

## HEALTH, SAFETY AND WELFARE AT WORK POLICY

Update: May 2023

## SCOPE OF APPLICATION

This Policy document applies to the Parent Company Intesa Sanpaolo S.p.A. and, by virtue of the policy and coordination action exercised by it, to all Group companies.

The Intesa Sanpaolo Group protects the health, safety and well-being at work of all its people as well as of other stakeholders involved (e.g. customers and suppliers).

## VALUES AND OBJECTIVES

The Group adopts this Policy in order to formalise, concretise and disseminate the strong and shared values of Integrity, Excellence, Transparency, Respect for specificities, Fairness, Value of the individual and Responsibility in the use of resources and the principles of conduct governing the relationship with its stakeholders outlined in the Code of Ethics and the Internal Code of Conduct.

From these values we derive:

- the responsibility to act in the service of sustainable development, to protect the environment, in favour of people's psychophysical integrity and a truly inclusive society that respects differences to ensure equal opportunities for all;
- adherence to international sustainability initiatives, which are part of achieving the Development Goals such as the UN Global Compact and the Equator Principles.

In this perspective, the health and safety of people represent true non-negotiable values for the Group.

Consistent with the above, the Group's strategic objectives in this area are:

- protect the health and safety of collaborators, customers, suppliers and all other stakeholders involved in its activities, through the development of advanced analysis and assessment methods aimed at identifying, controlling, reducing (eliminating, where technically possible) risk situations, both under ordinary conditions and in the face of crisis situations (such as seismic, hydrogeological and infectious emergencies), including climate change-related events;
- assess the vulnerabilities of people, organisation, buildings and the environment, also in view of the changes taking place in the world of work and society (green, digital and demographic transition);
- identifying and adopting company measures aimed at improving the well-being of employees, with a strong focus on innovation and medical, scientific and technical research;
- select and monitor their suppliers taking into account ethical, social and environmental requirements;
- promote continuous and effective communication with all stakeholders (workers and their representatives first and foremost) in relation to the contents of this Policy, actively involving them in the identification and pursuit of the objectives;
- monitor the progress of the actions taken in pursuit of the objectives, translated into Improvement Plans, to the achievement of which all corporate functions contribute, and manage the level of residual risk in order to further minimise it, making use of the most advanced systems, applications and technologies (IOT distributed sensors, AI);

all the above, making available all the necessary human, instrumental and financial resources.

On the path of constant improvement, best practices provided by the international standards adopted at the time are also implemented.

## COMMITMENTS AND ACTIONS

The Group's first commitment is to take care of people and the environment in which it operates.

It is therefore the Group's commitment to create a healthy, safe and inclusive working environment, capable of welcoming and valuing all forms of diversity, preventing (and mitigating) psychosocial risks and promoting the physical, psychological and social well-being of employees, without neglecting individual specificities and vulnerabilities.

Commitments made on gender equity, combating all forms of discrimination and harassment are affirmed in the 'Principles of Diversity & Inclusion' document.

People are called upon to take responsibility for their own safety, to actively cooperate in the health and safety management system, and are encouraged to report any deviations from internal regulations.

By raising awareness, providing information and training, the Group assumes and implements its commitment to participate in the creation and dissemination of culture, knowledge and scientific innovation for the health and safety of people, putting them at the service of the community.

The Group's commitment to protecting the health and safety of people is consistent with the strategic framework defined by the European Union, based on three key actions:

- the management of changes brought about by the green, digital and demographic transition, for the purpose of health protection;
- the prevention of occupational accidents and diseases;
- preparation in case of future health crises.

As far as actions are concerned, the Group has adopted and maintains an Occupational Health and Safety Management System, compliant with the UNI ISO 45001 standard, which takes into account the needs and expectations of stakeholders as well as the impacts generated by its activities, periodically analysing the internal and external context in which it operates.

The Management System, through risk assessment and the definition of appropriate preventive and protective measures (according to a multidisciplinary approach that considers the combined effect of the work environment, processes, equipment and the subjective conditions of workers), makes it possible to promote and monitor the implementation of work environments, organisational and service models that are suitable for guaranteeing the protection of the health and safety of employees, third parties and local communities.

This system is complemented by the UNI ISO 45003 Guidelines on the management of psychosocial risks at work and the most advanced protocols on the management of biological risks related to the spread of infectious diseases.

In this context, occupational medicine is given a central prevention role by extending its function to the perimeter of the so-called emerging risks (techno-stress, cognitive load, etc.), psychosocial, travel and those related to critical exogenous events. The statistical-epidemiological analysis of data from health surveillance and other health-related activities becomes relevant both for monitoring the prevention initiatives implemented (e.g. in the definition of

technical and plant engineering to ensure better air quality in the workplace), and for the promotion of increasingly effective health protection programmes.

Health monitoring will gradually be supplemented by a programme of medical examinations for health promotion, on a voluntary and free basis, with the aim of developing and spreading the culture of well-being and disease prevention. Integrated welfare' tools also play an important role in this perspective, supporting people's motivation and involvement, placing them at the centre of the Group's attention, with the aim of meeting their needs and those of their families, for the best balance of private and professional life.

Occupational medicine and health and safety expertise are also integrated with other disciplines, such as neuroscience, ergonomics (physical, cognitive and organisational), environmental hygiene, occupational psychology, the responsible use of Artificial Intelligence and developments in telemedicine and proximity medicine.

## **CHANGE MANAGEMENT**

The evolution of the way of working, with face-to-face activity continuing to play an important role also because of its social interaction dimension, and the simultaneous growing affirmation of agile/smart logics, requires that people be supported in using, in a balanced and voluntary way, a hybrid way of working, which has never been realised before.

The Next Way of Working programme, with new technological tools, processes and environments, addresses the changes related to the profound digital transformation and the evolution of work organisation, with a focus on emerging risks and the consequent rethinking of the management logic of activities and physical spaces, on the assumption that healthy and safe, as well as inclusive and innovative, work environments will continue to be created and maintained.

In the same vein, risks related to climate change are also dealt with, adopting an integrated assessment strategy of structural, organisational and subjective 'vulnerabilities', in order to strengthen the efficiency of the safeguards put in place and the mitigation actions, minimising dysfunctional areas.

The Group is aware of the importance of managing change, which must be addressed as a practice and as a condition for continuing to meet the needs and expectations of all stakeholders. It is therefore of fundamental importance to understand, and if possible anticipate, the evolutions of the economic and social context in which we operate, in order to continue to improve the health, safety and wellbeing of people, also with the multidisciplinary contribution of Universities and Research Institutes.

Milan, May 2023

The Intesa Sanpaolo Group Chief Operating  
Officer