

ECONOMIC DATA

Group performance*	2018	2017
Gross written premiums (€mln)	66,691	64,381
Claims paid (€mln)	47,337	45,472
Operating result (€mln)	4,857	4,713
Net profit (€mln)	2,309	2,110
Dividend per share proposed (€)	0,90	0,85
Total dividends proposed (€mln)	1,413	1,330
Total Asset Under Management (€bln)	488	487
Regulatory Solvency Ratio	216%	207%
Taxes (€mln)	1,172	1,241

* 2017 data have been restated in line with the current perimeter of consolidation. For further consideration, please see the Annual Integrated Report and Consolidated Financial Statements 2018.

SOCIAL DATA

Employees by area	2018	2017	2016
Italy	12,926	12,970	13,090
France	6,855	7,145	7,594
Germany	9,972	11,467	12,424
Austria, CEE and Russia* Austria, Central Eastern Europe (CEE) countries - Czech Republic, Poland, Hungary, Slovakia, Serbia/Montenegro, Romania, Slovenia, Bulgaria and Croatia - and Russia.	16,376	11,626	12,061
International* * Includes Spain, Switzerland, Americas and Southern Europe, Asia, Europ Assistance and Other companies (including, Generali Global Health and Generali Employee Benefits).	19,450	22,700	23,105
Investments, Asset & Wealth Management* * Includes the main Group entities operating in investment advisory, asset management and financial planning.	1,821	1,860	1,866
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 geographical areas.	2,699	3,081	3,113
Discontinued Operations	635	478	474
TOTAL GENERALI GROUP	70,734	71,327	73,727

Employees by level	2018	2017	2016
Manager	1,902	1,816	1,781
Employees	52,516	52,339	53,498
Sales force on payroll	16,154	16,958	18,238
Other	162	214	210
Total Generali Group	70,734	71,327	73,727

Diversity	2018	2017	2016
Women on Board of Directors (%)	38.4%	38.4%	38.4%
Female in top-executive position (%)	11.5%	11.0%	13.0%
Female managers (%)	25.3%	23.9%	23.0%
Females in all management positions, including junior, middle and senior management (%)* *For this KPI Managers are defined as people who manage at least one person, as defined for the Generali Managerial Acceleration Program.	30.0%	-	-
Female employees (%)	50.8%	49.8%	49.4%
Permanent female employees (%)	49.3%	48.4%	47.9%

Employment	2018	2017	2016
Permanent employees	63,327	64,058	65,872
Fixed-term employees	7,407	7,269	7,855
Full-time employees	61,881	61,709	64,642
Part-time employees	8,853	9,618	9,085
Employee hired	9,236	7,361	10,269
Employee turnover	8,629	9,632	11,921
Turnover rate (%)	12.2%	13.5%	16.2%
Employees covered by collective bargaining agreements (%)	93.1%	83.1%	79.3%
Workers represented by representative organizations of workers (%)	98.1%	91.7%	91.9%
Workers represented in the European Works Council (%)	79.4%	80.6%	80.6%

Training and performance	2018	2017	2016
Training expenses (€mln)	55.8	54.7	61.2
Average hours of training per capita	35.4	33.2	37.3
Trained employees (%)	96.6%	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* (%)	99%	86%	61%
*Data refers to Group companies equal to 54.743 employees (77,4% of the total), within the scope of the Group Performance Management process			

Health and safety*	2018	2017	2016
Number of injuries	319	452	535
Absenteeism rate due to illness (%)	4.4%	4.3%	4.3%
Absenteeism rate due to injury (%)	0.11%	0.09%	0.09%
* Data refers to the following countries: Austria, France, Germany, Italy, Czech Rep., Spain, Switzerland, covering 87,5% in terms of total gross direct premium			

Investments and premiums	2018	2017	2016
Funds allocated to the community (€mln)	12.9	12.3	14.6
Socially Responsible Investments (€bln)*	33.2	33.9	27.3
Direct investments by the Group's insurance companies which are subject to the Responsible Investment Guideline (€bln)*	289.4	296.1	285.0
Premiums from products with a specific environmental value (€mln)**	1,796.2	676.0	-
Premiums from products with a specific social value (€mln)**	10,651.2	11,272.0	-
*2017 and 2016 data have been restated following a change in methodology.			
**Premiums from social and environmental products refer to companies that represent 94.4% of total gross direct written premiums contributing to the analysis. Their amount is hardly comparable with that of 2017 due to some methodological improvements made during 2018.			

Clients and distributors	2018	2017	2016
Number of clients (mln)	61	57	55
Number of exclusive distributors (thousand)	155	155	151

ENVIRONMENTAL DATA*

*Data refers to the scope of the Environmental Management System, which includes around 70 Group company sites and over 350 territorial offices in Austria, France, Germany, Italy, Czech Rep., Spain, Switzerland.

Emissions (Location-Based Approach)	2018	2017	2016
Total emissions (tCO₂e)	107,394	110,433	115,228
Scope1 (tCO₂e)	23,824	24,418	21,477
Scope2 (tCO₂e)	47,478	48,537	53,333
Scope3 (tCO₂e)	36,092	37,478	40,418

Emissions (Market-Based Approach)	2018	2017	2016
Total emissions (tCO₂e)	69,697	75,154	76,384
Scope1 (tCO₂e)	23,824	24,418	21,477
Scope2 (tCO₂e)	9,780	13,258	14,489
Scope3 (tCO₂e)	36,092	37,478	40,418

Energy	2018	2017	2016
Total energy (GJ)	715,593	731,815	754,979
Energy per capita (GJ)	21.4	21.7	22.2
Electrical energy (GJ)	398,503	410,767	449,144
Purchased renewable energy (%)	89.30%	73.20%	76.20%
District heating (GJ)	161,408	164,402	176,727
Natural gas (GJ)	75,741	79,214	79,292
Diesel oil (GJ)	9,040	9,609	8,178
Self-produced by trigeneration (GJ)	70,900	67,824	41,639
Non-renewable energy consumption (GJ)	359,734	430,941	412,776

Mobility	2018	2017	2016
Total mobility (km)	215,336,207	224,140,435	229,359,608
Travel per employees (km)	4,467	4,826	4,417
Corporate car fleet (km)	47,049,126	50,959,008	54,503,783
Private car (km)	83,922,819	88,607,352	89,984,397
Airplane (km)	45,399,567	42,515,160	46,600,585
long-haul (km)	7,976,586	6,004,562	6,036,277
medium-haul (km)	33,750,172	34,069,829	37,966,689
short-haul (km)	3,672,809	2,440,769	2,597,619
Train (km)	38,964,695	42,058,915	38,270,842
high-speed (km)	28,363,179	29,912,699	28,131,925
conventional (km)	10,601,516	12,146,216	10,138,917

Water	2018	2017	2016
Total water (m³)	604,493	637,530	525,630
Water per capita (m³)	18.1	18.9	15.4
Water withdrawn for industrial use (m³)	131,562	121,257	132,546

Paper	2018	2017	2016
Total paper (q)	53,524	56,005	59,284
Paper per capita (q)	1.1	1.2	1.2
Ecological certified paper (%)	73%	85%	86%

Waste	2018	2017	2016
Total waste (q)	54,718	61,145	70,524
Waste per capita (q)	1.6	1.8	2.1
Separate waste collection (%)	79%	75%	77%