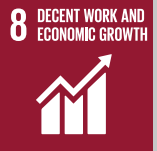


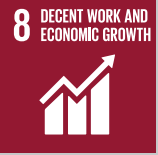



THE GOALS IN 2021	DESCRIPTION OF THE GOAL	DATA AT 31/12/2019	DATA AT 31/12/2020	TARGET 2021	SDG
IMPACT OF PRODUCTS WITH ENVIRONMENTAL AND SOCIAL VALUE	Increased penetration for products with a social and environmental impact in the overall insurance portfolio	25%	25,9%	30%	 
	PENETRATION AMONG CITIZENS OF WELFARE COVER	Percentage of the Italian population with Life&Health cover from the Group	11,3%	13,0%	12%
FINANCE FOR SDGs	<b>Increase in the amount of thematic investments for SDGs</b> <i>Investments to support the 2030 Agenda, in accordance with the European criteria for sustainable finance</i>	€385,3 m	€609,4 m	€600 m	
RATE OF MONITORING OF POINTS OF CONTACT WITH THE CUSTOMER	<b>Monitoring of the quality of the relationship</b> during the moments of contact with the Group throughout the customer journey <i>Percentage of customer journey events monitored through the Net Promoter</i>	53%	71%	75%	
CO <sub>2</sub> EMISSIONS/EMPLOYEE	Average production of CO <sub>2</sub> per employee for all Group companies	-5,4%	-27,7%	-7%	
REPUTATION INDEX	<b>Public perception of the company</b> <i>Reputation score among the general public, according to the RepTrak® Model</i>	69,7 compared with 63,9 sector average	73,6 compared with 67,3 sector average	> Insurance sector average	