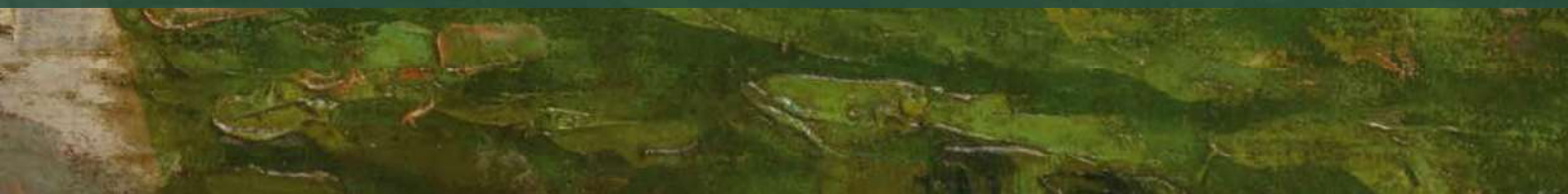


Group identity and profile



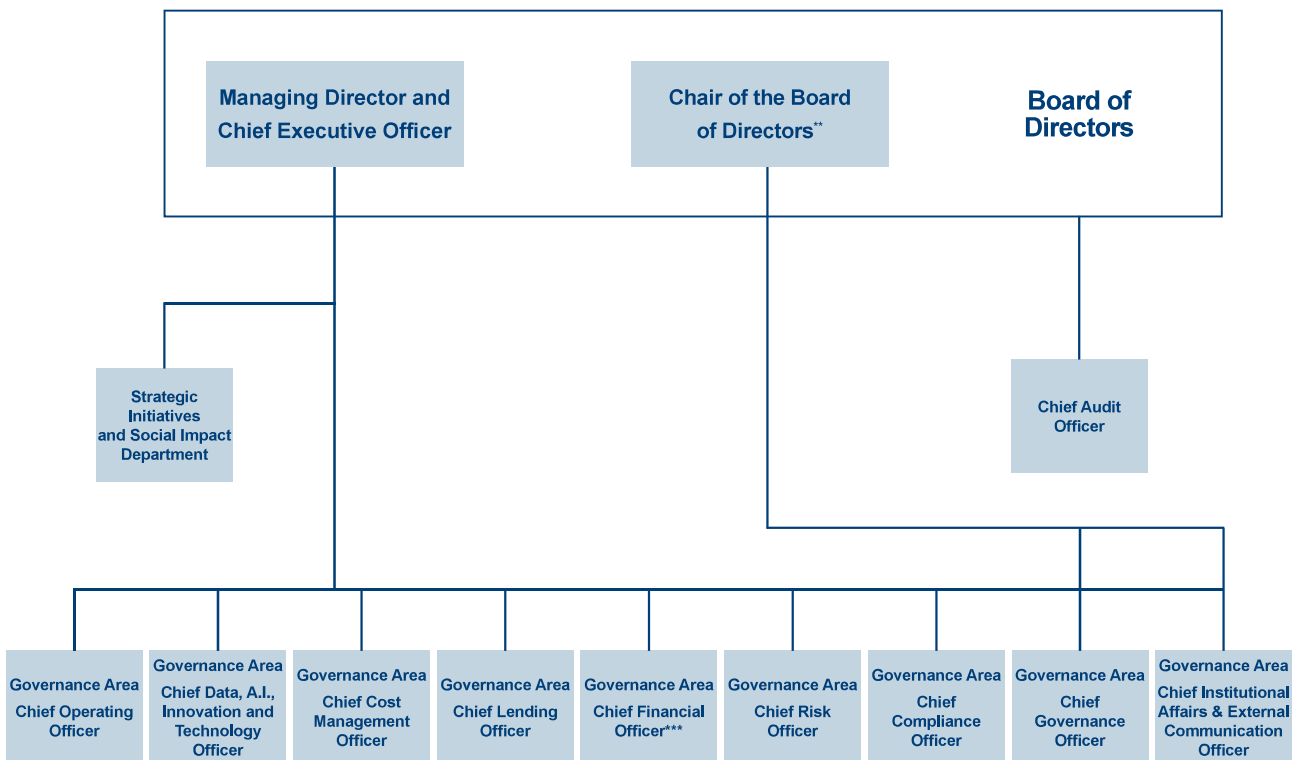
# Group presentation

The Intesa Sanpaolo Group, with a market capitalisation of 53.7 billion euro\*, is one of the leading banking groups in Europe, with a firm ESG commitment, a top global positioning in terms of social impact and a strong focus on the climate.

The Intesa Sanpaolo Group is the largest banking group in Italy, with 13.6 million customers and over 3,300 branches and is the Italian leader in financial operations for households and businesses, in particular, in banking intermediation (with a 18% share of loans and 22% of deposits), asset management (24%), pension funds (25%), and factoring (27%).

Intesa Sanpaolo has a strategic international presence, with over 900 branches and 7.2 million customers, comprising subsidiaries operating in commercial banking in 12 countries in Central Eastern Europe and Middle Eastern and North African areas and an international network of specialists in support of corporate customers across 25 countries, in particular in the Middle East and North Africa and in those areas where Italian companies are most active.

The Group is organised into Governance Areas and Head Office Departments reporting directly to the Managing Director and CEO, and six divisions - also reporting to the Managing Director and CEO - focusing on customers.



\* As at 29 February 2024.

\*\* Chair's Technical Secretariat reports to the Chair of the Board of Directors.

\*\*\* The Chief Financial Officer Governance Area also includes the Manager responsible for preparing the Company's financial reports.

The six divisions into which the Group's activities are organised are as follows:

<b>Banca dei Territori</b>	Focused on the market and the central role of the territory in strengthening relationships with individuals, small and medium enterprises, and non-profit entities. The Division includes industrial credit, leasing and factoring activities as well as the digital bank Isybank (which also operates in instant banking via Mooney, in partnership with the ENEL Group).
<b>IMI Corporate &amp; Investment Banking</b>	Global partner for enterprises, financial institutions and the public administration in a medium/long-term perspective, at domestic and international level. It includes capital markets and investment banking activities and operates in 25 countries in support of the cross-border operations of its customers through a specialised network of branches, representative offices and subsidiaries that engage in corporate banking activity.
<b>International Subsidiary Banks</b>	Includes subsidiary banks performing commercial banking activities in the following countries: Albania (Intesa Sanpaolo Bank Albania), Bosnia-Herzegovina (Intesa Sanpaolo Banka Bosna i Hercegovina), Croatia (Privredna Banka Zagreb), Egypt (Bank of Alexandria), Moldova (Eximbank), Czech Republic (the Prague branch of VÚB Banka), Romania (Intesa Sanpaolo Bank Romania), Serbia (Banca Intesa Beograd), Slovakia (VÚB Banka), Slovenia (Intesa Sanpaolo Bank), Ukraine (Pravex Bank) and Hungary (CIB Bank).
<b>Private Banking</b>	Serves customers in the Private and High Net Worth Individuals segment by offering targeted products and services. The division includes Fideuram – Intesa Sanpaolo Private Banking, with 6,696 private bankers.
<b>Asset Management</b>	Solutions to the Group's customers, non-Group distribution networks and institutional customers. The division includes Eurizon, with assets managed totalling 311 billion euro <sup>(1)</sup> .
<b>Insurance</b>	Insurance, pension and financial products targeted at Group customers. The Insurance Group, which has direct insurance deposits totalling 173 billion euro, includes Intesa Sanpaolo Vita – which controls Intesa Sanpaolo Assicura, Intesa Sanpaolo RBM Salute, Intesa Sanpaolo Insurance Agency and InSalute Servizi – and Fideuram Vita.

A detailed presentation of Intesa Sanpaolo's organisational structure is available on the Group's website [\[i\]](#).

## International presence<sup>(2)</sup>

■ <b>Italy</b>	3,323 Branches
■ <b>Other european countries</b>	760 Branches 1 Representative Office
■ <b>America</b>	2 Branches 1 Representative Office
■ <b>Asia</b>	7 Branches 6 Representative Offices
■ <b>Africa</b>	173 Branches 1 Representative Office
■ <b>Australia/Oceania</b>	1 Branch



## Competitive positioning

### Ranking in Italy – Market shares<sup>(2)</sup>

1°	Loans	18.4%
1°	Deposits <sup>(3)</sup>	22.1%
1°	Asset Management <sup>(4)</sup>	24.0%
1°	Pension Funds <sup>(5)</sup>	24.5%
1°	Factoring <sup>(5)</sup>	27.2%

<sup>(1)</sup> Net of duplications.

<sup>(2)</sup> Figures as at 31 December 2023.

<sup>(3)</sup> Include bonds.

<sup>(4)</sup> Mutual funds; data as at 30 September 2023.

<sup>(5)</sup> Data as at 30 September 2023.



## Mission and values

The Mission is the company's watchful soul, the guideline for all its actions in internal work and with customers; it is the lodestar of conduct of all the Bank employees engaged in implementing the Business Plans.

In January 2022, Intesa Sanpaolo's Board of Directors approved the Group's new Mission, reformulated in the wake of what had already been sanctioned in the 2018-2021 Business Plan and in defining the 2022-2025 Business Plan, highlighting the central role played by Intesa Sanpaolo's people, who are vital resources and the driving force behind the Bank's success.

We, people of Intesa Sanpaolo:

believe  
in the integrity and sustainability of our actions and those of our Bank.

care  
for our customers through the excellence of our products, our services and our behaviour.

create value and innovation  
for people, businesses, and communities in all countries and areas where we operate.

build a future  
fostering sustainable development in favour of the environment, the younger generations and a truly  
inclusive society.

The introduction of the new Mission and the growing importance of ESG issues, both in the external context and in the Group's strategy, have highlighted the need to update the Code of Ethics. A first proposal for amendments was therefore the subject of discussion at meetings with the Sustainability Managers of the Governance Areas/Business Divisions to then continue to go through the internal process of formal alignment with the Governance functions and the Business Divisions. The text was revised with the inclusion, among other things, of the new Mission and including or strengthening issues related to the Group's strategy (among others: international commitments, diversity, equity & inclusion and the fight against climate change). In June 2023, the Parent Company's Board of Directors approved the updated Code of Ethics.

In implementing the company's Mission, the Group's strategy aims to create solid and sustainable value over time, from an economic-financial, social and environmental point of view, built on trusting relationships with stakeholders and based on the following values outlined in the Code of Ethics.

### **Integrity**

We pursue our goals with honesty, fairness and responsibility in the full and true respect of the rules and professional ethics and in the spirit of signed agreements.

### **Excellence**

We set ourselves the goal of continuous improvement, farsightedness, anticipating challenges, cultivating extensive creativity aimed at innovation; moreover we recognise and reward merits.

### **Transparency**

We are committed to making transparency the basis of our actions, advertising and contracts in order to allow all our stakeholders to make informed, educated and independent decisions.

### **Respect for specific qualities**

It is our intention to combine large-scale operations with profound local roots and to be a bank with a broad vision, with a people and community-centric approach.

### **Equity and inclusion**

We are committed to avoiding all forms of discrimination in our conduct and to respecting differences in terms of gender, gender identity and/or expression, emotional and sexual orientation, marital and family status, age, ethnic origin, religious belief, political and union affiliation, socio-economic status, nationality, language, cultural background, physical and mental conditions or any other individual traits of a person also linked to the manifestation of their own thoughts.

**Values of the individuals**

The value of each single person is a guide for our modus operandi: we use listening and dialogue as tools for continuously improving our relationships. We take care of people's health and safety for the purposes of a professional experience that is mindful of their physical and psychological well-being.

**Environmental protection**

We promote an efficient and conscious use of all resources, avoiding waste and always prioritising sustainable choices over time. We are committed to combating climate change, protecting nature and biodiversity and supporting the transition to a sustainable, green and circular economy.

The Group is committed to complying with sustainable development principles and has been involved in important international initiatives that promote dialogue between companies, international organisations and civil society, and that pursue respect for the environment and human rights.

# Voluntary commitment to domestic and international initiatives, partnerships and strategies for the United Nations Sustainable Development Goals

## Global Compact [\[i\]](#)

A UN initiative that promotes corporate social responsibility through the adoption of ten fundamental principles relating to human rights, labour rights, the environment and combating corruption.



## Women's Empowerment Principles [\[i\]](#)

Principles promoted by the UN that define guidelines for companies aimed at promoting gender equality and women's professional development in the workplace.

In support of



## UNEP Finance Initiative [\[i\]](#)

The UN Environmental Programme that promotes dialogue among financial institutions on economic performance, environmental protection and sustainable development.



## Net-Zero Banking Alliance (NZBA) [\[i\]](#)

An alliance of banks promoted by UNEP FI, with the goal of net-zero emissions by 2050, for lending and investment portfolios accounted for in the financial statements.

## Net-Zero Asset Owner Alliance (NZAOA) [\[i\]](#)

An alliance of international institutional investors committed to transitioning their investment portfolios to net-zero greenhouse gas emissions by 2050. Intesa Sanpaolo is a member through the Intesa Sanpaolo Vita Insurance Group.

## Net Zero Asset Managers Initiative (NZAMI) [\[i\]](#)

An initiative comprising international asset managers committed to supporting the goal of net-zero greenhouse gas emissions by 2050, encouraging investments in line with endeavours to limit global warming.

The Intesa Sanpaolo Group is a member through Eurizon Capital SGR, Fideuram Asset Management SGR and Fideuram Asset Management (Ireland).

## Net-Zero Insurance Alliance (NZIA) [\[i\]](#)

An alliance of the world's leading insurers and reinsurers committed to bringing their underwriting portfolios to net-zero greenhouse gas emissions by 2050, in line with a maximum temperature increase of 1.5 °C from pre-industrial levels by 2100. Intesa Sanpaolo is a member through the Intesa Sanpaolo Vita Insurance Group.

## UNEP Finance Initiative – Principles for Responsible Banking (PRB) [\[i\]](#)

UNEP FI programme to bring the banking sector closer to the UN Sustainable Development Goals and the 2015 Paris Agreement on Climate.



## UNEP Finance Initiative – Principles for Sustainable Insurance (PSI) [\[i\]](#)

UNEP FI programme for the insurance industry, with the aim of addressing the risks and opportunities related to environmental, social and governance issues.

The Intesa Sanpaolo Group subscribes to the Principles as a signatory through the Intesa Sanpaolo Vita Insurance Group.



## Principles for Responsible Investment – (PRI) [\[i\]](#)

Principles on the integration of ESG criteria on investments, the result of the partnership between UNEP FI and the Global Compact. The Intesa Sanpaolo Group subscribes to the Principles as a signatory through Eurizon Capital SGR, Fideuram Asset Management SGR, Fideuram Asset Management (Ireland) and the Group's Pension Fund.

Signatory of:



**Equator Principles** [\[i\]](#)

Guidelines for social and environmental risk assessment and management in projects, based on criteria recommended by the International Finance Corporation, a World Bank organisation.

**CDP** [\[i\]](#)

Independent non-profit organisation which provides companies and countries with a global system of information on climate change. Joining CDP fosters the dissemination of information on greenhouse gas emissions and the management of risks and opportunities associated with climate change.



Intesa Sanpaolo and Eurizon Capital SGR join CDP as investor signatories.

**Task Force on Climate-related Financial Disclosures – (TCFD)** [\[i\]](#)

Established in December 2015 by the Financial Stability Board (FSB), in June 2017 the Task Force published eleven recommendations to promote transparent reporting of risks and opportunities linked to climate change by companies. The TCFD was dissolved during COP28; the TCFD's responsibilities for financial reporting on climate-related issues were transferred to the International Sustainability Standards Board (ISSB).



Since 2021, Intesa Sanpaolo has published the TCFD Report<sup>(1)</sup>, available on the website [\[i\]](#).

**European Clean Hydrogen Alliance** [\[i\]](#)

Promoted by the European Commission as part of the pursuit of EU objectives on climate change, since 2020 the initiative has supported the large-scale deployment of technologies related to renewable and low-carbon hydrogen production by 2030.

**Global Reporting Initiative** [\[i\]](#)

Organisation which develops globally recognised guidelines (GRI Standards) for sustainability reporting. Intesa Sanpaolo is a member of the GRI Community.

**B4SI** [\[i\]](#)

An internationally recognised reporting standard in measuring and managing corporate social impact.

**Italian Sustainable Investment Forum** [\[i\]](#)

Multi-stakeholder association with the objective of spreading the culture and supporting the development of sustainable finance. It is the Italian representative of the EuroSIF (European Sustainable Investment Forum). In addition to Intesa Sanpaolo, Eurizon Capital SGR and Fideuram Asset Management Ireland are ordinary members of the Forum.

**Institutional Investors Group on Climate Change (IIGCC)** [\[i\]](#)

European association of institutional investors on climate change, to help define public policies, investment practices and corporate conduct in order to address the long-term risks and opportunities associated with climate change.



The Group joins through Eurizon Capital SGR, Fideuram Asset Management SGR and Fideuram Asset Management Ireland, which also participate in collective engagement initiatives such as the Net Zero Engagement Initiative and Climate Action 100+ and Nature Action 100.

Further details are available in the Climate Report [\[i\]](#).

**PARTNERSHIP****Ellen MacArthur Foundation** [\[i\]](#)

The foundation is one of the main international promoters of the systemic transition towards the Circular Economy. Intesa Sanpaolo is the Strategic Partner of the Foundation, with which it has renewed the collaboration agreement for the three-year period 2022-2024.



<sup>(1)</sup> Since 2023, it has been renamed Climate Report.

Intesa Sanpaolo participates in the Global Compact initiative and is an active member of the community of businesses that support the UN Sustainable Development Goals.

## SUSTAINABLE DEVELOPMENT GOALS (SDGS – SUSTAINABLE DEVELOPMENT GOALS)



The Sustainable Development Goals were set by the United Nations 2030 Agenda and adopted by all 193 member states of the UN, including Italy, at the end of 2015. The 17 Global Goals and their 169 targets build on the Millennium Development Goals launched in 2005.


The ESG and sustainability targets of the 2022-2025 Business Plan are closely connected with some of the Sustainable Development Goals. This link is also evidenced by the materiality analysis, which makes it possible to highlight the importance of certain issues both in terms of impact on the Group's strategies and on its Stakeholders.

Therefore, the table below shows, alongside the various Sustainable Development Goals, in addition to the actions, projects and results of greatest significance in terms of their positive effects on the community, also the link with the 2022-2025 Business Plan and the material issues. This approach is proof of the Group's contribution to generating positive change at global level through a commitment which, considering the loans granted by the Group to support families, businesses and investments, extends to all SDGs and is focused on 13 objectives in particular.



Contribution to SDGs	1 NO POVERTY	3 GOOD HEALTH AND WELL-BEING	4 QUALITY EDUCATION	5 GENDER EQUALITY	7 AFFORDABLE AND CLEAN ENERGY	8 DECENT WORK AND ECONOMIC GROWTH	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	10 REDUCED INEQUALITIES	11 SUSTAINABLE CITIES AND COMMUNITIES	12 RESPONSIBLE CONSUMPTION AND PRODUCTION	13 CLIMATE ACTION	16 PEACE, JUSTICE AND STRONG INSTITUTIONS	17 PARTNERSHIPS FOR THE GOALS
Group value and solidity						■							
Integrity in corporate conduct												■	
Quality of service and customer satisfaction		■											
Innovation, digital transformation and cybersecurity							■						■
Financial inclusion and supporting production	■	■	■	■		■	■		■				■
Sustainable investments and insurance						■					■		■
Community support and commitment to culture	■	■	■						■				■
Employment protection						■							
Retention, enhancement, diversity and inclusion of the Group's people			■	■		■		■					■
Health, safety and well-being of the Group's people		■				■							
Transition to a sustainable, green and circular economy					■					■	■		■
Climate change					■						■		■

These are the identified Goals and the main Actions carried out in 2023, unless otherwise specified.

SDGs	2023 actions	Objectives
	<p><b>Monetary contribution to the community (see page 176)</b>                      In 2023, the total monetary contribution to the community amounted to ~101 million euro, 22% of which for social solidarity reasons, 13% for economic development and 5.7% for addressing civil and humanitarian emergencies.</p> <p><b>Food and Shelter for the Needy project (see page 178)</b>                      In 2022-2023, over 36.8 million actions were carried out with ~30 million meals, ~3.3 million dormitories/beds, ~3.2 million medical prescriptions and 446,000 items of clothing provided.</p> <p><b>Social lending (see page 142)</b>                      In 2023, 5.5 billion euro was allocated to social lending.</p> <p><b>Loans to the Third Sector (see page 146)</b>                      A total of 252 million euro of loans was disbursed in support of non-profit organisations.</p> <p><b>Fund for Impact (see page 143)</b>                      In 2023, ~71 million euro was allocated to support the needs of individuals and families to ensure wider and more sustainable access to credit, with dedicated programmes.</p> <p><b>Social Housing (see page 180)</b>                      New partnerships were launched with Coima and Redo to give new impetus to MilanoSesto, the biggest urban regeneration project in Italy. Financial and advisory support to the Coima, Covivio and Prada consortium for the project of the former Porta Romana railway station where the Olympic Village will be built.</p> <p><b>Charity Allowance (see page 176)</b>                      In 2023, ~18.9 million euro was granted through Intesa Sanpaolo's Charity Allowance to support 700 projects carried out by non-profit organisations, with 99% of resources allocated to measures to assist more vulnerable sections of society (&gt;70% target amply exceeded).</p>	<ul style="list-style-type: none"> <li>◦ New loans to support non-profit businesses and vulnerable and young people for 25 billion euro.</li> <li>◦ Support for people in need with around 50 million actions (meals, beds, medicines and items of clothing) and the expansion of the "Cibo e riparo per i bisognosi" programme.</li> <li>◦ Project to promote the development of 6,000-8,000 social housing units and beds for students.</li> <li>◦ Fund for Impact, which allows the disbursement of loans to sections of society who find it hard to access credit despite their potential.</li> <li>◦ Significant ESG commitment, with a world-class position in Social Impact.</li> </ul>

SDGs	2023 actions	Objectives
 <p><b>3 GOOD HEALTH AND WELL-BEING</b></p>	<p><b>Monetary contribution to the community (see page 176)</b>            In 2023, monetary contributions to the community amounted to ~101 million euro, 41.7% of which for art and culture and 3.3% for healthcare.</p> <p><b>Customer health and safety (see page 123)</b>            In 2023, within the perimeter of Intesa Sanpaolo's local sites in Italy, there was 1 actual and 2 attempted robberies, as compared to 9 actual and 5 attempted robberies in 2022.</p> <p><b>Welfare and People Care (see page 213)</b></p> <ul style="list-style-type: none"> <li>Over 3,000 accesses to the Consultation and Support psychological support service in 2023.</li> <li>Carelab platform: accessed by over 70% of the population within the scope (Italy and Serbia) in 2023.</li> <li>In 2023, the Group health fund assisted around 246,000 people with ~200 million euro of covered healthcare services net of excesses.</li> <li>Review of working methods with the trade unions in May 2023 which further improved the flexibility measures in the area of working hours and remote work, introducing a voluntary 4-day working week with equal pay.</li> </ul>	<ul style="list-style-type: none"> <li>Large-scale employee well-being and health and safety initiatives (e.g. new office spaces, gyms, healthy food, business travel safety).</li> <li>Continuous focus on the safety of customers and employees.</li> <li>Welfare promotion.</li> </ul>
 <p><b>4 QUALITY EDUCATION</b></p>	<p><b>Training (see page 202)</b>            The Group's training solutions prioritised digital channels with quick, simple and interactive forms of participation, providing ~13.5 million hours of training in 2023, 12.2 million of which in digital form (~50 million in 2022-2025).</p> <p><b>ESG training<sup>(1)</sup> (see page 56)</b>            Overall, in 2023, ESG training accounted for over 19% of total training. Around 86,800 Group people (93% of the total) have benefited from more than 1 million hours<sup>(2)</sup> of ESG training.</p> <p><b>Customer ESG training and engagement (see page 236)</b></p> <ul style="list-style-type: none"> <li>The ESG Laboratories initiative also continued in 2023: after the opening of the first ESG Laboratory in October 2021 in Brescia and the launch of 9 workshops in 2022, new Laboratories were also opened in the Italian provinces of Milan, Turin and Florence in 2023. The ESG Laboratories are a physical and virtual meeting places to support SMEs in their approach to sustainability and an evolution of the advisory services provided by the partners (e.g. Circularity, Nativa, CE Lab and others).</li> <li>The European Regulatory &amp; Public Affairs (ERPA) function carried out internal training initiatives to raise awareness among the Group's people on environmental issues being discussed by European regulators.</li> <li>As part of the mandatory "30-hour" training course at Eurizon Capital SGR, three courses were held on ESG ratings, sustainability and green bonds, involving over 290 people.</li> <li>Digit'Ed continued to develop digital training activities dedicated to businesses through the Skills4Capital training platform, with the goal of supporting the growth of businesses, developing skills and taking advantage of the opportunities that arise in a continuously evolving market. Training programmes focused on ESG issues were also provided in 2023, taking two different forms: Esg Base, accessible remotely, for learning the basics about ESG principles, and Esg Premium, a blended learning programme (remote and virtual classroom), to support businesses that wish to embark on or give new impetus to their sustainability transition.</li> <li>Digit'Ed also maintained the Skills4ESG platform, aimed at raising awareness of ESG issues via a customer portal, a single access point for ESG training topics with dedicated content.</li> </ul> <p><b>Continuous commitment to culture (page 182)</b></p> <ul style="list-style-type: none"> <li>The third edition of the higher education course at the Gallerie d'Italia Academy for young managers of cultural assets took place in 2023 (30 students, 8 scholarships).</li> <li>The Gallerie d'Italia organised free educational activities, such as: 3,670 educational workshops involving over 83,000 local school students and around 520 courses involving approximately 6,620 people with disabilities and in vulnerable situations; initiatives included the project with the police headquarters of Naples to mark the International Day for the Elimination of Violence Against Women.</li> </ul> <p><b>Monetary contribution to the community (see page 176)</b>            In 2023, monetary contributions to the community amounted to ~101 million euro, 8.4% of which for teaching and research.</p> <p><b>Education and spread of financial culture (see page 149)</b>            Through the Savings Museum, around 44,300 users benefitted from financial culture training and information in 2023, 34,300 of whom were pupils from schools of all levels. Through dedicated educational projects and educational visits, over 1,500 hours of training were provided in which 16,400 students and 3,070 adults and teachers took part.</p>	<ul style="list-style-type: none"> <li>Creation of a unique ecosystem of expertise in line with the development of the Bank via ~50 million hours of training in 2022-2025.</li> <li>100% of Group people trained in ESG by 2025.</li> <li>Supporting training and access to the Italian labour market for 3,000 young people in 2022-2025 through the Giovani e Lavoro programme.</li> <li>Fund for Impact, which allows the disbursement of loans to sections of society who find it hard to access credit despite their potential.</li> <li>Support to SMEs/Corporate customers in achieving their sustainability objectives by increasing the specialised advisory services provided through the activation of at least one ESG Workshop in each Regional Governance Centre by 2025 and ~100 dedicated ESG specialists.</li> <li>Ongoing commitment to culture through the promotion of the Group's heritage.</li> </ul>

<sup>(1)</sup> The data shown do not include the training initiatives already detailed in dedicated tables (see those relating to the different regulatory areas), even though they fall within the ESG area.

<sup>(2)</sup> Hours defined as the duration of the teaching units used.

SDGs	2023 actions	Objectives
------	--------------	------------



#### Fostering youth education and employability (see page 181)

- Intesa Sanpaolo collaborates with over 60 Italian and international universities (in particular Oxford and Cambridge). In 2023, over 60 Agreements were signed and various partnerships all over Italy continued; more than 130 scholarships and research grants were also awarded to young students and researchers.
- The “Giovani e Lavoro” (Youth and Work) Programme, in partnership with Generation Italy, is geared towards the training and placement of 5,000 young people in the Italian employment market (3,000 in 2022-2025); over 6,300 young people (aged 18-29) submitted their applications in 2023 (over 37,800 since 2019); over 2,000 students were interviewed and around 920 trained/being trained through 37 courses in 2023 (around 8,900 students interviewed and over 3,900 students trained/being trained since 2019);
- Intesa Sanpaolo is the main sponsor of the “Generation4Universities” project, developed by Generation and McKinsey & Company, aimed at helping students in their last year of university to embark on successful professional careers. The programme that finished in July involved 94 students from 36 universities and 22 leading Italian companies as potential employers. As of 31 December, about 50 internships had already been activated.
- P-Tech, an initiative in partnership con IBM, aims to provide young professionals with new digital skills: in 2023, Intesa Sanpaolo was also directly involved, delivering 3 webinars, 1 end-of-year online workshop on the Bank’s activities and several mentoring meetings.
- Launch of the “School4life” project with careers guidance for young people who may risk dropping out from school. Intesa Sanpaolo has chosen to deliver its educational offer to more than 500 pupils in 8 middle schools.
- Through the “Tesi in Azienda” (Thesis in the Company) project, Intesa Sanpaolo supports students in the preparation of their degree or PhD thesis. The project involved about 230 students in 2023.

#### Intesa Sanpaolo Fund for Impact (see page 143)

- “Per Merito”, the first unsecured credit line dedicated to all university students resident in Italy that study in Italy.



#### Diversity, Equity and Inclusion (see page 205)

The most significant activities completed in 2023 include:

- constant breakdown by category and gender with respect to the total population. There are almost 15,000 female managers (executives and middle managers) in the Group, representing 29.6% of all female employees. Women managers account for 40.1% of all managerial staff (39.4% in 2022).
- 28 appointments to senior positions in 2023: 9 of these (32%) were women.
- Intesa Sanpaolo is: i) the top bank in Europe and the only Italian bank listed among the 100 most inclusive and diversity-aware workplaces, according to the Refinitiv Global Diversity and Inclusion Index 2023 ii) included for the sixth consecutive year in the Bloomberg Gender-Equality Index (GEI) 2023 iii) classified in first place, among large-cap companies, in the Best Company for Diversity Equity & Inclusion category of the global ESG Corporate Award rankings iv) the first major Italian banking group to obtain the “Prassi di Riferimento (PDR) 125:2022” gender equality certification introduced by the National Recovery and Resilience Plan (NRRP). Two audits were successfully performed: a mid-term audit to maintain the Gender Equality European & International Standard (GEEIS) Diversity Certification, acquired in 2021, and an annual audit to renew the National Gender Equality Certification.
- Monitoring began of the 2023 Diversity & Inclusion goals for each Division and Governance Area; the collaboration with ISPROUD, the first community of Group employees (to date >1,000 LGBTQ+ people and allies), was strengthened.
- With regard to the Parks LGBT+ Diversity Index 2023, Intesa Sanpaolo demonstrated the “Best Improvement”.

#### Fund for Impact (see page 143)

- Mamma@work, a highly subsidised loan launched in July 2020 to help mothers of young children balance motherhood and work commitments continued. During 2023, 1.3 million euro were granted to about 250 mothers.

#### Support for female entrepreneurship (see page 145)

The Business Gemma loan supports businesses run by women and self-employed women, benefitting free of charge from the guarantee of the special section of the SME Fund for Women’s Entrepreneurship. In 2023, 14 loans were disbursed for a total of 7.3 million euro.

#### Products and services for small and medium-sized enterprises (see page 230)

Part of the S-Loan initiative, a loan dedicated to SMEs for projects aimed at improving their sustainability profile, S-Loan Diversity is designed to support and promote gender equality and the role of women in the socio-economic context.

- Launch of dedicated initiatives to ensure diversity and inclusion are fully promoted.
- 50 new female appointments to senior positions in 2022-2025.
- Fund for Impact, which allows the disbursement of loans to sections of society who find it hard to access credit despite their potential.

SDGs	2023 actions	Objectives
 <p><b>7 AFFORDABLE AND CLEAN ENERGY</b></p>	<p><b>Loans and services for a sustainable, green and circular economy (see page 229)</b>            In 2023 ~3.7 billion euro of loans were granted in the area of environmental sustainability, equal to 6.2% of all credit issued. The main products included Green mortgages (over 1.7 billion euro disbursed).</p> <p><b>Circular economy (see page 232)</b>            In 2023, 366 projects valued at ~11.7 billion euro were assessed and validated; 242 transactions worth ~7.2 billion euro approved (of which 4.8 billion euro related to green criteria) and 5.6 billion euro disbursed taking account of previously agreed projects (4.7 billion euro of which related to green criteria), meeting the 2025 target in advance.</p> <p><b>Green Bonds (see page 234)</b>            In 2023 the Group significantly increased its number of Green bonds, taking its place among the leading European bank issuers of the year. In particular, in February 2023 Intesa Sanpaolo placed a dual tranche Senior Non Preferred Green bond of a total of 2.25 billion euro, receiving total orders of 5.3 billion euro.            In March 2023 a Senior Non Preferred Green bond for the sterling market was finalised for a total face value of 600 million euro. The Bond was the first Intesa Sanpaolo Green bond in sterling and, more generally, the Group's first Senior Non Preferred bond on this market.            In May 2023 Intesa Sanpaolo placed a dual tranche Senior Preferred Green Bond for a total of 2.25 billion euro.            Total green issues amounted to 5.17 billion euro and, thanks to the latest issue, the Green Bond Ratio, i.e. the percentage of green bonds outstanding at year end, came to ~19.9%.</p> <p><b>Consumption and production of renewable energy (see page 252)</b>            ~88% renewable energy purchased versus total purchases in 2023.            The Group itself produced 1,387 MWh of energy from renewable photovoltaic sources.</p>	<ul style="list-style-type: none"> <li>◦ Customer support through the ESG/dimate transition.</li> <li>◦ 8 billion euro credit plafond for the circular economy related to 2022-2025.</li> <li>◦ Further boost to sustainable credit for retail customers with special emphasis on the ecological transition: 12 billion euro of green loans to individuals.</li> <li>◦ 100% renewable electricity at Group level in 2030 (level already reached in Italy in 2021).</li> <li>◦ Maintenance of electricity production levels from photovoltaic energy.</li> </ul>
 <p><b>8 DECENT WORK AND ECONOMIC GROWTH</b></p>	<p><b>Supporting production (see page 150)</b></p> <ul style="list-style-type: none"> <li>◦ Approximately 60.4 billion euro of new mid-term credit issued, with around 40.3 billion euro in Italy, roughly 35 billion euro of which to families and small and medium-sized enterprises.</li> <li>◦ In 2023 the Group facilitated the return from non-performing to performing status of around 3,600 Italian companies (over 140,800 since 2014), retaining about 18,000 jobs (704,000 since 2014).</li> <li>◦ An offer is being developed to support the sustainable evolution of the supply chains, with the engagement of the chain leader and the suppliers to improve their sustainability profile. At the end of 2023, the leading companies participating in the Programma Sviluppo Filiere related to over 880 supply chains with a potential of about 20,500 suppliers and a workforce of over 113,000 employees.</li> <li>◦ In 2023 Intesa Sanpaolo implemented the agreement finalised in late 2022 with the European Investment Fund (EIF) for the concession of guarantees to businesses as part of the InvestEU programme. These guarantees aim to facilitate the access to credit of SMEs and Small Midcaps through the concession of medium to long-term loans with a focus on sustainability, supported by a 100 million euro credit line, and on innovation, supported by an additional 200 million euro credit line. During the year, 68 investment projects were supported with loans of over 139 million euro issued. The resources allocated by the EIF will remain available to businesses until October 2026, subject to extensions or the early exhaustion of the budget.</li> </ul> <p><b>Sustainability-conscious investments (see page 158)</b>            Intesa Sanpaolo undertook to strengthen its ESG solutions in the area of asset management through the launch of new sustainable funds: at the end of 2023, its sustainable AuM amounted to around 149 billion euro, equal to around 73.3% of its total AuM<sup>(3)</sup>. Fideuram offers 97 funds classified pursuant to Articles 8 and 9 of the SFDR for a total of 33.3 billion euro of assets (71% of total assets under management).</p> <p><b>Fostering education and employability (see page 181)</b>            The first three editions of the "Digital Restart" Programme - a Private Banking Division programme geared to the training and placement of unemployed people aged between 40 and 50 on the job market through the funding of scholarships for the Master's in Data Analysis which provides professionals with training on the analysis and management of data and information to support the decision-making process - concluded in the first half of 2023 involving 75 participants, 49 of whom found new employment.</p>	<ul style="list-style-type: none"> <li>◦ ~328 billion euro of new medium-to-long-term lending provided to the real economy, of which 285 billion euro in Italy (cumulative value 2022-2025).</li> <li>◦ Hiring of ~4,600 professionals in 2022-2025.</li> <li>◦ Programme to reallocate/reskill ~8,000 Group people to distribute excess capacity towards the priorities of the Business Plan. "Future leaders" programme targeting ~1,000 talents and key people at Group level.</li> <li>◦ Strengthening of the ESG offering in Asset management<sup>(4)</sup>: growth of assets under management invested in ESG products to 156 billion euro in 2025 from 110 billion euro in 2021, increasing their level as a proportion of total assets under management from 46% to 60%.</li> </ul>



<sup>(3)</sup> 74% including Portfolio Management pursuant to Articles 8 and 9 of the SFDR 2019/2088.

<sup>(4)</sup> Eurizon perimeter – Funds pursuant to Articles 8 and 9 SFDR 2019/2088.



SDGs	2023 actions	Objectives
 <p><b>8</b> DECENT WORK AND ECONOMIC GROWTH</p>	<p><b>Employment protection (see page 190)</b></p> <ul style="list-style-type: none"> <li>Under the agreements signed, in order to guarantee generational change without social impacts, together with new professional reallocation possibilities, around 9,200 employees left on an exclusively voluntary basis due to retirement or through access to the sector Solidarity Fund, which will be implemented within the Group by 31 March 2025.</li> <li>Around 2,250 professionals were hired in 2023. The Group's employment policies also include the recruitment of new staff under a mixed contract (over 980 people employed at the end of 2023).</li> <li>In line with the Group strategy, the reallocation and upskilling of resources focused on priority initiatives with high added value for the Bank. In detail, in 2023 these activities involved ~2,000 people and were mainly connected with the Plan's priority initiatives.</li> </ul> <p><b>Assessment and incentive systems (see page 200)</b></p> <ul style="list-style-type: none"> <li>Performance Share Plan (PSP): long-term share-based incentive plan for Management aimed at supporting the objectives of the 2022-2025 Business Plan and shaping performances in terms of sustainability. More specifically, with regard to the latter, a composite ESG KPI was introduced which acts as a de-multiplier by reducing - depending on the level of achievement - the number of shares vested at maturity according to the achievement of the Business Plan's objectives.</li> <li>LECOIP 3.0: long-term incentive plan based on Certificates having Intesa Sanpaolo shares as underlying and aimed at all Professionals in Italy, to which 45,629 people have signed up; in particular, with reference to ESG, a minimum return on the capital initially allocated is expected upon the achievement by the Group of the same composite ESG KPI contemplated in the Performance Share Plan (PSP).</li> </ul> <p><b>Talent management and development (see page 204)</b></p> <ul style="list-style-type: none"> <li>Over 240 talents have completed the development path of the International Talent Program with another ~240 resources currently involved.</li> <li>~470 key people identified, particularly among Middle Management, for dedicated development and training initiatives.</li> </ul>	
 <p><b>9</b> INDUSTRY, INNOVATION AND INFRASTRUCTURE</p>	<p><b>Digital Transformation (see page 132)</b></p> <ul style="list-style-type: none"> <li>The new Isybank Digital Bank was launched in 2023: "Domain Isy Tech" Delivery Unit already operational with ~ 470 dedicated specialists, contract with Thought Machine finalised and technology master plan defined. The offer structure and functionalities of Isybank were defined.</li> <li>To effectively support the transformation process, the activities of two programmes continued: <ul style="list-style-type: none"> <li>New Group Technology, which aims to transform the IT operating model by aligning it with the best practices of the IT structures of digital players on the market;</li> <li>Falcon, aimed at re-insourcing IT capabilities by hiring ~2,000 resources over the period of the Plan.</li> </ul> </li> </ul> <p>During the year, new ways of working were introduced, the transformation of the structures was carried out, specific roles were brought in for the monitoring and development of capabilities (New Group Technology) and 686 resources were hired.</p> <ul style="list-style-type: none"> <li>The Intesa Sanpaolo mobile app, was named "Overall Digital Experience Leader" by Forrester also in 2023, ranking first among all banking apps in the EMEA area. The app is used as a gateway by over 12.5 million multi-channel customers with around 2 billion logins and 178 million transactions a year and supports the purchase of products and services on the Group's digital channels, which account for almost 40% of Banca dei Territori's total sales.</li> <li>As part of the agreement signed with TIM and Google, the migration of applications to the Google Cloud Platform in Italy continued, a project aimed at providing Intesa Sanpaolo with Google cloud services on TIM's Italian Data Centres that meet the highest international security and information confidentiality standards.</li> </ul> <p><b>Support for innovation (see page 129)</b></p> <p>Recognising the fundamental value of innovation for the growth of the new economy, in 2023 Intesa Sanpaolo:</p> <ul style="list-style-type: none"> <li>carried out 204 innovation projects via the Intesa Sanpaolo Innovation Center;</li> <li>launched 12 projects in the field of neuroscience and artificial intelligence and robotics (16 ongoing);</li> <li>promoted initiatives for the growth of start-ups and the development of innovation ecosystems, currently ongoing in 6 cities (Turin, Florence, Naples, Venice, Ancona and Taranto);</li> <li>made investments of &gt;31 million euro in startups via Neva SGR in 2023 (&gt;85 million euro since 2022)</li> </ul>	<ul style="list-style-type: none"> <li>Structural cost reduction, enabled by technology: 2 billion euro of cost savings despite 5 billion euro of investments in technology and growth.</li> <li>Creation of a new digital bank to effectively serve a significant portion of Intesa Sanpaolo customers who do not visit branches.</li> <li>Promoting innovation through: <ul style="list-style-type: none"> <li>around 800 projects in 2022-2025, 70% more than in 2018-2021;</li> <li>100 million euro of Neva SGR investments in start-ups.</li> </ul> </li> </ul>

SDGs	2023 actions	Objectives
 <p><b>9</b> INDUSTRY, INNOVATION AND INFRASTRUCTURE</p>	<p><b>Programme for urban regeneration (see page 142)</b>            In 2023 the Bank committed to around 639 million euro of new investments to support initiatives in the area of student housing, sustainable services and infrastructure, in addition to the most important urban regeneration initiatives ongoing in Italy (over 1.2 billion euro in 2022-2023).  <b>Sustainability-conscious investments (see page 158)</b>            For more details see SDG 8 - Decent work and economic growth.</p>	
 <p><b>10</b> REDUCED INEQUALITIES</p>	<p><b>Diversity, Equity and Inclusion (see page 205)</b></p> <ul style="list-style-type: none"> <li>◦ The activities of the DE&amp;I Control Room for the monitoring of the gender equality commitments defined in the Diversity Equity &amp; Inclusion Principles continued.</li> <li>◦ With regard to combating sexual harassment, a new mandatory course on the topic, aimed at the entire Group, was organised in 2023. A listening and psychological support and legal information service dedicated to the victims of sexual harassment was provided in 2023 as well, which can be accessed free of charge and is managed by external professionals.</li> <li>◦ The collaboration with ISPROUD, the Group's first community of employees, which now includes more than 1,000 LGBTQ+ people and allies, was strengthened.</li> <li>◦ All people with roles of responsibility (over 6,600 people, i.e. the entire management population in Italy) were involved in the managerial discussion courses on Inclusive Leadership; the initiative was also extended to the International Subsidiary Banks Division (with the exception of Pravex).</li> <li>◦ In the two-year period 2022-2023, 43 new appointments to senior positions were made: 18 of these (42%) were women and 25 (58%) men.</li> </ul> <p><b>Fund for Impact (see page 143)</b>            In the context of the Fund for Impact: Mamma@work, a subsidised loan to reconcile motherhood and work; "per avere Cura", a loan intended for families with members that are not self-sufficient; "per Crescere", a credit line for parents with school-age children.</p> <p><b>Assessment and incentive systems (see page 200)</b>            The so-called Global Banding mapping system for organisational managerial positions within the company, which objectively evaluates the relative value of different organisational roles and represents in a more organic and objective way the responsibilities of each Manager, was consolidated, including through the use of an international title valid for managerial positions in Italy and abroad.</p>	<ul style="list-style-type: none"> <li>◦ Promotion of an inclusive and diverse environment thanks to a set of dedicated initiatives and a focus on gender equality.</li> <li>◦ ~50% of women in new appointments to senior positions (1-2 organisational levels below the Managing Director and CEO).</li> <li>◦ Fund for Impact, which allows the disbursement of loans to sections of society who find it hard to access credit despite their potential.</li> </ul>
 <p><b>11</b> SUSTAINABLE CITIES AND COMMUNITIES</p>	<p><b>Monetary contribution to the community (see page 176)</b>            In 2023, the total monetary contribution to the community amounted to ~101 million euro, 41.7% of which to support art and culture, 22% for social solidarity reasons, 13% for economic development, 5.7% for addressing civil and humanitarian emergencies, 8.4% for teaching and research, 3.3% for healthcare and 1.6% for the environment.</p> <p><b>Continuous commitment to culture (see page 182)</b></p> <ul style="list-style-type: none"> <li>◦ The monetary contribution to the dimension of Art and Culture in 2023 amounted to over 42 million euro.</li> <li>◦ In 2023, the Gallerie d'Italia welcomed about 680,000 visitors (free admission for under the age of 18). In addition, 3,670 workshops were held for schools (over 83,000 students) and 520 programmes were organised for vulnerable audiences (around 6,620 participants), all of which free of charge. 1,080 visits and activities for adults and families, 370 cultural events and initiatives (around 49,850 participants).</li> <li>◦ 363 works of art from the collections owned by the Bank on loan to 73 temporary exhibitions in national and international venues.</li> <li>◦ The third edition of the Executive Course for young managers of cultural assets was held (30 students, 8 scholarships).</li> </ul> <p>Partnerships were developed with institutions and museums across Italy: Bergamo Brescia Italian Capital of Culture 2023 (11.6 million visitors); the exhibition at Palazzo del Quirinale in Rome on the bronzes of San Casciano; projects with the Banking foundations; international shows like Miart in Milan, Artissima and the International Book Fair in Turin; Cortona International Festival of Photography; the City of Milan exhibition at Palazzo Marino; partnerships with museums like Palazzo Strozzi of Florence, Pinacoteca di Brera in Milan, Museo Archeologico Nazionale of Naples.</p>	<ul style="list-style-type: none"> <li>◦ Ongoing commitment to culture through:           <ul style="list-style-type: none"> <li>- the promotion of the Group's heritage through the adaptation of the Gallerie d'Italia exhibition space;</li> <li>- partnership with museums and national and international public/private institutions;</li> <li>- sponsorship of cultural activities and events;</li> <li>- contribution to protecting Italy's artistic heritage.</li> </ul> </li> <li>◦ Project to promote the development of 6,000-8,000 social housing units and beds for students.</li> <li>◦ 12 billion euro of new Green loans to individuals.</li> </ul>

SDGs	2023 actions	Objectives
 <p><b>11</b> SUSTAINABLE CITIES AND COMMUNITIES</p>	<p><b>Institutional initiatives in support of the community (see page 183)</b></p> <ul style="list-style-type: none"> <li>◦ The activities of the Sharing Energy Project, to combat energy poverty, for the creation of Solidarity Energy Communities promoted by Third Sector organisations, continued. A major experiment in Naples with the Fondazione di Comunità San Gennaro has been going on for three years.</li> <li>◦ The partnership with the FAI (the Italian Environmental Fund) continued for the 11th edition of "I Luoghi del Cuore"; the initiative, which since 2003 has collected 10 million votes in favour of over 39,000 places in more than 6,500 municipalities, saw Intesa Sanpaolo support 162 restoration and improvement projects in 20 regions, triggering a series of virtuous actions in the areas involved.</li> </ul> <p><b>Products and services for Retail customers (see page 229)</b></p> <p>The Bank supports green projects of Retail customers including:</p> <ul style="list-style-type: none"> <li>◦ Green Mortgage: a subsidised mortgage for the purchase, construction or redevelopment of a residential property in Italy to ensure a high energy class. In 2023, around 12,100 green mortgages of a total value of approximately 1.7 billion euro were issued.</li> <li>◦ EeMAP (Energy efficient Mortgages Action Plan) project, a European initiative that aims to create energy efficient mortgages, with a view to encouraging the redevelopment of buildings and the purchase of highly efficient properties.</li> </ul> <p><b>Programme for urban regeneration (see page 142)</b></p> <p>In 2023 the Bank committed to around 639 million euro of new loans to support investments in student housing, sustainable services and infrastructure, in addition to the most important urban regeneration initiatives ongoing in Italy.</p>	
 <p><b>12</b> RESPONSIBLE CONSUMPTION AND PRODUCTION</p>	<p><b>Sustainability-conscious investments (see page 158)</b></p> <p>For more details see SDG 8 - Decent work and economic growth.</p> <p><b>Circular economy (see page 232)</b></p> <ul style="list-style-type: none"> <li>◦ Continuation of the collaboration with the Ellen MacArthur Foundation, of which Intesa Sanpaolo is Strategic Partner, with a new 3-year agreement for the 2022-2024 period.</li> <li>◦ The Intesa Sanpaolo's commitment to innovatively redefining its business strategies, ensuring financial support for investments to facilitate the redesign of the industrial system, was confirmed as a strategic objective in the 2022-2025 Business Plan.</li> <li>◦ The Bank made 8 billion euro of credit lines available to the circular economy: in 2023, 366 projects valued at 11.7 billion euro were assessed, 242 transactions worth 7.2 billion euro approved (of which 4.8 billion euro related to green criteria), and 5.6 billion euro disbursed (4.7 billion euro of which related to green criteria); the partnership with Cariplo Factory for the Circular Economy Lab was also renewed.</li> </ul> <p><b>Responsible management of resources (see page 253)</b></p> <p>According to the Code of Ethics, the Rules for the environmental and energy policy and the Green Banking Procurement rules, the Group's responsibilities include the close evaluation of the consequences of its activities on ecosystems and the reduction of its environmental footprint. For this reason, the responsible management of resources is a priority issue for the Intesa Sanpaolo Group in its attempts to mitigate its impact on the environment.</p>	<ul style="list-style-type: none"> <li>◦ 8 billion euro credit plafond for the circular economy related to 2022-2025</li> </ul>

SDGs	2023 actions	Objectives
	<p><b>Strategy for combating climate change (see page 246)</b></p> <ul style="list-style-type: none"> <li>◦ Financed emissions: in February 2022 the intermediate reduction targets for 2030, aligned with Net-Zero, were published for the Oil&amp;Gas, Power Generation, Automotive and coal mining sectors, covering over 60% of the financed emissions of the non-financial companies' portfolio in the sectors identified by the NZBA.</li> <li>◦ In 2023 the target setting activities for new sectors continued, as did the processing of data and documentation to be presented by March 2024 for SBTi validation.</li> <li>◦ In October 2022, Eurizon Capital SGR, Fideuram Asset Management SGR, Fideuram Asset Management Ireland and the Intesa Sanpaolo Vita Insurance Group published their first interim targets. In May 2023, Intesa Sanpaolo Vita Insurance Group presented its annual report on its progress at NZAOA. In September 2023, Eurizon Capital SGR, Fideuram Asset Management SGR and Fideuram Asset Management Ireland completed the first annual report on their Net Zero progress via the PRI platform.</li> <li>◦ The Group has drafted the transition plan, respecting the requirements of the NZBA and following the indications of GFANZ (Glasgow Financial Alliance for Net Zero); the transition plan and the monitoring of the 2030 sectorial targets are available in the 2023 Climate Report.</li> <li>◦ "Think Forestry", the project for reforestation and the preservation of natural capital, was launched to promote environmental sustainability and the transition towards a net zero economy.</li> </ul> <p><b>Emissions reduction plans (see page 249)</b></p> <p>Results achieved in 2023 regarding the Own Emissions Plan:</p> <ul style="list-style-type: none"> <li>◦ against the 2030 target of a 53% reduction in total emissions linked to Scope1 + Scope2 Market-Based energy consumption (with 2019 baseline), a 28% reduction was recorded;</li> <li>◦ renewable electricity purchases came to around 90% of total electricity purchases, with a goal of achieving 100% by the end of 2030.</li> <li>◦ In addition, compared with 2022, total Scope1 + Scope2 Market-Based greenhouse gas emissions fell by 9%.</li> </ul> <p><b>Monitoring of ESG and reputational risks (see page 66)</b></p> <p>As part of the risk management framework, the governance of ESG risk factors is outlined in the various primary risk categories (credit risk, market risk, liquidity risk, operational risks and reputational risks) and develops in close integration with the oversight of reputational risks, enhancing the interconnections between these risk profiles. ESG risk, as the risk stemming from the potential negative impacts of a company or activity on the environment, people and communities, and also including risks related to corporate governance, may have impacts on profitability, on reputation and on credit quality and may entail legal consequences.</p> <p><b>Transition to a sustainable, green and circular economy (see page 226)</b></p> <p>In 2021-2023, ~44.9 billion euro of the 76 billion euro of new lending relating to the application areas of Mission 2<sup>(5)</sup> of the NRRP was disbursed.</p> <p><b>Loans and services for a sustainable, green and circular economy (see page 229)</b></p> <ul style="list-style-type: none"> <li>◦ In 2023, ~3.7 billion euro of environmental sustainability loans were disbursed, equal to 6.2% of all credit issued. The main products included Green mortgages, which accounted for ~1.7 billion euro (over 4.3 billion euro in 2022-2023).</li> <li>◦ With regard to the Circular Economy credit plafond, 366 projects valued at 11.7 billion euro were assessed and validated in 2023; in addition, 242 transactions worth 7.2 billion euro were approved (of which 4.8 billion euro related to green criteria) and 5.6 billion euro was disbursed (of which 4.7 billion euro related to green criteria).</li> <li>◦ With regard to the range of S-Loan products dedicated to SMEs to finance projects aimed at improving their sustainability profile (6 product lines: S-Loan ESG, S-Loan Diversity, S-Loan Climate Change, S-Loan Agribusiness, S-Loan Tourism and S-Loan CER), ~1.7 billion euro was disbursed in 2023 (~5.2 billion euro since their launch in July 2020).</li> </ul> <p><b>Sustainability-conscious investments (see page 246)</b></p> <p>For more details see SDG 8 - Decent work and economic growth.</p>	<ul style="list-style-type: none"> <li>◦ Carbon neutrality of own emissions by 2030<sup>(6)</sup>.</li> <li>◦ Net Zero by 2050 with regard to both its own emissions and those relating to the loan and investment portfolios, asset management and the insurance business - with participation in the Net-Zero Banking Alliance (NZBA), the Net-Zero Asset Managers Initiative (NZAMI), the Net-Zero Asset Owner Alliance (NZAOA) and the Net-Zero Insurance Alliance (NZIA).</li> <li>◦ Planting and preservation of 100 million trees through the joint action of the Bank and corporate customers.</li> <li>◦ New lending in relation to the areas of application of Mission 2<sup>(7)</sup> of the National Recovery and Resilience Plan: ~76 billion euro of loans over the 2021-2026 time horizon</li> <li>◦ 12 billion euro of new Green loans to individuals in the 2022-2025 Business Plan.</li> <li>◦ 8 billion euro credit plafond for the circular economy related to 2022-2025</li> <li>◦ New Own Emissions Plan to reduce direct emissions <ul style="list-style-type: none"> <li>- 100% of electricity purchased from renewable sources;</li> <li>- a reduction of at least 53% in Scope 1 and 2 Market-Based emissions compared with 2019. Remaining emissions at 2030 will be offset with specific projects.</li> </ul> </li> </ul>

<sup>(5)</sup> Focused on supporting green economy, circular economy and ecological transition..

<sup>(6)</sup> -53% vs 2019 through specific medium-long term actions aimed at reducing its consumption of natural gas, diesel oil and traditional electricity.

<sup>(7)</sup> Focused on supporting green economy, circular economy and ecological transition.



SDGs	2023 actions	Objectives
<p><b>16</b> PEACE, JUSTICE AND STRONG INSTITUTIONS</p> 	<p><b>Combating corruption (see page 101)</b></p> <ul style="list-style-type: none"> <li>◦ The Group Anti-Corruption Guidelines, approved by the Board of Directors and adopted in March 2017, define the Group's commitment to complying with regulatory provisions aimed at combating corruption in all its forms.</li> <li>◦ On 29 September 2023, the Intesa Sanpaolo Board of Directors approved the update of the Group Anti-Corruption Guidelines with various provisions, such as the inclusion among the disbursements subject to the Guidelines of association activities, which in terms of risk can be equated to donations. There were continued checks on the consistency of the detailed internal regulations with the general principles set out in the Anti-Corruption Guidelines, in order to implement the necessary alignment, in addition to the analysis of the anti-corruption controls currently in place in the individual highest risk areas, in order to identify any strengthening measures. More specifically, the process regulations for the management of gifts and entertainment expenses, asset management and the sale of movable assets were updated.</li> <li>◦ In 2023 the first of two scheduled audits for renewing the UNI ISO 37001:2016 Anti-bribery management systems certification was concluded, with an expansion of the scope which includes Intesa Sanpaolo - as well as its international branches - the banking entities, and the main financial and insurance companies.</li> <li>◦ At Intesa Sanpaolo training on anti-corruption and anti-money laundering is mandatory and follows multi-year cycles, also according to local regulations. In 2023, 88,485 Group people (over 94% of the total) were provided with a total of 387,721 hours of training.</li> </ul>	<ul style="list-style-type: none"> <li>◦ Ongoing monitoring of the consistent application of internal regulations compared with the Anti-Corruption Guidelines and the Antibribery Management System.</li> </ul>
<p><b>17</b> PARTNERSHIPS FOR THE GOALS</p> 	<p><b>Commitment to domestic and international initiatives, partnerships and strategies for the United Nations Sustainable Development Goals (see page 32)</b></p> <p>Intesa Sanpaolo participates in numerous initiatives/partnerships that support and contribute to the achievement of the SDGs and are linked to issues relevant to the Group's strategy and its stakeholders. For further information, see the paragraph "Commitment to domestic and international initiatives, partnerships and strategies for the United Nations Sustainable Development Goals" (see page 32).</p>	