

## Letter to Stakeholders

In spite of a global scenario marked by the COVID-19 health emergency, Intesa Sanpaolo has succeeded in implementing the 2018-2021 Business Plan, through a strategy based on sustainability and strong local presence, confirming its capital strength and the ability to create long-term value for all stakeholders. Concurrently, once the integration of UBI Banca was successfully completed, the Group began to pave the way for the new Business Plan, with the aim of further strengthening Intesa Sanpaolo's role in society and on the market as a strong Bank, a leader in building a more sustainable world.

This document aims to emphasise the numerous results achieved at the end of the 2018-2021 Plan, with a projection on the future commitments included in the new 2022-2025 Business Plan.

Intesa Sanpaolo continues to be a leading model for sustainability, as reflected by its positioning in the main international indices and rankings. It is the only Italian bank included in the Dow Jones World and Europe Sustainability Indices and ranks first among its peers by MSCI, Sustainalytics and Bloomberg (ESG Disclosure Score). In 2021, it was also classed the best European bank and the best Italian company in for ESG aspects in the Institutional Investor ranking and in October 2021 it was also included in the new Euronext - Borsa Italiana MIB ESG Index.

Intesa Sanpaolo has signed up to all the main United Nations initiatives concerning sustainability in the financial sector, which form part of the achievement of the UN Sustainable Development Goals: in addition to Global Compact, the Principles for Responsible Banking, the Principles for Sustainable Insurance and the Principles for Responsible Investment. Since October 2018, it has supported the Task Force recommendations on Climate-related Financial Disclosures (TCFD) in terms of reporting on issues related to the climate and the transition to a low-emission economy and in October 2021 it published its first TCFD Report. Still on the subject of reporting, in September 2021 the Bank also made a commitment to adopting and implementing the Stakeholder Capitalism Metrics developed by the World Economic Forum, indicators that have been included for the first time in this document. The excellence of the Bank's sustainability reporting was rewarded with Intesa Sanpaolo's Consolidated Non-Financial Statement being awarded the 2021 Oscar di Bilancio (a prize that each year FERPI gives to the best companies in terms of reporting and in their relations with their stakeholders).

A significant step in the Group's journey towards combating climate change is represented by the formalisation of the commitment to the net zero emissions target by 2050, through its participation, during the last quarter of the year, in all Net-Zero alliances promoted by the UNEP Finance Initiative: Net-Zero Banking Alliance (NZBA), Net Zero Asset Managers Initiative (NZAMI), Net-Zero Asset Owner Alliance (NZOA) and Net-Zero Insurance Alliance (NZIA). Over a year ahead of the deadline set by the NZBA, Intesa Sanpaolo has therefore defined, within the 2022-2025 Business Plan, its 2030 net zero emissions targets for the oil and gas, power generation, automotive and coal mining sectors. These sectors represent over 60% of the emissions financed by the portfolio of non-financial companies in the sectors indicated by the NZBA. The Group is also committed to bringing its own emissions to net zero in 2030, with the purchase of 100% of energy from renewable sources at Group level. In terms of natural capital conservation, the 2022-2025 Business Plan includes the development of a specific biodiversity policy and a major reforestation project, with the goal of planting over 100 million trees either directly or through customer loans.

During the year, the large-scale internal ISP4ESG programme, launched in 2019 to consolidate Intesa Sanpaolo's leadership in sustainability, involved all the Group's Divisions and Governance Areas in the process of integrating the ESG logics into the Bank's business model and strategy, with the aim of responding appropriately to the challenges of the external context and Stakeholders' expectations, generating a positive and tangible impact within the company and on society. The Programme addresses the priorities defined by the ESG Control Room, which plays a supporting role to the Steering Committee as regards the strategic proposition and operational coordination on ESG issues, also relying on the Sustainability Managers identified for each Division and Governance Area.

In terms of ESG Governance, it is worth noting that the Risks Committee was renamed Risk and Sustainability Committee at the beginning of 2022, with the strengthening of its powers on the subject of sustainability.

With the 2022-2025 Business Plan, Intesa Sanpaolo intends to further strengthen its role as a leading bank for ESG issues, ensuring that the creation of solid and sustainable value for all stakeholders remains a top priority.

In particular, ESG issues have become one of the four pillars of the 2022-2025 Plan, in line with the commitments declared in the Group's new Mission, approved in January 2022.

Intesa Sanpaolo has long been at the forefront of accelerating the transition to a low-emission economy with specific credit lines for private individuals and businesses and with an increasingly wide range of sustainable investment products. To this end, the Group has allocated 76 billion euro to the Green and Circular Economy and the ecological transition, as part of the over 400 billion euro commitment in support of the National Recovery and Resilience Plan.

In 2021, loans to the Green and Circular Economy more than tripled compared to 2020, reaching 8.7 billion euro (11.2% of the total Group loans), 5.5 billion euro of which from the Circular economy credit plafond. The partnership with the Ellen MacArthur Foundation, the main promoter of the global transition towards the Circular Economy, was renewed for the

three-year period 2022-2024 in support of the commitment thereof.

In order to help companies improve their sustainability profile and guide them through a process of structural change, Intesa Sanpaolo has also expanded its offering of S-Loans (loans linked to ESG KPIs), for which a 2 billion euro credit line had been allocated (1.2 billion euro disbursed in 2021).

Moreover, the Group has retained its leadership in sustainable investments: in particular, Eurizon provides 172 funds that include a focus on environmental or social issues, or have sustainable investment objectives, classified according to Articles 8 and 9 of the new Sustainable Finance Disclosure Regulation. The current 110 billion euro, which represent around 46% of the assets under management, are expected to increase until they reach the 156 billion euro target in 2025, accounting for 60% of total assets.

In addition to solutions that facilitate a transition to a more sustainable economy, Intesa Sanpaolo is also strongly committed to social inclusion, a crucial factor with a view to a fair and inclusive transition. In 2021, the Group disbursed new loans for initiatives with a high social impact to the tune of approximately 20.6 billion euro (26.6% of the total disbursed), almost 14 billion euro of which went to support the production system during the health emergency (around 43 billion euro since the start of the pandemic).

In terms of loans to categories that would otherwise struggle to access credit despite their potential, the Fund for Impact has been operational since 2018, with a budget of 1.5 billion euro.

In the social sphere, there was no lack of monetary contribution to the community in 2021 as well, amounting to approximately 80 million euro. Intesa Sanpaolo's Charity Allowance disbursed approximately 14 million euro 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. The activities of the food and shelter programme for the needy also continued and, since 2018, it has been possible to distribute 24.8 million meals, 1.5 million beds, around 296,000 medicines and around 249,000 items of clothing.

The Bank's social commitment also entailed the dissemination of financial education through the Museo del Risparmio (Savings Museum), which in 2021 involved 46,000 users, both face-to-face and online, with 844 teaching hours and the organisation of 53 events, and with the support provided to Feduf projects and the Young Factor initiative, which reached over 600,000 young people.

The cultural activities of Gallerie d'Italia continued with the opening of 14 new exhibitions in 2021 and over 145,000 visitors as from the end of April 2021, when the Gallerie were reopened to the public.

In its 2022-2025 Business Plan, Intesa Sanpaolo has also included important social and cultural initiatives: from meeting social needs with new initiatives, for example, in favour of the young and senior population (including one of the most extensive social housing programmes in Italy and the creation of community hubs), to providing support to financial inclusion through cumulative social credit flows to the tune of 25 billion euro, to the continuous commitment towards culture through, for example, the plan to double the Gallerie d'Italia exhibition spaces by 2025.

The digital transition plays an equally important role. Intesa Sanpaolo continued along the path of Group transformation to assert its role as a digital company. In 2021, the Group served approximately 12.9 million multichannel customers in Italy, approximately 8.1 million customers using the Intesa Sanpaolo app, recognised by Forrester as a "Digital Leader" and included in various Best Practices categories among European banking apps, and around 3.6 million digital sales.

The new 2022-2025 Business Plan announced the creation of Isybank, a new Digital Bank set up to effectively serve a significant portion of retail customers with basic financial needs, with cutting-edge technology, distinctive features and a service model geared towards providing customers with the best digital experience.

The results achieved in the 2018-2021 Business Plan and the implementation of the new 2022-2025 Business Plan hinge upon the Group's people, who are the most important resource, investing in the enhancement and development of their professional and managerial skills. In 2021, the Group provided a total of around 13 million hours of training, which were increasingly focused on ESG issues and which enabled the Group to achieve the target set by the 2018-2021 Business Plan.

Intesa Sanpaolo's attention to the Group's people is reflected in the outcome of the climate survey held in 2021, which showed a satisfaction index of 79%, with employees having the perception of an increasingly secure workplace and feeling a sense of pride in sharing the company vision and culture.

The continuous development, professional growth and satisfaction of the Group's people are also fundamental objectives of the new 2022-2025 Business Plan: the Group will therefore continue to invest in its talents, encouraging diversity and inclusion and creating a unique ecosystem of skills in keeping with the evolution of the way of banking, supported by technology investments and the development of new work organisation models launched in the time horizon of the 2018-2021 Plan and further accelerated by the pandemic.

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