

Module: Introduction**Page: Introduction****CC0.1****Introduction**

Please give a general description and introduction to your organization.

Intesa Sanpaolo is the banking group which was formed by the merger of Banca Intesa and Sanpaolo IMI. The merger brought together two major Italian banks with shared values so as to increase their opportunities for growth, enhance service for retail customers, significantly support the development of businesses and make an important contribution to the country's growth.

Intesa Sanpaolo is among the top banking groups in the euro zone, with a market capitalisation of 40.1 billion euro.

Intesa Sanpaolo is the leader in Italy in all business areas (retail, corporate, and wealth management). The Group offers its services to 11.1 million customers through a network of over 4,700 branches well distributed throughout the country with market shares no lower than 13% in most Italian regions.

Intesa Sanpaolo has a selected presence in Central Eastern Europe and Middle Eastern and North African areas with over 1,400 branches and 8.4 million customers belonging to the Group's subsidiaries operating in retail and commercial banking in 12 countries.

Moreover, an international network of specialists in support of corporate customers spreads across 29 countries, in particular in the Middle East and North Africa and in those areas where Italian companies are most active, such as the United States, Russia, China and India.

The Group operates through five business units:

-Banca dei Territori - this division includes the Italian subsidiary banks. It is based on a model that supports and enhances regional brands, upgrades local commercial positioning and strengthens relations with individuals, small and medium-sized businesses, and non-profit entities.

-Corporate and Investment Banking - this division supports, taking a medium-long term view, the balanced and sustainable development of corporates and financial institutions both nationally and internationally.

- International Subsidiary Banks - this division includes the following retail and commercial subsidiaries: Intesa Sanpaolo Bank Albania, Intesa Sanpaolo Banka Bosna i Hercegovina in Bosnia and Herzegovina, Privredna Banka Zagreb in Croatia, the Prague branch of VUB Banka in the Czech Republic, Bank of Alexandria in Egypt, CIB Bank in Hungary, Intesa Sanpaolo Bank Romania, Banca Intesa in the Russian Federation, Banca Intesa Beograd in Serbia, VUB Banka in Slovakia, Banka Koper in Slovenia and Pravex-Bank(*) in Ukraine.

-Eurizon Capital - this company is the leading asset manager in Italy with approximately 164 billion euro of assets under management.

-Banca Fideuram - this company is the leader in Italy in the sector of financial advisors with 5,104 private bankers and 97 domestic branches.

CC0.2**Reporting Year**

Please state the start and end date of the year for which you are reporting data.

The current reporting year is the latest/most recent 12-month period for which data is reported. Enter the dates of this year first.

We request data for more than one reporting period for some emission accounting questions. Please provide data for the three years prior to the current reporting year if you have not provided this information before, or if this is the first time you have answered a CDP information request. (This does not apply if you have been offered and selected the option of answering the shorter questionnaire). If you are going to provide additional years of data, please give the dates of those reporting periods here. Work backwards from the most recent reporting year.

Please enter dates in following format: day(DD)/month(MM)/year(YYYY) (i.e. 31/01/2001).

Enter Periods that will be disclosed
Tue 01 Jan 2013 - Tue 31 Dec 2013

CC0.3**Country list configuration**

Please select the countries for which you will be supplying data. This selection will be carried forward to assist you in completing your response.

Select country
Italy
Albania
Serbia
Egypt
Slovenia
Hungary

Select country
Russia
Ireland
Luxembourg
Croatia
Switzerland
Romania
Bosnia and Herzegovina
Slovakia
Ukraine

CC0.4

Currency selection

Please select the currency in which you would like to submit your response. All financial information contained in the response should be in this currency.

EUR(€)

CC0.6

Modules

As part of the request for information on behalf of investors, electric utilities, companies with electric utility activities or assets, companies in the automobile or auto component manufacture sectors, companies in the oil and gas industry, companies in the information technology and telecommunications sectors and companies in the food, beverage and tobacco sectors should complete supplementary questions in addition to the main questionnaire.

If you are in these sectors (according to the Global Industry Classification Standard (GICS)), the corresponding sector modules will not appear below but will automatically appear in the navigation bar when you save this page. If you want to query your classification, please email respond@cdp.net.

If you have not been presented with a sector module that you consider would be appropriate for your company to answer, please select the module below. If you wish to view the questions first, please see <https://www.cdp.net/en-US/Programmes/Pages/More-questionnaires.aspx>.

Further Information

Attachments

[https://www.cdp.net/sites/2014/63/9363/Investor CDP 2014/Shared Documents/Attachments/InvestorCDP2014/CC0.Introduction/Institutional presentation.pdf](https://www.cdp.net/sites/2014/63/9363/Investor%20CDP%202014/Shared%20Documents/Attachments/InvestorCDP2014/CC0.Introduction/Institutional%20presentation.pdf)

Module: Management**Page: CC1. Governance**

CC1.1**Where is the highest level of direct responsibility for climate change within your organization?**

Individual/Sub-set of the Board or other committee appointed by the Board

CC1.1a**Please identify the position of the individual or name of the committee with this responsibility**

The person responsible for climate change strategy is the Chief Governance Officer (CGO) who responds to the Chief Executive Officer of Intesa Sanpaolo and to both the Management Board and the Supervisory Board of Intesa Sanpaolo. Responsibility for climate change is included in our Environmental and Energy Policy as well as in the Code of Ethics, approved by the Management Board. Since 2010 the Bank's strategy on climate change has been introduced in the Annual Report (approved by the Boards) and a specific Report on the implementation of the Code of Ethics is annually presented to the Control Committee of the Supervisory Board. The CGO is supported in this responsibility by the CSR Unit, that acts as group-wide coordination centre on the topic. In detail, the role of the CSR Unit is as follows: • define strategies and policies which can work towards integrating climate change in the bank's activity; • supply support and advice to the various structures in carrying out specific projects; • cooperate with the relevant departments with regard to staff training; • support the bank's communications with regard to climate change through the production of information material, the reporting of crisis areas, analysis of information requests; • define guidelines on environmental matters in order to improve the enforcement of company strategies and policies in this field, with particular attention to energy consumption and relative emissions; • monitor company's activities which generate impacts on the environment by providing guidelines for a progressive improvement of the Group's environmental footprint, also through promoting awareness and training, as well as technological innovation; • maintain and progressively extend the perimeter for applying the environmental and energy quality management Systems; • coordinate the reporting process by publishing the Sustainability Report.

CC1.2**Do you provide incentives for the management of climate change issues, including the attainment of targets?**

Yes

CC1.2a

Please provide further details on the incentives provided for the management of climate change issues

Who is entitled to benefit from these incentives?	The type of incentives	Incentivized performance indicator
Energy managers	Monetary reward	Meeting emission reduction targets. The energy manager is in charge of monitoring the most significant impacts, especially related to energy; preparation of energy balance; guidelines to identify and suggest improvements in line with the best practices; identification of optimisation activities, in particular in terms of purchases and management, to ensure the reduction of energy consumption, raw materials and waste; proposal of new technologies, solutions and products with lower environmental impact, based on cost-benefit analysis, to increase eco-efficiency. Her assessment and reward are directly based on reducing the Intesa Sanpaolo Group carbon footprint.
All employees	Monetary reward	Education. During the World Environment Day and the European Week for Waste Reduction, Intesa Sanpaolo put in place a series of initiatives to raise awareness among colleagues on the topic, also through monetary incentives. One of these initiatives in Italy was to offer, through "Bonus of Intesa Sanpaolo", a reimbursement of 5% for the purchase of products and services that help manage forests sustainably (FSC wood), save energy and money (bicycles and appliance with energy low consumption) and take care of our environment (ecotourism).
Facility managers	Monetary reward	Meeting emission reduction targets. Teams responsible for management facilities are incentivized and assessed to successfully implement activities and initiatives that support energy efficiency and the reduction of CO2 emissions.
All employees	Other non-monetary reward	Send a Photo for the Environment. All employees are encouraged to educate themselves about climate change issues and to take part in activities aimed at reducing Intesa Sanpaolo's carbon footprint. During 2013 there was the third contest organized in order to choose the ten best photographs that could represent the Intesa Sanpaolo involvement in the climate change issue. The pictures sent by colleagues were selected by the CSR Unit in collaboration with the External Relations and Internal Communications Departments, taking into account, in addition to image quality, the ability to evoke the theme of environmental sustainability. The authors of the ten chosen photos received a CD of a music band, sound VLP, composed of inmates of San Vittore prison in Milan.
Other: CSR Unit	Recognition (non-monetary)	The CSR Unit objectives include supporting the development of low-carbon business activities, issuing of policies on environmental matters and coordinating of monitoring and reporting of climate change activities. The team is incentivized through corporate recognition based on its success in these areas.
Risk managers	Recognition (non-monetary)	Integration of climate change related risks in risk assessments. The team of Risk Management is incentivized through corporate recognition based on success in this area.
Other:	Monetary	Communicating climate change issue. "Studi e Ricerche per il Mezzogiorno" (SRM) is a Centre for Economic Studies and

Who is entitled to benefit from these incentives?	The type of incentives	Incentivized performance indicator
Research Company	reward	Researches inside the Intesa Sanpaolo Group whose objective is to develop analysis on Italian regional economy in the European and Mediterranean perspective, with a special focus on Southern Italy's economic, entrepreneurial and social tissue. SRM produces for its shareholders and offers to the business and academic community detailed economic studies and analysis with the aim to improve the knowledge of Italian economy. In 2011 and 2012 the analysts have had the goal to write papers on energy efficiency and water in order to sensitize the public on climate change issues. In 2013 and 2014 studies have also focused on the renewable energy sector that is constantly monitored and analyzed by the researchers.
All employees	Monetary reward	Sustainable mobility. In order to simplify our employees commuting to reach the Bank's premises in areas not served by public transport in Turin, Milan, Venice, Vicenza, Naples, Bologna and Padua, Intesa Sanpaolo Group made available to employees 13 free shuttles. Thanks to this action, commuting costs paid by employees were reduced and CO2 emissions decreased. Moreover, in the cities of Florence, Turin and Milan employees can get subscriptions to public transport (trains, buses) directly from their workstation, avoiding trips and queues at the counters and taking advantage of discounts.
All employees	Other non-monetary reward	Sustainable mobility. Intesa Sanpaolo Card's employees participating in car-pooling are entitled to a company parking space in office garages since they are both helping in lowering the emission of CO2 and are sending a positive message on climate change issues. On the other hand the initiative has shown positive results in terms of business and team building, as it allows colleagues to discuss on different issues during the trips home-office and vice versa.

Further Information

Attachments

[https://www.cdp.net/sites/2014/63/9363/Investor_CDP_2014/Shared_Documents/Attachments/InvestorCDP2014/CC1.Governance/Bonus Intranet Intesa Sanpaolo Bike.pdf](https://www.cdp.net/sites/2014/63/9363/Investor_CDP_2014/Shared_Documents/Attachments/InvestorCDP2014/CC1.Governance/Bonus_Intranet_Intesa_Sanpaolo_Bike.pdf)

[https://www.cdp.net/sites/2014/63/9363/Investor_CDP_2014/Shared_Documents/Attachments/InvestorCDP2014/CC1.Governance/Bonus Intranet Intesa Sanpaolo Ecotourism.pdf](https://www.cdp.net/sites/2014/63/9363/Investor_CDP_2014/Shared_Documents/Attachments/InvestorCDP2014/CC1.Governance/Bonus_Intranet_Intesa_Sanpaolo_Ecotourism.pdf)

[https://www.cdp.net/sites/2014/63/9363/Investor_CDP_2014/Shared_Documents/Attachments/InvestorCDP2014/CC1.Governance/Bonus Intranet Intesa Sanpaolo energy saving.pdf](https://www.cdp.net/sites/2014/63/9363/Investor_CDP_2014/Shared_Documents/Attachments/InvestorCDP2014/CC1.Governance/Bonus_Intranet_Intesa_Sanpaolo_energy_saving.pdf)

Please select the option that best describes your risk management procedures with regard to climate change risks and opportunities

Integrated into multi-disciplinary company wide risk management processes

CC2.1a

Please provide further details on your risk management procedures with regard to climate change risks and opportunities

Frequency of monitoring	To whom are results reported	Geographical areas considered	How far into the future are risks considered?	Comment
Annually	Individual/Sub-set of the Board or committee appointed by the Board	All geographical areas where the Group operates.	1 to 3 years	Intesa Sanpaolo considers climate change as a fundamental part of its strategy which integrate CSR across all banking businesses. Through the monitoring and management processes of the Code of Ethics and the Sustainability Report we also evaluate climate change risks and provide objectives and guidelines aimed at implementing specific action plans to manage and mitigate them. The risks and opportunities related to climate change are regularly monitored also through specific stakeholder engagement activities, aimed at investigating our stakeholders' expectations. Environmental protection and attention to climate change are key dimensions of our Group's Environmental and Energy Policy, issued in 2007 and periodically updated integrating new targets (last update January 2014). The Policy is approved by the Management Board, available on our website and communicated internally. Specific targets to 2016 are published in the SEAP (Sustainable Energy Action Plan).

CC2.1b

Please describe how your risk and opportunity identification processes are applied at both company and asset level

Since 2010 the CSR Unit has been conducting a mapping activity of risks and opportunities on climate change involving all departments and divisions of the Bank through both direct interviews and meetings. The overall picture of the existing climate change related business activities, products and services is regularly updated.

It also brings out critical points as well as promotes future developments regarding the management of climate change issues at Group Level. As a result of this mapping two interdepartmental working groups have been created (on green banking and on carbon market). External experts have been appointed in 2013 to address issues such as energy efficiency, environmental risk analysis, financing the green economy. A dedicated intranet section collects all presentations and papers to maximize the sharing of information and initiatives. Since 2010 Intesa Sanpaolo regularly carried out interviews to NGOs in order to investigate their view on socio-environmental risks of financial institutions like Intesa Sanpaolo, focusing on the issue of climate change. Intesa Sanpaolo has also joined the UN Global Compact and adheres to the UNEP FI where it is part, through the subsidiary Eurizon Capital, of the Steering Committee. Thanks to these partnerships we collect suggestions, share best practices regarding assessment and mitigation of environmental risks, participate in cutting edge international debate. At asset level, the identification of initiatives aimed at the rationalization of resources and reduction of pollutant emissions results from the detailed monitoring of energy consumption and the implementation of a structured action plan. The Sustainable Energy Action Plan (SEAP 2013-2016) provides for actions related to optimization of fuel management, improving energy efficiency, innovation, green purchasing, training. For every action taken annual and cumulative energy and cost saving are foreseen.

CC2.1c

How do you prioritize the risks and opportunities identified?

Intesa Sanpaolo has been using the AA1000 Assurance standards across its operations and regularly carries out stakeholder engagement activities with customers, employees and NGOs to understand their expectations and the areas of greater interest. In particular the risks and opportunities related to climate change and environmental protection issues are monitored through specific stakeholder engagement activities that help us defining the most important and urgent ones. Also in 2013 the analysis has provided key insights into the macro themes of environmental protection, focusing in particular on climate change, pollution prevention and abatement, conservation of energy and of natural resources. A specific interview to the analysts of Etica Sgr, an asset management company promoting socially responsible investments, has been performed. The analysts of Etica Sgr underlined the priority of environmental and social risks in the supply chain and in lending activities.

A Multi-stakeholder Forum called "Sustainability scenarios: creating shared value" has been organized with the participation of 20 opinion leaders from universities and research centres, public institutions, the business world, the media and civil society. The materiality matrix, published every year in the Sustainability Report, lists the Group's sustainability issues, positioned with respect to both the relevance and the priority given by stakeholders and to the level of priority for the Group, also considering possible reputational or financial impacts on the Bank. A specific document called "Stakeholder Engagement and Improvement Objectives - The results of the initiatives of dialogue with our stakeholders in 2013" will be published in June.

CC2.1d

Please explain why you do not have a process in place for assessing and managing risks and opportunities from climate change, and whether you plan to introduce such a process in future

Main reason for not having a process	Do you plan to introduce a process?	Comment
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CC2.2

Is climate change integrated into your business strategy?

Yes

CC2.2a

Please describe the process of how climate change is integrated into your business strategy and any outcomes of this process

- i) How the business strategy has been influenced: Responsibility for climate change is included in our Environmental and Energy Policy and in the Group's Code of Ethics. The CSR Unit coordinates the issue. The strategy focuses on monitoring and managing direct and indirect environmental impacts. Regarding direct impacts the Group monitors and implements initiatives to improve the management of energy, waste, green purchasing and maintenance of buildings, to make its ecological footprint lighter. The Environmental Sustainability Team coordinated by the Group's Energy Manager within the CSR Unit is in charge of that. In 2013 the third three-year plan for environmental improvement has been issued (including also the Subsidiary Banks in the foreign network), focusing on all areas of environmental sustainability and primarily on emissions reduction. The Sustainable Energy Action Plan has been presented to the top management and circulated within the bank through the intranet. The improvement actions implemented at the sites are correlated by specific training for employees.
- ii) What aspects of climate change have influenced the strategy: Intesa Sanpaolo is aware of the significant impacts on climate change due to its dimension, influencing many strategic choices (implementation of an EEMS, adoption of internal policies for reducing the ecological footprint, etc.). As a financial intermediary we must consider also as a priority those risks linked to our customers business. The bank's strategy for mitigation of emissions includes: keep up to date and implement the certifications obtained (ISO 14001, ISO 50001, ISO 14064, etc.) for the EEMS; increase the use of energy from alternative sources; improve energy efficiency (reduction of consumption in lighting and air-conditioning, choice of energy-efficient equipment, plant maintenance, using recycled products, etc.); develop mobility management initiatives that reduce emissions from commuting and business meetings; monitor and report updated emissions data in a more accurate way (Sustainability Report, CDP, etc.); promote innovation in products and services to help reduce emissions of our clients (loans for the installation of photovoltaic systems and the production of renewable energy, interventions to reduce energy loss, support for technological R&D in clean energy, managing a portfolio of CDM projects in the market for carbon assets, etc); evaluate climate change risks in the lending activities.
- iii) The most important components of the short term strategy: many of the initiatives aimed at reducing direct and indirect emissions have become on-going activities with specific targets set every three years and monitored in the continuous and we consider them as short term issues (reducing paper consumption, utilizing recycled and certified paper). Other key short term activities: employees training on risks and opportunities related to climate change, encouraging them to promote sustainable behaviour both at work and at home and positively influencing also clients (since 2010 more than 90,000 employees used the training platform); keep updated and improve the EEMS, improve energy efficiency, innovate products and services to help reduce emissions of our clients.
- iv) The most important components of the long term strategy: the main medium to long term strategy issue is the integration of climate change risks in all our lending

activities. Until now we already consider climate change risks in big projects in risky sectors and countries through the Equator Principles and we also consider them in the qualitative risk management models for the small businesses and corporates. We are committed to continue to support the Start-Up Initiative, a training and promotion program for emerging high-tech companies with a main focus on Clean Tech: renewable energy and energy efficiency. In total 2,300 ideas have been evaluated and 650 start up companies have been trained. In 2013 the renewable energy sectors have been influenced by Intesa Sanpaolo's engagement with Italian institutions and Ministers in charge of the changes of the incentive systems for renewable energy. Intesa Sanpaolo has also actively participated in various Abilab (Italian Banking Association) working groups, dedicated to building sector benchmarking and encouraging energy efficiency in banks.

v) Strategic advantage over competitors: thanks to the strategic choices of the recent years Intesa Sanpaolo has achieved several competitive advantages. One of the most important regards the volumes of funding granted in the field of renewable energy and energy efficiency to our clients, which in 2013 was around 1.2 billion euros. As further proof of the quality of the initiatives performed by Intesa Sanpaolo, in the past years the Bank has received many important awards.

vi) Substantial business decision: to control environmental risks, the Group has adopted the Equator Principles in 2007 and since January 2014 applied the new Equator Principles III that introduced additional requirements for both financial institutions and customers in terms of the fight against climate change. As the assessment of environmental risk in the disbursement of loans must cover not only big projects but also loans granted to all types of Bank customers, a dedicated team is working on the implementation of a specific questionnaire to be submitted to clients with the objective of identifying in an effective way any environmental risks connected to the activities of corporate customers as well as the most significant indicators to measure them.

CC2.2b

Please explain why climate change is not integrated into your business strategy

CC2.3

Do you engage in activities that could either directly or indirectly influence public policy on climate change through any of the following? (tick all that apply)

Direct engagement with policy makers
Trade associations
Funding research organizations
Other

CC2.3a

On what issues have you been engaging directly with policy makers?

Focus of legislation	Corporate Position	Details of engagement	Proposed legislative solution
Clean energy generation	Support with minor exceptions	Intesa Sanpaolo engages with the GSE (Gestore Servizi Energetici: energy services management entity), the Ministry of Economic Development and the Ministry of Environment, directly and through ABI, the Italian Banking Association. During 2013 the bank was mainly involved in matters regarding the effects of changes in the incentive system ("Conto energia") of the photovoltaic sector in Italy and the incentives to the other renewable technologies.	To consolidate the incentives in order to allow the market to continue to grow
Climate finance	Support	Through the Head of Sustainability of our subsidiary Eurizon, we participated in an event organized by the European Parliament to collect suggestions and recommendations on how to mobilise private finance in support of a low carbon and resource-efficient Europe.	The transition to a low-carbon economy will be capital intensive but capital markets are still not fully equipped for the low-carbon transition. A support by European laws is needed to help this transition.
Energy efficiency	Support	Through the FIRE (Italian Federation for the Rational Use of Energy) in which we participate actively, we have helped provide recommendations and technical guidance to the Italian Government for the development of the National Energy Strategy	Recommendations on best available technologies and proposals of effective legislative solutions
Other: Guidelines on energy and environment management	Support with major exceptions	Participation in the ABI working group for the issuance of the Guidelines on energy and environment management.	Indications on the best way to calculate and represent environmental indicators
Energy efficiency	Support	Intesa Sanpaolo participated in 2013 to the study performed in order to review the market need and demand for a common EU non-residential building energy certification scheme. The recast of the EPBD required the Commission to set up such a (voluntary) scheme. The European Committee for Standardisation (CEN) asked for help while being in the process of defining a methodology for the calculation of building energy use. The information provided by the Bank have been very important in helping the Commission to come up with detailed implementation options.	Set up such a voluntary scheme at European level
Climate finance	Support with minor exceptions	In 2013, through the Forum for Sustainable Finance, of which we are members of the Board, we have contributed to the consultation launched by the Ministry of Labour and Social Affairs - Ministry of Economic Development on the Action Plan on CSR from 2012 to 2014.	Integrate in the activities that are included in the legislation environmental protection and efficient use of natural resources (eg, emissions reduction, energy efficiency, pollution prevention).
Other: Regional Environmental	Support with minor	In 2013 Regione Lombardia started a participated process for the definition of its Regional Environmental Energy Program (PEAR) through	The role of the Region should be focused especially in the promotion of new business

Focus of legislation	Corporate Position	Details of engagement	Proposed legislative solution
Energy Program	exceptions	the Strategic Environmental Assessment (SEA). Intesa Sanpaolo has been invited to participate in workshops with other experts to work with the Region to a content enrichment.	models that already exist but are struggling to establish itself because of the heterogeneity of approaches and operators.

CC2.3b

Are you on the Board of any trade associations or provide funding beyond membership?

Yes

CC2.3c

Please enter the details of those trade associations that are likely to take a position on climate change legislation

Trade association	Is your position on climate change consistent with theirs?	Please explain the trade association's position	How have you, or are you attempting to, influence the position?
ABI	Consistent	ABI participated in the public consultation launched in late 2012 by the Italian Ministry of Economic Development and the Ministry of Environment for the new National Energy Strategy issued in March 2013.	Intesa Sanpaolo has actively participated in the drafting of the observations by sending to ABI a series of proposals to be included in the final document.
ABI	Consistent	In order to create a shared basis for reporting between all the Banks, ABI Energia and the Competence Center ABI Lab sull'Energia e l'Ambiente, through its Energy Efficiency Monitoring Centre, have drawn up guidelines relating to reporting on eight out of the thirty GRI indicators most widely used by the banks in their Social Reports. This document is aimed, on the one hand at harmonising the reporting methods so as to facilitate comparison of information between the various banks and create potential benchmarking, while at the same time also fostering	The Intesa Sanpaolo Group has made a significant contribution to this activity, since it has been using these indicators as benchmarks to enhance its accountability through quality reporting for a long time. In detail, our methods for recording and monitoring the data, and the coefficients utilised for the calculation of the transformation factors were illustrated. The final version of the Guidelines, aligned with the Intesa Sanpaolo standards, emerged as an extremely concrete document, very useful for all the Italian banks.

Trade association	Is your position on climate change consistent with theirs?	Please explain the trade association's position	How have you, or are you attempting to, influence the position?
		further dissemination of sustainability reporting in the banks that have not yet adopted it.	
ABI	Consistent	ABI, on the basis of the proposals of the member banks, has submitted to the competent Minister a number of comments and suggestions on the new law regarding the incentive of thermal energy, called "Conto termico".	Intesa Sanpaolo has offered some suggestions to improve the law and could easily finance both the ESCO and the public bodies.

CC2.3d

Do you publically disclose a list of all the research organizations that you fund?

No

CC2.3e

Do you fund any research organizations to produce or disseminate public work on climate change?

Yes

CC2.3f

Please describe the work and how it aligns with your own strategy on climate change

Through a consolidated economic and technical partnership, the Intesa Sanpaolo company Mediocredito Italiano collaborates with the Politecnico of Milan in the energy field. In 2013, the Energy & Strategy Group of the Politecnico produced in 2013 the second edition of the research "Energy Efficiency Report – December 2013" with the aim of analyzing control systems and energy efficiency incentives in Italy and Europe. Another noteworthy publication is the Solar Energy Report April 2013. The study, now in its fifth edition, is also an opportunity to analyze the outlook beyond 2013 that will necessarily serve as a test case for Italy and for the whole world, on grid parity. The aim of the report is therefore to analyze the solutions closer to self-sustainability of economic investment and the appropriate measures to

serve as an accompaniment to a progressive maturation and then a full competitiveness of the technology, the state of health of the Italian industry struggling with the continued reduction of prices in a market that is increasingly global, the challenges for the proper and sustainable integration of PV into the electrical system and the various potential paradigms of production and consumption of energy. In March 2014 a new Report on Green Technologies has been published. In July 2013 Intesa Sanpaolo, through its subsidiary Eurizon Capital, contributed to the Report "Metals & Mining: a sector under water pressure" produced by CDP. The report details the material risks posed to this sector by water and shows how poor water stewardship can lead to increased capital expenditure and operating costs, lower revenues, decreased shareholder value and disruption or ultimately an end to business operations.

CC2.3g

Please provide details of the other engagement activities that you undertake

Intesa Sanpaolo is convinced that a more proactive role of financial institutions in the climate change field comes from an active cooperation with the governments and the other public institutions. A fundamental contribution from the governments is to provide stable regulations in each countries and common rules at international level. Intesa Sanpaolo is strongly committed to encourage climate change mitigation and adaptation, actively engaging with the Italian Government, the European Commission and at international level through its participation in the Unep FI initiative. Through Intesa Sanpaolo Eurodesk, a company that acts as a partner in the projects financed by the European Commission, we adhered to the Energy Efficient Buildings European Initiative, an association of public and private entities launched by the European Commission to promote the development of new technologies in the energy efficiency of buildings. Intesa Sanpaolo Eurodesk is a partner in three major transnational research projects co-financed by the European Commission in renewable sources and energy efficiency: E-HUB (Energy-Hub for residential district), which aims to demonstrate the full potential of renewable energy by providing 100% on-site renewable energy within an "Energy Hub District"; Mobicap - Mobilise for Mobile Capital and Mobility Services is a project aimed to address the problems that exist today in terms of access to finance for business start-ups operating in the "mobile" and mobility services; VERYSCHOOL (Valuable Energy for a smart School), which aims to develop ad hoc ICT solutions to manage energy consumption in schools.

Intesa Sanpaolo engages continuously with the main institutional actors in charge of the advancement of renewable energies and energy efficiency also in Italy. Intesa Sanpaolo has signed two voluntary agreements with the Italian Ministry of Environment. The first one started in 2007 after Intesa Sanpaolo's joining in 2006 the Sustenergy Campaign promoted by the European Commission. The Agreement's goal is to further strengthen cooperation in terms of energy saving and the promotion of renewable energy, to disseminate best practices and cooperate on pilot initiatives that present characteristics of innovativeness and replicability throughout the country. Among the many initiatives carried out jointly in recent years is noteworthy the guide "Business & Finance together for sustainable energy", the various initiatives held during the European Renewable Energy Weeks and the Italian awareness-raising tour of municipalities participating in Covenant of Majors. Intesa Sanpaolo signed in 2013 another voluntary agreement with the Ministry of Environment to assess the ecological footprint of our credit cards. We are also members of the Board of the Forum per la Finanza Sostenibile (FFS) which is the Italian SIF (Sustainable Investment and Finance Association. FFS aims to support the Italian finance sector's participation in sustainable development through innovative financial services. The association represents an influential voice for the sustainable and responsible finance industry in Italy with a positive influence on governments, NGOs, regulators, companies, professional advisers, the general public on this topic.

CC2.3h

What processes do you have in place to ensure that all of your direct and indirect activities that influence policy are consistent with your overall climate change strategy?

Through its International Regulatory and Antitrust Affairs Office, Intesa Sanpaolo regularly monitors the numerous and profound changes in the regulatory framework defined at international and European levels, in order to be aware of possible changes and anticipate the future directives. In 2013 the Intesa Sanpaolo Group expressed its position in response to many public consultations.

The bank participates in the activities coordinated by the ABI (Italian Banking Association) for the definition of guidelines in the environmental field, bringing its experience and promoting best practices. Since Intesa Sanpaolo has an Environment and Energy Management System certified ISO 14001, ISO 50001 and ISO 14064, our contribution to these working groups is based on the sharing of good practice and on raising the level of the entire banking system. All these activities are reported internally and evaluated in order to verify the consistency with our strategy.

CC2.3i

Please explain why you do not engage with policy makers

Further Information

Attachments

[https://www.cdp.net/sites/2014/63/9363/Investor_CDP_2014/Shared Documents/Attachments/InvestorCDP2014/CC2.Strategy/Rules_for_the_environmental_and_energy_policy.pdf](https://www.cdp.net/sites/2014/63/9363/Investor_CDP_2014/Shared_Documents/Attachments/InvestorCDP2014/CC2.Strategy/Rules_for_the_environmental_and_energy_policy.pdf)

Page: CC3. Targets and Initiatives

CC3.1

Did you have an emissions reduction target that was active (ongoing or reached completion) in the reporting year?

Absolute target

CC3.1a

Please provide details of your absolute target

ID	Scope	% of emissions in scope	% reduction from base year	Base year	Base year emissions (metric tonnes CO2e)	Target year	Comment
Abs1	Scope 1	8%	0.4%	2012	4736	2013	This target relative to Scope 1 refers to the emissions of the fleet in Italy. For the calculation of emissions a perimeter of 1,830 cars out of a total of 2,565 cars in the fleet was considered in 2012. The evaluation was carried out considering the replacement of vehicles Euro 4 with new cars Euro 5.
Abs2	Scope 1	12%	13%	2011	6633.31	2013	This target relative to Scope 1 refers to the emissions from independent heating powered by natural gas in Italy in some buildings. The perimeter analysed is composed of 62 branches and 33 buildings that corresponds to the 16% of the total consumption of natural gas in Italy.
Abs3	Scope 2	77.3%	3.2%	2012	170864	2013	The target relative to Scope 2 refers to the potential emissions related to electricity consumption in Italy. This target also takes into account any updates on emission factors.
Abs4	Scope 2	76%	5.2%	2013	153785	2014	The target relative to Scope 2 refers to the potential emissions related to electricity consumption in Italy. This target also takes into account any updates on emission factors.
Abs5	Scope 1	55%	8%	2012	32229	2016	The target relative to Scope 1 refers to the potential emissions from independent and central heating (gas and diesel) in Italy.
Abs6	Scope 2	76%	11%	2012	168743	2016	The target relative to Scope 2 refers to the potential emissions related to electricity consumption in Italy. This target also takes into account any updates on emission factors.
Abs7	Scope 1	8%	0.4%	2013	4558	2014	This target relative to Scope 1 refers to the emissions of the fleet in Italy. No further reduction in the number of cars is planned but a number of cars Euro 4 will be replaced with cars Euro 5, with a consequent reduction in emissions.

CC3.1b

Please provide details of your intensity target

ID	Scope	% of emissions in scope	% reduction from base year	Metric	Base year	Normalized base year emissions	Target year	Comment
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CC3.1c

Please also indicate what change in absolute emissions this intensity target reflects

ID	Direction of change anticipated in absolute Scope 1+2 emissions at target completion?	% change anticipated in absolute Scope 1+2 emissions	Direction of change anticipated in absolute Scope 3 emissions at target completion?	% change anticipated in absolute Scope 3 emissions	Comment
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CC3.1d

For all of your targets, please provide details on the progress made in the reporting year

ID	% complete (time)	% complete (emissions)	Comment
Abs1	100%	100%	The target was reached and exceeded. The reduced availability of vehicles, initiatives to contain costs, the availability of new communication tools have resulted in a reduction in fleet emissions higher than budgeted (-3.7%).
Abs2	100%	100%	The target was reached and exceeded: the overall reduction was 23% instead of 13% expected
Abs3	100%	100%	The target was reached and exceeded: the overall reduction target was 10% instead of 3.2%
Abs5	25%	94%	% complete as of 31/12/2013
Abs6	25%	95.6%	% complete as of 31/12/2013

CC3.1e

Please explain (i) why you do not have a target; and (ii) forecast how your emissions will change over the next five years

CC3.2

Does the use of your goods and/or services directly enable GHG emissions to be avoided by a third party?

Yes

CC3.2a

Please provide details of how the use of your goods and/or services directly enable GHG emissions to be avoided by a third party

I. Intesa Sanpaolo offers to its clients a wide range of products for financing projects in renewable energies and energy efficiency, helping them reducing their emissions. In 2013, out of the total funds allocated, more than 0.4% (corresponding to about 1.2 billion Euro) was directed to financing the sectors of renewable energy, agriculture and environmental protection.

II. There are specific financing products and services for private clients, for small and medium companies, for public entities and for larger projects. Through Leasenergy, our leasing product dedicated to photovoltaic plants, in these years we have financed more than 1,800 plants that correspond to a production of renewable energy of about 2.2 Gigawatt.

III. We can estimate that this amount of renewable energy corresponds to emissions avoided for more than 2,300,000 tons of CO₂.

III. To produce one kilowatt-hour of electricity, 2.56 kWh of fossil fuel is burned and consequently releases into the air approximately 0.53 kg of carbon dioxide (emission factor: mix of Italian electricity distribution). We therefore can say that for each kWh produced by the photovoltaic system, the emission of 0.53 kg of carbon dioxide, a major contributor to the greenhouse effect (data provided by the Italian Ministry of Environment) is avoided.

IV. With regard to the activity carried out in the carbon asset market, Gica, the company that Intesa Sanpaolo set up in 2007 with leading industrial players to create and trade emission credits, has severely suffered from the decline in prices and the uncertainties of the regulatory environment. During its activity its portfolio of CDM (Clean Development Mechanism) projects reached an issuance of about 600,000 certificates (Certified Emission Reduction). Our intention is to start again with this type of activity if the market conditions are more favourable.

CC3.3

Did you have emissions reduction initiatives that were active within the reporting year (this can include those in the planning and implementation phases)

Yes

CC3.3a

Please identify the total number of projects at each stage of development, and for those in the implementation stages, the estimated CO₂e savings

Stage of development	Number of projects	Total estimated annual CO ₂ e savings in metric tonnes CO ₂ e (only for rows marked *)
Under investigation	3	125
To be implemented*	9	3321
Implementation commenced*	24	16153
Implemented*	19	165918
Not to be implemented		

CC3.3b

For those initiatives implemented in the reporting year, please provide details in the table below

Activity type	Description of activity	Estimated annual CO2e savings (metric tonnes CO2e)	Annual monetary savings (unit currency - as specified in CC0.4)	Investment required (unit currency - as specified in CC0.4)	Payback period	Estimated lifetime of the initiative, years	Comment
Low carbon energy installation	In 2013 we have realized some photovoltaic plants: Pavia (power of around 20kWp) and Naples (power of around 20 kWp). This project refers to Scope 2 and it is a voluntary action. The self-production of energy from renewable sources, such as photovoltaic, appears to be limited by the type of property: most branches are located on the ground floors of apartment buildings and have no exposure to the south; often branches and buildings, especially the larger ones, have technical and architectural constraints since they are situated in historical centres.	21	11660	132258	4-10 years	20	
Low carbon energy purchase	In Italy we are reducing our use of carbon-intensive energy by including a high portion of renewable energy from hydroelectric source. The % of renewable energy purchased in Italy was 95% in 2013. This project refers to Scope 2 and it is a voluntary action.	150529	0	0	<1 year	10	
Process emissions reductions	On going replacement of office machinery with "green" machinery (higher energy efficiency). In this row are accounted only the office machinery replaced in 2013. Since the machinery is replaced only when it becomes obsolete and the "green" ones have the same costs as the old ones, there is no additional investment for this programme. In this context, Intesa Sanpaolo is committed to assessing the environmental impact of products covered by rules in the process of choosing and buying them, taking into account not only all the legal requirements and applicable compliance requirements in the field, but using specific environmental criteria to enable an accurate and measurable assessment. This project refers to Scope 2 and it is a voluntary action.	186	103861	0	<1 year	forever	
Energy efficiency:	In order to achieve significant savings through actions of energy efficiency, we have carried forward initiatives like the	8690	4840000	3350000	1-3 years	10	

Activity type	Description of activity	Estimated annual CO2e savings (metric tonnes CO2e)	Annual monetary savings (unit currency - as specified in CC0.4)	Investment required (unit currency - as specified in CC0.4)	Payback period	Estimated lifetime of the initiative, years	Comment
Building services	modernization of the plants with efficiency improvements, the gradual replacement of lighting with LEDs and installation of energy meters in more branches. This project refers to Scope 2 and it is a voluntary action.						
Energy efficiency: Processes	In order to eliminate power consumption by machines at night, the company implemented a computerised procedure based on "Wake on LAN" technology that can remotely shut down almost all PCs from 9 PM to 7 AM on business days and completely on Sundays and holidays. Since 2013 this shut down has also been extended to Saturday. The machines automatically turn back on in the event of nocturnal transmission of software update data and before the commencement of operating activities at counter workstations on business days and partially on Saturdays. The solution developed is based on two software components: the first is a client-type solution (installed on all branch workstations) and the second is a server-based solution (installed on branch servers). This project refers to Scope 2 and it is a voluntary action.	505	281081	0	<1 year	forever	
Energy efficiency: Building services	Redevelopment of UPS systems and cooling systems for new generation and improve performance of data centres. This project refers to Scope 2 and it is a voluntary action.	2568	1430000	850000	1-3 years	10	
Process emissions reductions	In order to better optimize the use of office equipment in the branches we have launched a project to rationalize their use and to eliminate those that were poorly utilized. This project refers to Scope 2 and it is a voluntary action.	569	316747	0	<1 year	1	
Process emissions reductions	Introduction of the concept of BYOD (Bring you own device) in the company, changing the allocations of workstations that the Intesa Sanpaolo Group used to provide to consultants working in its offices. This project refers to Scope 2 and it is a voluntary action.	34	18670	0	<1 year	1	

Activity type	Description of activity	Estimated annual CO2e savings (metric tonnes CO2e)	Annual monetary savings (unit currency - as specified in CC0.4)	Investment required (unit currency - as specified in CC0.4)	Payback period	Estimated lifetime of the initiative, years	Comment
Behavioral change	Environmental protection is one of the key dimensions of the responsibility commitment of Intesa Sanpaolo. For this reason we believe the involvement of our employees is increasingly important. In Italy the approximately 80,000 employees have access to Ambientiamo project, which was launched in 2009 as a remote training project aimed at consolidating the knowledge on environmental sustainability issues. In 2013 the project was enriched with new training modules on how Intesa Sanpaolo is financing renewable energies and energy efficiency. This project refers to Scope 3 and it is a voluntary action.	0	0	10000	4-10 years	10	
Energy efficiency: Building services	In Intesa Sanpaolo Banka Bosnia and Herzegovina the old type of fluorescent tubes used in branch signs and window city lights were replaced with LED lighting source. This project refers to Scope 2 and it is a voluntary action.	293	20000	50000	1-3 years	10	
Energy efficiency: Processes	The Slovakian VUB Bank in order to reduce energy consumption has decided to replace old electric appliances with more environment-friendly appliances (energetic class A+). This action refers to Scope 2 and it is a voluntary action.	291	250000	1150000	4-10 years	10	
Energy efficiency: Building services	The Slovenian Banka Koper, in order to reduce the energy consumption, has decided to replace the neon signs of its branches with LED technologies. This project refers to Scope 2 and it is a voluntary project.	5	1670	17647	4-10 years	10	
Process emissions reductions	Privredna Banka Zagreb, the second largest bank in Croatia, implemented several actions on energy efficiency. The most important one on gas and diesel consumption was the adjusting of the heating/cooling settings in all buildings and branches (optimization of equipment parameters in branches through education/instruction - to decrease/increase the heating/cooling temperature by 2	136	104720	0	<1 year	forever	

Activity type	Description of activity	Estimated annual CO2e savings (metric tonnes CO2e)	Annual monetary savings (unit currency - as specified in CC0.4)	Investment required (unit currency - as specified in CC0.4)	Payback period	Estimated lifetime of the initiative, years	Comment
	deg.C). This project refers to Scope 1 and it is a voluntary project.						
Energy efficiency: Building services	Intesa Sanpaolo Albania has changed the HVCA from furnace to energy efficiency AC Equipment. This initiative was implemented in order to reduce the fuel costs and CO2 emission. This initiatives refers to Scope 1 and it is a voluntary action.	8.1	8000	32000	4-10 years	10	
Transportation: fleet	Intesa Sanpaolo Albania changed the existing fleet vehicles (4x4 with average consumption 18l/100km) with new ones in leasing . The new vehicles have an average consumption of 9l/100 km. This project refers to Scope 1 and it is a voluntary action	10	9000	0	<1 year	5	
Process emissions reductions	In 2013 Intesa Sanpaolo Romania has started to purchase recycled paper (3425 kg). This project refers to Scope 3 and it is a voluntary action	0.45	0	4042	<1 year	1	
Behavioral change	Intesa Sanpaolo Banka Bosna i Hercegovina stopped printing its internal magazine Espresso and in 2013 switched to electronic version saving about 600 kg of paper. In the meantime in order to further reduce paper consumption Banca Intesa switched from a printed version of the daily press clipping to electronic version saving 112 kg of paper. This project refers to Scope 3 and it is a voluntary action.	1.37	807	0	<1 year	1	
Energy efficiency: Processes	Banca Intesa Beograd marked international Earth Day by shutting down neon signs in all branch office network as well as decorative lighting in the facilities in its five regional centres in the period Saturday evening - Monday morning. This project refers to Scope 2 and it is a voluntary action	9.5	2000	0	<1 year	1	
Energy efficiency:	CIB Bank has implemented several measures to improve energy efficiency and in particular replaced the compact	103.2	40194	44318	1-3 years	5	

Activity type	Description of activity	Estimated annual CO2e savings (metric tonnes CO2e)	Annual monetary savings (unit currency - as specified in CC0.4)	Investment required (unit currency - as specified in CC0.4)	Payback period	Estimated lifetime of the initiative, years	Comment
Building fabric	fluorescent tubes to LED.						

CC3.3c

What methods do you use to drive investment in emissions reduction activities?

Method	Comment
Compliance with regulatory requirements/standards	The Intesa Sanpaolo Group establishes its objectives of reducing energy consumption in line with what is established by the Italian and European regulations. Moreover Intesa Sanpaolo is certified in compliance with voluntary standards ISO 14001, ISO 50001 and ISO 14064 that provide specific targets.
Dedicated budget for energy efficiency	As envisaged in the Sustainable Energy Action Plan 2013-2016 a dedicated budget for energy efficiency has been established
Dedicated budget for low carbon product R&D	Mediocredito Italiano has a specialist desk that can provide answers dedicated to companies wishing to grow through investment in innovation, offering consulting services and customized loans. In particular Nova + is the funding line of Mediocredito Italiano dedicated to all companies that want to innovate, of any size and industry. A flexible and complete range of products is offered to meet the needs of business innovation: the development of technologically innovative products or processes, systems and knowledge acquisition from the market, incremental innovation and experimental small daily steps. Particular attention is given to environmental investments. A specific Energy & Environment Desk is active in Intesa Sanpaolo Eurodesk, with the aim of monitoring EU's policies and financing opportunities in Renewable energy sector, energy efficiency and environmental technologies.
Employee engagement	The Intesa Sanpaolo Group supports and promotes environmental awareness among its employees through various communication and training activities to sensitize employees on environmental issues. In 2013 the project was enriched with new training modules on how Intesa Sanpaolo finances renewable energies and energy efficiency.

Method	Comment
Lower return on investment (ROI) specification	In "Sustainability rules for the purchase of office machinery" Intesa Sanpaolo is committed to assessing the environmental impact of products covered by these rules in the process of choosing and buying them, taking into account not only all the legal requirements and applicable compliance requirements in the field, but using specific environmental criteria to enable an accurate and measurable assessment.
Partnering with governments on technology development	During 2007 we signed an agreement of collaboration with the Ministry of the Environment to further strengthen cooperation in terms of energy saving and the promotion of renewable energy in Italy. The agreement was renewed for the period 2011-2014.
Other	We utilize government incentives for building efficiency. For example we have used the Italian tax deductions in favour of saving energy to restructure many of our branches and we have installed photovoltaic systems using the facilities provided by law. Investigations are in place for future energy audits and low carbon energy installations related to these programs.
Partnering with governments on technology development	In 2013 Intesa Sanpaolo signed an agreement with the Ministry of Environment to calculate the carbon footprint of the credit cards issued. This project will help us being aware of the amount of CO2 related to the process of issuing credit cards (production, personalization and management) and being able to implement initiatives to reduce our impact.

CC3.3d

If you do not have any emissions reduction initiatives, please explain why not

Further Information

Page: CC4. Communication

CC4.1

Have you published information about your organization's response to climate change and GHG emissions performance for this reporting year in places other than in your CDP response? If so, please attach the publication(s)

Publication	Page/Section reference	Attach the document
In mainstream financial reports (complete)	Page129-144 in the section Social and Environmental Responsibility	https://www.cdp.net/sites/2014/63/9363/Investor_CDP_2014/Shared Documents/Attachments/CC4.1/Annual_Report_2013.pdf
In voluntary communications (complete)	Sustainability Report Pages 47-53; 83-87	https://www.cdp.net/sites/2014/63/9363/Investor_CDP_2014/Shared Documents/Attachments/CC4.1/RAPPORTO_S_ENG.pdf
In voluntary communications (complete)	Whole document	https://www.cdp.net/sites/2014/63/9363/Investor_CDP_2014/Shared Documents/Attachments/CC4.1/QUADERNO_AMBIENTE_Eng_140115.pdf
In voluntary communications (complete)	Whole document (website pages)	https://www.cdp.net/sites/2014/63/9363/Investor_CDP_2014/Shared Documents/Attachments/CC4.1/Intesa_Sanpaolo-Climate_Change_-_Intesa_Sanpaolo.pdf
In voluntary communications (complete)	Whole document (PBZ internet)	https://www.cdp.net/sites/2014/63/9363/Investor_CDP_2014/Shared Documents/Attachments/CC4.1/Environment_PBZ.pdf
In voluntary communications (complete)	Whole document (Koper internet)	https://www.cdp.net/sites/2014/63/9363/Investor_CDP_2014/Shared Documents/Attachments/CC4.1/Environment_Banka_Koper.pdf
In voluntary communications (underway) – previous year attached	VUB_Pages 42/49 - section Environment	https://www.cdp.net/sites/2014/63/9363/Investor_CDP_2014/Shared Documents/Attachments/CC4.1/VUB_corporate_responsibility_report_2012.pdf
In voluntary communications (complete)	Whole document (Group website)	https://www.cdp.net/sites/2014/63/9363/Investor_CDP_2014/Shared Documents/Attachments/CC4.1/Intesa_Sanpaolo-Environment_-_Intesa_Sanpaolo.pdf
In voluntary communications (complete)	Whole document (Group website)	https://www.cdp.net/sites/2014/63/9363/Investor_CDP_2014/Shared Documents/Attachments/CC4.1/Intesa_Sanpaolo-Environmental_impacts_monitoring_-_Intesa_Sanpaolo.pdf
In voluntary communications (complete)	Whole document (Group website)	https://www.cdp.net/sites/2014/63/9363/Investor_CDP_2014/Shared Documents/Attachments/CC4.1/Intesa_Sanpaolo-Our_environmental_policy_-_Intesa_Sanpaolo.pdf
In voluntary communications (complete)	Whole document (Group website)	https://www.cdp.net/sites/2014/63/9363/Investor_CDP_2014/Shared Documents/Attachments/CC4.1/Intesa_Sanpaolo-Greenhouse_gas_emissions.pdf
In voluntary communications (complete)	Whole document (Group website)	https://www.cdp.net/sites/2014/63/9363/Investor_CDP_2014/Shared Documents/Attachments/CC4.1/Intesa_Sanpaolo-Greenhouse_gas_emissions_2.pdf
In voluntary communications (complete)	Whole document (Group website)	https://www.cdp.net/sites/2014/63/9363/Investor_CDP_2014/Shared Documents/Attachments/CC4.1/Intesa_Sanpaolo-Greenhouse_gas_emissions_3.pdf
In voluntary communications (complete)	Whole document (Group website)	https://www.cdp.net/sites/2014/63/9363/Investor_CDP_2014/Shared Documents/Attachments/CC4.1/Intesa_Sanpaolo-Energy_-_Intesa_Sanpaolo[1].pdf
In voluntary communications (complete)	Whole document (Group website)	https://www.cdp.net/sites/2014/63/9363/Investor_CDP_2014/Shared Documents/Attachments/CC4.1/Intesa_Sanpaolo-Equator_Principles_-_Intesa_Sanpaolo.pdf

Publication	Page/Section reference	Attach the document
In voluntary communications (complete)	Whole document (Group website)	https://www.cdp.net/sites/2014/63/9363/Investor_CDP_2014/Shared Documents/Attachments/CC4.1/Intesa_Sanpaolo-Projects_assessed_according_to_the_EP_-_Intesa_Sanpaolo.pdf
In voluntary communications (complete)	Whole document (Communication on Progress-Global compact)	https://www.cdp.net/sites/2014/63/9363/Investor_CDP_2014/Shared Documents/Attachments/CC4.1/Global_Compact_-_Communication_on_Progress.pdf
In voluntary communications (complete)	Whole document (BIB website pages)	https://www.cdp.net/sites/2014/63/9363/Investor_CDP_2014/Shared Documents/Attachments/CC4.1/Banca_Intesa_Beograd_-_Environment.PDF
In voluntary communications (complete)	Sample of corporate presentation	https://www.cdp.net/sites/2014/63/9363/Investor_CDP_2014/Shared Documents/Attachments/CC4.1/Slide_convegno_settembre_2013.pdf
In voluntary communications (underway) – previous year attached	VUB Social Report	https://www.cdp.net/sites/2014/63/9363/Investor_CDP_2014/Shared Documents/Attachments/CC4.1/VUB_corporate_responsibility_report_2012.pdf
In voluntary communications (complete)	ISO 14001	https://www.cdp.net/sites/2014/63/9363/Investor_CDP_2014/Shared Documents/Attachments/CC4.1/CERTIFICATO_-_INTESA_SANPAOLO_S.p.A._-ISO14001_-_2014-05-26.pdf
In voluntary communications (complete)	ISO 50001	https://www.cdp.net/sites/2014/63/9363/Investor_CDP_2014/Shared Documents/Attachments/CC4.1/CERTIFICATO_-_INTESA_SANPAOLO_S.p.A._-ISO50001_-_2014-05-26.pdf
In voluntary communications (complete)	ISO 14064	https://www.cdp.net/sites/2014/63/9363/Investor_CDP_2014/Shared Documents/Attachments/CC4.1/Intesa_SanPaolo_VS_GHGI_5RU.pdf
In voluntary communications (complete)	ISO 26000	https://www.cdp.net/sites/2014/63/9363/Investor_CDP_2014/Shared Documents/Attachments/CC4.1/Dichiarazione_stakeholders_INTESA-SANPAOLO_ENG.pdf

Further Information

Intesa Sanpaolo Group provides all information on climate change and GHG emissions both in the voluntary Sustainability Report and in the Annual Report. Since 2011, reflecting the importance that the environment and climate change plays among our stakeholders, we have decided to publish a specific report on the Intesa Sanpaolo Group environment aspects called "Environment Paper". This publication describes our commitment on environmental issues in a comprehensive way and every year is enriched with new contents and actions taken by the Group. In order to provide all stakeholders with more details on environmental strategies goals every year the environment section of the internet website is reviewed and updated. Also some foreign Subsidiaries have introduced information on environment in their internet websites. This year we have published a new document focused on "Stakeholder engagement and targets", including environmental aspects. Additional voluntary climate change communication includes many other issues. Presentation of environmental aspects and climate change strategy 2013 used at many public events and conferences in which we participated. ISO 14001, ISO 50001 and ISO 14064 certificates obtained from an independent company (DNV)

with respect to our Environmental Management System. Assurance Statement over the governance on Corporate Social Responsibility from an independent company (Bureau Veritas). UN Global Compact Communication on Progress.

Module: Risks and Opportunities

Page: CC5. Climate Change Risks

CC5.1

Have you identified any climate change risks that have the potential to generate a substantive change in your business operations, revenue or expenditure? Tick all that apply

Risks driven by changes in regulation
 Risks driven by changes in physical climate parameters
 Risks driven by changes in other climate-related developments

CC5.1a

Please describe your risks driven by changes in regulation

Risk driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
International agreements	Intesa Sanpaolo, as a financial services company active in asset management, investment banking and bank assurance,	Increased capital cost	1 to 3 years	Direct	Very likely	Low-medium	Potential financial impacts of new international agreements are related to the need to adapt to new	A careful analysis of current standards and possible changes may allow us to modify the risk of being caught	An approximate cost for the participation of an internal expert in specific courses amounts to about 5,000 Euro.

Risk driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
	can be affected directly and indirectly by international new regulatory schemes related to climate change. For examples, in case of changes in the certification schemes (ISO 14001, ISO 50001, ISO 14064) Intesa Sanpaolo will need to upgrade processes and to pay for specific advice.						regulations with consequent costs. For examples overall changes to processes and procedures related to certification would cost about 40,000 Euro.	unprepared. We constantly monitor legislation and participate in specific training courses to become aware of what's new.	
Uncertainty surrounding new regulation	The failure of Kyoto protocol discussions and the lack of Italian regulations create a situation of uncertainty that is very negative for new products and services implementation.	Reduced demand for goods/services	Up to 1 year	Indirect (Client)	Very likely	Medium	Financial implications refer to the inability to develop new products and to serve our customers properly, with a consequent decrease in revenues and market share. To give an	Intesa Sanpaolo is engaging with regulators in order to be up to date on new rules and if possible anticipate them, always recommending to stabilize the incentives and to simplify the legislation.	These activities are carried out by various departments of the Bank, but we can assume that they involve an overall commitment of 2 FTE (full time equivalent) with an estimated gross cost of 45,000 Euro

Risk driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
							example of the impact of regulatory changes on our business, funding for the PV industry in 2013 have fallen by over 70% compared to 2012 due to the uncertainty of the regulations and the removal of incentives.		each.
Air pollution limits	The risk of very stringent air pollution limits could cause financial problems to our clients (fines and/or investments to adapt to the provisions of the law) in particular in some GHG intensive sectors (aviation, energy, metallurgical and	Reduced demand for goods/services	1 to 3 years	Indirect (Client)	More likely than not	Low-medium	The possibility that new air pollution limits are introduced and new cap and trade schemes defined, will cause a reduction in revenues to all those companies involved. In some cases it could also	Intesa Sanpaolo provides high level consultancy to its clients on developments in the law and how to properly prepare to meet it.	After the feasibility study done in 2011, we are still working on the implementation study. This study is worth 500,000 euros. In addition, with a view to identifying the best practices and the international standards useful

Risk driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
	cement), causing a reduction in their revenues and therefore in their capacity to repay loans.						result in the inability to operate of our customers with a high financial impact on the Bank.		to operate with awareness and responsibility, the Bank has commissioned an in-depth, exhaustive sector study on the carbon sector, from a specialist consultant, worth about 20,000 euros.
Cap and trade schemes	Directive 2009/29/EC, transposed in Italy by Legislative Decree 30/2013, implementing and expanding the EU ETS, sets out new rules for the period 2013-2020 with substantial emission reduction targets. The new main sectors involved are: chemical industry and aviation.	Reduction/disruption in production capacity	3 to 6 years	Indirect (Client)	Very likely	Low-medium	The 2009/29/EC Directive applies to the allocation for value of emission permits, using the bidding mechanism. The introduction of new air pollution limits and new cap and trade schemes could cause a reduction in revenues to all those	Intesa Sanpaolo provides high level consultancy to its clients and is working on the creation of a specific desk for carbon trading.	After the feasibility study done in 2011, we are still working on the implementation study. This study is worth 500,000 euros. In addition, with a view to identifying the best practices and the international standards useful to operate with awareness and responsibility, the Bank has commissioned

Risk driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
							companies involved.		an in-depth, exhaustive sector study on the carbon sector, from a specialist consultant, worth about 20,000 euros.
Fuel/energy taxes and regulations	Intesa Sanpaolo costs related to energy can increase due to the introduction of new fuel or energy taxes. Furthermore an increase of prices of other goods (eg. paper) could occur.	Increased capital cost	1 to 3 years	Direct	Likely	Low-medium	We estimate that an increase of 1% in the price of electricity would cost around 800,000 euros.	In order to mitigate this risk actions put in place are: signing contracts with electricity providers on a biennial basis instead of annual, fixing the price on a longer period; implement actions and initiatives to reduce electricity consumption. In 2013 actions for energy efficiency contributed to a saving of around 8.5 million euro;	Costs related to maintenance of systems included electric ones amounted in 2013 to more than 50 million Euro

Risk driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
								pay close attention to building maintenance and management of electrical systems	
Renewable energy regulation	The changes occurred in the Italian legislation relating to renewable energy have dramatically reduced the incentives for the production of energy from photovoltaic sources. The risk for the Bank is to significantly reduce the profits arising from the funding allocated to this area.	Reduced demand for goods/services	Up to 1 year	Direct	Very likely	Low-medium	Financial impacts of new renewable energy regulation are connected to a decrease of loans dedicated to the sector and of related revenues.	Intesa Sanpaolo provides specific consultancy to customers regarding new regulations and incentives but the means of access and the low level of incentives of the new Conto Energia has discouraged clients from seeking new funding.	Mediocredito Italiano, with its specialized Energy Desk, offers consultancy on specific projects and on overall strategy in the field of energy supply. The desk employs 4 FTE (full time equivalent) with an estimated total gross cost of 180,000 Euro in 2013.
Fuel/energy taxes and regulations	An increase of operative costs for the activities of our clients could result in the impossibility to repay their	Other: Increased credit risk	1 to 3 years	Indirect (Client)	About as likely as not	Low-medium	In case of increase of energy costs due to new taxes, higher expenses would impact	Intesa Sanpaolo provides specific consultancy to customers on energy efficiency and	For example we offer a free service to customers, using a specialized news company,

Risk driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
	debts.						our clients activities.	offers them information about the energy market.	providing environmental news and insights, worth yearly around 13,000 euros.
Product efficiency regulations and standards	The new European regulation related to building energy efficiency (eg. European Directive 2012/27) will oblige Intesa Sanpaolo to invest in new building efficiency measures in its own buildings and in the real estate portfolio. The EU Directive says that: "Member States shall ensure that enterprises that are not SMEs are subject to an energy audit carried out in an independent and cost-effective	Increased capital cost	1 to 3 years	Direct	Virtually certain	Medium	The introduction of new standards entails significant costs for the upgrade of processes and relevant advice.	Enterprises that are not SMEs and that are implementing an energy or environmental management system - certified by an independent body according to the relevant European or International Standards - shall be exempted from the requirements. Intesa Sanpaolo is always in line with the latest European and international technical standards in the field. In case of changes in regulations and	Intesa Sanpaolo spent in 2013 around 108,000 euros for the consultancy firm, focused also on new environmental regulation changes. On the other hand, as Intesa Sanpaolo has already been certified, doesn't need to comply with the provisions of the European Directive, with a reduction in future costs.

Risk driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
	manner by qualified and/or accredited experts or implemented and supervised by independent authorities under national legislation by 5 December 2015 and at least every four years from the date of the previous energy audit." Enterprises that are not SMEs and that are implementing an energy or environmental management system - certified by an independent body according to the relevant European or International Standards - shall be exempted from the requirements."							standards new professional experts should be trained and/or appointed.	
Emission	Intesa Sanpaolo	Increased capital	1 to 3	Direct	Likely	Low-	Expenses for	We are	These activities

Risk driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
reporting obligations	reports on its emissions in a comprehensive and detailed way under the GHG Protocol and GRI3. If emission reporting obligations were introduced and they applied different standards, the bank would need to invest again in new monitor systems.	cost	years			medium	the monitoring and reporting system amount to around 1 million euro per year. Any change to be introduced would produce further costs; just to give an idea, any single new KPI to be monitored costs around 500 euros.	continuing investing in the present standards in order to reach the highest level of transparency and accuracy. We obtained the A+ from GRI also on our latest Sustainability Report. Intesa Sanpaolo participates to the G4 Pioneer Interactive Focus Group, in order to contribute to the definition of the new Guidelines and it is actively involved in many working groups of Abilab (Consortium of Italian Banks) focused on setting benchmarks for the sector and implementing new guidelines for bank's	are carried out by various departments of the Bank, but we can assume that they involve an overall commitment of three FTE (full time equivalent) with an estimated gross cost of 45,000 Euro each.

Risk driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
								reporting.	

CC5.1b

Please describe your risks that are driven by change in physical climate parameters

Risk driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
Change in mean (average) temperature	The temperature change could have a significant impact on power and thermal consumption in all branches and sites of Intesa Sanpaolo because there are already significant thermal loads in the branches. Increase or decrease	Increased operational cost	>6 years	Direct	About as likely as not	Medium	The potential financial implications of these risks are strictly related to the increase of energy or thermal consumption and associated costs. We estimate that for the variation of the average temperature of one degree, the cost for heating or cooling change of about the 2%. In 2013	Monitoring energy consumption in the banking sector is especially important since the Bank relies predominantly on electricity, both as a result of the increasingly widespread use of office equipment and as a result of increased reliance on air conditioning. A pilot project, launched in 2008, saw the involvement of 24 branches of	Regarding heating in Northern Italy we use traditional boilers and the cost could be related to natural gas or diesel, in Central and South Italy we use heat pumps both for heating and cooling and therefore the cost is related to the increase of energy requested. The

Risk driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
	<p>daytime temperatures could oblige operators to run operations sites under conditions that are beyond the temperature ranges for which they were designed. This can cause the need of more heating or cooling equipment.</p>						<p>expenses for thermal energy (oil and gas) amounted to around 14 million euros.</p>	<p>varying size and in different geographical areas in Italy heated by traditional boilers or heat pumps. Based on the results of such surveys, the electricity consumption analysis is consequently broken down by geographical area, size and type of air conditioning system in order to identify not only the actual total consumption but also that of the individual consumers. It is also an important tool to test the validity of the targets adopted by the Bank for the purposes of gradual improvement. Based on the consumption reported by the</p>	<p>greater consumption of electricity or natural gas could also results in increased emissions of CO2.</p>

Risk driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
								provider on a monthly basis, by means of an IT procedure and relative interpolation, it was possible to identify the reference targets which enabled us to focus on priority intervention areas. With the application of these monitoring actions we are able to constantly monitor our consumption related to ambient temperature and act promptly.	
Change in temperature extremes	The temperature change could have a significant impact on power and thermal consumption in all branches and sites of Intesa Sanpaolo because there	Increased operational cost	1 to 3 years	Direct	About as likely as not	Medium-high	The potential financial implications of these risks are strictly related to the increase of energy or thermal consumption and associated costs. We estimate that for the variation of the average	Monitoring energy consumption in the banking sector is especially important since the Bank relies predominantly on electricity, both as a result of the increasingly widespread use of office equipment and as a result of increased reliance	Intesa Sanpaolo pays the utmost attention to energy efficiency of its branches. In 2013 we carried out 76 energy improvements at a cost of approximately 3 million Euro.

Risk driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
	<p>are already significant thermal loads in the branches. Increase or decrease daytime temperatures could oblige operators to run heating and cooling systems under conditions that are beyond the temperature ranges for which they were designed. This can cause the need of more heating or cooling equipment.</p>						<p>temperature of one degree, the cost for heating or cooling change of about the 2%. In 2013 expenses for thermal energy (oil and gas) amounted to around 14 million euros.</p>	<p>on air conditioning. A pilot project, launched in 2008, saw the involvement of 24 branches of varying size and in different geographical areas in Italy heated by traditional boilers or heat pumps. Based on the results of such surveys, the electricity consumption analysis is consequently broken down by geographical area, size and type of air conditioning system in order to identify not only the actual total consumption but also that of the individual consumers. It is also an important tool to test the validity of the targets adopted</p>	

Risk driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
								by the Bank for the purposes of gradual improvement. Based on the consumption reported by the provider on a monthly basis, by means of an IT procedure and relative interpolation, it was possible to identify the reference targets which enabled us to focus on priority intervention areas. With the application of these monitoring actions we are able to constantly monitor our consumption related to ambient temperature and act promptly.	
Change in precipitation pattern	Our researches confirm that precipitation pattern has already changed in some way	Reduction/disruption in production capacity	Up to 1 year	Indirect (Client)	More likely than not	Medium	Financial implications are related to the risk of default of companies severely	Intesa Sanpaolo offers its clients insurance products to cover the risk of damages from floods, snow, hail	In 2013 severe floods hit many Italian areas. Measures were taken both through ad hoc loans

Risk driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
	causing changes in agriculture and possible damages to the sector.						damaged by rain and floods. In particular we consider the risk of potential reduction in agricultural productivity, especially for crops of wheat, but also fruits and vegetables.	and consequent reduction of production capacity, through an external broker. Furthermore, Intesa Sanpaolo usually and rapidly suspends the payment of mortgages and loans instalments to retail customers and businesses in areas severely affected by weather events.	and the suspension of the instalments payable for existing loans, in particular following the floods in the Tuscany Region and in Sardinia, the tornado in Veneto and Friuli, the blizzard in the Belluno area. A total of 95 million euro was disbursed overall and 639 suspensions were activated, for a corresponding amount of approximately 83 million.
Change in precipitation extremes and droughts	In Italy floods has becoming more and more frequent, causing damages to the agriculture sector but also	Reduction/disruption in production capacity	Up to 1 year	Indirect (Client)	Likely	Medium	Financial implications are related to the risk of default of companies severely damaged by	Intesa Sanpaolo offers its clients insurance products to cover the risk of damages from floods, snow, hail and consequent	In 2013 severe floods hit many Italian areas. Measures were taken both through ad hoc loans and the

Risk driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
	to houses, premises and infrastructures in general. We must also consider that Intesa Sanpaolo is a global bank and it is present in regions highly affected by floods such as the South East Asia, where we have corporate clients.						rain and floods.	reduction of production capacity, through an external broker. Furthermore, Intesa Sanpaolo usually and rapidly suspends the payment of mortgages and loans instalments to retail customers and businesses in areas severely affected by weather events.	suspension of the instalments payable for existing loans, in particular following the floods in the Tuscany Region and in Sardinia, the tornado Veneto and Friuli, the blizzard in the Belluno area. A total of 95 million euro was disbursed overall and 639 suspensions were activated, for a corresponding amount of approximately 83 million.
Snow and ice	The heavy snow especially in mountainous areas of Italy may lead to the closure of some branches during the	Inability to do business	Up to 1 year	Direct	About as likely as not	Low-medium	It is difficult to estimate the potential financial implications of the risk of closure of some branches due to heavy	It should be noted here that our bank has long invited customers to use the platforms available online and telephone support services. The operations in	Costs related to fail in operations due to weather events are difficult to estimate. The bank also has costs to

Risk driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
	year. It could also cause damages to the buildings and put at risk the possibility of commuting of employees.						snowfall.	the branches could therefore be limited, in case of closure of some branches, but not completely absent. When we have had some braches closed for snowfall we have had an increase of the alternative channels without causing a significant impact. This could be worst in the case of sea level rise because all ATMs in the branches interested may no longer work.	renovate branches damaged or destroyed.
Snow and ice	The presence of hail can seriously affects crops. For this reason Intesa Sanpaolo deal with "Co-production of defence" in territories subject to these problems.	Reduction/disruption in production capacity	Up to 1 year	Indirect (Client)	About as likely as not	Low-medium	Hailstorms and snow could affect the agriculture sector with serious consequences in terms of revenues and sustainability of the farmers and the food industry.	Intesa Sanpaolo relies on the support of Agriventure, a company dedicated to the food farming, agro-industrial and agro-energy sector which provides advisory services to businesses in the field along the	In particular Agriventure anticipates funds to consortia of production defence so that they can anticipate the direct producers.

Risk driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
	Similarly Intesa Sanpaolo, in order to mitigate the risk of hail on the photovoltaic panels, requires an insurance policy for arranging the loan.							entire chain. Agriventure activities are intrinsic to environmental protection issues, as companies in this sector are those mainly responsible for maintaining the delicate environmental balance and for the promotion of rural areas, so much so that the Bank's financing operations often integrate EU funds aimed at the promotion and development of rural areas.	
Sea level rise	The presence of branches located in the coastal cities is risky because they could be affected by the increased level of the Mediterranean Sea with consequent	Inability to do business	>6 years	Direct	Very unlikely	Medium	We are aware of increased risk of flooding and erosion of coastal areas due to an increased incidence of extreme weather events and rising sea level. Intesa	In case of extreme weather events or emergencies caused by the rising sea level, the Bank can activate its business continuity plans providing for the carrying out of	Our continuity plans have been implemented in the past and the costs cannot be quantified precisely. The costs are attributable to the plans'

Risk driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
	inability to operate.						Sanpaolo is present in all coastal areas in Italy with numerous subsidiaries that could be damaged resulting in a high financial impact for us.	basic operations. Additional countermeasures are activated in order to ensure the safety of employees.	ordinary maintenance, staff training and management of the back up sites. To give an example of a current expense we can mention the cost of a mobile medium / large branch (15 stations) used in an area devastated by an extreme event that amounted to about 80,000 Euro.
Change in precipitation extremes and droughts	Extreme precipitations and floods can have an adverse impact on Intesa Sanpaolo premises and on the employees commuting.	Inability to do business	Up to 1 year	Direct	Likely	Medium	The risk on owned real-estate assets may be defined as risk associated with the possibility of suffering financial losses due to the inability to do business and can cause also	The degree of risk in the portfolio of owned properties is represented by using a VaR-type model based on indexes of mainly Italian real estate prices, which is the main type of exposure associated with the Group's	The training and raising employees awareness are key issues for the mitigation of these risks. In 2013, the costs for training employees on the environment

Risk driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
							an unfavourable change in the value of such assets. For this reason it can be included in the category of banking book financial risks. Real estate management is highly centralised and represents an investment that is largely intended for use in company operations.	property portfolio. To address risks related to employees business travels during the winter, a specific guideline has been issued recommending careful driving and the use of winter tires as well as giving instructions on how to adopt a driving style more environmentally compatible.	have been more than 80,000 Euro
Tropical cyclones (hurricanes and typhoons)	The atmospheric phenomena following Hurricane Sandy has affected in 2012 the city of New York and our branch in Manhattan. This type of risk is therefore assessed very carefully	Inability to do business	Up to 1 year	Direct	About as likely as not	Low-medium	The financial implications are linked both to losses of commissions and other revenues related to clients' operations and to physical damages to branches. As regards the Hurricane	Intesa Sanpaolo set up continuity plans capable of ensuring the data storage and at least a minimum level of operation of the branch. The business continuity plan of the New York branch in that occasion proved to be effective providing for the	Our continuity plans have been implemented in the past and the costs cannot be quantified precisely. The costs are attributable to the plans' ordinary maintenance, staff training

Risk driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
							Sandy event, damages were estimated more than 300,000 USD all linked to damage to equipment and building. No other losses related to the operation were reported because the systems Disaster recovery / back up worked properly.	carrying out of operations with the "key" personnel based at the branch itself and the secondary site of the New Jersey and with the support of other Group structures.	and management of the back up sites. To give an example of a current expense we can mention the cost of a mobile medium / large branch (15 stations) used in an area devastated by an extreme event that amounted to about 80,000 Euro.

CC5.1c

Please describe your risks that are driven by changes in other climate-related developments

Risk driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated Financial Implications	Management method	Cost of management
Reputation	As the social awareness on the environmental	Reduced stock price (market)	1 to 3 years	Direct	More likely than not	Low-medium	Reputational issues can have a big impact on	We continuously monitor reputational risks	In general there are no additional costs on

Risk driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated Financial Implications	Management method	Cost of management
	<p>issue has grown, Intesa Sanpaolo started to see a growing interest among many stakeholders of the role the financial services sector can and should have in promoting climate change attention. Because of this awareness there may be reputational risks stemming from the involvement with clients /projects that are perceived by the public, media, shareholders and other stakeholders as substantially contributing to climate change. Intesa Sanpaolo also believes that there may be a reputational risk in the event that its environmental performance can drastically be reduced.</p>	valuation)					<p>our brand value and share price. Intesa Sanpaolo is recognized as a bank that cares about the environment through direct actions on its energy profile and through a wide range of products and services. In case our commitment to the protection of the environment should be perceived as falling by some NGOs or ESG rating agencies we could be accused to be not coherent. Also the trust of our clients would fall, reducing our market share.</p>	<p>through the management tools for the application of the Code of Ethics and through the process of the Sustainability Report. Since 2010 we have implemented a structured way of listening to NGOs with a focus on climate change issues. Intesa Sanpaolo adopts the Equator Principles and has integrated the principles into the internal credit processes. The engagement in environment and climate-related working groups and initiatives (UNEP FI, Italian Ministry of Environment, etc.) allows us to participate in the dialogue with peers and partners.</p>	<p>managing these reputational issues as are part of our core environmental and social risk process. We can consider the cost of the consultancy dedicated to Equator Principles related activities, which amounts to around 40,000 Euro.</p>

Risk driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated Financial Implications	Management method	Cost of management
Fluctuating socio-economic conditions	The new European regulations require that states and their citizens pay more and more attention to the environment and the achievement of targets, with greater spending on this sector. On the other hand, in Italy in recent years many floods and hailstorms have occurred and, added to the European crisis, have reduced the economic capacity of citizens.	Wider social disadvantages	1 to 3 years	Indirect (Client)	More likely than not	Low-medium	Climate change may have big impacts on the economy and could deplete the populations affected by natural disasters which, having no guarantees, may have limited access to credit	The environmental emergencies of 2013 once again saw Intesa Sanpaolo working alongside households and economic operators. Measures were taken both through ad hoc loans and the suspension of the instalments payable for existing loans.	The costs associated with the economy crisis and the natural disaster in Italy are difficult to quantify. A total of 95 million euro was disbursed overall and 639 suspensions were activated, for a corresponding amount of approximately 83 million.

CC5.1d

Please explain why you do not consider your company to be exposed to risks driven by changes in regulation that have the potential to generate a substantive change in your business operations, revenue or expenditure

CC5.1e

Please explain why you do not consider your company to be exposed to risks driven by physical climate parameters that have the potential to generate a substantive change in your business operations, revenue or expenditure

CC5.1f

Please explain why you do not consider your company to be exposed to risks driven by changes in other climate-related developments that have the potential to generate a substantive change in your business operations, revenue or expenditure

Further Information

Page: CC6. Climate Change Opportunities

CC6.1

Have you identified any climate change opportunities that have the potential to generate a substantive change in your business operations, revenue or expenditure? Tick all that apply

- Opportunities driven by changes in regulation
- Opportunities driven by changes in physical climate parameters
- Opportunities driven by changes in other climate-related developments

CC6.1a

Please describe your opportunities that are driven by changes in regulation

Opportunity driver	Description	Potential impact	Timeframe	Direct/Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
International agreements	New international agreements could lead to competitive advantages for the Bank in terms of capacity to quickly respond to new requirements due to the wide activity of engagement with public institutions.	Reduced capital costs	1 to 3 years	Direct	Likely	Medium	Intesa Sanpaolo could have competitive advantages both in terms of lower costs of compliance thanks to the activities of early involvement with international institutions and in terms of brand visibility.	Intesa Sanpaolo, through its commitment in many public frameworks, has reached a wide experience and knowledge on climate change issues. Consequently, the bank participates in the major events in the energy field promoting the importance of financing the renewable energy sector, disseminating information about the regulatory framework and presenting its own best practices. The Energy Manager also gives classes at the	We can mention the expenses for the participation in the energy trade fairs and events, amounted in 2013 to around 100,000 Euro.

Opportunity driver	Description	Potential impact	Timeframe	Direct/Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
								university, to spread knowledge and awareness about climate change issues to students.	
International agreements	Post Kyoto decisions, if defined, could bring with them the opportunity to design new financial products responding to the new rules, helping our clients to face them.	New products/business services	3 to 6 years	Indirect (Client)	Very likely	Medium	In support of renewable energy in the Mediterranean area, Intesa Sanpaolo joined, as associate partner, "Desertec Industrial Initiative", the partnership among some of the leading industrial and financial companies in Europe and the Middle East and North Africa area (MENA).	Studies and pilot projects are widely performed by the Bank, in order to be ready for new market conditions. Researches on environmental and energy issues are also an important tool in order to make informed decisions and develop skills relevant to our reference territories. Intesa Sanpaolo is convinced that support the development of technologies and fuels with low carbon	Research and update on legislation involve different departments of the bank. We can estimate a cost for management of approximately 135,000 Euro corresponding to 3 FTE. The researches and studies conducted by Studi e Ricerche per il Mezzogiorno cost in 2013 approximately 70,000 Euro. The initiative Desertec's cost of annual membership is

Opportunity driver	Description	Potential impact	Timeframe	Direct/Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
								content is essential for the transaction to a more sustainable economy.	75,000 Euro.
Air pollution limits	Current or anticipated regulatory requirements offer opportunities because they can create a wider market for banking products in favour of renewable energy and energy efficiency and banking products for the upgrade of plants in order to meet air pollution limits.	Increased demand for existing products/services	1 to 3 years	Indirect (Client)	Very likely	Medium	New regulatory requirements offer the opportunity to expand the market in the field of renewable energy with positive financial impacts in terms of revenues.	Despite the downward trend of the regulatory framework linked to renewable energy incentives, the Bank continues to provide a wide range of environmental and energy efficiency products.	Costs related to these activities are integrated into the company budgets.
Carbon taxes	Higher taxes on carbon emissions create the opportunity to offer customers	New products/business services	1 to 3 years	Indirect (Client)	Likely	Medium	Financial positive implications are related to the possibility to increase revenues from	To fight against climate change, renewable energy and fuel efficiency are two related strategic tools.	Costs related to these activities are integrated into the company budgets.

Opportunity driver	Description	Potential impact	Timeframe	Direct/Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
	<p>consultancy services about energy efficiency and reducing emissions. The opportunity to finance renewable energy plants is also noteworthy.</p>						<p>consultancy and financing customers in changing their old technologies and plants.</p>	<p>Mediocredito Italiano, our company specialized in consulting and customized financing, supports the growth of a sector so strategic for the Italian economy by providing high-level specialized skills to entrepreneurs. A specific desk, so called Desk Energy, offers advice to all entrepreneurs who are planning to invest in renewable energy or energy efficiency projects. It has developed evaluation models to analyze the technological characteristics of projects as</p>	

Opportunity driver	Description	Potential impact	Timeframe	Direct/Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
								well as the specific environmental aspects, allowing for a more accurate service, not only from a purely financial point of view, but also from the technical and industrial perspective.	
Emission reporting obligations	Being certified and reporting under GRI rules (also in 2014 we received the A+ from the GRI itself) Intesa Sanpaolo has a good expertise in reporting emissions. Eventual obligations will create the opportunity to find our Bank	Reduced operational costs	Up to 1 year	Direct	Very likely	Low-medium	Financial implications related to the possible changes in the reporting obligations are connected to savings in the implementation of new systems, because we are already up to date, and to effective savings in energy consumption due to the actions taken.	Intesa Sanpaolo monitors and reports consumption and emissions for several years, creating a comprehensive database and reaching a good level precision. Following our Sustainable Energy Action Plan (SEAP) we have been improving our expertise in monitoring the	Costs related to these activities are integrated into the Planning and Control Department budget.

Opportunity driver	Description	Potential impact	Timeframe	Direct/Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
	<p>between the front runner, with reputational and operational advantages.</p>							<p>environmental performance and we have been verifying the targets fixed in the fields of energy use, emissions, paper and water consumption. According to the Plan, systematic and computerised monthly accounting of electricity consumption are in place as well as energy saving plans for the main operational facilities of the Bank that envisage the progressive reduction of electricity consumption. To achieve this result it was decided both to act on the management optimisation of</p>	

Opportunity driver	Description	Potential impact	Timeframe	Direct/Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
								the technological systems and to promote a greater energy efficiency for branch decor and furnishing. With this activity Intesa Sanpaolo has saved over 48 million Euro in the past four years.	
Product efficiency regulations and standards	The introduction of efficiency regulations and standards for improving efficiency will produce in the long term cost savings for the Bank as well as consistent emissions reduction.	Reduced operational costs	1 to 3 years	Direct	Likely	Medium	Standards for improving efficiency produce in the long term cost savings as well as emissions cut. Thanks to public incentives available in Italy, Intesa Sanpaolo has received in the period 2009-2013 deductions on taxes for more than 18 million euro related to interventions	Among the various initiatives, which include interventions to optimize the management of technological systems and significant electricity savings obtained by the remote switch-off procedure for almost all PCs at the branches during the night and holidays, a policy was	Examples of costs sustained for the improvement of standards are those related to the installation of those systems aimed at automate the switching off of lights in the branches. In 2013 about 500 systems have been installed corresponding to a cost of

Opportunity driver	Description	Potential impact	Timeframe	Direct/Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
							for the energy efficiency of its buildings.	adopted to gradually replace all office equipment with more energy-efficient models. Implementation of this policy has generated a cumulative reduction in electricity consumption of 18.8 GWh since 2008.	approximately 50,000 Euro.
Cap and trade schemes	Intesa Sanpaolo is interested in finding new opportunities to offer its client carbon trading services.	New products/business services	1 to 3 years	Indirect (Client)	Likely	Low-medium	All the policy decisions regarding carbon market and cap and trade schemes have direct financial implications for both the bank and the clients. Carbon trading is a very interesting financial market. It is also important being able to assess clients'	Studies and pilot projects are widely performed by the Bank, in order to be ready for new market conditions. Researches on environmental and energy issues are also an important tool in order to make informed decisions and develop skills relevant to our	In the course of 2013 and in early 2014 we commissioned a consulting firm specializing in environmental issues two studies (on coal sector and waste to energy) to highlight international best practices and investigate specific

Opportunity driver	Description	Potential impact	Timeframe	Direct/Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
							exposure to the issue and pricing this risk in the transactions and in the new products offered.	reference territories.	legislation. These studies cost about 40,000 Euro each.
Product efficiency regulations and standards	New legislations regarding building efficiency represent an opportunity to support greater investments of our customers, through specific loans. In case of public incentives to increase the sustainability of buildings, the bank has the opportunity to better promote these kind of loans. A new	New products/business services		Indirect (Client)	Very likely	Low	The Bank has the opportunity to promote new kind of mortgages. For examples wooden houses have an added value compared to the traditional ones because they ensure a high energy efficiency and durability, with very low maintenance costs, a healthiness of the internal microclimate. For these reasons, their spread is growing tremendously and the	Intesa Sanpaolo has launched during the recent years many loans to finance the improvement of energy efficiency in customers' buildings and also offers dedicated consultancy and services. In early 2013 the range of mortgage solutions has been enriched with the ability to finance the purchase, construction or renovation of prefabricated wooden	Costs related to these activities are integrated into the company budgets.

Opportunity driver	Description	Potential impact	Timeframe	Direct/Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
	kind of mortgage has been recently launched, specific for wooden houses. The willingness to fund this type of real estate investment enables us to meet new forms of housing needs and represents an opportunity for business development in the sector of retail mortgages.						opportunity for the Bank to finance the purchase of wooden houses is very attractive.	houses. This new mortgage represents a further evidence of the attention paid by the Intesa Sanpaolo Group to environmental issues and sustainable use of resources, and allows us to meet the needs of customers that are particularly sensitive to the principles of eco-sustainability.	

CC6.1b

Please describe the opportunities that are driven by changes in physical climate parameters

Opportunity driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
Change in mean (average) temperature	Intesa Sanpaolo uses detailed data base containing average and real temperatures in order to better measure consumption and correctly evaluate variations and best practices. Change in temperature will be incorporated into the data base without difficulty.	Reduced operational costs	Up to 1 year	Direct	Very likely	Medium	The ability to schedule correctly the data logger with the right expected temperatures allows significant cost savings. Since late 2011 we have implemented an application called "thermic check-up procedure" in many buildings and branches, which enables to assess both the management of heating installations and the adequacy of the insulation on the building enclosure. Thanks to this new procedure it was possible to achieve about 8-9% reduction in heating consumption.	Intesa Sanpaolo uses Meteorology studies and internet websites with average temperature all over the world to be aware of the best data to use in its database	Installation of new dataloggers (542) generated a cost of 500,000 million euro in 2013 and the maintenance of the thermic check-up procedure had a cost of around 2,000 Euro.
Change in precipitation extremes and droughts	Strong precipitation and hailstorm are very	New products/business services	Up to 1 year	Indirect (Client)	Very likely	Medium	Agriventure is the Group's company which provides	Agriventure anticipates funds to consortia of	Costs in this area are represented by the investment

Opportunity driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
	dangerous for agriculture and could affect financially the business sector. This in turn represents an opportunity for Intesa Sanpaolo to develop specialized advisory services.						advisory services to the food farming, agro-industrial and agro-energy sectors. Agriventure activities are intrinsic to environmental protection issues, as companies in this sector are those mainly responsible for maintaining the delicate environmental balance and for the promotion of rural areas, so much so that the Bank's financing operations often integrate EU funds aimed at the promotion and development of rural areas.	production defence so that they can anticipate the direct producers.	needed to start and maintain a new company specializing in the sector.
Snow and ice	Strong precipitation and hailstorm are very dangerous for agriculture and	New products/business services	Up to 1 year	Indirect (Client)	Very likely	Medium	Agriventure is the Group's company which provides advisory services to the food	Agriventure anticipates funds to consortia of production defence so that	Costs in this area are represented by the investment needed to start and maintain a

Opportunity driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
	could affect financially the business sector. Intesa Sanpaolo can take the opportunity to offer its clients products and services to help counteract these occurrences.						farming, agro-industrial and agro-energy sectors. Agriventure activities are intrinsic to environmental protection issues, as companies in this sector are those mainly responsible for maintaining the delicate environmental balance and for the promotion of rural areas, so much so that the Bank's financing operations often integrate EU funds aimed at the promotion and development of rural areas.	they can anticipate the direct producers.	new company specializing in the sector.
Other physical climate opportunities	Weather and catastrophic events can damage photovoltaic plants, houses and cars. Intesa	Increased demand for existing products/services	1 to 3 years	Indirect (Client)	Very likely	Low-medium	The opportunity to sell insurance products linked to weather events leads to an increase in revenues.	The Group's insurance company (Intesa Sanpaolo Assicura) is integrating the risk of weather	In order to implement the policy for the photovoltaic systems we have had 35,000 euros of costs linked to the

Opportunity driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
	Sanpaolo provides specific insurance products to cover this risk.							events in many insurance policies for houses and cars. In addition a specific policy assurance for PV systems linked to a small business investment for photovoltaic plants, was implemented.	software implementation.

CC6.1c

Please describe the opportunities that are driven by changes in other climate-related developments

Opportunity driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
Reputation	As a proof of the quality of the initiatives in the climate change area performed by Intesa Sanpaolo, in recent years the Bank has	Increased stock price (market valuation)	Up to 1 year	Direct	Virtually certain	Medium-high	A better reputation leads to an advantage in terms of share price and positive financial implications connected to the opportunity for the Bank to further enhance its position	Intesa Sanpaolo attentively monitors the opportunity to participate in events promoting best practices, rewards or	There aren't specific costs related to these activities also because the participation in competitions do not include special fees that must be

Opportunity driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
	received a series of important awards. Being active in the mitigation of climate change potential effects could also be attractive for SRI investors, causing a potential growth in the stock price.						in the market.	conventions. For example Intesa Sanpaolo has participated to the Green Globe Banking Award 2013 in the section "Direct impacts" and won the first prize for the project " Branch energy almost 0" in which we described the realization of the branch in Venice Marghera with innovative technological solutions able to ensure high environmental standards and the optimization of energy consumption.	paid. Costs are mostly related to the actions put in place to reduce our emissions and to develop best practices in the environmental field that are reported in the question 3.3b.
Changing consumer behaviour	All the new services provided to clients (on line reporting of their current account	New products/business services	Up to 1 year	Indirect (Client)	Likely	Medium-high	If customers are more sensitive to the climate change issue they will probably choose a bank that can demonstrate to be sensitive as well and	Intesa Sanpaolo is constantly working to find out best practices and cooperates with innovative	Costs related to these activities are integrated into the company budgets.

Opportunity driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications	Management method	Cost of management
	operations, tablets for the digital signature, branches with 0 emissions) will be very attractive for customers sensitive to the issue. Also the offer of new products can take advantage of the growing awareness of customers .						that can offer them concrete solutions to reduce emissions (on line reporting, digital signature, etc). Financial implications are very positive both in terms of customers attraction/retention and in terms of savings in paper and energy consumption.	companies and environmental NGOs to stay ahead in the most efficient technology and organizational processes. In the car insurance field a new opportunity has been proposed to customers sensitive to environmental issues: customers who run les that 5,000 km get a discount of up to 25% of the insurance premium.	

CC6.1d

Please explain why you do not consider your company to be exposed to opportunities driven by changes in regulation that have the potential to generate a substantive change in your business operations, revenue or expenditure

CC6.1e

Please explain why you do not consider your company to be exposed to opportunities driven by physical climate parameters that have the potential to generate a substantive change in your business operations, revenue or expenditure

CC6.1f

Please explain why you do not consider your company to be exposed to opportunities driven by changes in other climate-related developments that have the potential to generate a substantive change in your business operations, revenue or expenditure

Further Information

Module: GHG Emissions Accounting, Energy and Fuel Use, and Trading

Page: CC7. Emissions Methodology

CC7.1

Please provide your base year and base year emissions (Scopes 1 and 2)

Base year	Scope 1 Base year emissions (metric tonnes CO2e)	Scope 2 Base year emissions (metric tonnes CO2e)
------------------	---	---

Base year	Scope 1 Base year emissions (metric tonnes CO2e)	Scope 2 Base year emissions (metric tonnes CO2e)
Sun 01 Jan 2012 - Mon 31 Dec 2012	58993.85	54539.09

CC7.2

Please give the name of the standard, protocol or methodology you have used to collect activity data and calculate Scope 1 and Scope 2 emissions

Please select the published methodologies that you use
ABI Energia Linee Guida
Other

CC7.2a

If you have selected "Other" in CC7.2 please provide details of the standard, protocol or methodology you have used to collect activity data and calculate Scope 1 and Scope 2 emissions

National Inventory Report 2013 - UNFCCC
Common Reporting Format 2013 - UNFCCC
International Environment Agency (IEA)

CC7.3

Please give the source for the global warming potentials you have used

Gas	Reference
CO2	IPCC Fourth Assessment Report (AR4 - 100 year)
N2O	IPCC Fourth Assessment Report (AR4 - 100 year)
CH4	IPCC Fourth Assessment Report (AR4 - 100 year)

CC7.4

Please give the emissions factors you have applied and their origin; alternatively, please attach an Excel spreadsheet with this data at the bottom of this page

Fuel/Material/Energy	Emission Factor	Unit	Reference
Diesel/Gas oil	2.65	kg CO2e per liter	UNFCCC and International Environment Agency (IEA) - Relevant country: Italy
Electricity	0.395	Other: kg CO2e per kWh	UNFCCC and International Environment Agency (IEA) - Relevant country: Italy
Natural gas	1.957	Other: kg CO2e per m3	UNFCCC and International Environment Agency (IEA) - Relevant country: Italy

Further Information

Please find attached excel spread sheet with the list of emission factors applied.

Attachments

Page: CC8. Emissions Data - (1 Jan 2013 - 31 Dec 2013)

CC8.1

Please select the boundary you are using for your Scope 1 and 2 greenhouse gas inventory

Financial control

CC8.2

Please provide your gross global Scope 1 emissions figures in metric tonnes CO₂e

59041.07

CC8.3

Please provide your gross global Scope 2 emissions figures in metric tonnes CO₂e

52695.98

CC8.4

Are there any sources (e.g. facilities, specific GHGs, activities, geographies, etc.) of Scope 1 and Scope 2 emissions that are within your selected reporting boundary which are not included in your disclosure?

Yes

CC8.4a

Please provide details of the sources of Scope 1 and Scope 2 emissions that are within your selected reporting boundary which are not included in your disclosure

Source	Relevance of Scope 1 emissions from this source	Relevance of Scope 2 emissions excluded from this source	Explain why the source is excluded
Hydrofluorocarbons (HFCs)	Emissions are not relevant	No emissions from this source	The hydrofluorocarbons are greenhouse gases not relevant for our business and are present in a very small number of facilities, making it difficult to gather data.

CC8.5

Please estimate the level of uncertainty of the total gross global Scope 1 and 2 emissions figures that you have supplied and specify the sources of uncertainty in your data gathering, handling and calculations

Scope 1 emissions: Uncertainty range	Scope 1 emissions: Main sources of uncertainty	Scope 1 emissions: Please expand on the uncertainty in your data	Scope 2 emissions: Uncertainty range	Scope 2 emissions: Main sources of uncertainty	Scope 2 emissions: Please expand on the uncertainty in your data
More than 5% but less than or equal to 10%	Data Gaps Assumptions Extrapolation Data Management	Although we have extended a data collection also in our international network, we still have challenges in getting all the data across the whole organizational structure. We use estimates where data are not available due to a lack of information. We can have some	More than 2% but less than or equal to 5%	Data Gaps Assumptions Extrapolation Data Management	Although we have implemented a data collection in our international network, we still have challenges in getting all the data across the foreign networks and Italian societies. We use estimates where data are not available due to a lack of information. We can have

Scope 1 emissions: Uncertainty range	Scope 1 emissions: Main sources of uncertainty	Scope 1 emissions: Please expand on the uncertainty in your data	Scope 2 emissions: Uncertainty range	Scope 2 emissions: Main sources of uncertainty	Scope 2 emissions: Please expand on the uncertainty in your data
		uncertainty due to errors in billing by fuel suppliers, errors of attribution of invoices or errors in data entry or extrapolations, in particular for natural gas for heating. In general the Bank attempts to continually increase the amount of actual data available.			some uncertainty due to errors in billing for gas and diesel for heating in condominiums: data can be not accurate and we can have some errors in data entry or extrapolations. With reference to electricity from traditional sources in this case, although a low incidence, we can have some troubles due to errors of attribution of invoices or in billing by suppliers.

CC8.6

Please indicate the verification/assurance status that applies to your reported Scope 1 emissions

Third party verification or assurance complete

CC8.6a

Please provide further details of the verification/assurance undertaken for your Scope 1 emissions, and attach the relevant statements

Type of verification or assurance	Attach the statement	Page/section reference	Relevant standard	Proportion of reported Scope 1 emissions verified (%)
Limited assurance	https://www.cdp.net/sites/2014/63/9363/Investor CDP 2014/Shared Documents/Attachments/CC8.6a/Attestazione KPMG inglese.pdf		ISAE3000	100
Limited assurance	https://www.cdp.net/sites/2014/63/9363/Investor CDP 2014/Shared Documents/Attachments/CC8.6a/Intesa_SanPaolo_VS_GHGI_5RU.pdf		ISO14064-3	1
Limited assurance	https://www.cdp.net/sites/2014/63/9363/Investor CDP 2014/Shared Documents/Attachments/CC8.6a/CDP2014_ISP_KPMG.pdf		ISAE3000	100

CC8.6b

Please provide further details of the regulatory regime to which you are complying that specifies the use of Continuous Emissions Monitoring Systems (CEMS)

Regulation	% of emissions covered by the system	Compliance period	Evidence of submission

CC8.7

Please indicate the verification/assurance status that applies to your reported Scope 2 emissions

Third party verification or assurance complete

CC8.7a

Please provide further details of the verification/assurance undertaken for your Scope 2 emissions, and attach the relevant statements

Type of verification or assurance	Attach the statement	Page/Section reference	Relevant standard	Proportion of Scope 2 emissions verified (%)
Limited assurance	https://www.cdp.net/sites/2014/63/9363/Investor_CDP_2014/Shared Documents/Attachments/CC8.7a/Attestazione KPMG inglese.pdf		ISAE3000	100
Limited assurance	https://www.cdp.net/sites/2014/63/9363/Investor_CDP_2014/Shared Documents/Attachments/CC8.7a/Intesa_SanPaolo_VS_GHGI_5RU.pdf		ISO14064-3	2
Limited assurance	https://www.cdp.net/sites/2014/63/9363/Investor_CDP_2014/Shared Documents/Attachments/CC8.7a/CDP2014_ISP_KPMG.pdf		ISAE3000	100

CC8.8

Please identify if any data points other than emissions figures have been verified as part of the third party verification work undertaken

Additional data points verified	Comment
Year on year change in emissions (Scope 1)	These data are included in the Sustainability Report that is reviewed by independent auditors.
Year on year change in emissions (Scope 2)	These data are included in the Sustainability Report that is reviewed by independent auditors.
Year on year change in emissions (Scope 3)	These data are included in the Sustainability Report that is reviewed by independent auditors.
Year on year emissions intensity figure	These data are included in the Sustainability Report that is reviewed by independent auditors.
Emissions reduction activities	These data are included in the Sustainability Report that is reviewed by independent auditors.

CC8.9

Are carbon dioxide emissions from biologically sequestered carbon relevant to your organization?

No

CC8.9a

Please provide the emissions from biologically sequestered carbon relevant to your organization in metric tonnes CO2

Further Information

Page: CC9. Scope 1 Emissions Breakdown - (1 Jan 2013 - 31 Dec 2013)

CC9.1

Do you have Scope 1 emissions sources in more than one country?

Yes

CC9.1a

Please break down your total gross global Scope 1 emissions by country/region

Country/Region	Scope 1 metric tonnes CO2e
-----------------------	-----------------------------------

Country/Region	Scope 1 metric tonnes CO2e
Italy	44571.41
Albania	121.73
Serbia	979.05
Egypt	1323.41
Slovenia	611.19
Hungary	1638.25
Russia	2276.43
Ireland	0.40
Luxembourg	1170.32
Croatia	961.03
Switzerland	31.17
Romania	949.85
Bosnia and Herzegovina	218.45
Slovakia	3083.19
Ukraine	1105.19

CC9.2

Please indicate which other Scope 1 emissions breakdowns you are able to provide (tick all that apply)

- By GHG type
- By legal structure

CC9.2a

Please break down your total gross global Scope 1 emissions by business division

Business division	Scope 1 emissions (metric tonnes CO2e)

CC9.2b

Please break down your total gross global Scope 1 emissions by facility

Facility	Scope 1 emissions (metric tonnes CO2e)	Latitude	Longitude

CC9.2c

Please break down your total gross global Scope 1 emissions by GHG type

GHG type	Scope 1 emissions (metric tonnes CO2e)
CO2	58598
CH4	73
N2O	370

CC9.2d

Please break down your total gross global Scope 1 emissions by activity

Activity	Scope 1 emissions (metric tonnes CO2e)
----------	--

CC9.2e

Please break down your total gross global Scope 1 emissions by legal structure

Legal structure	Scope 1 emissions (metric tonnes CO2e)
Parent company and subsidiaries under financial control including leased assets treated as assets of the consolidated group for financial accounting purposes, Part 1	59041.07
Joint ventures, Part 1	
Associates, Part 2	
Emissions from operationally controlled and/or other entities/activities/facilities, Part 2	

Further Information

Page: CC10. Scope 2 Emissions Breakdown - (1 Jan 2013 - 31 Dec 2013)

CC10.1

Do you have Scope 2 emissions sources in more than one country?

Yes

CC10.1a

Please break down your total gross global Scope 2 emissions and energy consumption by country/region

Country/Region	Scope 2 metric tonnes CO2e	Purchased and consumed electricity, heat, steam or cooling (MWh)	Purchased and consumed low carbon electricity, heat, steam or cooling accounted for CC8.3 (MWh)
Italy	7778.93	410375.94	381085.57
Albania	18.06	2006.25	0
Serbia	10319.63	13129.30	0
Egypt	8326.00	18139.44	0
Slovenia	1435.63	4655.35	49.17
Hungary	4727.61	14873.50	0
Russia	2135.16	4874.80	0
Ireland	51.60	165.87	0
Luxembourg	702.03	1804.70	0
Croatia	7931.95	34834.60	0
Switzerland	2.09	67.53	0
Romania	1696.20	3900.84	0
Bosnia and Herzegovina	2067.44	2118.27	0
Slovakia	2677.34	21772.45	2437.74
Ukraine	2826.32	6239.12	0

CC10.2

Please indicate which other Scope 2 emissions breakdowns you are able to provide (tick all that apply)

By legal structure

CC10.2a

Please break down your total gross global Scope 2 emissions by business division

Business division	Scope 2 emissions (metric tonnes CO2e)
-------------------	--

CC10.2b

Please break down your total gross global Scope 2 emissions by facility

Facility	Scope 2 emissions (metric tonnes CO2e)
----------	--

CC10.2c

Please break down your total gross global Scope 2 emissions by activity

Activity	Scope 2 emissions (metric tonnes CO2e)
----------	--

CC10.2d

Please break down your total gross global Scope 2 emissions by legal structure

Legal structure	Scope 2 emissions (metric tonnes CO2e)
-----------------	--

Legal structure	Scope 2 emissions (metric tonnes CO2e)
Parent company and subsidiaries under financial control including leased assets treated as assets of the consolidated group for financial accounting purposes, Part 1	52695.98
Joint ventures, Part 1	
Associates, Part 2	
Emissions from operationally controlled and/or other entities/activities/facilities, Part 2	

Further Information

Page: **CC11. Energy**

CC11.1

What percentage of your total operational spend in the reporting year was on energy?

More than 0% but less than or equal to 5%

CC11.2

Please state how much fuel, electricity, heat, steam, and cooling in MWh your organization has purchased and consumed during the reporting year

Energy type	MWh
Fuel	269930
Electricity	506459
Heat	30366
Steam	0
Cooling	0

CC11.3

Please complete the table by breaking down the total "Fuel" figure entered above by fuel type

Fuels	MWh
Diesel/Gas oil	51911
Natural gas	208459
Motor gasoline	9559

CC11.4

Please provide details of the electricity, heat, steam or cooling amounts that were accounted at a low carbon emission factor in the Scope 2 figure reported in CC8.3

Basis for applying a low carbon emission factor	MWh associated with low carbon electricity, heat, steam or cooling	Comment
Non-grid connected low carbon electricity generation owned by company, no instruments created	887.22	During the reporting period our onsite installations in Italy and Slovenia generated 887 MWh which were entirely consumed for our internal needs.
Tracking instruments, Guarantees of Origin	382685.26	In Italy from last year we buy electricity certified with RECS and GO (Guarantee of Origin) certifications. The new GO Certificate correspond to 1 MWh of renewable energy. This certificate is issued for the electricity that is fed into the grid by qualified plants IGO (ex ICO-FER), and therefore this Certificate can be transferred from the energy producer directly to the buyers. The Italian GSE - (Electricity Services Operator) verified and ascertained the correspondence between the renewable energy produced and that one placed on the market.

Further Information

Sample of GO certificate

Attachments

[https://www.cdp.net/sites/2014/63/9363/Investor CDP 2014/Shared Documents/Attachments/InvestorCDP2014/CC11.Energy/005 INTESA SAN PAOLO SPA.pdf](https://www.cdp.net/sites/2014/63/9363/Investor%20CDP%202014/Shared%20Documents/Attachments/InvestorCDP2014/CC11.Energy/005%20INTESA%20SAN%20PAOLO%20SPA.pdf)

Page: CC12. Emissions Performance

CC12.1

How do your gross global emissions (Scope 1 and 2 combined) for the reporting year compare to the previous year?

Decreased

CC12.1a

Please identify the reasons for any change in your gross global emissions (Scope 1 and 2 combined) and for each of them specify how your emissions compare to the previous year

Reason	Emissions value (percentage)	Direction of change	Comment
Emissions reduction activities	6.7	Decrease	The Intesa Sanpaolo Group continued to limit energy consumption in 2013, through management optimisation actions and energy efficiency measures. The results confirm the important consumption reduction trend achieved in these years: electricity consumption, the energy most used in Italy due to the high level of automation and widespread use of heat pumps, showed a further reduction. This result was obtained through reductions in the scope as well as with energy efficiency measures and was achieved despite the extension of opening hours until 8:00 pm and opening on Saturday morning at over 500 Flexi Branches
Divestment			
Acquisitions			

Reason	Emissions value (percentage)	Direction of change	Comment
Mergers			
Change in output	4.4	Increase	This increasing is due to a more accurate census of square meters.
Change in methodology	0.8	Increase	This increasing can be traced back to the update of processing factors following the evolution of energy production systems which take into account, in addition to greenhouse gases directly traced in equivalent CO2 (GWP), also the most significant gases indirectly involved: sulphur dioxide (SO2) and nitrogen oxides (NOX). The methodology that we have used is described in the Abi guidelines that we have contributed to write.
Change in boundary			
Change in physical operating conditions			
Unidentified			
Other			

CC12.2

Please describe your gross global combined Scope 1 and 2 emissions for the reporting year in metric tonnes CO2e per unit currency total revenue

Intensity figure	Metric numerator	Metric denominator	% change from previous year	Direction of change from previous year	Reason for change
0.000006857	metric tonnes CO2e	unit total revenue	8	Increase	The intensity figure per unit total revenue (total operating income) in 2012 was 0.000006349. This increase of intensity figure is mainly due to a decrease of the total operating income of about 9%, partly caused by the economic crisis of recent years.

CC12.3

Please describe your gross global combined Scope 1 and 2 emissions for the reporting year in metric tonnes CO₂e per full time equivalent (FTE) employee

Intensity figure	Metric numerator	Metric denominator	% change from previous year	Direction of change from previous year	Reason for change
1.169323590	metric tonnes CO ₂ e	FTE employee	0.4	Increase	The intensity figure for FTE in 2012 was 1.164428536. Even though the total FTE decreased by 2%, the increase of the intensity figure is due to the fact that there was not an equal reduction of buildings and consequently of emissions.

CC12.4

Please provide an additional intensity (normalized) metric that is appropriate to your business operations

Intensity figure	Metric numerator	Metric denominator	% change from previous year	Direction of change from previous year	Reason for change
0.028811418	metric tonnes CO ₂ e	square meter	6	Decrease	The intensity figure for FTE in 2012 was 0.030653793. The decrease of this intensity figure is mainly due to a more accurate census of square meters, which results in a 5% increase of square metres.

Further Information

CC13.1

Do you participate in any emissions trading schemes?

No, and we do not currently anticipate doing so in the next 2 years

CC13.1a

Please complete the following table for each of the emission trading schemes in which you participate

Scheme name	Period for which data is supplied	Allowances allocated	Allowances purchased	Verified emissions in metric tonnes CO2e	Details of ownership

CC13.1b

What is your strategy for complying with the schemes in which you participate or anticipate participating?

CC13.2

Has your organization originated any project-based carbon credits or purchased any within the reporting period?

No

CC13.2a

Please provide details on the project-based carbon credits originated or purchased by your organization in the reporting period

Credit origination or credit purchase	Project type	Project identification	Verified to which standard	Number of credits (metric tonnes of CO2e)	Number of credits (metric tonnes CO2e): Risk adjusted volume	Credits cancelled	Purpose, e.g. compliance
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Further Information

Page: **CC14. Scope 3 Emissions**

CC14.1

Please account for your organization's Scope 3 emissions, disclosing and explaining any exclusions

Sources of Scope 3 emissions	Evaluation status	metric tonnes CO2e	Emissions calculation methodology	Percentage of emissions calculated using primary data	Explanation
Purchased goods and services	Relevant, calculated	15686.38	For the calculation of GHG emissions related to the consumption of paper a methodology based on the life cycle assessment (LCA) of the paper has been adopted. This model considers the different types of paper used by Intesa Sanpaolo (FSC paper, recycled paper – de-inked or not) and the main stages of its product life. In correspondence of each stage a specific emission factor has been identified for the calculation of the GWP (in accordance with Database Ecoinvent 2.2): - production of paper	100.00%	In 2012 we decided to certify about 200 branches and 1 building in the environment and energy management system scope also according to ISO 14064. In this context, we have calculated the CO2 emissions resulting from the use of paper in the certified sites. Since 2013 we decided to extend the calculation of GHG emissions related to the consumption of paper of all the Intesa Sanpaolo Group.

Sources of Scope 3 emissions	Evaluation status	metric tonnes CO2e	Emissions calculation methodology	Percentage of emissions calculated using primary data	Explanation
			(from 0.83 to 1.56 gram CO2 eq/gram depending on the different type of paper) - transportation from the paper mill to the printer (from 0.01 to 0.14 gram CO2 eq/gram depending on the distance) - printing (0.30 gram CO2 eq/gram) - delivery of the documents (0.03 gram CO2 eq/gram) - disposal of the paper (0.12 gram CO2 eq/gram)		
Capital goods	Not evaluated				
Fuel-and-energy-related activities (not included in Scope 1 or 2)	Not relevant, explanation provided				We don't have fuel and energy consumption not included in Scope 1 or 2
Upstream transportation and distribution	Not relevant, explanation provided				The transportation of purchased goods is already reported on Scope 3 - (Purchased good and services) since emissions from transportation are already included in the cradle-to-gate emissions of purchased products.
Waste generated in operations	Relevant, calculated	250.06	In 2014 Intesa Sanpaolo has developed its own carbon footprint on hazardous waste produced in Italy in 2013. The Carbon Footprint was performed using the standard reference GHG and in accordance with the IPCC guidelines for the implementation of the GWP calculation of CO2 equivalent emissions .	100.00%	
Business travel	Relevant, calculated	10952.47	Intesa Sanpaolo reports the business travel emissions arising from train, airplanes and personal cars. The model of data reporting adopted is designed in accordance with the GRI reporting standards and guidelines of ABLenergia for the application of the GRI environmental indicators in the banking sector. The model	100.00%	

Sources of Scope 3 emissions	Evaluation status	metric tonnes CO2e	Emissions calculation methodology	Percentage of emissions calculated using primary data	Explanation
			<p>allows for an analysis of mobility useful for the definition of actions and policies that, with regard also to the profiles of economic sustainability, may reduce CO2 emissions. Taking into account the specificity of Mobility Management in Intesa Sanpaolo a set of indicators related to corporate mobility has been defined, that allows to address GRI requests with regard to issues of mobility (EN3 and EN29) and adequately monitors them over time. Also the emission factor applied and the GWP values used to calculate emissions are included in these guidelines. The model is based on data related to the vectors used, transfers and video conferencing and data obtained through the application of appropriate coefficients. The analysis of environmental indicators in the Corporate Mobility in Intesa Sanpaolo - Italy shows that the most frequently used means of transport is the plane, followed by personal cars used for business trips and trips made by train. The first collection of data on the foreign banks perimeter appears adequate in relation to the use of plane and personal cars and not complete for trains as the information are, at the moment, not available in all foreign banks.</p>		
Employee commuting	Relevant, calculated	46683.9	<p>In 2014 we started to calculate emissions from employees commuting. Data derived from the questionnaire submitted in 2013 to the employees in 11 cities. 13.246 employees answered the questionnaire. Starting from the primary data we have applied the emission factors used per km for the Sustainability Report 2013, and properly integrated with the data</p>	100.00%	

Sources of Scope 3 emissions	Evaluation status	metric tonnes CO2e	Emissions calculation methodology	Percentage of emissions calculated using primary data	Explanation
			related to resources not accounted for in the Sustainability Report. Public transportation and shuttles, motorcycles, personal cars and trains have been considered.		
Upstream leased assets	Not relevant, explanation provided				In our consolidation approach we include the emissions from leased assets in Scope 1 and Scope 2.
Downstream transportation and distribution	Not relevant, explanation provided				The Intesa Sanpaolo Group doesn't produce goods that need downstream transportation and distribution
Processing of sold products	Not relevant, explanation provided				The Intesa Sanpaolo Group core business is to produce services for our customers. We don't use intermediate products by third parties.
Use of sold products	Relevant, not yet calculated				This figure represents emissions associated with customer use of computers for online banking. At the beginning of 2014 we have launched a project in order to calculate it for the next CDP questionnaire.
End of life treatment of sold products	Not relevant, explanation provided				The Intesa Sanpaolo Group doesn't produce goods that need an end of life treatment.
Downstream leased assets	Not relevant, explanation provided				Intesa Sanpaolo leases a very small number of buildings to services companies. We estimate that the emissions from these buildings are very few and therefore not relevant for the Scope 3.
Franchises	Not relevant, explanation provided				The Intesa Sanpaolo Group doesn't have franchises
Investments	Relevant, not yet calculated				
Other (upstream)					

Sources of Scope 3 emissions	Evaluation status	metric tonnes CO2e	Emissions calculation methodology	Percentage of emissions calculated using primary data	Explanation
Other (downstream)					

CC14.2

Please indicate the verification/assurance status that applies to your reported Scope 3 emissions

Third party verification or assurance complete

CC14.2a

Please provide further details of the verification/assurance undertaken, and attach the relevant statements

Type of verification or assurance	Attach the statement	Page/Section reference	Relevant standard	Proportion of Scope 3 emissions verified (%)
Limited assurance	https://www.cdp.net/sites/2014/63/9363/Investor_CDP_2014/Shared_Documents/Attachments/CC14.2a/Attestazione_KPMG_inglese.pdf	the entire document	ISAE3000	36
Limited assurance	https://www.cdp.net/sites/2014/63/9363/Investor_CDP_2014/Shared_Documents/Attachments/CC14.2a/Intesa_SanPaolo_VS_GHGI_5RU.pdf	the entire document	ISO14064-3	1
Limited assurance	https://www.cdp.net/sites/2014/63/9363/Investor_CDP_2014/Shared_Documents/Attachments/CC14.2a/CDP2014_ISP_KPMG.pdf	the entire document	ISAE3000	36

CC14.3

Are you able to compare your Scope 3 emissions for the reporting year with those for the previous year for any sources?

Yes

CC14.3a

Please identify the reasons for any change in your Scope 3 emissions and for each of them specify how your emissions compare to the previous year

Sources of Scope 3 emissions	Reason for change	Emissions value (percentage)	Direction of change	Comment
Business travel	Emissions reduction activities	21	Decrease	In 2013 Intesa Sanpaolo has been strongly committed to reduce emissions linked to transport. In particular, we have significantly reduced transport by air (-31.5%) and by car (-10%), while transport by train, the less polluting means of transport, has been slightly increased.
Business travel	Change in output	1.6	Decrease	The decrease can be attributed to the reduction of the workforce.
Business travel	Change in methodology	3.9	Decrease	Intesa Sanpaolo has participated actively in the working group of AbiLab, the Research and Innovation Centre promoted by the Italian Banking Association, with a view to define the "Guidelines on the application of the GRI (Global Reporting Initiative) environmental indicators in the Bank". Regarding business travel we have applied the prescriptions of this Guidelines and other international Institutes.
Purchased goods & services	Emissions reduction activities	3.6	Decrease	Compared with the previous year we have reduced emissions linked to the paper consumption, in particularly in the subsidiary Banks of the foreign network.
Purchased goods &	Change in output	1.9	Decrease	The decrease can be attributed to the reduction of the workforce.

Sources of Scope 3 emissions	Reason for change	Emissions value (percentage)	Direction of change	Comment
services				
Purchased goods & services	Change in methodology	0	No change	We have used the same methodology and emission factors to calculate the emissions from consumption of paper in 2012 and 2013.

CC14.4

Do you engage with any of the elements of your value chain on GHG emissions and climate change strategies? (Tick all that apply)

Yes, our suppliers
Yes, our customers

CC14.4a

Please give details of methods of engagement, your strategy for prioritizing engagements and measures of success

The stakeholder engagement activities carried out starting from 2007 with the objective of defining the sustainability strategies have been integrated with the broader business activities over time. Continuous dialogue with our stakeholders allows us to understand the emerging environmental and social issues, expectations, reputational and operational risks connected to the decision of not developing initiatives in specific sectors, as well as the new business opportunities for the Bank in identifying innovative markets. To ensure an effective and strategic engagement process, we have adopted the AA1000 standards of Accountability (Institute of Social and Ethical Accountability), international institute for research on sustainability. Each year, the engagement process is developed in close collaboration with the internal structures responsible for dialogue within the company: the Customer Satisfaction Service for customers, Internal Communications and Labour/Management Relations for employees, Goods and Services Procurement Department for suppliers and the Investor Relations Service for shareholders. This method allows us to integrate the sustainability expectations into the analyses carried out by the structures.

In order to comply with the three principles of AA1000APS (inclusion, materiality and responsiveness), a management model was designed to monitor the entire engagement process: stakeholder mapping, assessments of the quality of the engagement initiatives, the proposals and critical issues that have come to light, the Bank's action plan arising from the balance between corporate strategies and the opinions of different stakeholders.

Every year we reconsider both the stakeholder mapping (and related subcategories) and the issues strategic to the Bank which arose from previous stakeholder engagement activities and from the analysis by institutional sources external to the Bank on which the Group has decided to concentrate its efforts.

The findings of this management and monitoring tool provide a clear picture of risks and opportunities arising from commitments made by the Bank to its stakeholders. The analysis of these results becomes one of the main sources of input in the periodic formulation of the improvement objectives plan published in the Sustainability Report and for the fine-tuning of a continuous monitoring plan for priority areas.

In fact, the model allows certain summary reports to be created based on aspects emerging from the engagement. These reports help to identify priority areas, to monitor action taken by the Bank in response to stakeholders' needs and to plan future engagement initiatives.

Each year the CSR Unit evaluates the modalities of implementation depending on the type of engagement desired (operational or strategic), and also on the degree of maturity of the issue to be dealt with and on the extent of representation of the stakeholders to be engaged.

For example, for issues with a transversal impact on several activities of the Bank, such as climate change, methods more suitable to strategic engagement were selected (in-depth interviews and multistakeholder forums). On the contrary, for issues focused on a specific stakeholder such as quality of Intesa Sanpaolo "green" offering, methods such as quantitative questionnaires are more useful.

CC14.4b

To give a sense of scale of this engagement, please give the number of suppliers with whom you are engaging and the proportion of your total spend that they represent

Number of suppliers	% of total spend	Comment
5300	17%	Suppliers who in 2013 have been engaged by the Bank through the Supplier Portal were 5,300. They represent 17% of the total suppliers at the end of 2013. The Portal is an online system that allows companies to register to participate in contests, interact with our buyers and examine our documents, including the Code of Ethics.

CC14.4c

If you have data on your suppliers' GHG emissions and climate change strategies, please explain how you make use of that data

How you make use of the data	Please give details
We do not have any data	

CC14.4d

Please explain why you do not engage with any elements of your value chain on GHG emissions and climate change strategies, and any plans you have to develop an engagement strategy in the future

Further Information

Module: Sign Off

Page: CC15. Sign Off

CC15.1

Please provide the following information for the person that has signed off (approved) your CDP climate change response

Name	Job title	Corresponding job category
Valter Serrentino	Head of Corporate Social Responsibility	Environment/Sustainability manager

Further Information

CDP 2014 Investor CDP 2014 Information Request