Matrix Annual Integrated Report and Consolidated Financial Statements 2017, p. 120	Material topics identified in the process for defining report content
102-48	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 list of material topics and topic boundaries
102-50	Annual Integrated Report and Consolidated Financial Statements 2017, p. 130	Reporting period for information provided
102-51	https://www.generali.com/info/download-center/sustainability/bilanci	Date of most recent previous report (if any)
102-52	Ann. Integr. Report and Consolid. Financial Statements 2017, p. 130	Reporting cycle (such as annual, biennial)
102-53	Ann. Integr. Report Consolidated Financial Statements 2017, p. 352 https://www.generali.com/our-responsibilities/contacts	Contact point for questions regarding the report or its contents

102-54 102-55	This Content Index refers to the sum of information provided in the Annual Integrated Report and on the Company's website. This report has been prepared in accordance with the GRI Standards: Core option https://www.general.com/our-responsibilities/performance/how-we-report (Paragraph 'The Guidelines')	Claims of reporting in accordance with the GRI Standards and GRI Content Index
102-56	Annual Integrated Report and Consolidated Financial Statements 2017, p. 125-127	External assurance

Material Topics

GRI Standard Page Omission Topic-Specific Standard

GRI 201: Economic Performance 2016

GRI 103: Management Approach Disclosures 2016 103-1 103-2 103-3	https://www.generali.com/our-responsibilities/our-commitment-to-the-environment-and-climate Annual Integrated Report and Consolidated Financial Statements 2017, p. 22-23		
201-2	https://www.generali.com/our-responsibilities/our-commitment-to-the-environment-and-climate Annual Integrated Report and Consolidated Financial Statements 2017, p. 28-29		Financial implications and other risks and opportunities for the organization's activities due to climate change

GRI 302: Energy 2016

GRI 103: Management Approach Disclosures 2016 103-1 103-2 103-3	https://www.generali.com/our-responsibilities/our-commitment-to-the-environment-and-climate/energy		
302-1	https://www.generali.com/our-responsibilities/our-commitment-to-the-environment-and-climate/energy		Energy consumption within the organization
302-4	https://www.generali.com/our-responsibilities/our-commitment-to-the-environment-and-climate/energy (Paragraph "Performance in 2017")		Reduction of energy consumption

GRI 305: Emissions 2016

GRI 103: Management Approach Disclosures 2016 103-1 103-2 103-3	https://www.generali.com/our-responsibilities/our-commitment-to-the-environment-and-climate/greenhouse-gas-emissions		
305-1	https://www.generali.com/our-responsibilities/our-commitment-to-the-environment-and-climate/greenhouse-gas-emissions Annual Integrated Report and Consolidated Financial Statements 2017, p. 10, 23, 133		Direct greenhouse gas (GHG) emissions (Scope 1)

305-2	https://www.generali.com/our-responsibilities/our-commitment-to-the-environment-and-climate/greenhouse-gas-emissions Annual Integrated Report and Consolidated Financial Statements 2017, p. 10, 23, 133		Energy indirect greenhouse gas (GHG) emissions (Scope 2)
305-3	https://www.generali.com/our-responsibilities/our-commitment-to-the-environment-and-climate/greenhouse-gas-emissions Annual Integrated Report and Consolidated Financial Statements 2017, p. 10, 23, 133		Other indirect greenhouse gas (GHG) emissions (Scope 3)
305-5	https://www.generali.com/our-responsibilities/our-commitment-to-the-environment-and-climate/greenhouse-gas-emissions Annual Integrated Report and Consolidated Financial Statements 2017, p. 10, 23, 133		Reduction of greenhouse gas (GHG) emissions

GRI 401: Employment 2016

GRI 103: Management Approach Disclosures 2016 103-1 103-2 103-3	Our employee policies are characterized by enhancement of employees, professional development, protection of rights and respect for corporate values. The principles and fundamental rights of employees are outlined in the Code of Conduct of the Generali Group and reiterated in the European Social Charter. These are documents that are based on the Universal Declaration of Human Rights and the International Labour Organization's Declaration. All staff are given a formal written employment contract. Exploitation, forced or compulsory labour and child labour are not tolerated in any form. We also recognise the right of our employees to join a trade union, to appoint workers' representatives and to exercise the relative functions (e.g. the right of collective bargaining), in accordance with local regulations and practices. Our employees are also provided with several benefits in addition to their remuneration.		
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401-1	7,361 new employees (of whom 4,239 women) were 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
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Recruitments and terminations 2017

Country	≤34		35-54		>55		Total	
	Recruitments	Terminations	Recruitments	Terminations	Recruitments	Terminations	Recruitments	Terminations
Italy	372	379	104	305	5	188	481	872
Germany	321	323	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	40	34	3	31	152	130
Group Holding and other companies*	157	133	89	128	10	50	256	311
Discontinued Operations	18	9	19	37	1	1	38	47
TOTAL	4,932	4,628	2,232	3,705	197	1,299	7,361	9,632

Female employees

Country	Recruitments	Terminations
Italy		221
Germany		211
France		486
CEE		1,354
International*		1,770
Investments, Asset & Wealth Management*		61
Group Holding and other companies*		121
Discontinued Operations		15
TOTAL		4,239

***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 2016

<p>GRI 103: Management Approach Disclosures 2016</p> <p>103-1 103-2 103-3</p>	<p>https://www.generali.com/our-responsibilities/investing-in-our-people/social-dialogue.</p>		
<p>402-1</p>	<p>https://www.generali.com/our-responsibilities/investing-in-our-people/social-dialogue (Paragraph "Social Dialogue and Union Relations")</p>		<p>Minimum notice periods regarding operational changes, including whether these are specified in collective agreement</p>

GRI 404: Training and education 2016

<p>GRI 103: Management Approach Disclosures 2016</p> <p>103-1 103-2 103-3</p>	<p>https://www.generali.com/our-responsibilities/investing-in-our-people/training</p>		
<p>404-1</p>	<p>Annual Integrated Report and Consolidated Financial Statements 2017, p. 33</p>		<p>Average hours of training per year per employee by gender, and by employee categories</p>



* We also trained sales force not on payroll with **36.4** average hours per capita

<p>404-2</p>	<p>Annual Integrated Report and Consolidated Financial Statements 2017, p. 32-33 https://www.generali.com/our-responsibilities/investing-in-our-people/training 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.</p>		<p>Programs for upgrading employee skills and transition assistance programs</p>
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404-3	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
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GRI 405: Diversity and Equal Opportunity 2016

GRI 103: Management Approach Disclosures 2016 103-1 103-2 103-3	Annual Integrated Report and Consolidated Financial Statements 2017, p. 33 https://www.generali.com/work-with-us/Get-to-know-us/diverse-and-inclusive https://www.generali.com/our-responsibilities/investing-in-our-people/remuneration-and-incentives		
405-1	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

* **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 Standard	Page	Omission	Topic-Specific Standard
405-2	See the table below		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; **Annual amount paid by the Group to employees including not only what established by the National Collective Bargaining Agreements and the Company Collective Agreement, 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; ****In Spain, the sales force on payroll are included in the employees category

GRI 205: Anti-corruption 2016

GRI 103: Management Approach Disclosures 2016 103-1 103-2 103-3	Annual Integrated Report and Consolidated Financial Statements 2017, p. 22-23 https://www.generali.com/our-responsibilities/responsible-business/anti-corruption		
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		Communications 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 418: Customer Privacy 2016

GRI 103: Management Approach Disclosures 2016 103-1 103-2 103-3	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/privacy-information https://www.generali.com/info/privacy/privacy-information		
418-1	In the main insurance companies - excluding those of 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

GRI 413: Local Communities 2016

GRI 103: Management Approach Disclosures 2016 103-1 103-2 103-3	https://www.generali.com/our-responsibilities/supporting-our-communities		
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/what-we-do/insurance-products-with-social-and-environmental-value		Initiatives to improve access to financial services for disadvantaged people

Aspect: Product Portfolio

GRI 103: Management Approach Disclosures 2016 103-1 103-2 103-3	https://www.generali.com/what-we-do/insurance-products-with-social-and-environmental-value		
FS7	The premiums from insurance products with particular social value represented almost 16.4% of total gross direct premiums. https://www.generali.com/our-responsibilities/performance/data-and-performance (Generali in Figures)		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 products with particular environmental value represented 1% of total gross direct premiums. https://www.generali.com/our-responsibilities/performance/data-and-performance (Generali in Figures)		Monetary value of products and services designed to deliver a specific environmental benefit for each business line broken down by purpose

Aspect: Active Ownership

GRI 103: Management Approach Disclosures 2016 103-1 103-2 103-3	https://www.generali.com/our-responsibilities/responsible-investments Annual Integrated Report and Consolidated Financial Statements 2017, p. 10		
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GRI Standard	Page	Omission	Topic-Specific Standard
FS11	No screening is required by law. Assets that were subject to negative screening were 63.7% of total Assets Under Management.		Percentage of assets subject to positive and negative environmental or social screening
FS12	https://www.generali.com/our-responsibilities/responsible-investments		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