

Group's people

COMPOSITION

Group staff breakdown by country [No.]	30.6.2020			30.6.2021		
	Total	Men	Women	Total	Men	Women
Italy	64,694	31,638	33,056	75,743	37,760	37,983
Luxembourg	207	133	74	214	134	80
Ireland	29	17	12	32	19	13
Egypt	4,504	3,330	1,174	4,268	3,129	1,139
Albania	677	199	478	665	189	476
Croatia	5,045	1,400	3,645	5,053	1,404	3,649
Romania	570	163	407	587	168	419
Serbia	3,147	847	2,300	3,122	810	2,312
Hungary	2,294	714	1,580	2,267	699	1,568
Slovakia	4,094	1,175	2,919	3,881	1,132	2,749
Ukraine	836	186	650	797	172	625
Russian Federation	1,091	307	784	1,005	270	735
Brazil	37	25	12	43	29	14
Moldova	349	118	231	358	120	238
United States	-	-	-	48	34	14
Group	87,574	40,252	47,322	98,083	46,069	52,014

The figures exclude employees with atypical contracts.

Employees from foreign subsidiaries of Italian companies are included in the scope of Italy.

The breakdown by country is made on the basis of the headquarters of the Parent Company for the international subsidiaries (PBZ in Croatia, VÚB Banka in Slovakia and CIB Bank in Hungary). The United States have been included in the consolidation area starting from the 2020 Consolidated Non-Financial Statement, therefore only the data relating to the 1st semester of 2021 are available.

Employee breakdown by gender [%]	30.6.2020			30.6.2021		
	Italy	Abroad	Group	Italy	Abroad	Group
Men	48.9	37.6	46.0	49.9	37.2	47.0
Women	51.1	62.4	54.0	50.1	62.8	53.0

Employees by category and gender [% of total employees]	30.6.2020			30.6.2021		
	Italy	Abroad	Group	Italy	Abroad	Group
Executives	1.6	2.2	1.7	1.7	2.2	1.8
Men	1.2	1.3	1.3	1.4	1.3	1.4
Women	0.3	0.9	0.5	0.3	0.8	0.5
Middle managers	42.1	22.5	37.0	42.1	22.2	37.6
Men	25.5	12.7	22.1	26.0	12.4	22.9
Women	16.7	9.8	14.9	16.1	9.8	14.7
Professional areas	56.3	75.3	61.3	56.2	75.7	60.6
Men	22.2	23.6	22.6	22.5	23.5	22.7
Women	34.1	51.7	38.7	33.7	52.2	37.9

Employees - Breakdown by category and gender [% of the category total]	30.6.2020		30.6.2021	
	Men	Women	Men	Women
Executives	72.6	27.4	74.8	25.2
Middle managers	59.8	40.2	60.9	39.1
Executives + Middle managers	60.4	39.6	61.6	38.4
Professional areas	36.8	63.2	37.5	62.5

Part-time employees by gender	30.6.2020			30.6.2021		
	Italy	Abroad	Group	Italy	Abroad	Group
Number of part-time employees/total employees [%]	15.6	1.4	11.9	15.8	1.4	12.5
Breakdown of part-time employees by gender [No.]	10,094	322	10,416	11,969	310	12,279
Men	772	56	828	1,161	40	1,201
Women	9,322	266	9,588	10,808	270	11,078

Hiring by gender [No.]	30.6.2020			30.6.2021		
	Italy	Abroad	Group	Italy	Abroad	Group
Total	479	1,083	1,562	625	1,157	1,782
Men	276	412	688	299	423	722
Women	203	671	874	326	734	1,060

Termination by gender [No.]	30.6.2020			30.6.2021		
	Italy	Abroad	Group	Italy	Abroad	Group
Total	1,420	1,189	2,609	2,328	1,376	3,704
Men	838	411	1,249	1,384	538	1,922
Women	582	778	1,360	944	838	1,782

Turnover by gender [No.]	30.6.2020			30.6.2021		
	Italy	Abroad	Group	Italy	Abroad	Group
Total	-941	-106	-1,047	-1,703	-219	-1,922
Men	-562	1	-561	-1,085	-115	-1,200
Women	-379	-107	-486	-618	-104	-722

Turnover rate by gender [%]	30.6.2020			30.6.2021		
	Italy	Abroad	Group	Italy	Abroad	Group
Total	-1.4	-0.5	-1.2	-2.2	-1.0	-1.9
Men	-1.7	0.0	-1.4	-2.8	-1.4	-2.5
Women	-1.1	-0.7	-1.0	-1.6	-0.7	-1.4

PROFESSIONAL DEVELOPMENT

Promotions by gender	30.6.2020			30.6.2021		
	Italy	Abroad	Group	Italy	Abroad	Group
Total	368	511	879	800	607	1,407
Men [No.]	185	170	355	400	176	576
Women [No.]	183	341	524	400	431	831
Men [% on total promotions]	50.3	33.3	40.4	50.0	29.0	40.9
Women [% on total promotions]	49.7	66.7	59.6	50.0	71.0	59.1

TRAINING

Training by professional category [hours]	30.6.2020			30.6.2021		
	Italy	Abroad	Group	Italy	Abroad	Group
Executives	22,706	14,759	37,466	47,192	15,763	62,955
Men	18,236	8,819	27,055	38,277	7,624	45,901
Women	4,470	5,941	10,411	8,915	8,138	17,054
Middle managers	1,886,672	104,409	1,991,081	1,972,125	122,681	2,094,806
Men	1,094,166	45,830	1,139,995	1,235,384	51,455	1,286,838
Women	792,506	58,580	851,086	736,741	71,226	807,968
Professional areas	3,392,121	596,040	3,988,161	2,894,885	551,602	3,446,486
Men	1,256,708	140,203	1,396,912	1,196,288	133,979	1,330,266
Women	2,135,413	455,836	2,591,249	1,698,597	417,623	2,116,220
Total	5,301,499	715,209	6,016,708	4,914,201	690,045	5,604,247
Men	2,369,110	194,852	2,563,962	2,469,948	193,058	2,663,006
Women	2,932,389	520,356	3,452,746	2,444,254	496,988	2,941,241

* The data are shown on the basis of a recalculation that takes into account training effectiveness parameters and does not include the hours of training provided to employees who ceased during the semester.

Training by category and gender [average hours]*	30.6.2020			30.6.2021		
	Italy	Abroad	Group	Italy	Abroad	Group
Executives	10.5	19.7	13.5	16.1	18.4	16.7
Men	10.4	18.7	12.6	16.1	14.8	15.8
Women	10.9	21.2	15.8	16.5	24.0	19.6
Middle managers	24.0	11.6	22.0	22.3	14.1	21.2
Men	23.1	9.6	21.1	22.8	10.8	21.4
Women	25.3	14.3	23.4	21.5	18.4	21.0
Professional areas	31.7	18.0	27.3	24.0	17.2	22.1
Men	30.0	15.2	25.9	25.1	14.8	22.6
Women	32.9	19.2	28.1	23.3	18.3	21.7
Hours of training per employee [No.]*	28.1	16.6	25.1	23.2	16.5	21.7

* Hours defined as the duration of the teaching units used.

Training by procedure	30.6.2020			30.6.2021		
	Italy	Abroad	Group	Italy	Abroad	Group
Classroom training [% of hours]*	1.5	29.6	4.8	3.6	30.3	6.9
Remote training [% of hours]*	98.5	70.4	95.2	96.4	69.7	93.1
Hours of training provided (classroom + remote learning) [No.]*	5,301,499	715,209	6,016,708	4,914,201	690,045	5,604,247

* The data are shown on the basis of a recalculation that takes into account training effectiveness parameters and does not include the hours of training provided to employees who ceased during the semester.

FREEDOM OF COLLECTIVE BARGAINING

Trade union freedom	30.6.2020			30.6.2021		
	Italy	Abroad	Group	Italy	Abroad	Group
Employees registered with a trade union [No.]	46,639	7,228	53,867	55,478	6,878	62,355
Executives	155	66	221	227	51	278
Middle managers	18,852	2,515	21,367	22,447	2,283	24,730
Professional areas	27,632	4,647	32,280	32,803	4,544	37,347
Employees registered with a trade union [%]	76.1*	32.8	64.7	77.2*	31.2	66.4

The National Collective Labor Agreement for the sector covers all employees in Italy and 53.9% of employees abroad.

* The % of employees operating in Italy and covered by the collective credit agreement registered with a trade union is equal to 77.77%.

HEALTH AND SAFETY

Injuries by gender [No.]	30.6.2020			30.6.2021		
	Italy	Abroad	Group	Italy	Abroad	Group
Total injuries in the year	211	35	246	208	27	235
Men	89	6	95	103	3	106
Women	122	29	151	105	24	129

Injuries at work and on the way to/from work [No.]	30.6.2020			30.6.2021		
	Italy	Abroad	Group	Italy	Abroad	Group
Injuries at work	84	17	101	93	12	105
Men	31	2	33	49	1	50
Women	53	15	68	44	11	55
Injuries on the way to/from work	127	18	145	115	15	130
Men	58	4	62	54	2	56
Women	69	14	83	61	13	74

Training on health and safety	30.6.2020			30.6.2021		
	Italy	Abroad	Group	Italy	Abroad	Group
Hours of training on health and safety [No.]*	117,242	1,971	119,213	89,045	9,462	98,506
Employees who have attended health and safety training [No.]	21,278	1,052	22,330	17,329	3,936	21,265
Employees who have attended health and safety training [%]	33	5	25	23	18	22
Hours of health and safety training per employee [No.]*	1.8	0.1	1.4	1.2	0.4	1.0

* Hours defined as the duration of the teaching units used.

Robberies [No.]	30.6.2020			30.6.2021		
	Italy	Abroad	Group	Italy	Abroad	Group
Robberies	3	1	4	0	1	1
Robberies for every 100 bank counters	0.1	0.1	0.1	0.0	0.1	0.0