

met with appreciation, in conjunction with advanced training courses for employees, executives and managers, held in cooperation with the ISTUF Foundation, and the second-level master's degree programme in Asset Governance and Generational Transfer designed and run with the University of Brescia. Language offerings, particularly in English, remained robust and were made accessible to employees of various levels.

When specific professional expertise, whether already trained or to be trained, is not available in-house, the Banca Generali Banking Group, closely following the guidelines and methods implemented in the Generali Group, selects employees with potential to join its team through a structured appraisal process that ensures transparency both for candidates and line managers and impartiality when selecting profiles with greatest future potential.

In Banca Generali Group surveys are periodically conducted to assess the general working climate and other forms of dialogue with employees, as well as other activities that involve the Bank's employees and which are aimed at building a corporate culture and identity. Banking group employees, along with employees of the Generali Group, enjoy access to dedicated information channels, such as the internal employee portal (launched in 2015 and constantly expanded and improved), Bollettino.com and newsletters, which gather and circulate information about events, projects and organisational notes, in addition to the new monthly newsletter *Prima Pagina*, devoted solely to employees of the Banca Generali Group.

The first worldwide Global Survey was launched as early as in 2015 on the matter of workplace climate. The response was overall very positive for Banca Generali. Work-life balance was one of the areas for improvement highlighted. In this area, as already anticipated the previous year, the Bank took immediate action in 2016, in the form of initiatives at its main offices in Trieste and Milan, within the framework of an organic "people care" plan.

In particular, employees at the above offices enjoy access to the following services:

- > special deals with nearby childcare centres;
- > free parking for expecting mothers;
- > company laundry service: implemented differently at the two offices, to suit their various geographical and logistical needs;
- > company dining areas: company areas equipped to allow employees to enjoy meals brought from home in a welcoming, specifically organised environment.

"The Breath" panels were also installed in all bank spaces to purify the air and improve workplace aesthetics.

These new initiatives are in addition to the flexibility mechanisms already provided for several years to support the balance between work commitments and personal and family needs:

- > flexible start and end of working hours for all company activities, with the exception of front-end activities dedicated to direct, daily contact with customers;
- > authorisation of part-time work, within medium-to-large departments, following the birth or adoption of children;
- > additional paid leave for doctor's visits and diagnostic examinations that objectively cannot take place outside the individual's working hours.

8.2.2 Policies in support of families and young people

Banca Generali offering for families and young people

Over time, Banca Generali has developed solutions targeted to families aimed at protecting investments and preserving family welfare.

With specific regard to savings products dedicated to children and projects for their future, several products were developed and marketed, such as:

- > the **policy BG 18 anni**, which allows a savings plan to be used to create capital intended for a child's future, from support for educational costs to the certainty of being able to contribute to the first big expenditures;
- > the account card **BG GO!**, created for a young Customer target that associates all of the main services linked to a current account with the special functions of a debit card. The reduced annual fee and the ability to use it to make online purchases make BG GO! an ideal product for the under-30 market;
- > the **BG 10+ deposit account**, which includes a free prepaid card and no management fee, is an account on which young people may put their savings, under the supervision of an adult who in practice manages the account. This product is part of a project aimed at increasing awareness on children's financial education, which Banca Generali has been developing for several years;
- > finally, also the initiative **Un Campione per Amico**, which is touring the Italian major cities with the help of four sports champions, aims to involve young people in financial education through sports and play.

In 2016, Banca Generali continued to focus on protecting families by launching the tool **Family**

Protection as part of the “BG Personal Advisory” platform, allowing Financial Advisors to analyse their customers’ total wealth (financial and non-financial assets) from the standpoint of generational transfer to identify any related problems in terms of asset allocation and distribution or access to real-estate assets. In addition, the **Protection Package** was also launched for customers who request that their salary/pension be deposited to their accounts or authorise direct debit payment of utilities through their accounts; it provides insurance cover for theft involving the use of ATM cards and a text message service that notifies customers of access to the website, account transactions, ATM card transactions and securities trades.

In changes relating to the product line, various solutions have been implemented over time to meet the need to protect wealth and safeguard investments.

In particular, mention should be made of **BG Stile Libero**, the multi-line policy that allows customers to invest up to 30% in an Assicurazioni Generali Group segregated account, with a guarantee of invested capital, even in the event of disinvestment before maturity. The policy offers an integrated system of insurance covers such as death cover according to age, accident cover and increased cover in the event of capital losses, allowing policyholders to protect their investments and guarantee peace of mind to their families.

In addition to BG Stile Libero, the range of insurance products developed to satisfy this need for protection also includes:

- > a temporary life insurance policy, **BG Tutela**, which, in case of the insured’s death, guarantees the payment of capital to the designated beneficiaries with an annual minimum premium of 50 euros;
- > **Assicurazione Casa** by Genertel which provides insurance coverage for the home and family activities in case of injury caused to third parties, damage to the building and its contents.

As part of our banking services dedicated to improving households’ welfare, in the year we continued offering current accounts with ad-hoc conditions intended for family associations whose members include people with disabilities (e.g., the non-profit organisation La Goccia, ANNFASS, L’antroccolo) or associations supporting scientific research on rare diseases (e.g., AISM - Italian Multiple Sclerosis Association), as well as offering mortgages and loans of Intesa Sanpaolo to promote and protect customers’ residential real-estate investments.

8.2.3 Environmental policies

As stated in the Group’s Policy for the Environment and Climate, safeguarding the environment as a primary good is one of the values pursued by the Generali Group, which is committed to directing its decisions in such a way as to ensure compatibility between economic initiatives and environmental concerns.

The Banca Generali Group, which is part of the Generali Group, is well aware that the conduct of its business in settings that vary enormously on a social, environmental and cultural level entails a commitment to pursue a common goal of sustainable economic development with regard to the direct repercussions of its operations, as well as its areas of influence.

The Banca Generali Group is committed to a project aimed at introducing an Environmental Management System (EMS) in order to manage the most significant environmental issues and implement the Group’s Policy for the Environment and Climate, in compliance with the requirements of the ISO 14001 standard and the guidelines indicated by the Generali Group.

As part of the project to implement the System, the Group’s Policy for the Environment and Climate defined the objectives and undertakings that guide the Group’s choices and actions in order to make a positive contribution to sustainable development. The objectives that have been identified refer not only to the direct environmental impacts attributable to the Group’s insurance and financial operations, but also indirect impacts connected with the procurement, planning and distribution of insurance and financial products, as well as corporate investment activities.

In order to identify the significant impacts of the Company’s activity on the environment, an environmental analysis was conducted for the main offices at Via Ugo Bassi 6 in Milan and Corso Cavour 5/a in Trieste.

The facilities in question host 654 employees, accounting for 77% of the Banca Generali Group’s workforce.

In order to implement and energise the objectives contained in the Group’s Environmental and Climate Policy, the Banca Generali Group has also adopted the Group’s environmental improvement objectives and targets which envisage a 20% reduction in GHG emissions by 2020. The Banca Generali Group’s initial values, to which the fixed targets refer, are those recorded at 31 December 2013.