



Group identity and profile



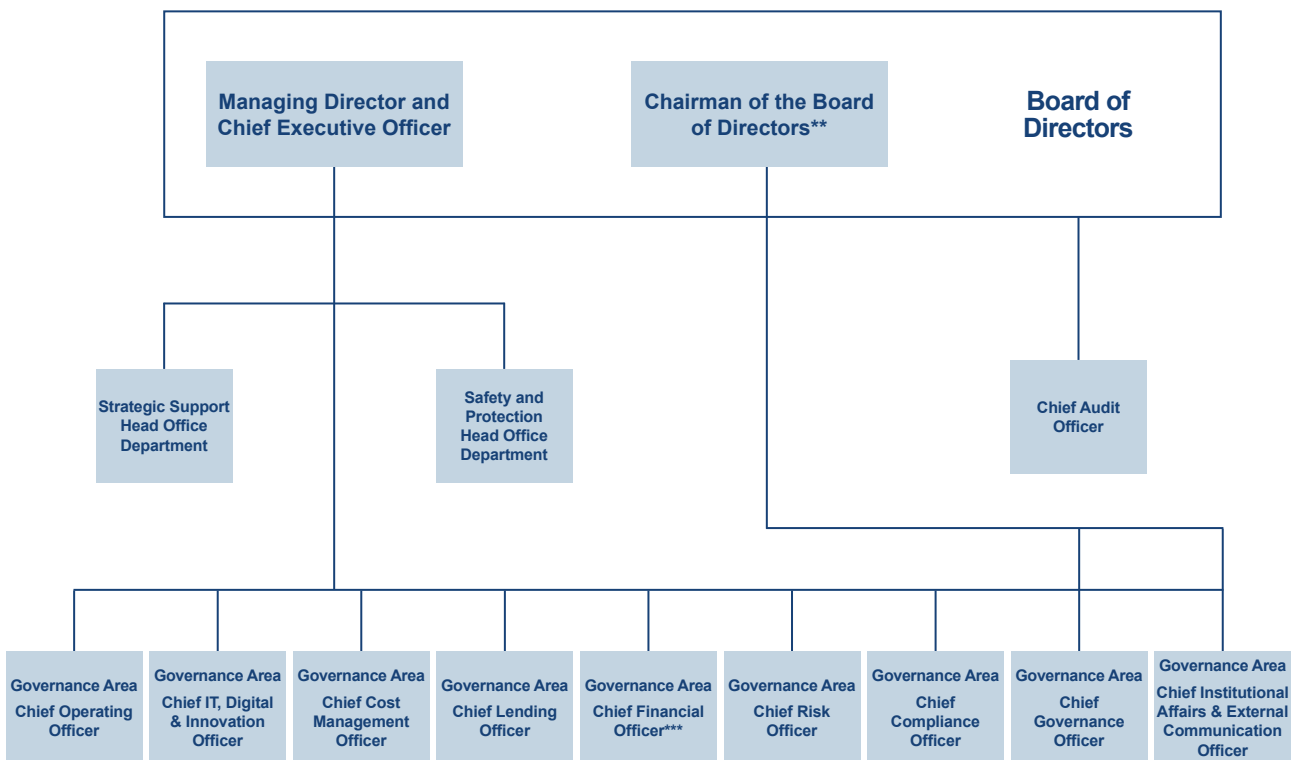
# Group Presentation

The Intesa Sanpaolo Group, with a capitalisation of 50.9 billion euro\*, is one of the leading banking groups in Europe and the driver of sustainable and inclusive growth, with a firm ESG commitment and a strong focus on climate.

The Intesa Sanpaolo Group is the largest banking group in Italy, with 13.5 million customers and over 3,700 branches and is the leader in financial operations for households and businesses in Italy, in particular in banking intermediation (with a 20% share of loans and 22% of deposits), asset management and pension funds (24%) and factoring (27%).

Intesa Sanpaolo has a strategic international presence, with roughly 1,000 branches and 7.1 million customers, including subsidiary banks operating in commercial banking in 12 countries in Central/Eastern Europe and in the Middle East and North Africa. It also has an international network specialising in providing support to corporate customers in 25 countries, particularly the Middle East and North Africa, and in countries where Italian businesses are especially active, such as the United States, Brazil, Russia, China and India.

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



\* As at 31 January 2022.

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

\*\*\* The Manager Responsible for preparing the Company's financial reports is part of the Chief Financial Officer area.

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

<b>Banca dei Territori</b>	Focused on the market and the central role of the territory in strengthening relationships with individuals, small and medium enterprises, and non-profit entities. The division includes industrial credit, leasing and factoring activities as well as instant banking activities via the partnership between subsidiary Banca 5 and SisalPay (Mooney).
<b>IMI Corporate &amp; Investment Banking</b>	Global medium/long-term partner of businesses, financial institutions and public authorities, on a national and international basis. Includes capital market & investment banking operations and is present in 25 countries, supporting the cross-border activities of its customers through a specialised network of branches, representative offices and subsidiaries that carry out corporate banking activities.
<b>International Subsidiary Banks</b>	Includes subsidiary banks performing commercial banking activities in the following countries: Albania (Intesa Sanpaolo Bank Albania), Bosnia-Herzegovina (Intesa Sanpaolo Banka Bosna i Hercegovina), Croatia (Privredna Banka Zagreb), Egypt (Bank of Alexandria), Moldova (Eximbank), Czech Republic (the Prague branch of VÚB Banka), Romania (Intesa Sanpaolo Bank Romania), Serbia (Banca Intesa Beograd), Slovakia (VÚB Banka), Slovenia (Intesa Sanpaolo Bank), Ukraine (Pravex Bank) and Hungary (CIB Bank).
<b>Private Banking</b>	Serves customers in the Private and High Net Worth Individuals segment by offering targeted products and services. The division includes Fideuram – Intesa Sanpaolo Private Banking, with 6,594 private bankers.
<b>Asset Management</b>	Asset management solutions aimed at the Group's customers, non-Group distribution networks and institutional customers. The division includes Eurizon, with assets managed totalling 434 billion euro.
<b>Insurance</b>	Insurance and pension products targeted at Group customers. The division, which has direct deposits and technical reserves totalling 204 billion euro, includes Intesa Sanpaolo Vita – which controls Intesa Sanpaolo Assicura, Intesa Sanpaolo Life, Intesa Sanpaolo RBM Salute, Cargeas Assicurazioni and Intesa Sanpaolo Insurance Agency – and Fideuram Vita.

A detailed presentation of Intesa Sanpaolo's organisational structure is available on the Group's website [1].

## International presence<sup>(1)</sup>

■ <b>Italy</b>	3,740 Branches
■ <b>Other european countries</b>	793 Branches 2 Representative Offices
■ <b>America</b>	2 Branches 1 Representative Office
■ <b>Asia</b>	8 Branches 6 Representative Offices
■ <b>Africa</b>	175 Branches 1 Representative Office
■ <b>Australia/Oceania</b>	1 Branch



## Competitive positioning

### Ranking in Italy – Market shares<sup>(1)</sup>

1°	Loans	20.4%
1°	Deposits <sup>(2)</sup>	22.4%
1°	Asset Management <sup>(4)</sup>	23.9%
1°	Pension Funds <sup>(3)</sup>	24.3%
1°	Factoring <sup>(4)</sup>	26.6%

(1) Figures as at 31 December 2021.

(2) Include bonds.

(3) Mutual funds; data as at 30.9.21.

(4) Data as at 30.9.21.

# Mission and values

The Group has adopted a new mission, approved by the Board of Directors in January 2022:

*“We, people of Intesa Sanpaolo:*

*Believe in the integrity and sustainability of our actions and those of our Bank.*

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

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

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

The Intesa Sanpaolo Group growth strategy aims at creating solid and sustainable value from an economic and financial, social and environmental point of view, built on the trust of all our stakeholders and based on the values outlined in the Code of Ethics.

## **Integrity**

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

## **Excellence**

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

## **Transparency**

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

## **Respect for specific qualities**

It is our intention to combine large-scale operations with profound local roots and to be a bank with a broad vision, without losing sight of individuals.

## **Equality**

We are committed to eliminating all forms of discrimination from our conduct and to respecting differences in gender, age, ethnic origin, religion, political and union persuasions, sexual orientation and identity, language or disability.

## **Values of the individuals**

The value of each single person is a guide for our *modus operandi*: we use listening and dialogue as tools for continuously improving our relationships with all our stakeholders.

## **Responsibility in the use of resources**

We aim to use all our resources attentively, promote behaviour based on the best use of resources and the avoidance of waste and ostentation, and we give priority to choices that take sustainability into account.

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

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

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

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



In support of

## WOMEN'S EMPOWERMENT PRINCIPLES

Established by UN Women and the UN Global Compact Office

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

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

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

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



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

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

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

An alliance of international institutional investors, committed to bringing their investment portfolios to net zero greenhouse gas emissions by 2050. Intesa Sanpaolo is a member through Intesa Sanpaolo Vita.

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

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

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

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

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

Intesa Sanpaolo is a member through Intesa Sanpaolo Vita.

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

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



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

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

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



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

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

Signatory of:



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

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

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

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

The Intesa Sanpaolo Group adheres to the CDP as a signatory through Eurizon Capital SGR.

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

Established in December 2015 by the Financial Stability Board (FSB), the Task Force published eleven recommendations in June 2017 to promote transparent reporting of risks and opportunities linked to climate change by companies. Intesa Sanpaolo published its first TCFD Report at Group level for 2020-2021, to which reference is made for any further information [\[i\]](#).

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

Promoted by the European Commission, the Alliance aims to create the foundations for an ambitious deployment of technologies linked to the production of hydrogen from renewable or low carbon emission sources by 2030.

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

Organisation which develops GRI Standards for sustainability reporting, recognised at a global level. Intesa Sanpaolo is a member of the GRI Community.

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

An internationally recognised reporting standard on investments in the community by businesses.

**Forum for Sustainable Finance** [\[i\]](#)

Multi-stakeholder association with the objective of spreading the culture and supporting the development of sustainable finance. It is the Italian representative of the EuroSIF (European Sustainable Investment Forum). Eurizon has also been an ordinary member of the Forum since November 2021.

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

European association of institutional investors on climate change, to help define public policies, investment practices and corporate conduct in order to address the long-term risks and opportunities associated with climate change. The Group has been a member through Eurizon Capital SGR since 2021.



Further information is available in the TCFD report [\[i\]](#).

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

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



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

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



<b>1</b> NO POVERTY 	<b>2</b> ZERO HUNGER 	<b>3</b> GOOD HEALTH AND WELL-BEING 	<b>4</b> QUALITY EDUCATION 	<b>5</b> GENDER EQUALITY 	<b>6</b> CLEAN WATER AND SANITATION 
<b>7</b> AFFORDABLE AND CLEAN ENERGY 	<b>8</b> DECENT WORK AND ECONOMIC GROWTH 	<b>9</b> INDUSTRY, INNOVATION AND INFRASTRUCTURE 	<b>10</b> REDUCED INEQUALITIES 	<b>11</b> SUSTAINABLE CITIES AND COMMUNITIES 	<b>12</b> RESPONSIBLE CONSUMPTION AND PRODUCTION 
<b>13</b> CLIMATE ACTION 	<b>14</b> LIFE BELOW WATER 	<b>15</b> LIFE ON LAND 	<b>16</b> PEACE, JUSTICE AND STRONG INSTITUTIONS 	<b>17</b> PARTNERSHIPS FOR THE GOALS 	

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

Many of the objectives set in the 2018-2021 Business Plan are strictly connected with certain Sustainable Development Goals. This link is also evidenced by the materiality analysis, which makes it possible to highlight the importance of certain issues both in terms of impact on the Group's strategies and on its Stakeholders. Therefore, the table below shows, alongside the various Sustainable Development Goals, in addition to the actions, projects and results of greatest significance in terms of their positive effects on the community, also the link with the 2018-2021 Business Plan and the material issues. This approach is proof of the Group's contribution to generating positive change at global level through a commitment which, considering the loans granted by the Group to support families, businesses and investments, extends to all SDGs and is focused on 13 objectives in particular.

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

These are the identified Goals and the main Actions carried out in 2021, unless otherwise specified.

SDGs	2021 actions	Objectives
	<p><b>Intesa Sanpaolo for disadvantaged people (see page 145)</b> In the 2018-2021 period ~24.8 million meals, ~1.5 million beds, ~296,250 medicines and ~249,200 items of clothing were distributed.</p> <p><b>Supporting the Third Sector (see page 122)</b> In 2021, ~460 million euro was granted to support social enterprises and the third sector.</p> <p><b>Intesa Sanpaolo Fund for Impact (see page 118)</b> The Intesa Sanpaolo Fund for Impact was launched in the 4th quarter of 2018 with a lending capacity of ~1.5 billion euro. ~72.5 million euro was granted in 2021 (~164.7 million euro since the launch).</p> <p><b>Microcredit (see page 117)</b> ~112 million euro was granted in 2021 for microcredit or anti-usury projects, in Italy and abroad.</p> <p><b>Charity Allowance (see page 144)</b> ~14 million euro was granted in 2021 through Intesa Sanpaolo's Allowance for charitable, social and cultural contributions in support of over 800 projects carried out by non-profit organisations, with 99% of resources being allocated to measures in favour of the more vulnerable categories of the population (&gt;70% target amply exceeded).</p>	<ul style="list-style-type: none"> <li>◦ The "Cibo e Riparo per le persone in difficoltà" (Food and Shelter for disadvantaged people) initiative to guarantee 10,000 meals a day, 6,000 beds a month and 3,000 clothing items and medicines a month by 2021.</li> <li>◦ New medium- to long-term loans in support of social enterprises, totalling ~0.7 billion euro over the 2018-2021 period, thus confirming Intesa Sanpaolo's position as the largest third-sector lender in Italy.</li> <li>◦ Intesa Sanpaolo Fund for Impact, which will enable the disbursement of loans totalling 1.5 billion euro over the 2018-2021 period to sections of society who find it hard to access credit despite their potential.</li> </ul>
	<p><b>Cash contribution to the community (see page 143)</b> In 2021, cash contribution to the community amounts to ~80.5 million euro in total, 40.1% of which for art and culture and 21.1% for social solidarity.</p> <p><b>Support for households (see page 119)</b> Free extension of Intesa Sanpaolo health insurance policy coverage to include COVID-19.</p> <p><b>Customer health and safety (see page 102)</b> Around 100% of branches open and fully operational; consultancy by appointment only and over-the-counter transactions by appointment only in the areas with the tightest restrictions due to the health emergency. Robberies and attempted robberies recorded a decline in 2021. In 2021 in Italy there was 1 completed incident and 3 attempted robberies, compared to 7 completed incidents in 2020, also taking into account former UBI incidents, and 4 attempts.</p>	<ul style="list-style-type: none"> <li>◦ Active commitment to supporting the health service during the health emergency.</li> <li>◦ Guarantee of safe working conditions and business continuity for Group's people and customers.</li> <li>◦ Support for well-being (People Care and Personnel Services) and flexibility programmes (24,000 workers working remotely in 2021).</li> </ul>



SDGs	2021 actions	Objectives
 <p><b>3</b> GOOD HEALTH AND WELL-BEING</p>	<p><b>Health, safety and well-being of Group's people (see page 169)</b></p> <ul style="list-style-type: none"> <li>◦ Flexible working extended to ~78,000 employees.</li> <li>◦ Health and safety training: ~195,000 hours provided to ~37,000 employees in 2021.</li> <li>◦ Over 1,700 accesses to the Consultation and Support psychological support service in 2021.</li> <li>◦ In collaboration with Intesa Sanpaolo RBM Salute, a rapid antigen test campaign was conducted with geographical coverage in 24 Group offices, from January to June 2021, which involved 26,000 employees.</li> <li>◦ Free insurance policy offered to all Group's people in Italy for adverse reactions to COVID-19 vaccination.</li> <li>◦ Protection measures were introduced in favour of vulnerable personnel in the event of infection, placing Group's people belonging to the most fragile categories on leave (with the exception of remote work).</li> <li>◦ In 2021 the Group health fund assisted 210,000 people with ~152 million euro of intermediate healthcare services net of excesses.</li> </ul>	
 <p><b>4</b> QUALITY EDUCATION</p>	<p><b>Training (see page 163)</b></p> <p>The Group's training solutions prioritised digital channels with quick, simple and interactive forms of participation, providing a total of ~12.8 million training hours (~46 million in the 2018-2021 four-year period).</p> <p><b>ESG training* (see page 49)</b></p> <p>Overall, in 2021 over 74,300 Group's people (77% of the total) received almost 700,000 ESG training hours (14% of the total), almost twice compared to 2020, with over 9 million accesses to content on digital platforms (Apprendo, Myla and Management School).</p> <p><b>Customer ESG training and engagement (see page 189)</b></p> <ul style="list-style-type: none"> <li>◦ The development of digital training dedicated to businesses continued through the Skills4Capital platform, with the aim of supporting enterprise growth, developing skills and seizing the opportunities of a constantly evolving market (468 learning objects available, 113 of which dedicated to social and environmental impact issues).</li> <li>◦ Skills4ESG, an initiative aimed at raising awareness of ESG issues via a customer portal, a single access point for ESG training topics, was designed in 2021.</li> <li>◦ The ESG Lab initiative, a physical and virtual meeting point for guiding Italian businesses through the sustainable transition, was developed in 2021. The first ESG Lab was opened in Brescia in late September, the second in Padua at the end of November, and more openings are scheduled during 2022.</li> </ul> <p><b>Education and spread of financial culture (see page 122)</b></p> <p>Through the Museo del Risparmio (Savings Museum), the training/dissemination of financial culture reached around 45,600 users in 2021, of which 40,000 primary and secondary school pupils and teachers with a total of 844 training hours provided and 5,600 adults involved through events, dedicated promotional initiatives and visits to the Museum.</p> <p><b>Training and work projects for the next generations (see page 147)</b></p> <ul style="list-style-type: none"> <li>◦ Intesa Sanpaolo collaborates with over 60 Italian and international universities (in particular Oxford and Cambridge). In 2021, over 40 Agreements were signed and various partnerships all over Italy continued; more than 150 scholarships and research grants were also awarded to young students and researchers.</li> <li>◦ The "Giovani e Lavoro" (Youth and Work) Programme, in partnership with Generation Italy, is geared towards the training and placement of 5,000 young people in the Italian employment market: ~9,000 young people (aged 18-29) submitted their applications in 2021 (~24,000 since 2019); over 1,600 students were interviewed and ~750 trained/undergoing training through 29 courses in 2021 (over 5,200 students interviewed and over 2,200 students trained/undergoing training since 2019); over 2,000 companies involved since the launch of the Programme.</li> <li>◦ Intesa Sanpaolo is the main sponsor of the Generation4Universities Project, developed by Generation and McKinsey &amp; Company, aimed at helping students in their last year of university to embark on successful professional careers. The programme that finished in July involved 70 students from 31 universities and 18 leading Italian companies as potential employers.</li> <li>◦ P-Tech, initiative in partnerships con IBM, aims to provide young professionals with training in the area of new digital skills: in 2021, Intesa Sanpaolo was also directly involved by delivering 3 webinars, 1 online three-day finance workshop and several mentoring meetings.</li> </ul> <p><b>Intesa Sanpaolo Fund for Impact (see page 118)</b></p> <ul style="list-style-type: none"> <li>◦ "Per Merito", the first unsecured credit line dedicated to all university students resident in Italy, studying in Italy or abroad, allowed ~71 million euro to be disbursed in 2021 (~162 million euro since the start of 2019).</li> <li>◦ XME StudioStation, a loan to support distance learning, made it possible to disburse ~0.5 million euro in 2021 (~1.7 million euro since its launch).</li> </ul>	<ul style="list-style-type: none"> <li>◦ 1 billion euro of investment in training and learning for employees, with the provision of ~46 million hours of training in the 2018-2021 period (11.9 million hours in 2021).</li> <li>◦ Supporting training and access to the Italian labour market for 5,000 young people over a multi-year timeframe with the Generation initiative.</li> <li>◦ Continuation of the "Per Merito" initiative, part of the Fund for Impact, and introduction of new solutions.</li> </ul>

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

SDGs	2021 actions	Objectives
 <p><b>5 GENDER EQUALITY</b></p>	<p><b>Inclusion and diversity management (see page 165)</b>            The most significant activities completed in 2021 include:</p> <ul style="list-style-type: none"> <li>◦ Rules for combating sexual harassment were issued;</li> <li>◦ The Diversity &amp; Inclusion Principles, approved in 2020, were incorporated abroad;</li> <li>◦ The GEEIS - Diversity Certification was attained;</li> <li>◦ The D&amp;I Control Room was launched;</li> <li>◦ ~2,100 managers were assessed also on the basis of a KPI that takes into account the achievement of the commitments on gender equality expressed in line with the Diversity &amp; Inclusion Principles of the Group (1,200 in 2020);</li> <li>◦ To promote female talent and foster the creation of fair and inclusive working environments, initiatives for the development of female professionals and managers continued. The “Female Leadership Acceleration” programme, an assessment, training and development process aimed at women managers, with the target of creating a community receiving customised management approaches in terms of growth, also continued.</li> </ul> <p><b>Fund for Impact – new credit access opportunities (see page 118)</b></p> <ul style="list-style-type: none"> <li>◦ Mamma@work, a highly subsidised loan launched in July 2020 to reconcile motherhood and work in the first years of children’s life (~0.8 million euro granted in 2021; ~1 million euro since launch) continued.</li> <li>◦ The initiative to support working mothers in India continued.</li> </ul> <p><b>Support for female entrepreneurship (see page 119)</b>            The Business Gemma loan supports businesses run by women and self-employed women, benefitting free of charge from the guarantee of the special section of the SME Fund for Women’s Entrepreneurship. In 2021, 67 loans were disbursed for a total of 3.2 million euro.</p> <p><b>Products and services for small and medium-sized enterprises (see page 183)</b>            As part of the S-Loan plafond, a loan dedicated to SMEs for projects aimed at improving their sustainability profile, in April 2021, the offering was extended with S-Loan Diversity to enhance and promote gender equality and the role of women in the socio-economic context.</p>	<ul style="list-style-type: none"> <li>◦ Launch of dedicated initiatives to ensure diversity and inclusion are fully promoted.</li> <li>◦ Intesa Sanpaolo Fund for Impact, which will enable the disbursement of loans totalling 1.5 billion euro over the 2018-2021 period to sections of society who find it hard to access credit despite their potential.</li> </ul>
 <p><b>7 AFFORDABLE AND CLEAN ENERGY</b></p>	<p><b>Loans and services for the Green Economy (see page 182)</b>            In 2021, the Group’s disbursements for the Green Economy amounted to 6.1 billion euro (over 28 billion euro in the 2010-2021 period), corresponding to around 8% of the Group’s total loans.            In March 2021, a 1.25 billion euro Green Bond was issued dedicated to Green mortgages granted for the construction or purchase of high energy efficient real estate (energy class A or B).            This issue is in addition to three other Green Bonds issued in 2017 and 2019 for a total of 1.75 billion euro (500 million euro for renewable energy and energy efficiency, 750 million euro for Circular Economy and 500 million euro for renewable energy sectors by UBI).</p> <p><b>Renewable energy (see page 201)</b>            ~88% renewable energy purchased versus total purchases in 2021.            The Group itself produced 1,361 MWh of energy from renewable photovoltaic sources.</p>	<ul style="list-style-type: none"> <li>◦ Purchase of electricity from renewable sources equal to 89% by the end of 2022</li> </ul>
 <p><b>8 DECENT WORK AND ECONOMIC GROWTH</b></p>	<p><b>Supporting production (see page 123)</b></p> <ul style="list-style-type: none"> <li>◦ The Group made available a total amount of over 400 billion euro in terms of new medium/long-term loans for businesses and households in the 2021-2026 period, in conjunction with the launch of the National Recovery and Resilience Plan (NRPP).</li> <li>◦ In 2021 ~77 billion euro of new medium/long-term loans was disbursed (~290 billion euro since 2018), 66 billion euro of which in Italy, and ~55 billion euro to households and small and medium-sized enterprises. Over 20.6 billion euro are loans with a high social impact (26.6% of the total), ~14 billion euro of which under the Liquidity Decree (~43 billion euro since the start of the pandemic), to support production during the health emergency. In addition, in accordance with the emergency regulatory framework, moratoria were granted for ~115 billion euro* of households and business mortgages and loans.</li> <li>◦ The Group provided 10 billion euro in new credit facilities to boost ~2,500 Italian supply chains through the enhancement of the Sviluppo Filiere Programme.</li> <li>◦ In 2021 the Group facilitated the return from non-performing to performing status of ~10,000 Italian companies (~133,000 since 2014), with a positive impact on employment through the protection of ~50,000 jobs.</li> <li>◦ With Resto al Sud, the initiative promoted by the Italian Ministry of the Economy aimed at young people for the launch of start-ups in southern Italian regions, which takes advantage of the 1.25 billion euro made available by the Development and Cohesion Fund, over 1,000 loans amounting to over 39 million euro were disbursed in 2021.</li> </ul>	<ul style="list-style-type: none"> <li>◦ New medium/long-term credit granted to the real economy amounting to ~250 billion euro</li> <li>◦ Hiring of at least 1,650 people in the 2018-2021 period to support the growth of the core business and facilitate generational change.</li> <li>◦ Reassignment of excess capacity (5,000 people) into new high-value added initiatives (Proactive HR In-Placement)</li> <li>◦ International Talent Program aimed at strengthening the international middle management community through training programmes and personalised career paths involving ~500 resources by 2021.</li> </ul>

\* Moratoria granted up to 31.12.21 (flows), including renewals, considering UBI Banca and the sale of branches carried out in the first half of the year.



SDGs	2021 actions	Objectives
 <p><b>8</b> DECENT WORK AND ECONOMIC GROWTH</p>	<p><b>Sustainable investments (see page 130)</b> Intesa Sanpaolo strengthened its ESG offering in asset management through the launch of new sustainable funds, equal to 58% of the total number of new funds. At the end of 2021, sustainable assets under management amounted to 110 billion euro, equal to 46% of total assets under management (Eurizon perimeter - funds pursuant to articles 8 and 9 of the SFDR 2088). Fideuram also offers 8 funds classified according to Articles 8 and 9 of the SFDR with a total of 2.6 billion euro of assets (about 3% of the total assets of the Funds managed).</p> <p><b>Employment protection (see page 156)</b> The trade union agreements defined following the acquisition of the UBI Banca Group, made it possible to identify the best conditions for a generational change without social impacts, ensuring an alternative to possible professional reallocation (~5,000 resources reassigned in the 2018-2021 period) as well as the enhancement of human resources; in this context, ~9,200 voluntary resignations through access to retirement or the Solidarity Fund were planned and will be completed in the Group by 31 March 2025. Concurrently, in order to pursue a balanced management of the effects arising from the resignations and in order to support the Group's growth, 4,600 indefinite-term employment contracts will be signed by 31 December 2025 (3,990 people employed in 2021, ~500 of whom with specialised profiles). Employment within the Group was also guaranteed by the gradual extension of the new mixed contract (over 720 people in service at the end of 2021).</p> <p><b>Assessment and incentive systems (see page 162)</b> Over 80% of eligible employees joined the LECOIP 2.0 incentive Plan for an Initially Allocated Capital value of ~184 million euro. Second-level agreements were signed for the pay-out of the Variable Result Bonus, the Protection Excellence System and, for the Insurance Division, the Variable Additional Bonus and the Social Bonus. In the Incentive System, the ESG dimension was strengthened through the introduction of a specific and structured KPI, which represents an evolution compared to the previous Group's transversal "Diversity &amp; Inclusion" KPI, which was assigned to the CEO and to approximately 2,100 Group managers.</p> <p><b>Talent development (see page 164)</b> Digital initiatives also continued as part of the International Talent Program for the Group's Talents (over 320 people involved), also supported by the content and insights available on the Management School App.</p> <p><b>Company climate (see page 174)</b> 62.3% of Group's people in Italy and 55.7% abroad responded to the climate survey conducted in 2021, with a Group satisfaction index of 79%.</p>	
 <p><b>9</b> INDUSTRY, INNOVATION AND INFRASTRUCTURE</p>	<p><b>Digital Transformation (see page 108)</b> Intesa Sanpaolo is a European leader for its mobile app functionalities and stands out for its strong digital solutions with:</p> <ul style="list-style-type: none"> <li>◦ ~12.9 million multichannel customers (+~1.3 million vs 2020, including UBI Banca and considering the sale of branches performed in 1H21) equal to ~96% of customers;</li> <li>◦ ~163.6 million digital transactions (+13% vs 2020);</li> <li>◦ ~3.6 million digital sales* (+76% vs 2020);</li> <li>◦ ~47.4 million digital payments (+122% vs 2020);</li> <li>◦ ~76% of activities digitised (60% in 2020).</li> </ul> <p>As part of the agreement signed with TIM and Google, activities began to develop the Google Cloud Platform in Italy, a project aimed at providing Intesa Sanpaolo with Google cloud services on TIM's Italian Data Centres that will meet the highest international security and information confidentiality standards.</p> <p><b>Support for innovation (see page 106)</b> Via the Intesa Sanpaolo Innovation Center, workshops were developed for applied research projects, as well as activities in favour of start-ups:</p> <ul style="list-style-type: none"> <li>◦ Artificial Intelligence Lab: 7 research projects underway and 4 published scientific papers at the end of 2021;</li> <li>◦ Neuroscience Lab: 21 seminars were held at the end of 2021 and 8 research projects are underway, including on health and safety issues;</li> <li>◦ Development and promotion of start-ups: ~780 start-ups were analysed (~3,420 since 2018) in 7 acceleration programs with 209 assisted start-ups (~600 since 2018) which were presented to selected investors and other stakeholders in the ecosystem (~6,150 to date) in 2021.</li> </ul> <p>In October 2021, Intesa Sanpaolo launched Digital Loans (D-Loans) to improve enterprise digitalisation (1.1 million euro disbursed since launch).</p>	<ul style="list-style-type: none"> <li>◦ 2.8 billion euro of investments in 2018–2021 to complete the digital transformation.</li> <li>◦ 70% of activities digitised in 2021 (10% in 2017).</li> </ul>

\* Commercial offerings sent to customers (website or app) by the manager or the online branch, electronically signed by the customers, or self-service purchases.

SDGs	2021 actions	Objectives
 <p><b>10</b> REDUCED INEQUALITIES</p>	<p><b>Inclusion and diversity management (see page 165)</b></p> <ul style="list-style-type: none"> <li>◦ A section dedicated to Disability Management was created on the company intranet; the second edition of the Higher Education Training course "Disability Manager e mondo del lavoro" (Disability Manager and the working world), organised by Cattolica University of Milan, is scheduled.</li> <li>◦ The Rules for Combating Sexual Harassment, a document that supports the Code of Ethics and the Code of Conduct, were published in 2021.</li> <li>◦ The projects to encourage the inclusion of people with intellectual disabilities and people diagnosed with autism or autism spectrum disorder and the commitment to dyslexia, continued. In December 2018 Intesa Sanpaolo was the first bank in Italy to be certified Dyslexia Friendly.</li> </ul> <p><b>Intesa Sanpaolo Fund for Impact (see page 118)</b></p> <p>In the context of the Fund for Impact: Mamma@work, a subsidised loan to reconcile motherhood and work; "per avere Cura", a loan intended for families with members that are not self-sufficient; "per Crescere", a credit line for parents with school-age children; support initiative for working mothers in India.</p> <p><b>Assessment and incentive systems (see page 162)</b></p> <p>The so-called Global Banding mapping system for organisational managerial positions within the company, which objectively evaluates the relative value of different organisational roles and represents in a more organic and objective way the responsibilities of each Manager, was consolidated, including through the use of an international title valid for managerial positions in Italy and abroad.</p>	<ul style="list-style-type: none"> <li>◦ Launch of dedicated initiatives to fully promote diversity and inclusion (e.g. gender, age, nationality, religion, personal and social conditions).</li> <li>◦ Intesa Sanpaolo Fund for Impact, which will enable the disbursement of loans totalling 1.5 billion euro over the 2018-2021 period to sections of society who find it hard to access credit despite their potential.</li> </ul>
 <p><b>11</b> SUSTAINABLE CITIES AND COMMUNITIES</p>	<p><b>Promotion of culture for social cohesion (see page 148)</b></p> <ul style="list-style-type: none"> <li>◦ During the year the two building sites progressed considerably for the construction of the new museums in Turin and Naples. Both locations will enrich the Gallerie d'Italia project from spring 2022.</li> <li>◦ During the opening period, from the end of April 2021, Gallerie d'Italia recorded a total of ~145,000 visitors. Since autumn ~4,500 children and teenagers have begun to attend the educational courses again for the new school year.</li> <li>◦ Museo per tutti (Museum for everyone): the initiatives dedicated to social inclusion included the educational and exhibition project "Argilla. Storie di vasi" (Clay. Stories behind vases) displayed at GDI-Vicenza, in partnership with the University of Padua, equipped with audio and tactile media and sign-language videos so as to be widely inclusive.</li> <li>◦ In 2021, 166 works of art from owned collections were put on display in 44 temporary exhibitions in national and international museums.</li> </ul> <p><b>Events and initiatives (see page 192)</b></p> <p>In October 2021, the Bank renewed its support for Forestami, an urban forestation project which aims to plant 3 million new trees in the Metropolitan City of Milan by 2030 thanks to the contribution of all its supporters.</p> <p><b>Products and services for Retail customers (see page 182)</b></p> <p>The Bank supports green projects of Retail customers; including:</p> <ul style="list-style-type: none"> <li>◦ Green - Mutuo Domus: a subsidised mortgage loan for the purchase, construction or redevelopment of a residential property in Italy to ensure a high energy class;</li> <li>◦ EeMAP (Energy efficient Mortgages Action Plan) project, a European initiative that aims to create energy efficient mortgages, with a view to encouraging the redevelopment of buildings and the purchase of highly efficient properties.</li> </ul>	<ul style="list-style-type: none"> <li>◦ Proactive management of the artistic, cultural and historical heritage of the Group and promotion of art and culture in Italy and abroad.</li> </ul>
 <p><b>12</b> RESPONSIBLE CONSUMPTION AND PRODUCTION</p>	<p><b>Circular Economy (see page 185)</b></p> <p>The Bank's commitment to the circular economy – developed in partnership with the Ellen MacArthur Foundation – involved the establishment, for the period 2018-2021, of a dedicated credit plafond of 6 billion euro and the launch of the Circular Economy Lab, first Italian workshop – held together with Fondazione Cariplo and Cariplo Factory – aimed at creating value for the Group's customer companies by developing research programmes and through circular innovation. In 2021 the Circular Economy Lab, in collaboration with other partners, launched a national Hackathon on the Circular Economy, involving 25 universities, 8 businesses and 400 university students. Since the launch of the credit plafond, 7.7 billion euro has been disbursed (including 1.2 billion euro of Green Mortgages to retail customers), 5.5 billion euro of which in 2021.</p> <p>March 2022 saw the publication of the new Green Bond Report on the use of the proceeds of the four Green Bonds issued to date and their relative environmental benefits at portfolio level for each of the green categories; 5.5 million tonnes of CO<sub>2</sub>eq emissions were avoided in total [1].</p>	<ul style="list-style-type: none"> <li>◦ Allocation of a dedicated credit plafond for the Circular Economy.</li> </ul>

SDGs	2021 actions	Objectives
 <p><b>12</b> RESPONSIBLE CONSUMPTION AND PRODUCTION</p>	<p><b>Responsible management of resources (see page 202)</b>            In June 2021, the Intesa Sanpaolo Group updated its Green Banking Procurement rules defining, further to the previous criteria already applied, additional minimum sustainability requirements for purchases of paper, stationery, toner cartridges, electricity and office equipment, as well as for the redevelopment of real estate.</p>	
 <p><b>13</b> CLIMATE ACTION</p>	<p><b>Strategy for combating climate change (see page 197)</b>            In 2021, Intesa Sanpaolo set itself the goal of achieving net-zero emissions by 2050 with reference to both its own emissions and those relating to the loan and investment portfolios, for asset management and the insurance business, and adhered to all the net-zero credit, investment and insurance alliances: Net-Zero Banking Alliance (NZBA), Net Zero Asset Managers Initiative (NZAMI), Net-Zero Asset Owner Alliance (NZAOA) and Net-Zero Insurance Alliance (NZIA).            The strategy for combating climate change was further refined within the 2022-2025 Business Plan, setting a net-zero target on its own emissions by 2030 and objectives for the reduction of financed emissions aligned to net zero for 2030 in the oil&amp;gas, power generation, automotive and coal mining sectors.</p> <p><b>Own emissions reduction plans (see page 199)</b>            Since 2017 Intesa Sanpaolo has had a Multi-Year Environmental Sustainability Plan – the Climate Change Action Plan – with targets for 2022 and 2037. The results achieved in 2021 are set out below:</p> <ul style="list-style-type: none"> <li>◦ a 33% reduction was achieved against a target of 37% reduction in absolute emissions linked to energy consumption (direct and indirect) (target to be achieved in 2022 with respect to 2012 emissions);</li> <li>◦ the target, revised in 2020, of purchasing electricity from renewable sources equal to 89% by the end of 2022 has almost been met (~88% of renewable electricity purchased out of total purchases in 2021).</li> <li>◦ the target of maintaining electricity production levels from photovoltaic energy over 1,000 MWh per year has been met: in 2021, the Intesa Sanpaolo Group's self-production was equal to 1,361 MWh.</li> </ul> <p>Furthermore, Scope1 + Scope2 greenhouse gas emissions decreased by 4% at the global level*.</p> <p><b>ESG risk governance model (see page 57)</b>            In 2021 Intesa Sanpaolo updated and published the policies on lending in the coal and unconventional oil&amp;gas sectors respectively, providing for various lending exclusions and limitations, as well as the phasing out of coal mining by 2025 and of unconventional oil&amp;gas resources by 2030.</p> <p><b>Disclosure on climate change issues (see page 197)</b>            In 2021, Intesa Sanpaolo also published its first TCFD report, a document that provides a detailed representation of governance, strategy, risk management, metrics and targets with reference to climate change.</p> <p><b>Transition to a sustainable, green and circular economy (see page 180)</b>            In 2021, loans for the Green and Circular Economy were disbursed amounting to around 8.7 billion euro, equal to 11.2% of total loans (2.9% in 2020).            With reference to the Circular Economy credit plafond, 5.5 billion euro was disbursed in 2021 (7.7 billion euro disbursed since the launch of the plafond).            In July 2020 Intesa Sanpaolo allocated a credit plafond of 2 billion euro for S-Loan (~1.3 billion euro granted since launch, of which ~1.2 billion euro in 2021) designed to help SMEs finance projects aimed at improving their sustainability profile. In July 2021, the offering was expanded with S-Loan Climate Change and in November 2021 with S-Loan Agribusiness and S-Loan Tourism. All S-Loans have subsidised interest rates, subject to the annual monitoring of 2 ESG KPI, to be reported in the borrower's financial statements.            In 2021 Intesa Sanpaolo participated in the issue of the first Italian green BTP.</p>	<ul style="list-style-type: none"> <li>◦ Support for the Green and Circular Economy and the ecological transition of companies, for which 76 billion euro of loans were made available over the time horizon of the National Recovery and Resilience Plan (out of a total of over 400 billion euro for businesses and households to support the NRRP).</li> <li>◦ The Climate Change Action Plan, Intesa Sanpaolo's Multi-Year Environmental Sustainability Plan, envisages a reduction of 37% in CO<sub>2</sub> emissions in the 2012-2022 period.</li> </ul>

\* The 2020 figures were redetermined to include the UBI Banca Group for the entire year.

SDGs	2021 actions	Objectives
 <p><b>16</b> PEACE, JUSTICE AND STRONG INSTITUTIONS</p>	<p><b>Combating corruption (see page 84)</b></p> <ul style="list-style-type: none"> <li>◦ The Anti-corruption Guidelines, updated by the Board of Directors in March 2020, define the Group's commitment to comply with the regulatory provisions aimed at combating corruption in all its forms.</li> <li>◦ During 2021, the Group continued to verify the consistency of the detailed internal regulations with the general principles defined in the Anti-corruption Guidelines. The activities of the multi-year programme for the overall review and strengthening of anti-money laundering, embargoes, anti-terrorism and anti-corruption controls at Group level (ENIF Programme - Enabling Integrated Anti Financial Crime) also continued.</li> <li>◦ In April 2021 Intesa Sanpaolo obtained confirmation of the ISO 37001 Anti-bribery Management System certification, following the second and last annual audit process by the competent certification company.</li> <li>◦ In 2021, training to prevent corruption and money laundering involved ~75,900 employees for a total of ~248,700 hours provided.</li> </ul>	<ul style="list-style-type: none"> <li>◦ Ongoing verification of the consistency of internal regulations with the Anti-corruption Guidelines and the Antibribery Management System.</li> </ul>
 <p><b>17</b> PARTNERSHIPS FOR THE GOALS</p>	<p><b>Commitment to domestic and international initiatives, partnerships and strategies for the United Nations Sustainable Development Goals (see page 30)</b></p> <p>Intesa Sanpaolo participates in numerous initiatives/partnerships that support and contribute to the achievement of the SDGs and are linked to issues relevant to the Group's strategy and its stakeholders. For further information, reference is made to the paragraph "Commitment to domestic and international initiatives, partnerships and strategies for the United Nations Sustainable Development Goals" (see page 30).</p>	