



Generali in figures 2020

DATA AND PERFORMANCE

NFS

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



Data restated

ECONOMIC DATA

Group Performance	2020	2019	2018
Gross written premiums (€ mln)	70,704	69,785	66,691
Operating result (€ mln)	5,208	5,192	4,857
Net profit (€ mln)	1,744	2,670	2,309
Total Asset Under Management (€ bln)	664	630	488
Solvency Ratio	224%	224%	217%
Taxes (€ mln)	1,145	1,147	1,172

SOCIAL DATA

Employees by area	2020	2019	2018
Italy	13,446	13,150	12,926
France	6,659	6,818	6,855
Germany	9,486	9,613	9,972
Austria, CEE and Russia*	17,477	17,563	16,376
*Austria, Czech Republic, Poland, Hungary, Slovakia, Serbia, Montenegro, Romania, Slovenia, Bulgaria, Croatia and Russia Regional Office			
International*	13,475	13,133	19,450
*Includes Spain, Switzerland, Americas & Southern Europe and Asia The reference perimeter has changed starting from 2019.			
Investments, Asset & Wealth Management*	2,203	2,188	1,821
*Includes the main Group entities operating in investment advisory, asset management and financial planning.			
Group Holding and other companies*	9,898	9,471	2,699
*Includes the Parent Company's management and coordination activities, including Group reinsurance, other financial holding companies, suppliers of international services not included in the previous geographical areas, Europ Assistance and Generali Global Business Lines (including Generali Global Corporate & Commercial and Generali Employee Benefits) The reference perimeter has changed from 2019.			
Discontinued Operations	0	-	635
Total Generali Group	72,644	71,936	70,734

NFS

Employees by level		2020	2019	2018
Manager		1,938	1,878	1,902
Employees		53,425	52,969	52,516
Sales force on payroll		16,913	16,830	16,154
Other		368	259	162
Total Generali Group	NFS	72,644	71,936	70,734

Diversity & Inclusion	NFS	2020	2019
D&I Index*		106%	77%
*The Group D&I index monitors the progress the Group is making towards achieving its ambitions in key diversity areas such as gender, generations and culture and in inclusion.			

The index refers to all relevant Group business units and countries where applicable on the basis of the priorities which are part of the index itself.
For further information please see our website: <https://www.generali.com/it/work-with-us/Get-to-know-us/diverse-and-inclusive>

Focus on gender		2020	2019	2018
Women on Board of Directors (%)		38.4%	38.4%	38.4%
Female in top-executive position* (%)		16.7%	16.7%	11.5%
*In the Group Management Committee				
Female Manager* (%)		34.8%	32.4%	30%
*Identified as people who manage at least one person, as defined for the Generali Managerial Acceleration Program.				
Female employees (%)	NFS	51.0%	51.0%	50.8%
Permanent female employees (% on total permanent employees)		49.8%	49.7%	49.3%
Gender pay gap* (%)	NFS	-13.9%	-	-
*It is the percentage difference between females' and males' median base salary across the entire organization, regardless of the roles. The indicator refers to about 80% of the total number of our people.				
Equal pay gap* (%)	NFS	-2.8%	-	-
*It is the percentage difference between females' and males' median base salary for comparable roles (belonging to the same job family and organizational level). The indicator refers to about 80% of the total number of our people.				
Accessibility gap to variable remuneration between females and males* (%)	NFS	-5.1%	-	-
*It is the difference in percentage between the accessibility rate to variable remuneration of females and males. The indicator refers to about 80% of the total number of our people.				

Employment	2020	2019	2018
Permanent employees	65,919	64,671	63,327
Fixed-term employees	6,725	7,265	7,407
Full-time employees	64,037	62,935	61,881
Part-time employees	8,607	9,001	8,853
Employees hired	7,433	10,386	9,236
Employees turnover	7,020	8,225	8,629
Turnover rate (%)	9.7%	11.4%	12.2%
Voluntary turnover rate (%)	5.7%	6.7%	6.4%
Employees covered by collective bargaining agreements (%)*	95.6%	95.2%	93.1%
Workers represented in the European Works Council (%)	79.5%	78.8%	79.4%

*The figure refers to Group companies representing 83,1% of total employees

Training and Performance		2020	2019	2018
Training Expenses (€ mln)	NFS	58.8	60.3	55.8
Average hours of training per capita	NFS	34.2	36.4	34.2
Trained employees (%)	NFS	99.4%	97.7%	96.6%
Employee satisfaction in the Global Engagement Survey*	NFS	-	82%	-
*the figure is recorded every two years				
Reskilled employees*	NFS	52.0%	19.7%	-
*The indicator also refers to employees in some companies other than consolidated line-by-line				
Employees involved in performance management activities* (%)	NFS	99%	99%	99%
* 2020 data refers to Group companies equal to 64,297 employees (89% of the total), within the scope of the Group Performance Management process				

Smart Working	NFS	2020	2019
Organizational entities with a Smart Working policy in place*		83%	62%
*They are organizational entities where, in accordance with local laws and regulations, it is possible to adopt smart working through the application of a dedicated policy. The indicator also refers to organizational entities that are not included in the consolidation scope.			

Health and Safety*	2020	2019	2018
Number of injuries	127	277	319
Absenteeism rate due to illness and injury (%)	3.8%	4.5%	4.5%
Generali aims at keeping the absenteeism rate below the average rate of the previous 3 years (i.e. target 2020 < 4,5%)			

*Data refers to the following countries: Austria, France, Germany, Italy, Czech Rep., Spain, Switzerland, covering 86,2% in terms of total gross written premiums

Investments and premiums		2020	2019	2018
Funds allocated to the community (€ mln)		12.0	12.2	12.9
of which The Human Safety Net (€ mln)		7.5	6.3	3.6
Socially Responsible Investments (€ bln)	NFS	41.5	35.5	33.2
Direct investments by the Group's insurance companies which are subject to the Responsible Investment Guideline (€ bln)	NFS	326425,0	311.7	289.4
New Green and sustainable investments (€ mln)	NFS	5,973	2,667	-
Premiums from products with a specific environmental value (€ mln)*	NFS	1,557	1,359.5	1,289.2
Premiums from products with a specific social value (€ mln)*	NFS	15,373	13,864.7	11,442.4

*Premiums from social and environmental products refer to consolidated companies representing 99% of the Group's total gross direct written premiums. As for premiums from environmental products, 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.

Clients and distributors		2020	2019	2018
Number of clients (mln)*	NFS	65.9	61	61
*They are either physical persons or legal entities that hold at least one active insurance policy and pay a premium to Generali accordingly, a banking product or a pension fund product				
Number of exclusive distributors (thousand)*	NFS	165	156	155
*They represent the sales force within traditional distribution networks				
Change in Relationship NPS vs 1Q2019*	NFS	9	-	-
*The target audience span 19 markets where we operate under the Generali brand in Europe and Asia.				

ENVIRONMENTAL DATA*

*Data refers to the scope of the Group Environmental Management System, which includes around 60 offices and over 350 local agencies in Austria, France, Germany, Italy, Czech Republic, Spain, Switzerland, where 45% of Group personnel work. The monitoring of environmental performance related to mobility has a wider coverage and includes 65% of Group personnel.

Emissions (Location-Based Approach)		2020	2019	2018
Scope1 (tCO ₂ e)		17,719	20,536	21,275
Scope2 (tCO ₂ e)		40,674	43,306	47,478
Scope3 (tCO ₂ e)		19,064	33,126	36,092
Total emissions (tCO₂e)	DNF	77,457	96,968	104,845

Scope 1 emissions in 2019, 2018 and 2017 were redetermined (previously t 20.353 in 2019, t 23,824 CO₂e in 2018 and t 24,418 CO₂e in 2017). Modifications about 2017 and 2018 are due to the update of the methodology used in 2019 to calculate emissions from the corporate car fleet. The new methodology harmonised at Group level the criteria for splitting the car use for business reasons (70% of total journeys, included in the calculation of emissions) and the car use for private reasons, excluded from the calculation of Group emissions (30% of total journeys). The 2019 update comes from a calculation methodology refinement which granted a better measurement of mileage and emissions of the Company car fleet in France.

Emissions (Market-Based Approach)		2020	2019	2018
Scope1 (tCO ₂ e)		17,719	20,536	21,275
Scope2 (tCO ₂ e)		6,759	6,466	9,780
Scope3 (tCO ₂ e)		19,064	33,126	36,092
Total emissions (tCO₂e)		43,541	60,129	67,147

Scope 1 emissions in 2019, 2018 and 2017 were redetermined (previously t 20.353 in 2019, t 23,824 CO₂e in 2018 and t 24,418 CO₂e in 2017). Modifications about 2017 and 2018 are due to the update of the methodology used in 2019 to calculate emissions from the corporate car fleet. The new methodology harmonised at Group level the criteria for splitting the car use for business reasons (70% of total journeys, included in the calculation of emissions) and the car use for private reasons, excluded from the calculation of Group emissions (30% of total journeys). The 2019 update comes from a calculation methodology improvement which granted a better measurement of mileage and emissions of the Company car fleet in France.

Energy	2020	2019	2018
Purchased electrical energy (GJ)	338,119	385,806	398,503
<i>Purchased electrical energy from renewable sources (%)</i>	NFS 99%	99%	89%
District heating (GJ)	161,029	171,520	161,408
Natural gas (GJ)	46,915	65,076	75,741
Diesel oil (GJ)	5,371	11,168	9,040
Electrical energy self-produced by trigeneration (GJ)	63,704	64,057	70,900
Total energy (GJ)	615,139	697,626	715,592
of which non-renewable energy consumption (GJ)	277,766	314,511	359,734
Total Energy per capita (GJ/employee)*	20.9	22.8	21.4

*The comparability of per capita environmental performance related to 2017 and 2018 against 2019 and 2020 is limited: in 2019 a refinement of the calculation methodology has allowed a more precise analysis of the number of personnel employed in Legal Entities included in the Environmental Management System, which includes in 2020 about 60 offices and over 350 local agencies, where 45% of Group personnel work. The monitoring of environmental performance related to mobility has a wider coverage and includes 65% of Group personnel.

Mobility	2020	2019	2018
Corporate car fleet (km)	23,006,238	30,734,330	32,934,388
Private car (km)	23,646,250	79,006,182	83,922,819
Airplane (km)	4,910,444	42,944,248	45,399,567
<i>long-haul (km)</i>	7%	20%	18%
<i>medium-haul (km)</i>	85%	75%	74%
<i>short-haul (km)</i>	8%	6%	8%
Train (km)	8,334,075	40,879,122	38,964,695
<i>high-speed (km)</i>	76%	87%	73%
<i>conventional (km)</i>	24%	13%	27%
Total mobility (km)	59,897,007	193,563,882	201,221,469
Total mobility per capita (km/employee)*	1,277	4,232	4,174

Corporate car fleet distances in 2019, 2018 and 2017 were redetermined (previously km 32.345.986 in 2019, km 47,049,126 in 2018 and 50,959,008 in 2017). Modifications about 2017 and 2018 are due to the update of the methodology introduced in 2019 to harmonise at Group level the criteria for splitting the car use for business reasons (70% of total distances) and the car use for private reasons not attributable to the Group (30% of total distances). The 2019 update comes from a calculation methodology refinement which granted a better measurement of effective mileage of the Company car fleet in France.

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Water	2020	2019	2018
Water withdrawal (m³)	369,954	672,304	604,493
Water per capita (m³/employee)*	12.6	22.0	18.1

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Paper	2020	2019	2018
Paper (q)	29,335	46,267	53,524
Paper per capita (q/employee)*	0.6	1.0	1.1
<i>Environmentally certified paper (%)</i>	<i>81%</i>	<i>71%</i>	<i>73%</i>

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Waste	2020	2019	2018
Waste (q)	30,439	52,504	54,718
Waste per capita (q/employee)*	1.0	1.7	1.6
<i>Separate waste collection (%)</i>	<i>84%</i>	<i>81%</i>	<i>79%</i>

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