



Material issues:
results and objectives

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Company value and solidity

PERFORMANCE INDICATORS AND RESULTS ACHIEVED

Stakeholder	Benefits	Results as at 30 June 2019 (Cumulative value since the beginning of 2018)	Plan Objectives for 2021 Cumulative value 2018-2021
Shareholders	Cash payout ratio	€1,813 million*	85% in 2018, 80% in 2019, 75% in 2020 and 70% in 2021
Households and businesses	New medium/long-term credit granted to the real economy	~26 billion (~86 billion since the beginning of 2018)	~250 billion
Employees	Personnel expenses	2.8 billion (8.6 billion since the beginning of 2018)	~24 billion
Suppliers	Procurement and investments	0.9 billion (3.6 billion since the beginning of 2018)	~11 billion
Public sector	Direct and indirect taxes	1.4 billion (3.9 billion since the beginning of 2018)	~13 billion

* Dividends accrued in the first half of 2019, equal to 80% of the net profit for the period.

Integrity in corporate conduct

PERFORMANCE INDICATORS AND RESULTS ACHIEVED

Macro-issue	Projects/Indicators	Actions/ Results as at 30 June 2019
Fighting against corruption and combating money laundering	Training to prevent corruption and money laundering	<ul style="list-style-type: none"> ▪ 64,772 trained employees (71.8% of the total) ▪ 148,657 hours provided
	Disciplinary sanctions due to staff corruption	<ul style="list-style-type: none"> ▪ 0
	Dismissals due to corruption	<ul style="list-style-type: none"> ▪ 0
	Internal advice and clearing on transactions in the corruption highest risk areas	<ul style="list-style-type: none"> ▪ 80
Protection of free competition	Training on privacy protection	<ul style="list-style-type: none"> ▪ 58,065 trained employees (64.4% of the total) ▪ 172,520 hours provided
	Internal requests for antitrust advice and clearing on Group projects	<ul style="list-style-type: none"> ▪ Advice and clearing requests were made for 44 initiatives, of which 25 advice and clearing requests have been completed (opinions not subject to changes or updates), and 19 are still ongoing
Privacy protection	Training on free competition	<ul style="list-style-type: none"> ▪ 54,626 trained employees (60.6% of the total) ▪ 41,709 hours provided
	Cases of customer data being lost or stolen	<ul style="list-style-type: none"> ▪ Data Protection Officer was involved in the evaluation of 9 alleged personal data breach events (Data Breach): for 7 cases a risk for the rights and freedoms of the interested parties was not detected and therefore it was not necessary to proceed with the notification to the Guarantor Authority, for the remaining 2 cases it was necessary to proceed with the notification to the Guarantor Authority
Consumer protection	Training on consumer protection	<ul style="list-style-type: none"> ▪ 58,975 trained employees (65.4% of the total) ▪ 263,047 hours provided
Whistleblowing	Whistleblowing reports	<ul style="list-style-type: none"> ▪ 10 reports, of which 4 were found to be not pertinent and 6 were subject to specific investigations

Society

PERFORMANCE INDICATORS, RESULTS ACHIEVED AND OBJECTIVES

Macro-issue	Projects/Indicators	Actions/ Results as at 30 June 2019 (Cumulative value since the beginning of 2018)	Plan Objectives for 2021 Cumulative value 2018-2021
Real-economy Bank	Medium/long-term credit granted to the real economy	<ul style="list-style-type: none"> ~26 billion (~86 billion since beginning of 2018) 	<ul style="list-style-type: none"> ~250 billion (cumulative value 2018-2021)
Quality and innovation in customer relations	Net Promoter Score*	<ul style="list-style-type: none"> NPS Retail: 19; NPS Personal: 5; NPS SME: 15. In 2019 the survey consisted of 794,533 inquiries on Retail and Personal customers and 47,903 inquiries on SME customers 	<ul style="list-style-type: none"> Enhancing the quality of service levels
	Average response times to customer complaints and appeals (Parent Company) in line with reference regulations (RR)	<ul style="list-style-type: none"> Investment products and services: 47.5 days (vs NR 60 days); Insurance products and services: 17.5 days (vs NR 45 days) 	<ul style="list-style-type: none"> Maintaining high performance levels in listening to customers
	Expansion of the multichannel platform and digital transformation	<ul style="list-style-type: none"> ~8.8 million multichannel customers equalling 75% of customers 24.9 million digitised transactions and 22.1% of activities digitised 4.7 million customers connected at least once to the new App 19 Group companies already introduced into the Cybersecurity Model (45%) 	<ul style="list-style-type: none"> 70% of activities digitised 100% of Group companies introduced into the Cybersecurity Model
	Blocking of fraudulent transactions	<ul style="list-style-type: none"> ~18 million fraudulent transactions blocked for retail customers and ~11 million for corporate customers 	<ul style="list-style-type: none"> Strengthening of cybersecurity
	IT Security training for employees	<ul style="list-style-type: none"> 20,946 participants; 38,559 hours provided 	
	Number of robberies	<ul style="list-style-type: none"> 13 	<ul style="list-style-type: none"> Continuous focus on the safety of customers and employees
Access to credit and financial inclusion	Loans disbursed for initiatives with high social impact	<ul style="list-style-type: none"> ~1.8 billion 7% of total loans 	<ul style="list-style-type: none"> Reinforcement of initiatives to foster financial inclusion and to support vulnerable groups
	Microcredit and anti- groups usury loans disbursed	<ul style="list-style-type: none"> ~31.6 million 	
	Supporting people affected by natural disasters	<ul style="list-style-type: none"> Provisioning of approximately 55 million subsidised loans, of which over 2.2 million related to the support of families and businesses affected by the collapse of the bridge in Genoa 	

Macro-issue	Projects/Indicators	Actions/ Results as at 30 June 2019 (Cumulative value since the beginning of 2018)	Plan Objectives for 2021 Cumulative value 2018-2021
	Fund for Impact	<ul style="list-style-type: none"> Launched at the end of February "per Merito", the first unsecured line of credit dedicated to all Italian university students residing in Italy or abroad. 1.1 million already granted in the first four months after the launch of the initiative 	<ul style="list-style-type: none"> Creation of a fund of some 250 million to disburse loans of around 1.2 billion to sections of society that find it difficult to access credit
	Loans disbursed to support the Third Sector and social enterprises	<ul style="list-style-type: none"> ~100 million (~ 300 million since beginning of 2018) 	<ul style="list-style-type: none"> New medium and long-term loans of 700 million to support social enterprises (cumulative value 2018-2021)
Sustainable investments and customer protection	Ethical/ESG Funds	<ul style="list-style-type: none"> 29.8% of the Group's market share for SRI fund assets in Italy. For Eurizon, approximately 6.5 billion of Ethical/ESG funds (29.1% of the market); 28 dedicated products; 4 new funds launched. For Fideuram, over 149 million of Ethical/ESG funds 	<ul style="list-style-type: none"> Consolidation of its leading role in sustainable investments
	Engagement activities with issuers	<ul style="list-style-type: none"> 300 Eurizon engagements with issuers, over 23% of which exclusively about ESG issues 	<ul style="list-style-type: none"> Enhancement of engagement activities in line with the Stewardship Principles
	Gross premiums non-motor insurance	<ul style="list-style-type: none"> 254 million 	<ul style="list-style-type: none"> Development of insurance offer
Contribution to the community	Monetary contribution to the community**	<ul style="list-style-type: none"> ~29 million 	<ul style="list-style-type: none"> Become an exemplary model for society in terms of social and cultural responsibility
	Food and Shelter for the Needy project	<ul style="list-style-type: none"> Since 2018 around 4.5 million meals, 178,800 beds, 66,600 medicines and 52,700 clothing items distributed 	<ul style="list-style-type: none"> Combating poverty by distributing 10,000 meals a day (3.6 million a year) and providing 6,000 beds a month (72,000 a year), 3,000 medicines and 3,000 clothing items a month (36,000 medicines and 36,000 items of clothing a year)
	Culture project	<ul style="list-style-type: none"> Monetary contribution of 13.2 million to art and culture 4 main exhibitions and 4 dossier exhibitions at the Gallerie d'Italia organized with almost 280,000 visitors; free participation of approximately 44,000 children and teenagers in educational workshops held in the Group's museums; 110 masterpieces took part in exhibitions in prestigious museums in Italy and abroad and 100 young art historians working at the Gallerie d'Italia 	<ul style="list-style-type: none"> Promotion and sharing of the Group's artistic and cultural heritage and promotion of the culture and awareness of the country's heritage

* In 2019 it was defined that the reference detection channel is the telephone channel; therefore, the 2019 NPS is computed by applying a corrective factor that allows to make the votes collected with different channels comparable with the telephone channel. Starting from 2019 the data referring to the customers of the aggregate group of former Banca Popolare di Vicenza and former Veneto Banca are included.

** Overall monetary contribution to the community is calculated based on the LBG methodology.

Employees

PERFORMANCE INDICATORS, RESULTS ACHIEVED AND OBJECTIVES

Macro-issue	Projects/Indicators	Actions/ Results as at 30 June 2019 (Cumulative value since the beginning of 2018)	Plan Objectives for 2021 Cumulative value 2018-2021
Job protection	People reassigned to high value-added activities New hires	<ul style="list-style-type: none"> 1,190 reassigned employees working on new priority activities (2,179 since the beginning of 2018) 2,008 hires at Group level, of which 202 hires have specialised profiles (643 since the beginning of 2018) 	<ul style="list-style-type: none"> 5,000 people reassigned to high value-added initiatives At least 1,650 new hires to support core business growth
Labour Relations	Employees belonging to a trade union Signed trade union Agreements	<ul style="list-style-type: none"> 77.69% in Italy (credit agreement) 31.3% abroad 15 signed trade union agreements 	<ul style="list-style-type: none"> People acting as an enabling factor, including by means of a meaningful discussion with trade union representatives
Employee growth and development	Training: hours provided	<ul style="list-style-type: none"> 2.8 million hours of training (11.9 million since the beginning of 2018) 	<ul style="list-style-type: none"> 46 million hours of training in the 2018-2021 period 11.9 million hours in 2021
	Insurance sector training	<ul style="list-style-type: none"> 208 protection specialists introduced to support branches 258,643 hours of training and specialisation for insurance sector growth for 58,322 people, supporting branches 	<ul style="list-style-type: none"> Training and specialization for insurance sector growth: some 220 protection specialists supporting branches, some 30,000 trained individuals from branches
	Loan recovery training	<ul style="list-style-type: none"> 1,753 training hours provided to 412 employees to consolidate loan recovery 50 employees managing customers in arrears (241 since the beginning of 2018) 	<ul style="list-style-type: none"> Enhancing skills in loan recovery and creating a dedicated internal unit (1,000 individuals managing customers in arrears, out of 1,300 reassigned to lending priorities)
	International Talent Program	<ul style="list-style-type: none"> The development initiatives envisaged by the International Talent Program involved over 220 employees 	<ul style="list-style-type: none"> Around 500 talents involved
	Managerial assessments	<ul style="list-style-type: none"> 345 employees subject to assessment (39% men and 61% women) 	<ul style="list-style-type: none"> Career advancement paths for employees destined for managerial roles
	Diversity Management initiatives	<ul style="list-style-type: none"> Survey results analysis on the inclusion and definition of the Diversity & Inclusion Strategy Action plan 2019-2020 Analysis of Diversity & Inclusion indicators for targeted intervention actions 	<ul style="list-style-type: none"> Promote diversity and inclusion

Macro-issue	Projects/Indicators	Actions/ Results as at 30 June 2019 (Cumulative value since the beginning of 2018)	Plan Objectives for 2021 Cumulative value 2018-2021
Welfare and quality of life in the company	Smart Working	<ul style="list-style-type: none"> 12,941 participants in the flexible work scheme, out of which 1,359 new members in the semester 	<ul style="list-style-type: none"> Flexibility programmes to improve staff productivity and satisfaction: smart working extended to 24,000 people in 2021
	Intesa Sanpaolo Employees' Association	<ul style="list-style-type: none"> Almost 150,000 members Approximately 2 million euro to support free time initiatives 	
	Group health fund	<ul style="list-style-type: none"> 45.4 million euro of intermediate healthcare services net of excesses Over 215,000 people assisted 	<ul style="list-style-type: none"> Promotion of welfare and work-life balance
	Company pension	<ul style="list-style-type: none"> Over 95,000 subscribers to all Group Funds (Defined Contribution and Benefit) Over 9 billion of assets 	
Health and safety	Injuries	<ul style="list-style-type: none"> Inside the workplace: 120 Outside the workplace: 331 Injury rate: 0.5% 	<ul style="list-style-type: none"> Protecting employee health and safety
	Health and Safety Management System Certification	<ul style="list-style-type: none"> OHSAS 18001 certification extended to all Italy branches 	
	Health and safety training for employees	<ul style="list-style-type: none"> 13,479 participants in health and safety training; 48,818 hours provided 	

Environment and climate change

PERFORMANCE INDICATORS, RESULTS ACHIEVED AND OBJECTIVES

Macro-issue	Projects/Indicators	Actions/ Results as at 30 June 2019 (Cumulative value since the beginning of 2018)	Plan Objectives for 2021 Cumulative value 2018-2021
Direct environmental impacts	Greenhouse gas emissions*	<ul style="list-style-type: none"> Scope 1 + 2 Market-based**: 45,841 tCO₂eq 0.013 tCO₂eq/m² 0.485 tCO₂eq/staff member 	<ul style="list-style-type: none"> Containment of CO₂ emissions
	Energy consumption	<ul style="list-style-type: none"> Electricity: 211,662 MWh Thermal energy: 120,419 MWh Renewable electricity consumption vs total: 81.1% Electricity produced from renewable sources: 651 MWh 	<ul style="list-style-type: none"> Containment of energy consumption Increase in the use of renewable energy sources Maintenance of electricity production levels from photovoltaic energy
	Responsible management of resources	<ul style="list-style-type: none"> Paper purchased: 3,294 t Environmentally-friendly paper purchased vs total: 88.4% 	<ul style="list-style-type: none"> Responsible use of resources
Green economy	Loans and services for the green economy and Circular Economy	<ul style="list-style-type: none"> Loans for environmental purposes***: 583 million euro disbursed 2.2% of total loans 	<ul style="list-style-type: none"> Supporting the green economy
		<ul style="list-style-type: none"> Circular Economy: 178 projects analyzed 40 projects funded 543 million provided 	<ul style="list-style-type: none"> 5 billion euro in credit for companies that adopt the circular model using innovative methods Launch of a specific investment fund dedicated to the Circular Economy

* Emission factors for the calculation of CO₂ established by Intesa Sanpaolo, in accordance with the ABI Energia Guidelines "Linee guida sull'applicazione in banca degli Standards GRI in materia ambientale" and on the basis of the main 2018 publications (UNFCCC, IEA, IPCC, AIB, etc.).

** Market-based: for purchased electricity the Scope2 data considers the contribution, agreed contractually, of the guaranteed renewable source certificates, which therefore have zero emissions.

*** Loans granted through the Plafond Circular Economy are excluded.

Human rights

PERFORMANCE INDICATORS AND RESULTS ACHIEVED

Indicators	Results as at 30 June 2019
Injuries in the workplace	120
Employees belonging to a union (% of total)*	64.9%
Part-time employees (% of total)	11.8%
Employees signed up to the flexible work scheme	12,941
Reports of non-compliance with the Code of Ethics for alleged discrimination	4
Court cases for mobbing **	2
Reports of alleged breaches of the Privacy Code (Italy)	23
Robberies - Number of events per 100 branches	0.29
Suppliers registered on the Supplier Gate*** (n.)	4,213
Projects subject to Equator Principles screening:	
Number	1
Amount (millions of euro)	173
Donations for vulnerable and disadvantaged groups managed centrally (% of total)	100%

* The industry National Collective Bargaining Agreement covers all employees in Italy. The percentage of employees working in Italy and covered by the Collective Bargaining Agreement for the Credit Sector who are also members of a trade union is 77.69% (calculation based on Full Time Equivalents –FTEs).

** Two disputes of current employees are underway which include mobbing among the claims.

*** All suppliers registered on the portal are subject to checks in the areas of business ethics and respect for human rights, workers' rights and environmental rights.