



Generali in Figures 2022

* Indicators reported within the Consolidated Non-Financial Statement subject to limited assurance by the external auditor

RESPONSIBLE INVESTOR

	2022	2021	2020
Direct investments by the Group's insurance companies subject to negative screening approach (€ bln) *	235.4	312.8	326.4
New green and sustainable investments (2021-2025) (€ mln) *	3,189	2,537	n.a.
Fenice 190 - investments to support sustainable recovery in Europe *			
Carbon footprint of investment portfolio (EVIC) (tCO₂e/€ mln invested) * The indicator refers to the carbon footprint of direct general account investment portfolio of the Group's insurance companies in listed equities and corporate bonds, in terms of carbon intensity (EVIC). The coverage is 74% for 2020, 73% for 2021 and 75% for the year 2022. Our ambition and commitment is to increase the part of our investment portfolio covered by the carbon footprint assessment in order to provide increasingly precise data.	100	128	145
Carbon intensity (sales) (tCO₂e/€ mln of sales) * The indicator refers to the carbon footprint of direct general account investment portfolio of the Group's insurance companies in listed equities and corporate bonds. The coverage for carbon intensity (sales) is 85% for the years 2019 and 2021, 87% for the year 2020 and 88% for the year 2022. Our ambition and commitment is to increase the part of our investment portfolio covered by the carbon footprint assessment in order to provide increasingly precise data.	188	241	243
Absolute emissions (mln tCO₂e) * The indicator refers to the carbon footprint of direct general account investment portfolio of the Group's insurance companies in listed equities and corporate bonds. The coverage is 74% for 2020, 73% for 2021 and 75% for the year 2022. Our ambition and commitment is to increase the part of our investment portfolio covered by the carbon footprint assessment in order to provide increasingly precise data.	6.8	10.4	12.0
Mandates managed ex Art. 8/9 SFDR - as Asset Owner (€ bln) * The indicator refers to the mandates of the Generali France business unit (specifically of Generali Vie and Generali Retraite) managed by Generali Insurance Asset Management (GIAM)	48.7	69.2	n.a.
Investments managed ex Art. 8/9 SFDR - as Asset Manager (€ bln) * The indicator refers to investments managed by Sycomore.	6.8	7.9	n.a.

RESPONSIBLE INSURER

Premiums from insurance solutions with ESG components* (€ bln) *	19.9	17.1	n.a.
Premiums from insurance solutions with ESG components - social sphere* (€ bln) *	17.5	15.4	n.a.
Premiums from insurance solutions with ESG components - environmental sphere* (€ bln) *	2.4	1.7	n.a.

* Premiums from insurance solutions with ESG components - social sphere and environmental sphere refer to consolidated companies representing 99.9% of the Group's total gross direct written premiums. The change was on equivalent terms, i.e. at constant exchange rates and consolidation scope.

As for premiums from insurance solutions with ESG components - environmental sphere, the premium from multi-risk policies covering NATCAT events only refers to the NATCAT guarantee. If the premium cannot be split into green-related component and other components, only the premium from the policies which are predominantly providing a green coverage or service is reported.

Number of customers (mln) * The number of customers refers to all insurance entities, banks and pension funds. It does not include customers of some companies acquired in 2022	68	67	65.9
Multi holding customers (%) * The indicator measures the percentage of customers with two or more needs covered by Generali. Customers of mono-product companies (companies operating in only one line of business, such as MTPL, travel, pension funds, legal assistance, etc.) and customers who are not directly reachable by Generali (banks, bancassurance companies, white label business and partnerships) are not relevant for this scope, as the indicator is not applicable	47.8	n.a.	n.a.
Number of agents (thousand) * The number of agents refers to all insurance entities with traditional distribution networks. It does not include agents of some companies acquired in 2022. Number of agents at year-end 2021 was restated following methodological improvements.	161	173	165
Relationship NPS * The Relationship Net Promoter Score (NPS) is based on customer research data and calculated deducting the percentage of detractors from the percentage of promoters. The RNPS is expressed as an absolute number. The indicator spans 23 markets where we operate under the Generali brand: Argentina, Austria, Bulgaria, Croatia, Czech Republic, France, Germany, Greece, Hungary, India, Indonesia, Italy, Malaysia, Poland, Romania, Serbia, Slovakia, Slovenia, Spain, Switzerland, Thailand, Turkey and Vietnam.	18.2	14.2	9

RESPONSIBLE EMPLOYER

Employees by area	2022	2021	2020
Italy * Includes Cattolica Group since 2021.	15.147	15.480	13.446
France *	6.594	6.589	6.659
Germany *	9.228	9.182	9.486
Austria & CEE * Austria, Bulgaria, Croatia, Czech Republic, Montenegro, Poland, Romania, Hungary, Serbia, Slovakia, Slovenia.	16.813	17.106	17.477
International * Includes Spain, Switzerland, Americas and Southern Europe, Asia. Includes new acquisitions in India and Malaysia since 2022.	20.072	13.008	13.475
Asset & Wealth Management * Includes the main Group entities operating in investment advisory, asset management and financial planning.	2.406	2.284	2.203
Group Holding and other companies Includes the Parent Company's management and coordination activities, including Group reinsurance, Europ Assistance, Global Corporate & Commercial, Generali Employee Benefits as well as other financial holding companies and international service providers not included in the previous geographic areas.	11.801	10.972	9.898
Discontinued Operations	0	0	0
Total Generali Group *	82.061	74.621	72.644

Employees by level	2022	2021	2020
Managers *	2.292	2.082	1.938
Middle Managers *	12.179	11.367	10.743
Employees *	50.297	44.530	42.682
Sales attendant *	17.006	16.429	16.913
Other *	287	213	368
Total Generali Group *	82.061	74.621	72.644

Employees by age bracket	2022	2021	2020
Below 35 years old	20.259	18.640	18.115
Between 35 and 55 years old	47.752	42.999	42.642
Above 55 years old	14.050	12.982	11.887
Total Generali Group	82.061	74.621	72.644

Employment	2022	2021	2020
Permanent employees	76.262	68.597	65.919
Fixed-term employees	5.799	6.024	6.725
Full-time employees	72.657	65.442	64.037
Part-time employees	9.404	9.179	8.607
Employees hired ¹	11.469	7.919	7.433
Female Employees hired ¹	5.291	4.475	4.047
Employees turnover ¹	11.591	7.835	7.020
Turnover rate ¹ (%)	14,1%	10,7%	9,7%
Female turnover rate ¹ (%)	12,0%	11,5%	10,2%
Voluntary turnover rate ¹ (%)	9,1%	6,2%	5,7%
Employees covered by collective bargaining agreements (%) <small>The figure refers to Group companies representing 85% of total employees</small>	95,2%	95,9%	95,6%
Workers represented in the European Works Council ² (%)	74,0%	80,5%	79,5%

(1) Higher hirings and turnover figures in 2022 due to the inclusion of new companies in dynamic markets (e.g., India, Malaysia). Excluding these new markets, data in line with previous years.

(2) 2022 European Works Council coverage decrease due to new acquisitions in non-European markets (e.g., India, Malaysia)

Diversity, Equity & Inclusion - Focus on gender	2022	2021	2020
Women on Board of Directors (%) *	46,2%	38,4%	38,4%
Female in top-executive position (%) <small>In the Group Management Committee</small>	13,3%	15,4%	16,7%
Women in strategic positions (%) * <small>The indicator refers to women in Group Management Committee (GMC) and Generali Leadership Group positions and their first reporting line, with some limited exclusions mainly linked to 2022 acquisitions. Indicators not available before 2020 due to change of definition / scope in line with new strategic cycle.</small>	30,0%	30,0%	n.a.
Women in managerial positions (%) <small>The indicator refers to women in managerial positions defined as employees with at least 1 direct report and not included in the strategic positions, with some limited exclusions mainly linked to 2022 acquisitions. Indicators not available before 2020 due to change of definition / scope in line with new strategic cycle.</small>	41,3%	38,9%	n.a.
Female employees (%) *	50,5%	51,4%	51,0%
Permanent female employees (% on total permanent employees)	49,7%	50,8%	49,8%
Gender pay gap (%) * <small>Difference between males' and females' median base salary across the entire organization regardless of the roles. The indicator refer to all consolidated line-by-line companies or aggregated business units with more than 200 employees, excluding a few exceptions due to business or local context peculiarities.</small>	12,5%	14,9%	13,9%
Equal pay gap (%) * <small>Difference between males' and females' base salary for the same work or work of equal value. In 2022 the indicator is calculated applying a specific statistical model based on multiple regression. The indicator refer to all consolidated line-by-line companies or aggregated business units with more than 200 employees, excluding a few exceptions due to business or local context peculiarities.</small>	1,6%	1,8%	2,8%
Accessibility gap to variable remuneration between males and females (%) * <small>Difference in percentage between males' and females' accessibility rate to variable remuneration across the entire organization. The indicator refer to all consolidated line-by-line companies or aggregated business units with more than 200 employees, excluding a few exceptions due to business or local context peculiarities.</small>	1,7%	4,3%	5,1%

Training, Engagement and Performance	2022	2021	2020
Training Investment (€ mln) * The indicator refers to consolidated line-by-line companies, excluding a few limited exceptions due to business or local context peculiarities. They represent 94.9% of total employees.	60,0	56,9	58,8
Average hours of training per capita * The indicator refers to consolidated line-by-line companies, excluding a few limited exceptions due to business or local context peculiarities. They represent 94.9% of total employees.	32,0	34,2	34,2
Trained employees (%) *	100%	100%	99,4%
Upskilled employees (%) * Participation in the program derives from a managerial choice of each Group company. The indicator, therefore, refers to 75.3% of total employees. The indicator in 2021 and 2020 is not available as training initiatives in scope are different from those existing in the previous cycle.	35%	n.a.	n.a.
Employee engagement rate (%) * It is a measure that summarizes people's belief in company goals and objectives (rational connection), their sense of pride (emotional connection) and their willingness to go the extra mile to support success (behavioral connection). It is an index composed by the average result of six specific questions included in the Group Engagement Surveys. The index refers to the Group companies that decided to join the Global Pulse Survey 2022, representing 85.3% of total employees.	84%	83%	-
Employees receiving regular performance and career development reviews (%) Data refers to eligible employees (excluding fixed term contracts, new hired not entering the process, employees on long term leave, etc.)	100%	100%	99%

Hybrid Work	2022	2021	2020
Entities working Hybrid * The indicator refers to consolidated line-by-line companies, excluding a few limited exceptions due to business or local context peculiarities	100%	100%	83%

Health and Safety³	2022	2021	2020
Number of injuries	217	138	127
Absenteeism rate (%)	4,6%	3,6%	3,8%

(3) Data refers to the following countries: Austria, France, Germany, Italy, Czech Rep., Spain, Switzerland, Portugal covering 85% in terms of total gross written premiums. 2022 figures reflecting the hybrid back-to-office way of working and in line with pre-pandemic figures.

Our operations' environmental impact

Data refers to the scope of the Group Environmental Management System (EMS), which represents the following organisational units: Argentina, Austria, Bulgaria, Banca Generali, Chile, Europ Assistance, France, Germany, Greece, Hungary, Italy, Poland, Portugal, Czech Republic, Slovakia, Slovenia, Serbia, Spain and Switzerland. The growth of the reporting perimeter and the update of the calculation methodology made it necessary to restate the entire trend from 2019.

GHG Emissions	2022	2021	2020	2019
Scope1 (tCO ₂ e) (A) *	40.789	37.542	37.488	49.951
Scope2 - market based (tCO ₂ e) (B) *	15.015	16.614	18.800	21.183
Scope2 - location based (tCO ₂ e) *	62.638	69.504	71.547	81.511
Scope3 (tCO ₂ e) (C) *	42.906	40.257	40.753	68.400
Total emissions (tCO₂e) (A+B+C) *	98.710	94.413	97.041	139.534

Note: GHG emissions are calculated in accordance with the GHG Protocol - Corporate Accounting and Reporting Standard and represent 100% of the Group's workforce linked to emission sources in operational control (79.2% measured and 20.8% extrapolated). The measured data represent the organisational units listed above. The GHG emissions of organisational units not included in this list have been extrapolated. The growth of the reporting perimeter (+47% in terms of the Group's workforce compared to 2021) and the update of the calculation methodology made it necessary to restate the entire trend from 2019. The gases included in the calculation are CO₂, CH₄ and N₂O for combustion processes and all climate-altering gases reported in the IPCC AR4 for other emissions (long-lived greenhouse gases - LLGHGs).

GHG Emissions from biofuels	2022	2021	2020	2019
Biogenic emissions (tCO ₂ e)	94	83	41	26

Note: the GHG emissions from biofuels are reported separately and are not included in the emissions data of the above tables, as stated by the GHG Protocol.

Energy	2022	2021	2020
Purchased electrical energy (GJ)	396.269	431.742	444.668
<i>purchased renewable energy (%) *</i>	87%	88%	87%
Generation of renewable energy (GJ)	607	377	353
District heating (GJ)	133.769	167.759	154.415
District cooling (GJ)	19.849	20.683	21.730
Natural gas (GJ)	85.026	107.226	83.266
Natural gas consumed by trigeneration (GJ)	184.217	149.763	179.470
Diesel oil (GJ)	127.702	100.718	101.522
Gasoline (GJ)	58.120	47.049	44.064
LPG (GJ)	5.899	5.899	5.961
Biofuel (GJ)	1.517	1.339	663
Total energy (GJ)	1.012.976	1.032.555	1.036.114
of which non-renewable energy consumption (GJ)	967.073	972.274	1.010.304

Note: energy data represent the organisational units listed above, covering the 79.2% of the Group employees. The growth of the reporting perimeter and the update of the calculation methodology made it necessary to restate the entire trend from 2019. Diesel oil and gasoline include the fuel consumption of the company cars' fleet.

Mobility	2022	2021	2020
Private car (km)	28.131.715	27.192.633	25.837.457
Airplane (km)	21.527.309	5.643.920	7.059.573
<i>long-haul (%)</i>	4%	21%	16%
<i>medium-haul (%)</i>	61%	53%	71%
<i>short-haul (%)</i>	35%	26%	13%
Train (km)	19.697.361	6.248.516	8.616.839
<i>high-speed (%)</i>	81%	74%	75%
<i>conventional (%)</i>	19%	26%	25%
Total mobility (km)	69.356.385	39.085.069	41.513.870

Note: mobility data represent the organisational units listed above, covering the 79.2% of the Group employees. The growth of the reporting perimeter and the update of the calculation methodology made it necessary to restate the entire trend from 2019.

Other environmental data	2022	2021	2020
Total water withdrawal (m ³)	462.896	437.669	405.914
Total waste production (ton)	4.568	3.942	5.929
<i>waste for recycling (%)</i>	78%	82%	88%
Total paper consumption (ton)	3.601	4.364	4.524
<i>environmentally certified paper (%)</i>	78%	72%	60%

Note: other environmental data represent the organisational units listed above, covering the 79.2% of the Group employees. The growth of the reporting perimeter and the update of the calculation methodology made it necessary to restate the entire trend from 2019.

RESPONSIBLE CITIZEN

	2022	2021	2020
Funds allocated to the community (€ mln)	13.9	12.2	12.0
of which The Human Safety Net (THSN) (€ mln)	10.1	6.2	7.5
THSN Active countries *	24	23	22
THSN Active partners *	77	61	56