



Consolidated Non-financial Statement 2018

Abstract

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MESSAGE TO STAKEHOLDERS BY THE MANAGING DIRECTOR AND CEO AND BY THE CHAIRMAN OF THE BOARD



Gian Maria Gros-Pietro
Chairman of the Board

With the 2018-2021 Business Plan, Intesa Sanpaolo confirms its goal to be a leading Bank in Europe, focused on the creation of long-term and sustainable value and its distribution to all stakeholders. In response to the requests received from stakeholders regarding sustainability, the Group is also seeking to reinforce its leadership role in Corporate Social Responsibility and become an exemplary model for society.

Intesa Sanpaolo is the engine of the social economy in Italy: the dividends distributed by the Bank have enabled the foundations that are among its shareholders to grant more than half of the total funds granted by all Italian banking foundations.

A particular focus has been placed on financial inclusion. In 2018, approximately 4.5 billion euro in high social impact financing was disbursed for the most vulnerable segments of customers, households affected by disastrous events, microcredit and the third sector.

In line with the Business Plan, the Fund for Impact was launched, which will make it possible to disburse loans of around 1.2 billion euro to sections of society that find it difficult to access credit, in spite of their potential.

The Bank pays constant attention to excellence in the quality of service provided to customers, the satisfaction indices of which are on the rise, and has developed its products and services offered through a multi-channel platform and smart technology for digitisation and dematerialisation. Intesa Sanpaolo is the first multi-channel bank in the country, with 85% of its products available on multi-channel platforms and 8.3 million multi-channel customers.

Intesa Sanpaolo is also committed to offering its customers sustainable investment products, which envisage environmental, social and governance criteria in financial analysis: the Group is the leading operator in Italy in this respect.

The Bank has always assigned a central role to projects promoting the social, cultural and civil growth of the communities in which it operates, and has set out various actions and developed initiatives to respond to needs arising from social emergencies. The overall monetary contribution to the community in 2018 totalled some 62 million euro, half of which was put towards art and culture.

Intesa Sanpaolo's environmental commitment has ensured the continuity of the CO₂ emission containment measures, thanks to a multi-year action plan, and also of the support for the development of the green economy, with loans totalling over 1.9 billion euro disbursed in 2018.

In particular, the commitment to the circular economy, developed in partnership with the Ellen MacArthur Foundation, was reinforced through the establishment of a credit plafond of 5 billion euro.

The Intesa Sanpaolo Green Bond, issued in 2017 and totalling 500 million euro, was fully allocated for the financing of 77 projects, which made it possible to avoid the generation of over 213,000 tonnes of CO₂ emissions annually.

The results achieved were made possible by the people who work at Intesa Sanpaolo. Major initiatives of the Plan were set out during 2018 for our employees, firstly by protecting employment and by supporting their development and growth, first and foremost through training initiatives (9.1 million hours provided in 2018), and also through talent development projects.



Carlo Messina
Managing Director and
Chief Executive Officer

Many activities have been dedicated to the ongoing improvement of the integrated welfare system (around 11,500 people can take part in the flexible work scheme). For the first time ever, the promotion of increasing female representation in higher positions is a goal that has been included as one of the management objectives.

Intesa Sanpaolo's mission to foster cultural, social and civil growth in the areas in which it operates is reflected in the contribution provided by its initiatives in order to achieve the United Nations Sustainable Development Goals.

These results, described in greater detail in the Consolidated Non-financial Statement, encourage us to be confident about the future and the expectations of our stakeholders, with whom we uphold an open and attentive dialogue. Our commitment to each of them remains the benchmark for all that we do.

INTESA SANPAOLO GROUP⁽¹⁾

A leader bank	<ul style="list-style-type: none"> • Leader in Italy in all segments of activities (retail, corporate e wealth management). • One of the top banking groups in Europe, with a market capitalisation of 38 billion euro⁽²⁾.
Unique Customer Reach in Italy	<ul style="list-style-type: none"> • More than 4,200 branches distributed throughout the country with market shares no lower than 12% in most Italian regions and 11,9 million costumers in Italy.
Strategic International Presence	<ul style="list-style-type: none"> • Approximately 7.5 million customers and 1,100 branches abroad, comprising subsidiaries operating in commercial banking in 12 countries in Central Eastern Europe and Middle Eastern and North African areas and an international network of specialists in support of corporate customers across 25 countries.

International presence

ITALY

4,217 Branches

OTHER EUROPEAN COUNTRIES

901 Branches 2 Representative Offices

AMERICA

2 Branches 1 Representative Office

ASIA

7 Branches 6 Representative Offices

AFRICA

175 Branches 1 Representative Office

OCEANIA

1 Representative Office



¹ As at 31/12/2018.

² As at 28/2/2019.

COMMITMENT TO DOMESTIC AND INTERNATIONAL INITIATIVES

Intesa Sanpaolo is committed to comply with sustainable development principles also with the adherence to important international initiatives that promote dialogue between companies, international organisations and civil society, and to spread the culture of social and environmental responsibility.

WE SUPPORT



Signatory of:



SUSTAINABILITY INDICES AND RANKINGS

The commitment to generate long-term value for all our stakeholder, was recognised with Intesa Sanpaolo's inclusion in a number of sustainability indices and rankings.

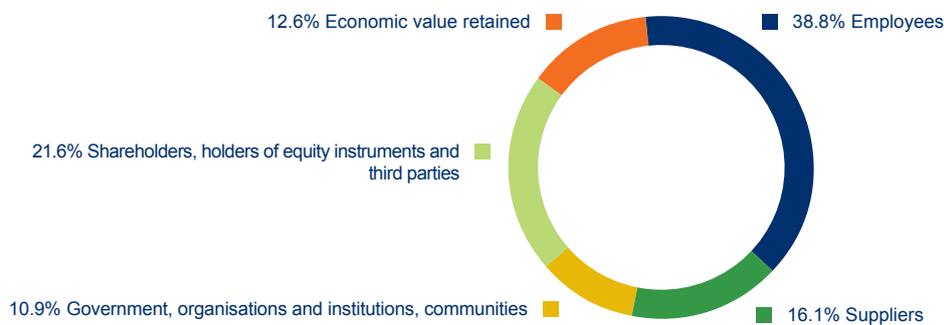


THE 2018-2021 BUSINESS PLAN

In the 2018-2021 Business Plan, solid and sustainable creation and distribution of value will remain a priority, through maintaining a high level of capitalization and significantly reducing the risk profile.

The Plan confirms the role of Intesa Sanpaolo as a real economy Bank, with sustainable profitability creating value for all stakeholders.

Breakdown of 2018 economic value: € 16,986 mln



The amount of the economic value generated expresses the value of the wealth produced, most of which distributed among the stakeholders with which the Group interacts in various ways on a day-to-day basis.

GOALS IN LINE WITH THE UN SUSTAINABLE DEVELOPMENT GOALS

Many of the objectives set in the new 2018-2021 Business Plan are strictly connected with certain UN Sustainable Development Goals (SDG's), as proof of the Group's contribution to generating positive change at a global level, focused on 11 objectives in particular.



The "Cibo e Riparo per i bisognosi" (Food and Shelter for the needy) initiative to guarantee 10,000 meals a day, 6,000 beds a month and 3,000 clothing items and medicines a month.

New medium to long-term loans in support of social enterprises, totalling approximately 0.7 billion euro over the 2018-2021 period, thus confirming Intesa Sanpaolo's position as the largest third-sector lender in Italy.

Intesa Sanpaolo Fund for Impact (~250 million euro), which will enable the disbursement of loans totalling 1.2 billion euro over the 2018-2021 period to sections of society who find it hard to access credit despite their potential.



4.6 million hours of training in the 2018-2021 period (11.9 million hours in 2021).

Continuation of the 'per Merito' initiative, launched as part of the Fund for Impact.

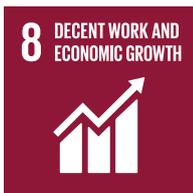
Supporting training and access to the Italian labour market for 5,000 young people in 2019-2021 through the Generation initiative.



Launch of dedicated initiatives to ensure diversity and inclusion are fully promoted.



An increase in the use of renewable energy sources, from 76% at the end of 2012 to 81% by the end of 2022. The objective is included in the Multi-Year Environmental Sustainability Plan.



New medium- to long-term loans disbursed to the real economy and totalling around 250 billion euro (~500,000 new investments financed).

Hiring of at least 1,650 people in the 2018-2021 period to support the growth of the core business and facilitate generational change.

Reassignment of excess capacity (5,000 people) into new high-value added initiatives.

Support for well-being and flexibility programmes (24,000 employees to participate in smart working schemes by 2021), part-time and mixed work contracts.

Enhancing talent through training programmes and personalised career paths involving around 500 resources by 2021.



2.8 billion euro of investments in 2018–2021 to complete the digital transformation.
70% of activities digitised in 2021 (10% in 2017).
Increase the % of sales on digital channels (15% in 2021 from 2% in 2017).



Launch of dedicated initiatives to fully promote diversity and inclusion.



Proactive management of the Group's artistic, cultural and historical heritage and promotion of art and culture in Italy and abroad.



Allocation of a dedicated plafond and launch of an investment fund for the Circular Economy.



The Climate Change Action Plan, Intesa Sanpaolo's Multi-Year Environmental Sustainability Plan, envisages a reduction of 37% in CO₂ emissions in the 2012-2022 period.



Combating corruption.
Compliance with tax regulations.
Controversial sectors (Rules on transaction in armament).

GOVERNANCE OF SUSTAINABILITY IN INTESA SANPAOLO



MANAGEMENT OF SOCIAL AND ENVIRONMENTAL RISKS IN LOANS

Proper risk management and control are essential conditions to ensure reliable and sustainable creation of value and protect the Group's financial soundness and reputation.

Intesa Sanpaolo has identified the main social and environmental risks that are significant for their possible impact on the Bank's activities and strategies and stakeholders and their mitigation actions to protect them.

With regard to reputational protection, the Reputational Risk Clearing process identifies and assesses the potential reputational risks (including those arising from socio-environmental risks) related to the most significant business operations, to the main strategic projects and the selection of suppliers/partners of Intesa Sanpaolo.

140 initiatives / transactions were assessed in 2018.

ESG RISKS IN LOANS

It is essential for the Group that investment decisions and credit policy take into account the socio-environmental risks associated with the activities of client companies.

- The assessment of creditworthiness, which includes the socio-environmental aspects, is conducted for all corporate customers, in accordance with the Rules of the Internal Rating System, on the basis of a rating that expresses a summary assessment of riskiness. An innovative corporate rating model, where social and environmental aspects can have a positive value leading to an improvement in the rating, has been developed and validated by the ECB.
- For the most sensitive sectors and corporate clients, a specific questionnaire has been defined that allows a more timely assessment of environmental risk within creditworthiness.
- For business operations and/or customers operating in sensitive sectors that are not included in the scope of application of the Equator Principles (EP) there is a release of advisory opinions on the social, environmental and reputational risk profile.
- For the assessment and management of the social and environmental risks of funding dedicated to large industrial and infrastructure projects we apply EPs, which we have been participating in since 2007.

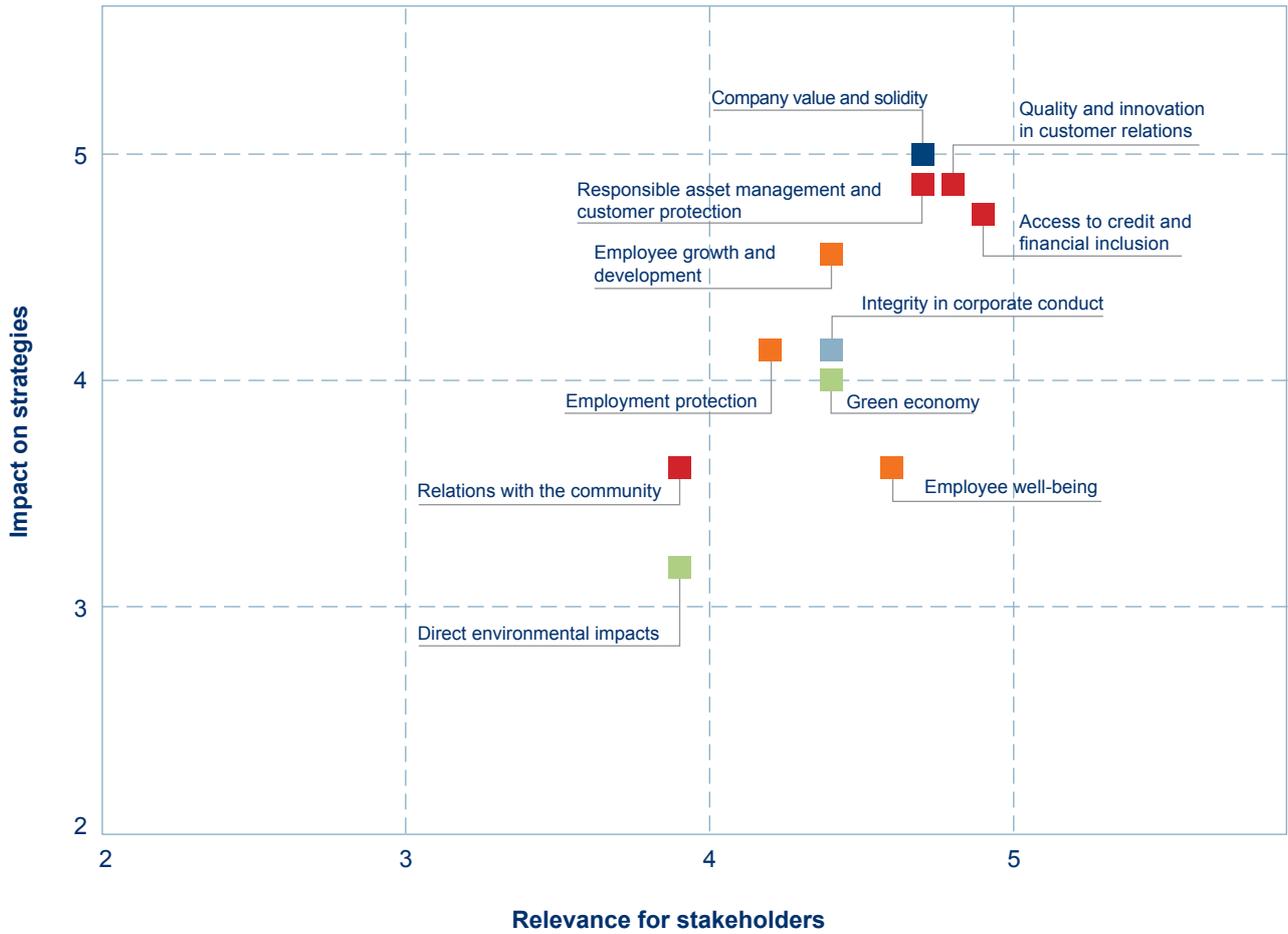
67 opinions were issued in 2018

20 of the loans that followed the evaluation process of Equator Principles have reached financial processing in 2018, the amount agreed for the projects is 993.5 mln euro

The Group's activities in the arms sector are governed by special rules which, among other things, prohibit the undertaking of any kind of banking or lending activity related to the production of and/or trade in controversial weapons and/or those banned by international treaties and in particular: nuclear, biological and chemical weapons; cluster and fragmentation bombs; weapons containing depleted uranium; and anti-personnel landmines.

2018 MATERIALITY MATRIX

Intesa Sanpaolo identifies the priority issues for the company and its stakeholders through a document analysis and stakeholder engagement activities, updated periodically, the results of which are presented in the Materiality Matrix.



STAKEHOLDER ENGAGEMENT ACTIVITIES

The relevant themes for the Group's strategy and the stakeholders included in the materiality matrix, in line with the GRI Standards, have also been identified and assessed through a structured stakeholder engagement activity^(*).

Customers	<ul style="list-style-type: none"> • Online questionnaire filled out by a sample of ~3,000 retail customers and analysis of spontaneous feedback received between January and July 2018. • Telephone interviews carried out with a sample of ~2,100 corporate customers and analysis of spontaneous feedback received between January and July 2018.
Community	<ul style="list-style-type: none"> • Telephone interviews with representatives from associations, NGOs and NPOs, active in the social welfare sphere and representatives from the world of journalism and institutions.
Environment	<ul style="list-style-type: none"> • Telephone interviews with representatives from environmental associations, NGOs and NPOs, and representatives from the world of journalism and institutions.
Shareholders	<ul style="list-style-type: none"> • Focus group with an association of small shareholders, analysis of the issues that emerged in meetings with institutional investors on CSR issues and the weight of valuations attributed to the ESG areas of the questionnaire for inclusion in the Dow Jones Sustainability Indices.
Employees	<ul style="list-style-type: none"> • Focus group with the trade unions and questionnaire included in a survey for the definition of the new company mission sent to 69,000 Italian employees and 20,000 foreign employees (35,500 Italians and respectively 8,300 foreign answered).
Suppliers	<ul style="list-style-type: none"> • Questionnaire analysis from more than 1,800 companies in the Supplier Portal.

(*) Conducted according to the AA1000 Accountability standard and moderated by an independent third party.

COMPANY VALUE AND SOLIDITY

The new Business Plan has outlined commitments and objectives that generate value for our stakeholders.

In fact, being a solid bank with a growing profitability allows Intesa Sanpaolo to contribute positively to the interests of shareholders and all stakeholders. Intesa Sanpaolo wants to be a bank with sustainable profitability, in which operating results, productivity, risk profile, liquidity and solidity / leverage are carefully balanced.

Main economic and financial ratios	2018
Personnel efficiency indexes [mln euro]	
Loans to customers/ Number of employees	4.27
Operating income / Number of employees	0.19
Financial assets of customers/ Number of employees	9.90
Capital ratios	
Shareholders' equity / Loans to customers	13.7%
Shareholders' equity / Loans to customers	5.9%
Income ratios	
Income for the year / Average shareholders' equity	8.8%
Operating costs/ Operating income (Cost income Ratio)	53.0%
Risk ratios	
Net bad loans / Loans to customers	1.8%
Cumulated adjustments on bad loans / Gross bad loans to customers	67.2%

INTEGRITY IN CORPORATE CONDUCT

The Bank recognises that compliance with internal and external regulations and codes of conduct is of significant importance, also from a strategic viewpoint, and therefore it acts in the belief that respecting standards and fairness in business are essential elements in carrying out banking operations, which by nature are based on trust and transparency.

FIGHTING AGAINST CORRUPTION AND COMBATING MONEY LAUNDERING

The Bank has defined the Group Anti-corruption Guidelines, approved by the Board of Directors, and the Organisational, Management and Control Model adopted pursuant to Legislative Decree 231/2001 which, together with Code of Ethics define the commitment to comply with the regulatory provisions aimed at combating active and passive corruption in all its forms.

Particular attention has been paid to compliance with national and international legislation on money laundering and terrorist financing, also through processes and procedures concerning obligations of customer due diligence, reporting of suspicious transactions, risk assessment and management.

In 2018:

- 66,320 trained employees and 323,242 hours provided
- 0 dismissal due to corruption
- 0 disciplinary sanctions due to staff corruption

PROTECTION OF FREE COMPETITION

The Group constantly monitors and promotes free competition, and spreads a culture of compliance with antitrust regulations, also with a specific internal team, adopting a Policy and a training and information Program.

- 47,976 trained employees and 72,938 hours provided

PRIVACY PROTECTION AND CONSUMER PROTECTION

Intesa Sanpaolo is continually committed to implementing regulatory, organisational and technological measures aimed at adequately meeting the needs of privacy protection, also in line with the new General Data Protection Regulation.

These interventions, coordinated by the Data Protection Officer, meet the principles of the Group Code of Ethics that commit the Bank to adopt criteria of absolute transparency in informing customers and employees about their rights in the matter and how that their personal information is processed.

- 51,896 trained employees and 43,501 hours provided in privacy
- 40,041 trained employees and 3,501 hours provided for consumer protection

AUDIT ACTIVITIES

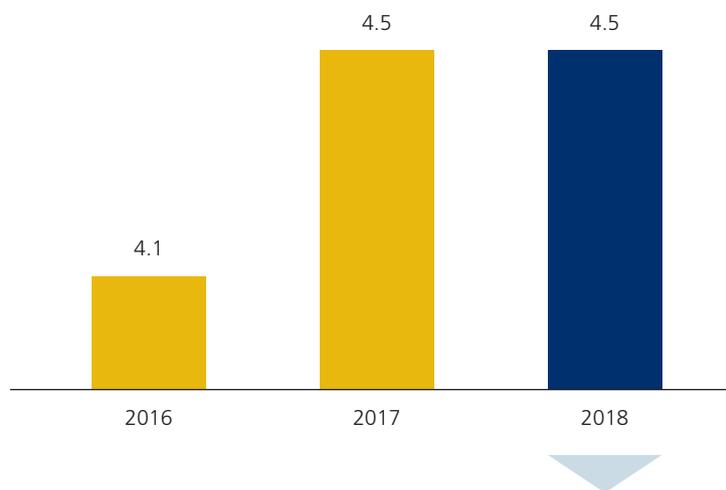
In order to ensure that its actions are aligned with principles of integrity, Intesa Sanpaolo has designed a system of controls aimed at maintaining a constant safeguard in the identification, governance and control of the risks associated with the activities carried out and in this regard we carry out audits on a fixed basis in relation to the nature and intensity of the risks.

In 2018 237 audit were carried out on 237 risk areas for a total of 396 interventions. 20 audit activities covered social and environmental policy issues

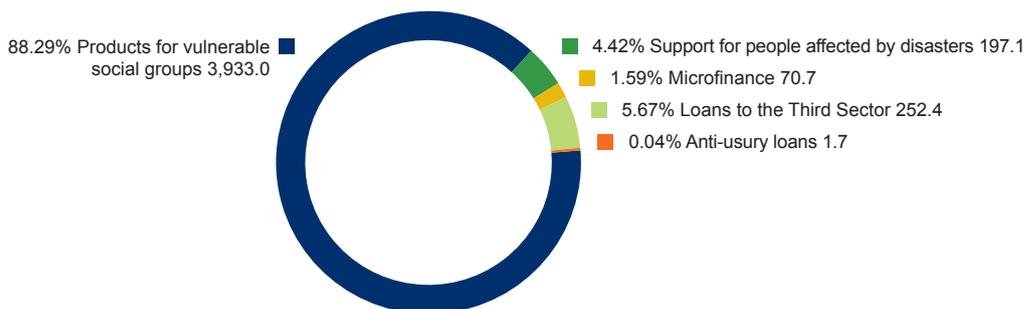
ACCESS TO CREDIT AND FINANCIAL INCLUSION

The Group provides considerable support to vulnerable customers through a variety of projects and initiatives aimed at correct allocation of resources by identifying actors in the territory with whom to develop agreements synergies that make it easier for vulnerable or non-bankable individuals to access credit. In 2018, approximately 4.5 billion euros in high-impact social finance, corresponding to 7.4% of the total loans Group in 2018. These are loans for vulnerable groups of customers (3.9 billion euros), people affected by calamitous events (197 mln), microcredit and anti-wear projects (72 mln) and the third sector (252 mln).

Loans with social impact (€ bn)



Loans with social impact (% and € mln)



In line with the 2018-2021 Business Plan, the Bank launched the Fund for Impact, which is intended to disburse social impact loans of around 1.2 billion euro to sections of society that find it difficult to access credit, despite their potential. The first initiative, per Merito, is dedicated to university students.



RESPONSIBLE ASSET MANAGEMENT

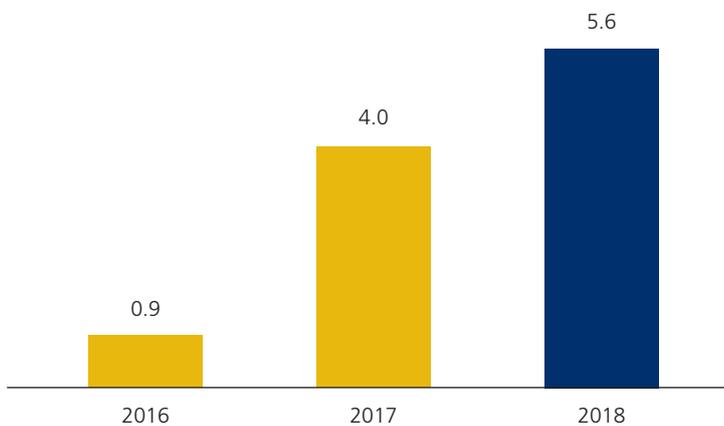
Intesa Sanpaolo is the first Group in Italy in the management of ESG and ethical funds, with a market share of ~31%.

Eurizon Capital, the Group's asset management company, was the first in Italy since 1996 to offer ethical Funds and signed the PRI in 2015. She is also a signatory to the CDP and has adhered to the Italian Stewardship Principles that define how administrative and voting rights are exercised in listed companies.

The assets managed in ethical funds and ESG amount to about 5.6 billion euros at the end of 2018, with 24 dedicated products, 11 of which launched during 2018.

During 2018, Eurizon conducted 600 engagement initiatives with 450 issuers, of which about 22% focused on ESG issues.

Eurizon Ethical and ESG Funds (€ bn)



Signatory of:



As part of sustainable investments, Fideuram Intesa Sanpaolo Private Banking offers customers the opportunity to subscribe two products - Fonditalia Ethical Investment and Fonditalia Millennials Equity - for a total assets of 115 mln euro.

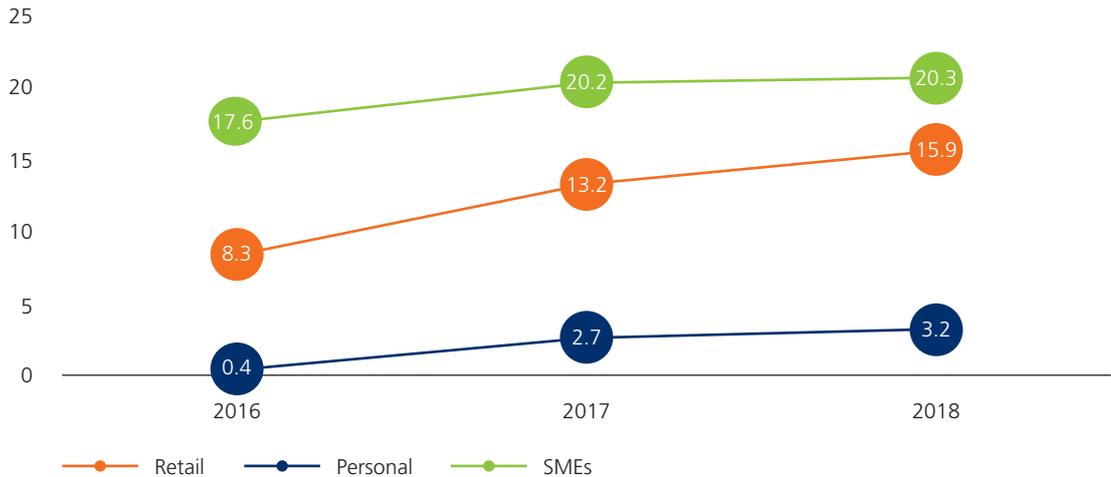
* Data from Assogestioni, december 2018.

QUALITY AND INNOVATION IN CUSTOMER RELATIONS

Service Quality

In 2018, the Bank also continued to assess using the Net Promoter Score (NPS), an index which, measuring people's likelihood to recommend the Bank, reveals the overall quality perceived by the customer.

NPS trend by customer type of customer



Innovation

Intesa Sanpaolo is transforming the Group into a digital company, anticipating and supporting the needs and actions of customers in order to increasingly develop their "remote" relations with the Bank. Sales through digital channels are more than doubled and are equal to 5% of total sales (vs 2% in 2017). The extension of the multi-channel platform, the transformation and expansion of the digital offering, have led to become the first multi-channel bank in Italy with 85% of the products available on platforms and 8.3 million multi-channel customers (7.3 million in 2017) with an incidence of 70% of customers. In 2018, 15.7 million transactions were dematerialized and 18% of the assets have been digitised (compared to 10% in 2017). In addition, 3.2 million customers have connected at least once to the new App.

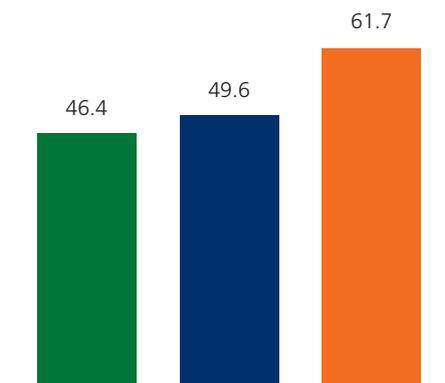
Customer health and safety

The cardinal principle behind the initiatives for the protection of branches and offices of the Group is the safeguarding of the health and safety of all the people that work there or pass through. Improvement security systems has reduced the number of robberies (from 23 of 2017 has decreased to 13 in 2018). With reference to information aspects, a Security Plan has been developed, in particular dedicated to cyber security, which has allowed fraudulent transactions to be blocked for about 27 mln euro for private customers and about 47 mln for business customers. Cybersecurity training is continued with the delivery of 14,207 hours of training.

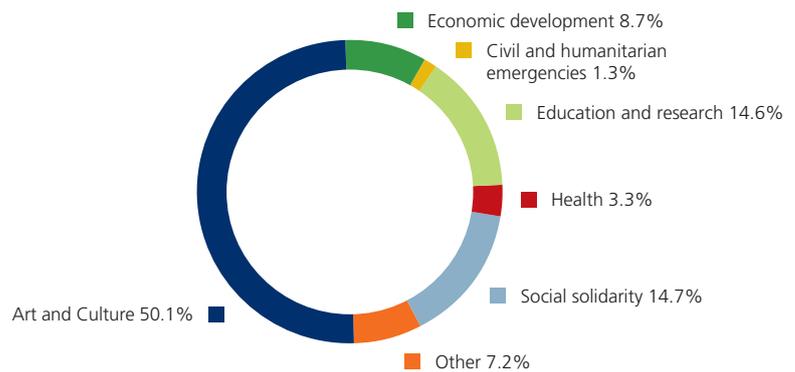
RELATIONS WITH THE COMMUNITY

The monetary contribution to the community in 2018 amounted to about 62 mln euro.

**Monetary contribution to the community
(€ mln)**



**Monetary contribution to the community
by area of activity [%]**



- The 'Food and Shelter for the Needy Project' was launched, which allowed 3.3 million meals, about 95,000 beds, 48,000 medicines and 36,000 items of clothing to be distributed.
- With the Culture Project for the enhancement and sharing of the Group's artistic and cultural heritage, 14 exhibitions were organized with over 500,000 visitors, 73,000 students participated free of charge in educational activities.
- The Intesa Sanpaolo Educational Program for long-term children continues, offering free childcare services to children in the 0-3 age group admitted to oncology departments, with the aim of helping them overcome the social and psychological isolation resulting from the disease.



EMPLOYMENT PROTECTION

A dedicated initiative of the Business Plan 2018-2021 (Proactive HR Placement) aims to involve 5,000 people for the professional conversion towards activities with greater added value. In 2018, around 1,000 employees were converted and dedicated to new priority activities.

In 2018, 3,974 employees were hired, of which 441 with specialized profiles.

EMPLOYEE GROWTH AND DEVELOPMENT

In line with the indications of the new 2018-2021 Business Plan, the commitment to enhance, develop and motivate the people who work for Intesa Sanpaolo continued.

- 9.1 million hours of training provided;
- over 80% of the employees adhering to the long-term incentive plan linked to the objectives of the Plan;
- 220 employees already involved in two editions of the International Talent Program;
- approximately 1,000 employees subjected to assessment in the context of growth paths for employees assigned to managerial positions;
- the Diversity & Inclusion structure was set up;
- introduction, in the evaluation system of about 900 managers, of the Diversity & inclusion objective (with a weight of 10% on the overall evaluation).

Awards have also been received for the bank's commitment to inclusion.



EMPLOYEE WELL-BEING

The 2018-2021 Business Plan confirms support for the well-being of the Group's people and the focus on flexibility programs.



- More than 11,500 employees signed-up to the flexible work scheme.
- 145 million euro of intermediate healthcare services net of excesses, over 200,000 people assisted.
- Over 95,000 subscribers to all Group Funds (Defined Contribution and Benefit), over 9 billion euro of assets.

- Time Bank: in addition to the hours made available by the company, with an initial reserve of 50,000 hours, 8,695 hours were donated, which were topped up with the same number of hours by the company, for an overall total of 67,390 hours.
- 5 company nests, 11 canteens.

- Health and Safety Management System and OHSAS 18001 certification extended to all Italy branches.
- Injury rate out of the total employees: 1%.
- 260 injuries inside the workplace and 13 robberies in 2018.

DIRECT ENVIRONMENTAL IMPACTS

In environmental matters, the Group's awareness of the urgent need to implement concrete lines of action to combat climate change was further strengthened, consistently with the commitments expressed in the Code of Ethics and in the Environmental and Energy Policy.

<p>Containment of atmospheric CO₂ emissions</p>	<ul style="list-style-type: none"> • CO₂ emissions: -40.9% from the end of 2008.
<p>Efficiency in energy consumption</p> <p>The Bank is committed to reducing traditional energy consumption by replacing lighting, air conditioning and renovating branches according to energy efficiency criteria.</p>	<ul style="list-style-type: none"> • 80.5% of renewable electricity consumed in the Group. • 94.8% electricity from renewable sources in Italy. • only 2% of electricity purchased from traditional sources in Italy.
<p>Responsible management of resources</p> <p>The Bank promotes the reduction of its ecological footprint. This is why the Bank is committed to minimizing paper and waste consumption and promoting green purchases.</p>	<ul style="list-style-type: none"> • Paper saved (digitisation): 3,424 t. • Environmentally-friendly paper purchased vs total: 89.6%. • Only 6.0% of waste is disposed of in landfills.

ENVIRONMENTAL AND ENERGY MANAGEMENT SYSTEM - EEMS

In Italy, over ten years ago, Intesa Sanpaolo adopted an Environmental Management System, later combined with its Energy Management System, (EEMS), which is subject to an annual certification and auditing process by an independent body.

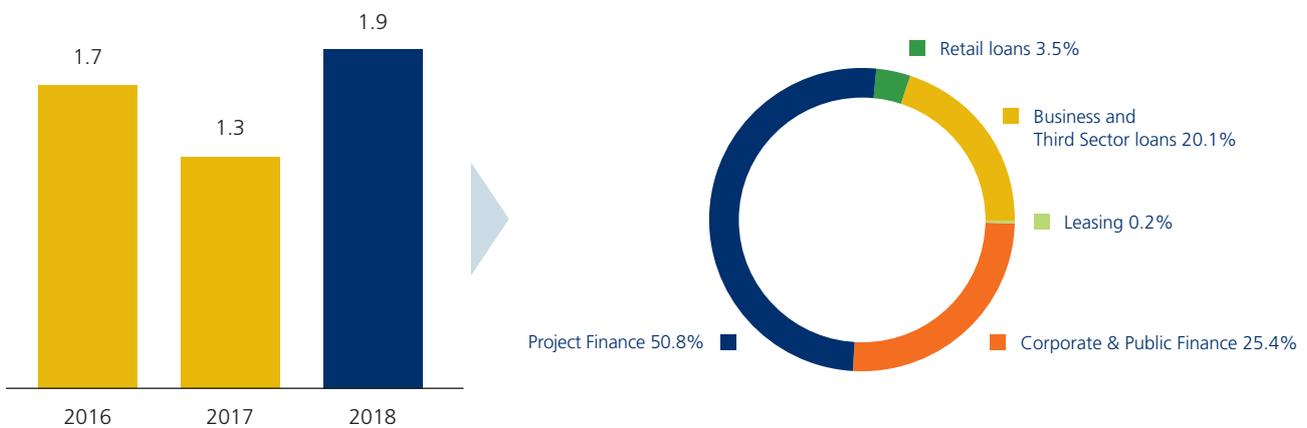
The certification perimeter currently covers a sample of approximately 250 operating units that, even in 2018, have obtained compliance certification under international standards ISO 14001 and ISO 50001.

GREEN ECONOMY

Green loans

In 2018 the Group's disbursements for environmental purposes, aimed at supporting renewable energies, energy efficiency and environmental protection, amounted to € 1.9 bn (over 18 bn from 2010 to 2018), corresponding to 3.2% of total Group loans.

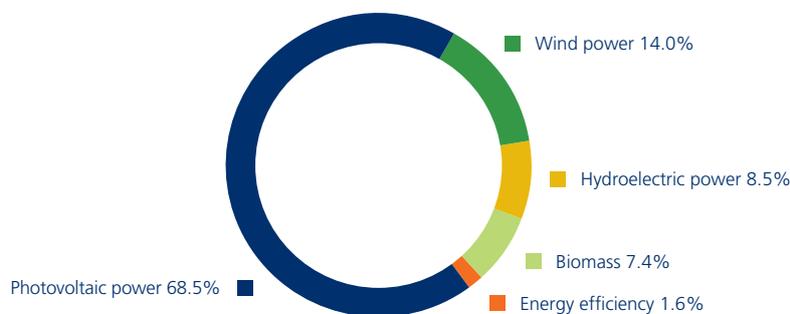
Green loans and services (€ bn)



The commitment to the circular economy, developed in partnership with the Ellen MacArthur Foundation, has been strengthened thanks to the establishment of a credit facility of 5 billion euros and the launch of the first Italian laboratory for the circular economy - together with the Foundation Cariplo - dedicated to businesses.

In June 2017 Intesa Sanpaolo issued its first Green Bond for a total amount of 500 million euro, for the financing of projects dedicated to environmental sustainability and in particular renewable energy and energy efficiency. The proceeds of the Green Bond were fully allocated, already in the first year of life, with 77 projects funded and more than 213,000 tons of CO₂ emissions avoided annually.

Allocation of Green Bond proceeds by category (%)



MOODY'S
INVESTORS SERVICE



HUMAN RIGHTS

The Intesa Sanpaolo Group, as well as observing the relevant legislation in force, has always been committed to protecting human rights in accordance with the values of the Code of Ethics and as recommended by the UN Guidelines on Business and Human Rights.

Human rights policy

We have defined the areas of our responsibility and the commitment to support the protection of the human rights of each stakeholder by issuing a specific Human Rights Policy, approved by the Board of Directors.

Concrete monitoring and commitment

The implementation and progressive extension of the protection of human rights is monitored by the CSR structure in particular by verifying the implementation and governance of the Group's Code of Ethics, carried out also with a third party evaluation in line with the international UNI ISO 26000 standard, with specific evidence of the areas attributable to the theme of human rights. The third party assessment carried out in 2018 confirmed the existence of regulations and procedures aimed at protecting the human rights listed in the relative policy, in relation to the main categories of stakeholders.



Issues	Aspects addressed	Average rating of issues (0-5)
Employment protection	Respecting individual rights in terms of protecting employment and access to trade union representation	Italy 4.5 Abroad 3.9
Employee well-being	Respecting individual in rights terms of welfare and quality of life company; employee health and safety; working environment	Italy 4.9 Abroad 3.9
Employee growth and development	Respecting individual rights in terms of enhancement of diversity	Italy 4.6 Abroad 4.0
Quality and innovation in customer relations	Respecting individual rights in terms of accessibility, customers protection and customer health and safety	Italy 4.7 Abroad 4.2
Integrity in corporate conduct	Respecting individual rights in terms of the protection of privacy and compliance with labour laws	Italy 4.7 Abroad 3.5
Responsible asset management	Respecting human right in investments	Italy 4.5 Abroad 3.7
Green Economy	Respecting human right in loans	Italy 4.9 Abroad 3.9

The scoring is based on a scale from 1 to 5, where:

1. The company's commitment to take action, ongoing feasibility assessments, but still lack of concrete actions and programs.
2. Concrete commitment, occasional, partial or purely on a reactive basis.
3. Structured, systematic commitment, focused on some priorities.
4. Structured, systematic commitment, extended to all areas and relationships. Completeness of the approach.
5. Structured, systematic commitment, extended to all areas and relationships. Completeness and innovation of the approach. Leadership towards the market and stakeholders in terms of social responsibility.

