

CHARTER OF SUSTAINABILITY COMMITMENTS



**BANCA
GENERALI**



OUR MANIFESTO

To contribute to the creation of a healthy, resilient and sustainable society where people can progress and thrive.

OUR MANIFESTO

Our purpose is to protect and improve the lives of people and businesses by enhancing the management of their assets and savings, and this is what we do every day.

We support a system where all can progress and thrive, with the aim of creating long-lasting value.

Within this process, we are aware of our direct responsibility to our Customers, Shareholders, Employees, Suppliers and all other Stakeholders involved in our business. We aim to build and maintain relationships based on trust with them.

Our objective is based on excellent, trusted leadership: we aim at standing reliably side by side with our partners to understand the impact that our decisions have on them and thus act responsibly, in order to increase their level of satisfaction and trust in our brand.

This is why we have a daily commitment:

to do business sustainably by

- listening to our stakeholders so as to understand their expectations and act accordingly (engagement), in order to manage and prevent any risks in their socio-economic context;
- turning the information received into direct knowledge that can be used by the community, to aid in understanding the megatrends of our time — those powerful forces of social, demographic, environmental and technological change that are transforming our world;
- acting transparently, ensuring that all our actions are clearly reported and analysed with reference to the socio-environmental context in which we operate.

to stand side by side with the community in which we operate by

- taking a strategic approach that makes the most of the Group's skills, resources and networks to rise to our society's great challenges in an innovative way;
- promoting solidarity projects so that "*people help people*";
- looking at economic performance from a 'social' perspective to generate positive impacts that are concrete and measurable.





OUR COMMITMENTS

To be a responsible company that contributes to the creation of value for its stakeholders.

OUR COMMITMENTS



To be our Customers' first choice

- To listen to our Customers' needs and expectations, offering simple, sustainable and effective solutions
- To help our Customers prevent risks and promote responsible behaviour, supported by our network of high-standing Financial Advisors
- To ensure that our Customers receive competent, prompt and adequate support on all occasions and for all needs
- To be at the forefront of digital innovation, ensuring that the Bank is constantly accessible and on the cutting edge of digital development, with a particular focus on protecting privacy and personal data
- To increase financial education initiatives



To make the most of our network of Financial Advisors

- To listen to our network of Financial Advisors, working side by side with them to identify and reduce critical issues affecting day-to-day activities, within the framework of increasing protection for our Clients
- To innovate our processes, to be "Simpler, Smarter, Faster" together with our Network of Financial Advisors
- To work with our Network to develop a new advisory approach capable of meeting Clients' new needs



To influence the megatrends that are shaping our business and the society in which we operate

- To develop innovative banking and financial solutions that allow our Customers to manage risks optimally and to increase the opportunities offered by sweeping global changes (in demographics, technology, society, economics and geopolitics)
- To participate as a key player in global discussions on megatrends in order to highlight to the international community our ideas on sustainable value, investment protection, asset management and a sense of community membership
- To raise public awareness of megatrends and encourage our stakeholders to act responsibly

OUR COMMITMENTS



To foster debate on sustainability within the financial community

- To represent Banca Generali's interests and values within its competitive framework and the global asset management industry, while protecting our stakeholders and acting responsibly
- To open a productive, constructive dialogue on sustainability with players in the financial sector and institutions
- To promote the search for closer alignment between sustainability strategies and business strategies in order to maximise benefits and reduce the risks of a limited focus on sustainability goals for the Company and its stakeholders



To have a positive impact on our communities

- To promote innovative, impact-investing solutions that facilitate solutions to problems of a social and environmental nature through daily activity and an active presence in our communities
- To forge alliances and create projects in the non-profit sector, while recognising diversity in all of its forms as a way of enriching society for the greater good



To be recognised as a responsible Group

- To implement safeguards and procedures to prevent all forms of corruption, and counter and combat the laundering of financial resources obtained through illegal or criminal activities
- To act with integrity, encouraging our managers to set the example and motivate personnel to act in accordance with shared principles and values
- To respect human and civil rights, preventing all forms of discrimination



OUR COMMITMENTS



To work with our partners

- To create lasting relationships with our commercial partners, sharing a company culture based on integrity of behaviour and transparency of processes throughout the value chain
- To form productive collaborative relationships with all of our partners, with the goal of achieving a best-in-class customer experience



To create a working environment that inspires our people

- To manage our people carefully and responsibly, in accordance with our values
- To foster the development of talent among our staff, helping them develop their potential in a merit-based environment
- To involve all of our people in constant, open dialogue, creating a healthy business culture based on performance, responsibility and ethics
- To promote policies and programmes of social inclusion and equal opportunity aimed at making the most of diversity within our Group, in all of its forms

