



Charter of sustainability
commitments of the
Generali Group

Approved by the Board of Directors of Assicurazioni Generali S.p.A.

Milan, May 9, 2013



Introduction

As a leading group in the global insurance market, Generali is conscious of the importance of pursuing a shared objective of economic growth which will not only ensure good financial performance in the long term, but which also helps to change for the better the society in which it operates. For this reason, the Group intends to develop a responsible role within its sphere of influence in order to trigger off a wider process of change in terms of social and environmental sustainability.

While pursuing its growth objectives, the Group will remain true to the basic principles that have always set it apart and that inform its ethics.

As explained in the Code of Conduct, the Group conducts itself transparently and correctly and, in particular, avoids all forms of corruption. Moreover, it avoids all forms of discrimination, guarantees respect for fundamental human and labour rights, and takes care to protect the environment, which it considers an asset to be safeguarded.

In order to strengthen and publicly affirm its commitment, the Group adheres to the United Nations Global Compact, which promotes a culture of corporate citizenship with a view to involving businesses in the creation of a more inclusive and sustainable global economy.

Objectives

The Group's main objectives are:

- to disseminate and promote a culture of social and environmental sustainability;
- to pursue the Group's growth objectives by creating, together with economic value, social and environmental value for all stakeholders;
- to enhance human capital, attracting and retaining the best talent and fostering constant development of the skills and professionalism of all the people who work in the Group;
- to guarantee, including in terms of social and environmental sustainability, the quality of the Group's products and services as the basis for its competitiveness and enhancement of its reputation;
- to respond to the needs and expectations of the stakeholders in relation to economic, social and cultural changes, with innovations in terms of products, business models, services and processes to increase their satisfaction;
- to ensure and promote respect for fundamental human and labour rights in all of the Group's spheres of influence;
- to ensure compliance with requirements concerning corruption;
- to improve the conditions of the communities in which the Group is based, playing a role of corporate citizenship in collaboration with the competent institutions and organisations;
- to contribute to the protection of the environment and the prevention of pollution, working to reduce the direct and indirect impact on the environment as per the Environmental Policy of the Generali Group.

Commitments

In order to pursue the above objectives, the Group undertakes:

- to introduce new risk assessment methods for environmental and social issues and, where significant risks are found, to identify and implement appropriate methods to manage and mitigate them;
- to adopt new tools and procedures for communicating with stakeholders and involving them in sustainability issues;
- to identify and analyse market segments that may be sensitive to social and environmental issues and therefore present opportunities for new products, business models, services and processes;
- to manage all aspects of client relationships in a transparent, proper and highly accessible way;
- to provide access to insurance for those excluded from the traditional market due to their income status, age or disability, through microinsurance initiatives and specialised products;
- to create and nurture the development of pro-diversity initiatives under a framework of inclusiveness and equality of opportunity;
- to create a working environment that maximises the potential of all staff, making personal development and career opportunities available to all, in accordance with organisational requirements, individual characteristics and professional abilities;
- to safeguard staff well-being through work-life balance initiatives and preventive measures in the field of health and safety at work;
- to manage community engagement with a view to creating value for society and the company;
- to provide prompt and transparent information on sustainability policies, activities, initiatives and performance.

The Group also undertakes:

- to prepare a document on Sustainability Objectives and Commitments, which forms an integral part of this Charter and details the objectives that the Group undertakes to achieve within three years. To this end, one or more commitments to stakeholders will be made for each objective set out in the Charter, as well as the related indicators to be used to continuously monitor progress towards these objectives;
- to review the Charter of Sustainability Commitments each year and to redefine its objectives and commitments in reference to the preceding three-year period, bearing in mind the results achieved, social and environmental requirements, changes in Group activities and stakeholder expectations.

The Charter of Sustainability Commitments and subsequent amendments are drawn up and adopted by the Board of Directors of Assicurazioni Generali S.p.A.

