

Charter of Sustainability Commitments



Approved by the Board of Directors of Assicurazioni Generali S.p.A. on 15th March 2017



Our manifesto

We, Generali contribute towards a healthy, resilient and sustainable society where people can develop and flourish.

This is how we live our role as a corporate citizen, creating long-term value for our stakeholders.

Our Purpose is to actively protect and enhance people's lives and this is what we do every day.

We understand the forces which affect our stakeholders and society at large, and we support an ecosystem in which everyone can recover and flourish, to create value that lasts over time.

On this journey, our customers, shareholders, employees, distributors, suppliers and all other stakeholders play a key role and we nurture their trust.

This is our vision of excellent and trustworthy leadership: walking alongside our stakeholders, understanding the wider impact of our decisions on them and acting responsibly, to improve their satisfaction and to inspire trust in our brand.

To build on this vision, we:

- **run a sustainable business through our day-to-day activities, by**
 - listening to our stakeholders and considering their expectations in our decision-making in order to manage social and environmental risks
 - turning information into knowledge to address megatrends and find solutions that align with the Sustainable Development Goals
 - practising transparency by openly reporting on our progress in addressing social and environmental issues
- **live the community, beyond day-to-day business operations, by**
 - acting strategically, mobilising the Group's skills, resources and networks to tackle society's most pressing challenges
 - igniting chains of aid, of people helping people
 - focusing on results to achieve tangible and measurable impact



OUR SUSTAINABILITY POSITIONING

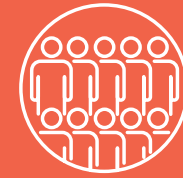
“ We, Generali contribute towards a healthy, resilient and sustainable society where people can develop and flourish. This is how we live our role as a corporate citizen, creating long-term value for our stakeholders. ”



Run a sustainable business



Pursue excellence in our internal processes



Live the Community



Play an active role where we operate, beyond day-to-day business



Our commitments



We have asked our people, our clients and our partners where we can make the greatest difference in the world around us. We have listened – and now we take action.

These are our commitments:



- Respond to the **megatrends** which shape our business and the society
 - Develop **insurance solutions** that enable our clients to reduce the risks and enhance the opportunities arising from demographic trends and climate change
 - Addressing demographic trends and climate change throughout our value chain, from insurance to investments, operations, properties and through our activities within the community
 - Bring the megatrends into the public consciousness, **encouraging** our stakeholders to take **effective action**



- Be the first choice for our **clients**
 - **Listen carefully** to our customers' needs and expectations, responding with simple, effective solutions that offer them the best possible protection
 - Help our clients **prevent risks** before they strike and promote responsible behaviour, by combining our long standing expertise with cutting-edge technologies to offer telematics, connected home and health solutions
 - Support our clients quickly and sensitively, especially in settling **insurance claims**, anytime they need us
 - Lead in **digital innovation** to make insurance **accessible** anytime and anywhere, and protect the data entrusted to us by our customers



- **Value our distributors**

- **Listen** to our distributors to identify and eliminate pain points and to enhance the experience they have with Generali, helping distributors to offer a better service to customers
- Leverage innovation to **improve the experience** for our distributors to make it “Simpler, Smarter” and deliver **digital solutions** consistent with their needs
- **Enable** our distributors to become **consultative in their approach**, to better respond to our customer’s needs



- **Contribute to the dialogue on sustainability in the financial community**

- Create **sustainable and long-term value** for our shareholders and policyholders, acting responsibly
- Strategically **manage the carbon footprint** of our financial assets, consistently with the Paris Agreement
- Invest to **boost growth** in the economies where we operate
- Open up a **constructive dialogue** on sustainability issues with players and institutions in the financial markets



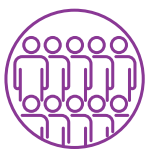
- **Build an inspiring work environment for our people**

- Manage our people in a **caring and responsible** way by living our **Values**
- Empower our people by developing their **talent** and promoting **well-being**
- **Engage** our people in a two-sided dialogue and create a shared culture based on performance and responsibility
- Promote **human rights** by adopting policies and developing initiatives that foster **diversity and inclusion** across the Group
- Manage the impact and opportunities arising from **climate change and demographic change** on our people



- Offer an unrivalled service together with our **contractual partners**

- Create long-term partnerships with our contractual partners, sharing a culture of **integrity, performance and transparency**
- **Manage** the relationships with our suppliers and service providers in a **responsible way**
- Challenge our partners and **collaborate** with them in order to deliver a **best-in-class customer experience** recognised by our customers and the market



- Achieve a tangible impact in **our communities**

- Advance innovative solutions to pressing **socio-demographic issues** through our activity within the community, focusing on social mobility, migration, newborn mortality
- Empower those who fall through the net, boosting the life chances and unlocking the potential of **disadvantaged people**
- Build **coalitions across civil society** to tackle climate and socio-demographic changes



- Be trusted as a committed **corporate citizen**

- **Act with integrity**, encouraging our **managers** to lead by example and **hold their teams accountable** to shared ethical principles
- Respect **human rights** and **prevent corruption** in all our spheres of influence
- Communicate our commitment to sustainability to our **stakeholders** and engage in a **constant dialogue** so that we can improve continuously
- Work with governments and other national and international organizations to **champion transparency** and to promote collective action for achieving the Sustainable Development Goals