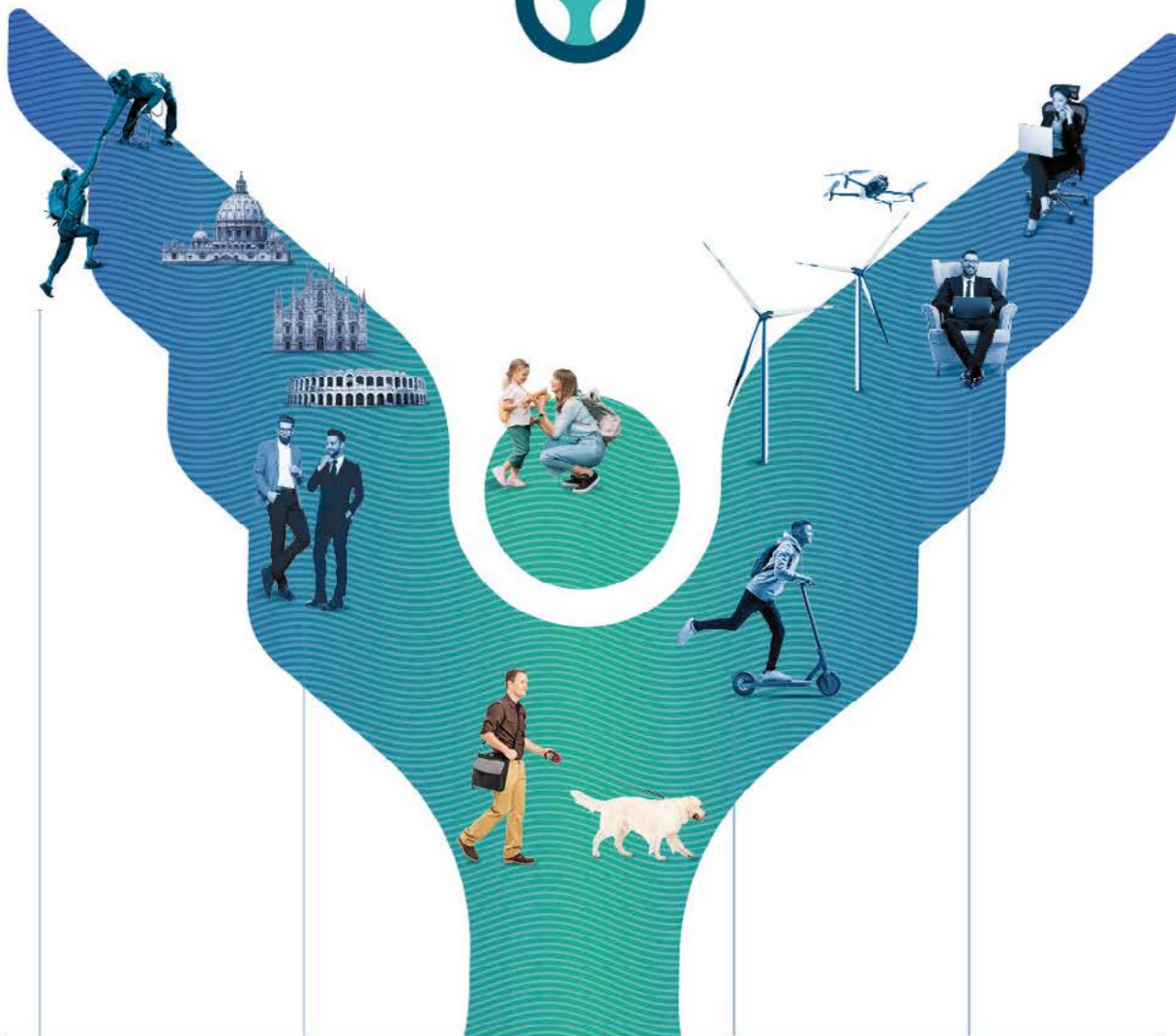


2021

CONSOLIDATED
NON-FINANCIAL STATEMENT
PURSUANT TO ARTICLES 3 AND 4 OF ITALIAN LEGISLATIVE DECREE 254/16
SUSTAINABILITY REPORT OF CATTOLICA
AND ITS SUBSIDIARIES



*Please note that the original Report is in Italian.
In case of doubt the Italian version prevails.*



2022 REPORT ON
REMUNERATION
POLICY AND 2021
REMUNERATION

CONSOLIDATED
FINANCIAL
STATEMENT OF
CATTOLICA AND
ITS SUBSIDIARIES

ANNUAL REPORT
AND FINANCIAL
STATEMENTS

**SUSTAINABILITY
REPORT OF
CATTOLICA
AND ITS
SUBSIDIARIES**

REPORT ON
CORPORATE
GOVERNANCE
AND OWNERSHIP
STRUCTURE

2021

CONSOLIDATED NON-FINANCIAL STATEMENT
PURSUANT TO ARTICLES 3 AND 4 OF ITALIAN LEGISLATIVE DECREE 254/16

**SUSTAINABILITY REPORT OF CATTOLICA
AND ITS SUBSIDIARIES**

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Sustainability is most easily defined by
saying what it is not.

A practice, relationship, or institution
is not sustainable if it undermines
the social, economic or environmental
conditions of its own viability.

Leslie Paul Thiele - *Sustainability*

CONTINUITY IN CHANGE: A BRIDGE TO THE FUTURE

Thinking far, acting now for
transformational sustainability 6

A path of evolution and rebirth 8

CONTINUITY IN CHANGE: A BRIDGE TO THE FUTURE

THINKING FAR, ACTING NOW FOR TRANSFORMATIONAL SUSTAINABILITY

In personally considering the most suitable idea with which to start this letter that I have the pleasure of writing to open - as Chairman of Cattolica - the 2021 Sustainability Report, I thought back to a widespread cultural practice among the Native Americans known as "seventh generation thinking": before they make any decision, they consider the impact it may have on individuals and the community over time, until the seventh generation comes along.

In a world that is still overly focused on the present and on a short-term perspective (and the ongoing pandemic situation has reinforced this phenomenon), my aim is to outline a few thoughts on the future, as the future is the natural horizon of sustainability and it is in its name that the planning of the present, both on an individual and collective level, acquires its most authentic meaning.

The 17 Sustainable Development Goals of the United Nations deserve immediate mention, which also provide an excellent benchmark for "a world in which all are guaranteed food, health, work, education, rights and personal fulfilment, but not at the expense of the planet and other forms of life". However, I believe that 2030 is too close a horizon to adequately represent the idea of the future.

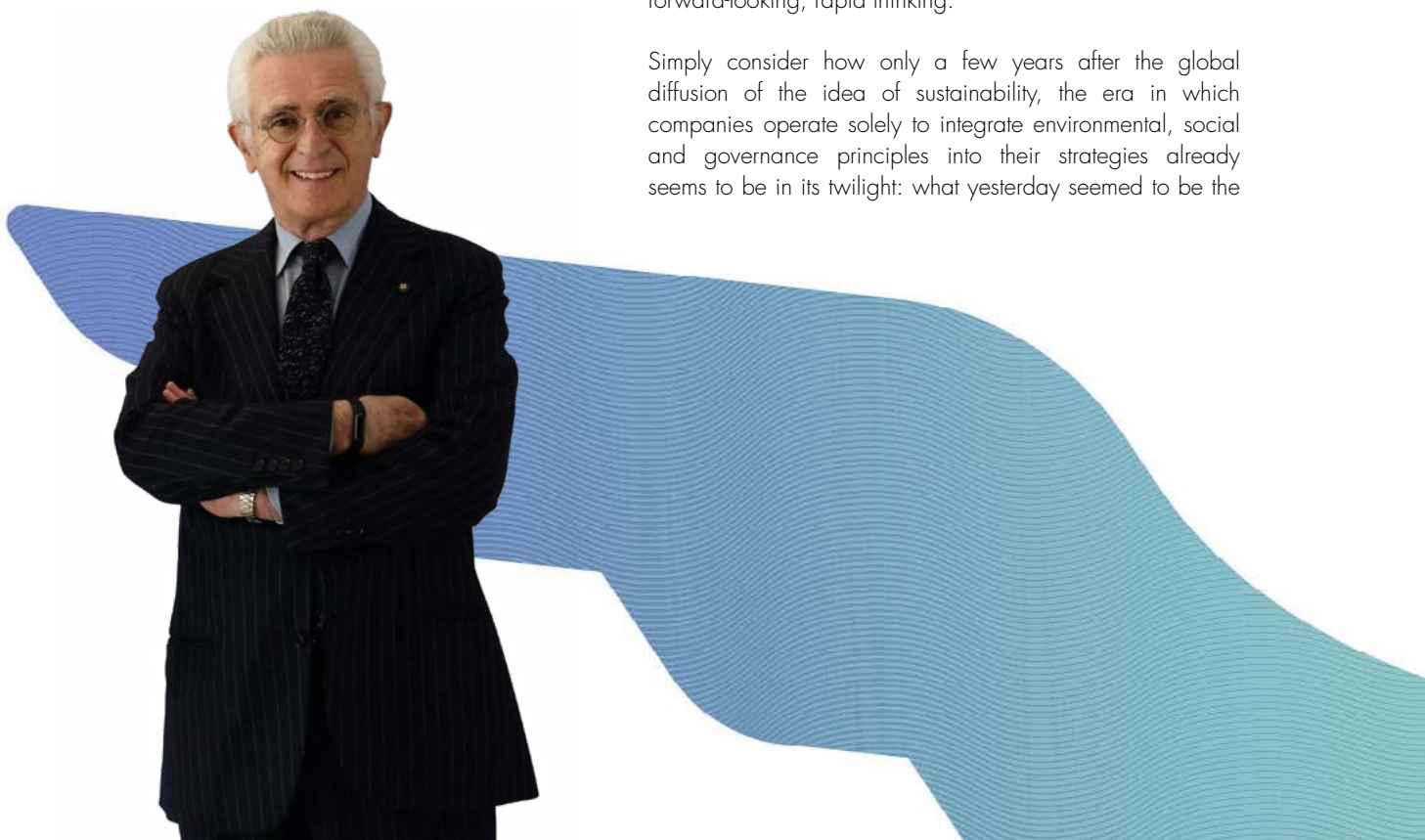
I want to imagine a future that is more distant and radically different from the present in which we currently find ourselves. Above all, I like to envisage a more positive and human-friendly future than the one we will be forced to face if we are unable to propose innovative methods for corporate organisation and production, and instead continue with a collective vision that sees business as usual as the only viable option.

Imagining and implementing new and original solutions to redefine the economy and society is not a long shot, but a strong, pressing need today, one which affects everyone: individuals, businesses, institutions.

Let me provide an example. Many still assume that economic interests and environmental priorities are conflicting and almost always irreconcilable, and the notion of development, which includes that of unlimited growth, is viewed suspiciously.

However, I believe that the approach of those who place the dual concept of development and conservation at the centre of the debate is not only unrealistic but above all counter-productive to both objectives. I imagine a sustainable future as one able to combine a scenario of greater well-being for human communities together with respect and care for the environment and ecosystems. This requires deeper, more forward-looking, rapid thinking.

Simply consider how only a few years after the global diffusion of the idea of sustainability, the era in which companies operate solely to integrate environmental, social and governance principles into their strategies already seems to be in its twilight: what yesterday seemed to be the



frontier of entrepreneurial innovation is now an approach that has already been overtaken by a new paradigm that sees companies as social actors engaged in redesigning and transforming markets to make them sustainable mechanisms in themselves.

From a phase that can be defined “incremental sustainability”, i.e., the first phase that characterised corporate responsibility, we are moving towards a perspective of “transformational sustainability” in which companies position themselves as active players in shaping a new market structure, which in turn reshapes an organisation’s conception of itself.

From waiting for the market to consolidate changes that would make the development of sustainable practices possible, we are moving towards an approach that asks companies to be the enablers of new market forms.

I am also thinking of a future in which the measurements of a company’s success are radically different from those of today, one in which creating new conditions of sustainability - but also immediately mitigating unsustainable conditions - is as important (I like to think, more important) than making an economic profit.

I am thinking of a new perspective, one that focuses on causes and not on symptoms; one that does not limit itself to considering the prosperity and growth of business but widens its gaze to a broader horizon, encompassing the vitality and quality of society and the care of the natural environment as our one common home.

Lastly, I am thinking of ambitious, forward-looking and equally transformative leadership which does not confine itself to managing merely what exists, but takes up the task of prefiguring and implementing the transition to entirely new ways of thinking and acting.

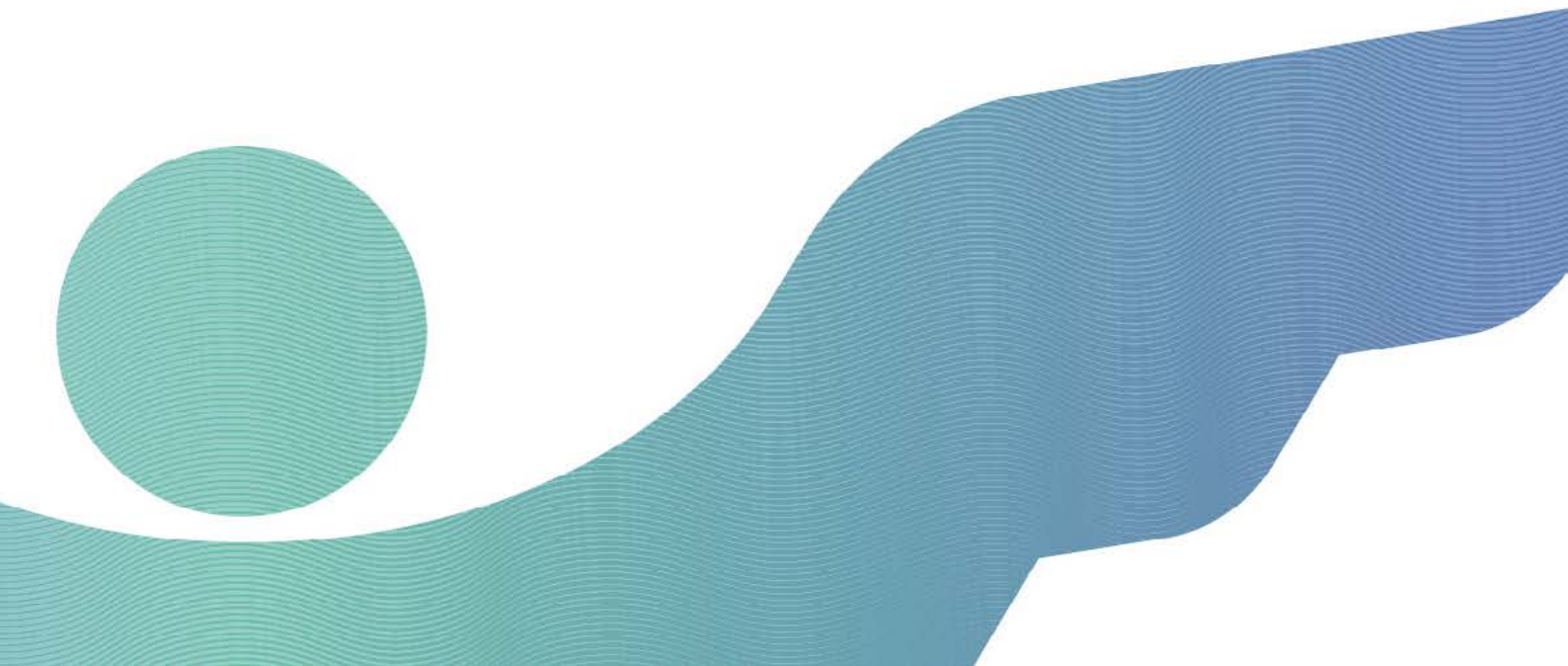
“Changing the way we do business” is not an expression to preserve the status quo: it is a vital necessity to prevent the future - and with it the lives of future generations - from being only a *tempus nullius*, an empty time that belongs to no one, a wasteland. This is why the idea of sustainability is essential and must be taken seriously by everyone, by a company like Cattolica but at the same time by each and every one of us.

Thanks to the path taken in recent years focusing on sustainability, Cattolica presents itself, along with the Generali Group, as a credible company with consistent and straightforward planning choices, free from any purpose other than the pursuit of an idea of sustainability aimed at generating positive economic, social and environmental effects according to a concept of the future that focuses on people’s quality of life.

Therefore, sustainability as a redesign of the future. And the necessary courage to question many of the existing socio-economic paradigms. But also transparency, as an essential condition for generating trust and fostering a new conception of corporate purpose. For the present, certainly, but especially for the seven generations to come, whose future depends on the choices we make today.



Davide Croff
Chairman



A PATH OF EVOLUTION AND REBIRTH

Two years have passed since the start of the pandemic, a sudden event which surprised and disconcerted us so thoroughly at the beginning but which we hoped would be short-lived. Instead it continues to have serious effects on the economy, on the social fabric and on the personal and professional lives of all of us.

Just one year ago, in my remarks opening the sustainability report 2020, I said: "We know that we can count on the skills and commitment of our people, the strength of our brand and the products and services we offer, and now also on the strategic vision and entrepreneurial formula deriving from the partnership with the Generali Group".

This statement now seems more topical than ever and I would like to consider it the ideal starting point in symbolising the path we have chosen with conviction and which we continue along with drive together, even in an external context that is still difficult.

The role of an insurance company takes on particular centrality in this scenario of continuing turbulence, and Cattolica has demonstrated that its ability to provide a significant and tangible contribution to support all its stakeholders.

The stakes are high and the importance of a company like Cattolica has been expressed in many areas: from the transition to a green economy that uses fewer fossil fuels to support for the agricultural sector, from proximity to the most vulnerable groups through products and services that redefine the concept of protection to new concepts of services for personal well-being.

It is not only a question of adhering to a new ethical dimension and corporate responsibility in its fullest sense. All economic actors increasingly recognise that the cost of capital will also be increasingly and directly linked to the sustainable performance of their business and the transparency with which they market themselves.

This is because investors recognise and reward the ability to integrate ESG factors right from the risk assessment and mitigation stage. We have been working to increase our resilience and capabilities in all these areas, improving many aspects of our internal management and organisation to present ourselves to our stakeholders and our major shareholder as best as possible, ready for the transition to full integration.

Even at the end of a year that was somehow unique, this Sustainability Report - drawn up by Cattolica prior to the integration of its ESG path within that of the Generali Group - intends, as always, to give a full account of the Company's contribution along the multiple dimensions of sustainability and with respect to the reference stakeholders.



The prospect of joining forces with Generali has given us further impetus to strengthen our sustainability governance and make progress in certain priority areas: I would like to highlight the confirmation of the sustainability rating assigned by Standard Ethics at the beginning of the year, the award by CDP of a B- score - a quite eminent achievement for a first time reporting company - in the climate change questionnaire, and the establishment of an ESG Management Committee to coordinate and integrate environmental, social and governance initiatives into our business model.

I am convinced that joining the Generali Group will make us even more effective in other areas that are close to our hearts: equity, diversity and the inclusion of people, training and professional development, attention to the long-term impacts of investment choices and the creation and development of more sustainable and innovative products.

We are therefore ready, strengthened by our loyalty to our original mission - to safeguard and protect the lives of individuals, families and businesses - to provide our experience and our contribution to an insurance group that is already a national and international leader. I have no doubt that this integration will also give further stamina and greater effectiveness to the overall impact generated in terms of sustainability and ESG development strategies.

I would also like to thank all the people at Cattolica who have worked, and continue to work, with commitment and dedication to make the process of the company's transformation and integration possible in a rapid and effective manner, demonstrating from an ethical and professional perspective that they are up to such a complex and ambitious project.

We travel along this path hand in hand, towards a goal that we will achieve together.



Carlo Ferraresi
Managing Director





Integral consolidation area
Cattolica Assicurazioni

9 Life/Non-life
insurance
companies

10 Non-insurance
companies

6 Property
investment funds

THE CATTOLICA GROUP: STRUCTURE AND AREAS OF ACTIVITY

Structure: Cattolica and its controlled legal entities	12
Consolidation scope	15



THE CATTOLICA GROUP: STRUCTURE AND AREAS OF ACTIVITY

Cattolica Assicurazioni S.p.A., a company belonging to the Generali Group and subject to the management and coordination of Assicurazioni Generali S.p.A., is positioned on the insurance market as a reliable partner with a consolidated tradition for individuals, families and businesses, offering solutions and products that cover all needs for security and economic and financial protection against risks and adverse events.

The Company is the leading operator in the sector in Italy, with premium income of almost € 5.2 billion at the end of 2021 (2020: 4.7 billion) and 3.4 million customers who choose the protection, savings and investment services and solutions of Cattolica Assicurazioni and the other Group insurance companies.

The primary aspects of the business model adopted by Cattolica include the centrality of the customer, constant innovation of the offer and the focus on specific target

markets. These aspects are pursued through a multi-channel and multi-product model oriented towards constant attention to new market trends and different lifestyles.

Product construction and distribution logics are designed from the customer's point of view in order to meet their needs and expectations at every stage of the relationship: from advice and purchase to after-sales service and the management of claims and mishaps.

The Company's value comes from its constant search to satisfy the needs of its customers and its focus on other market segments such as the agri-food industry, religious bodies and the third sector, where Cattolica is a benchmark for all operators.

STRUCTURE: CATTOLICA AND ITS CONTROLLED LEGAL ENTITIES

The activity of the Sub-Group¹ Cattolica is divided into three business areas: non-life, life and other.

The core business of the Group, headed by Cattolica Assicurazioni, a company that is involved in both the life and non-life business, is divided between the Non-life business (BCC Assicurazioni, CattRe, TUA Assicurazioni, Vera Assicurazioni, Satec Holding, All Risks Solutions, Satec, Mediterranea Underwriting, Meteotec and Qubo Insurance Solutions, and the closed-end real estate funds allocated to

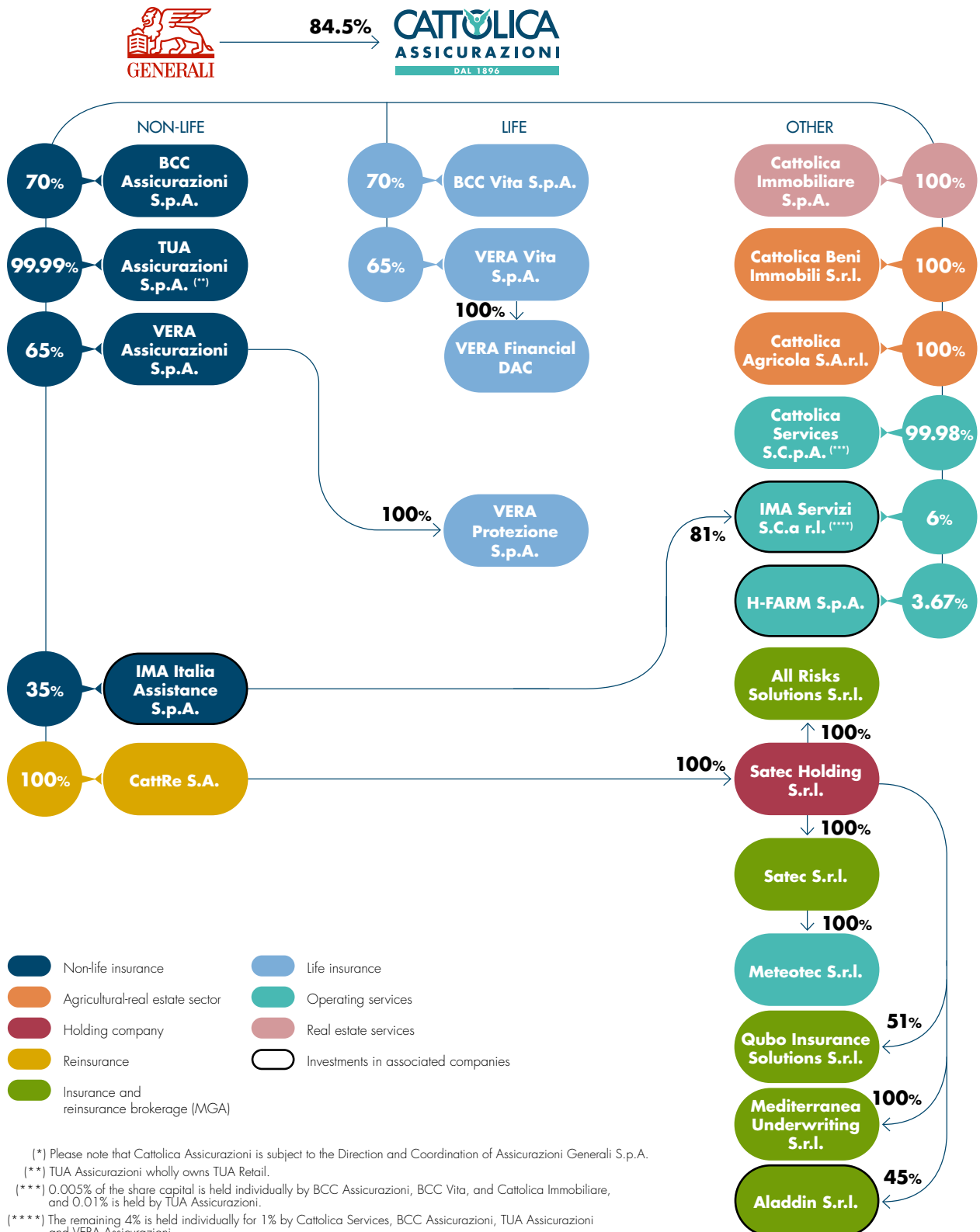
the non-life portfolio) and the Life business (BCC Vita, Vera Financial, Vera Protezione, Vera Vita, and the closed-end real estate funds allocated to the life portfolio).

Other business includes the agricultural-real estate sector of Cattolica Agricola and Cattolica Beni Immobili and the operating services of Cattolica Services and Cattolica Immobiliare, instrumental in the performance of the Group's activities.

¹ As of 5 November 2021, the company Cattolica and with it all its subsidiaries, became part of the Assicurazioni Generali Group. Therefore, for the sake of clarity, this Non-Financial Statement will refer to the sub-group consisting of the company Cattolica and its subsidiaries. Both "Group" and "Sub-Group" will be used in the text, always indicating the sub-group consisting of Cattolica Assicurazioni and its subsidiaries. In particular, this document includes Cattolica Assicurazioni and the companies included within its line-by-line consolidation as envisaged by Italian Legislative Decree 254/2016.

CATTOLICA AND ITS SUBSIDIARIES AS AT 31 DECEMBER 2021²

SUB-GROUP STRUCTURE



As at December 31st, 2021⁽¹⁾

² The following funds are included in the scope of consolidation of the Sustainability Report, but not shown in the table "Sub-Group Structure": Fondo Euripide, Fondo San Zeno, Fondo Perseide, Fondo Innovazione Salute, Fondo Andromaca and Fondo Girolamo.

Società Cattolica di Assicurazione - Società per Azioni operates throughout Italy in the life and non-life businesses, ideally targeting the medium/high range of the personal segment and is the controlling body of the following companies.

Companies of the non-life business

- BCC Assicurazioni S.p.A., based in Milan, share capital of € 14.4 million, is authorised to carry out non-life business and distributes its products using the network of branches of the ICCREA Group. Cattolica holds 70% of the share capital;
- TUA Assicurazioni S.p.A., with headquarters in Milan, share capital of € 23.2 million, carries out insurance activities in the non-life business, offering the market a specialist range of insurance and financial products and services to meet the needs of personal line customers. Cattolica holds 99.99% of the share capital;
- Vera Assicurazioni S.p.A., based in Verona, share capital of € 63.5 million, is authorised to carry out non-life business. Cattolica holds 65% of the company;
- CattRe S.A., with headquarters in Luxembourg, share capital of € 48.6 million, is authorised to operate in the reinsurance sector. Cattolica holds 100% of the company;
- All Risks Solutions S.r.l., with headquarters in Milan, carries out insurance brokerage activities, with a share capital of € 10 thousand. It is 100% owned by Satec Holding S.r.l.;
- Satec Holding S.r.l., with headquarters in Venice, is a holding company, share capital of € 81 thousand. CattRe S.A. holds 100% of its capital;
- Mediterranea Underwriting S.r.l. (MUW S.r.l.), with registered office in Genoa, carries out insurance and reinsurance brokerage activities, share capital € 60 thousand. It is wholly-owned by Satec Holding;
- Meteotec S.r.l., with headquarters in Venice, carries out meteorological and climatic research activities, share capital of € 30 thousand. It is wholly-owned by Satec;
- Qubo Insurance Solutions S.r.l., with headquarters in Milan, carries out insurance brokerage activities, share capital of € 10 thousand. Satec Holding holds 51% of the company;
- Satec S.r.l., with headquarters in Venice, carries out insurance brokerage activities, share capital of € 135 thousand. It is wholly-owned by Satec Holding;
- Campo dei Fiori is a limited liability company, wholly-owned by Fondo San Zeno of which Cattolica holds 67.89%.

Companies of the life business

- BCC Vita S.p.A., with headquarters in Milan, share capital of € 62 million, is authorised to carry out insurance activities in the life business and distributes its products via the branches of the ICCREA Group. Cattolica holds 70% of the share capital;

→ Vera Financial DAC, is a life insurance company with headquarters in Dublin, Ireland, share capital of € 803 thousand, specialising in class III life insurance policies. Cattolica holds 65% of Vera Vita, which in turn holds 100% of the company;

→ Vera Protezione S.p.A., based in Verona, share capital of € 47.5 million, is authorised to carry out life business and is specialised in TCM (temporary life insurance) policies. Cattolica holds 65% of Vera Assicurazioni, which in turn holds 100% of the company;

→ Vera Vita S.p.A., based in Verona, share capital of € 219.6 million, is authorised to carry out life business and is specialised in the savings and investment products business. Cattolica owns 65% of the company.

Other companies

Agricultural-real estate sector

→ Cattolica Agricola S.A.r.l. was established in 2012 by Cattolica, the single-member company within the scope of the purchase of the real estate complex known as Le Tenute di Cattolica. It has headquarters in Verona and share capital of € 35.5 million. It is a single-member limited liability company, which has the exclusive purpose of carrying out agricultural activities pursuant to Art. 2135 of the Italian Civil Code;

→ Cattolica Beni Immobili S.r.l. was established in 2012 by Cattolica, the single-member company within the scope of the purchase of the real estate complex known as Le Tenute di Cattolica. It is a limited liability company with single member. It has headquarters in Verona and share capital of € 7 million and manages, amongst other aspects, the properties not instrumental to the agricultural activities related to said estate, as well as the "Cattolica Center" real estate complex, located in Via Germania, Verona.

Service companies

→ Cattolica Immobiliare S.p.A., with headquarters in Verona, share capital of € 400 thousand, carries out activities for developing and leveraging the real estate assets and those typical of real estate services. It is wholly-owned by Cattolica;

→ Cattolica Services S.C.p.A., a consortium company, which carries out service activities with headquarters in Verona and share capital of € 21 million. The services and activities provided are: planning, implementation and management of IT applications and operating processes, along with the services relating to telecommunications systems; supervision of digital innovation with regard to IT and organisational aspects; handling of the settlement of Group claims with the exception of the security, crop hail and transport areas; teaching and training services for the Group resources; the life and welfare technical area; non-life operations and accounting and financial statements of the Group

companies. It is 99.98% owned by Cattolica, while the remaining portion is held by other Group companies (BCC Assicurazioni, BCC Vita, Cattolica Immobiliare, which individually hold 0.005%, and by TUA Assicurazioni, which holds 0.01%).

The funds

- Fondo Andromaca is a closed-end real estate mutual investment fund, managed by Finanziaria Internazionale Investments SGR, wholly-owned by Cattolica;
- Fondo Euripide is a common closed-end real estate investment fund managed by Finanziaria Internazionale Investments SGR. The overall shares held are: Cattolica 67.95%, Vera Vita 9.82%, BCC Vita 2.5%, TUA Assicurazioni 1.82%, Vera Protezione 1.3% and Vera Assicurazioni 0.5%;
- Fondo Girolamo is a closed-end real estate mutual investment fund managed by Savills IM SGR. It is 74.51% owned by Cattolica, 0.61% by BCC Assicurazioni, 15.75% by BCC Vita and 9.13% by TUA Assicurazioni;
- Fondo Innovazione Salute is a closed-end real estate mutual investment fund, managed by Savills IM SGR and dedicated to housing for the elderly. The shares held are: 74.91% by Cattolica, 6.56% by TUA Assicurazioni and 0.67% by BCC Assicurazioni;
- Fondo Perseide is a closed-end real estate mutual fund dedicated to investment in renewable energies, managed by Finanziaria Internazionale Investments SGR. The overall shares held are: Cattolica 79.42%, TUA Assicurazioni 5.09% and BCC Vita 4.63%;
- Fondo San Zeno is a closed-end real estate mutual investment trust, managed by CB Richard Ellis. The overall shares held are: Cattolica 67.89%, BCC Vita 19.61%.

CONSOLIDATION SCOPE

As at 31 December, the consolidation scope³ comprised the insurance parent company, eight insurance companies - of which one reinsurance company - a holding company, a

real estate services company, seven service companies, two companies in the agricultural-real estate sector and six real estate funds.



³ The list includes the parent company and the fully consolidated legal entities, while the chart in this document considers Cattolica Assicurazioni and the subsidiaries and associates; the chart therefore does not contain the six real estate funds described in the text.



Establishment of the ESG Committee

CDP Climate Change

B-

A WIDESPREAD CSR

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A WIDESPREAD CSR

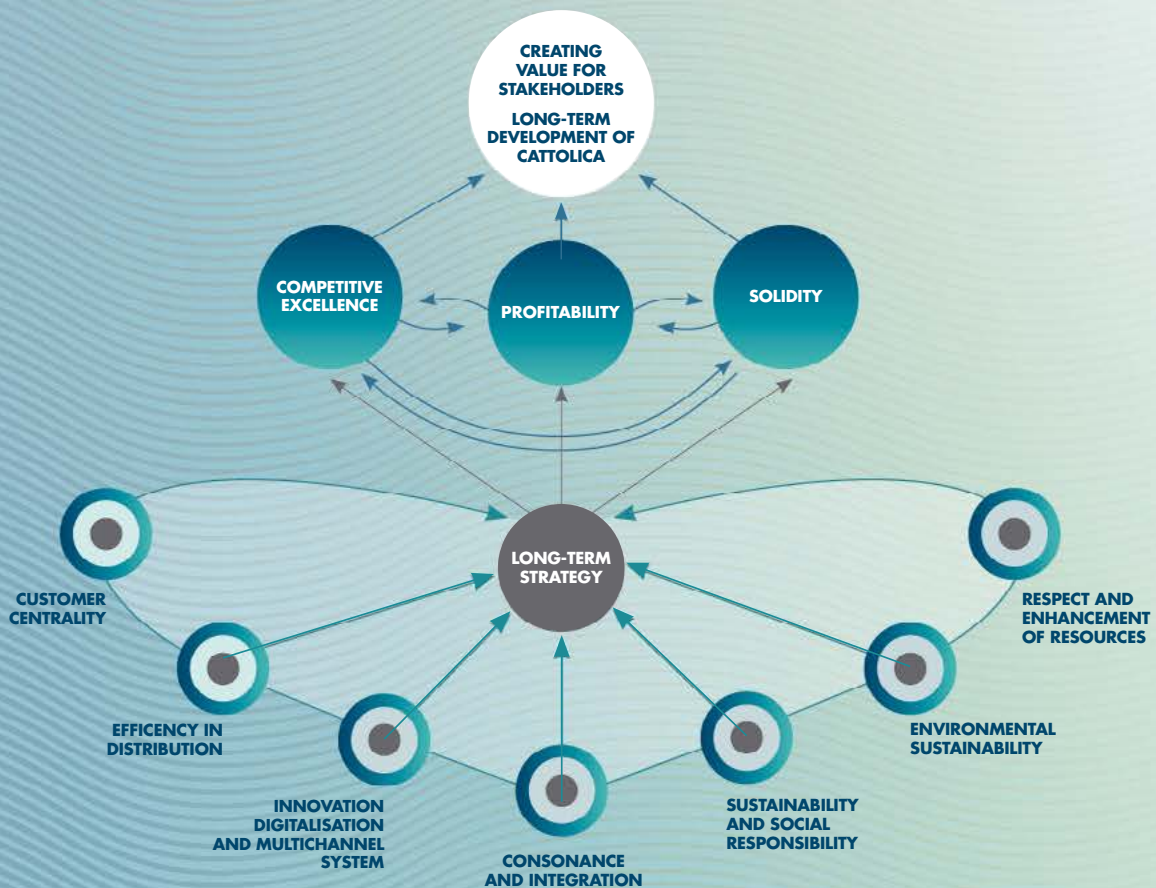


ENHANCED SUSTAINABILITY AND STRENGTHENED GOVERNANCE

Cattolica's sustainability path began in 2017 with the creation of the CSR Unit, but draws its strength from a history of social sensitivity and attention to the country that dates back to the late 19th century.

This idea has been implemented in recent years according to a governance structure and operating methods that have aimed to harmonise a modern idea of sustainability, the most widespread best practices in the field of corporate responsibility and the company's organisational and cultural peculiarities.

CATTOLICA'S INTEGRATED CSR



The Group's business formula merges the strategic guidelines that inspire its typical activity into a coherent whole, including:

- the principle of customer centrality
- the leverage of efficiency in distribution

- the emphasis on innovation, digitalisation and multichannel system
- and dimensions typically relating to sustainability, such as
- the basis of social responsibility

- the importance given to environmental sustainability
- respect for and development of resources

to outline a long-term orientation according to an entrepreneurial formula that nurtures and supports the three pillars of the economic dimension

- financial and equity solidity
- profitability
- competitive excellence

with the ultimate aim of generating lasting value for stakeholders and ensuring the stability and cost-effectiveness necessary for balanced long-term growth, including for the benefit of the controlling shareholder.

In this vision, the business model progressively incorporates ESG factors and makes them a primary dimension of the corporate culture.

The original concept of CSR as “corporate social responsibility” has been expanded and is articulated as “corporate responsibility and sustainability” to embrace the more complex phenomenology according to which a modern idea of sustainability is summarised and implemented.

SHARED PLANNING: THE SUSTAINABLE DEVELOPMENT GOALS (SDGs)

Since 2018, Cattolica has chosen to refer to some of the 17 Sustainable Development Goals (SDGs) defined by the United Nations in 2015 for numerous activities and initiatives undertaken in the field of corporate sustainability.

Divided into 169 operational targets, the SDGs are globally the best-known and most widely-used reference for businesses, and organisations in general, in defining strategies and activities geared towards the pursuit of sustainable development, as defined by the UN action programme known as the “2030 Agenda”.



Cattolica has selected seven SDGs and made them the main references for guiding corporate sustainability initiatives, with a long-term perspective and constant monitoring of opportunities and emerging fields of action.

As usual, the relevant SDGs - considering the company's nature, characteristics, type of business and current and prospective lines of intervention - are highlighted within the relevant sections of the 2021 Non-Financial Statement (hereinafter also NFS, also known as the Sustainability Report).

SDGs AND THE MATERIAL TOPICS OF CATTOLICA

Exerting a positive, tangible and long-lived effect on the chosen areas of action: this is the macro-objective that Cattolica's CSR department has tried to apply in its activities and in the selection of concrete activities and initiatives. Starting with the first project choices made in 2018, this approach has been expanded and deepened in subsequent annual *CSR action plans*.

The synoptic representation illustrates the SDGs chosen by the Group since 2018 and the material topics⁴ related to them, together with the activities and initiatives implemented in 2021.

Within the stakeholder engagement questionnaires, when asked about the suitability of the seven SDGs currently used


for Cattolica's particularities and path, the response was largely affirmative.

When asked to name other SDGs that are relevant and potentially adoptable in the future (with a maximum of two choices from the ten remaining SDGs), there was a clear indication towards SDG number 3 (Good health and well-being) and 9 (Industry, innovation and infrastructure), followed by number 11 (Sustainable cities and communities) and 10 (Reduced inequalities).

The continuation of the pandemic context has not significantly influenced the basic orientation of the areas of action, but has led to a marked increase in the importance attached to the issue of "employee health and safety" and related initiatives.

MACRO-SUBJECT	MATERIAL TOPICS	ACTION/POLICY IMPLEMENTED	SDGs	NFS REFERENCE
GOVERNANCE AND RESPONSIBLE CONDUCT	Corporate Governance Business ethics and transparency Risk management	Stakeholder engagement expansion Standard Ethics - Sustainability rating EE- confirmed Code of Conduct <i>Corporate values</i> Corporate transformation into S.p.A. Covid-19 risk management Entry into the Generali Group		THE CATTOLICA GROUP: STRUCTURE AND AREAS OF ACTIVITY WIDESPREAD CSR CORPORATE GOVERNANCE AND ITS EVOLUTION
ECONOMIC RESPONSIBILITY	Economic performance and financial solidity	Economic value generated and distributed Tax Disclosure Total Tax Contribution		ECONOMIC RESPONSIBILITY: 2021 RESULTS
PRODUCT RESPONSIBILITY RESPONSIBILITY TOWARDS CUSTOMERS	Customer satisfaction Innovation and multichannel system Product simplicity and transparency Products and services supporting sustainable and responsible behaviours Marketing and brand image Principles of responsible investment Management of agents and intermediaries Data security Excellence in accident management	Innovative products and services Products with social value Areas of excellence: Agri-food Religious Bodies Third Sector associations <i>ESG Investing</i> CSR activities and initiatives Diversification and speciality lines Complaints management Products with environmental value Client Strategy	 	WIDESPREAD CSR A PILLAR OF SUSTAINABILITY: ESG INVESTMENTS MORE VALUE TO THE FUTURE: PRODUCTS AND SERVICES WITH ESG VALUE

⁴ For the definition of "material topics" refer to the section on the materiality analysis in the next chapter.

MACRO-SUBJECT	MATERIAL TOPICS	ACTION/POLICY IMPLEMENTED	SDGs	NFS REFERENCE
RESPONSIBILITY TOWARDS PEOPLE	Employee development and management Worker well-being and work-life balance Diversity Health and safety of workers / employees	WITH Evaluation Talent Development Remote work Corporate welfare Training activities Prevention and safety activities Industrial relations Equal opportunities commission Institutional course on Sustainability Measures to combat and prevent the Covid-19 pandemic Change management "Women Empowerment" Project	  	PEOPLE AT THE CENTRE OF THE SCENE: HR MANAGEMENT
SOCIAL RESPONSIBILITY	Indirect social impact Responsible procurement Inclusion and awareness in the insurance and finance sector Demographic and social change ⁵	Local activities and initiatives "Intrapresa sociale" [social entrepreneurship] projects Projects supporting the Covid-19 emergency Progetto di Vita - Cattolica for youth Membership in Sodalitas Foundation	 	CLOSE TO THE TERRITORY: PROJECTS AND INITIATIVES OF SOCIAL RELEVANCE MORE VALUE TO THE FUTURE: PRODUCTS AND SERVICES WITH ESG VALUE
RESPONSIBILITY TO THE ENVIRONMENT AND NATURAL RESOURCES	Climate change and natural disasters Energy consumption and emissions Risk management Principles of responsible investment Water consumption Paper and waste IT Ecosystems and biodiversity ⁶	ESG Investing activities "PlasticFree" webinar Catastrophic insurance policies Agricultural risk policies Renewable energies fund Environmental policies Energy saving initiatives Sustainable real estate initiatives CDP Signatory Membership CDP Climate Change Score B- TUA is carbon neutral Tenute di Cattolica initiatives and projects	 	ENVIRONMENTAL PROTECTION AND CLIMATE CHANGE: A NEW AWARENESS A PILLAR OF SUSTAINABILITY: ESG INVESTMENTS

The sections of the document which are directly related to the activities and initiatives attributable to the indicated SDGs are highlighted with the relative symbols.

⁵ Topic emerged as material as a result of the 2021 stakeholder engagement activities.
⁶ Ibid



SUSTAINABILITY RATING CONFIRMATION: STANDARD ETHICS

The independent agency Standard Ethics Ltd based in London issues extra-financial sustainability ratings based on a proprietary algorithm.

For more than 15 years, it has been promoting best practices in business ethics, sustainability and governance closely linked to the vision of the OECD (Organisation for Economic Co-operation and Development), with an approach that aims to guide investors' choices and help an organisation identify weaknesses and areas for improvement.

The Standard Ethics Rating (SER) is updated annually and is also a robust reputational indicator.

Also during 2021, Cattolica commissioned Standard Ethics to issue an update report and review the SER, which was issued in January 2022 and confirmed the ratings already assigned the previous year:

Standard Ethics Rating SER: EE- (Adequate)

Long Term Expected SER: EE+ (Very Strong)

however, it reserves the right to issue further actions during the financial year 2022.

In its letter communicating the rating confirmation, Standard Ethics points out that

"The evolution of Cattolica's governance system has been very rapid and it is believed that further implementations may occur given the new shareholding structure (which will imply - we believe - strategic relations with the parent company), and also given the activation of some new governance tools such as the new ESG Committee or the new Risk Management Framework [...] We would like to express our compliments to Cattolica's staff. The progress made in just two years and under complex conditions is truly remarkable".

THE STAKEHOLDERS OF CATTOLICA: REPRESENTATION AND OBJECTIVES

The following infographic represents Cattolica's most important stakeholders (so-called primary stakeholders), i.e., those who are more linked to the life of the company than others. A significant change took place in 2021: the removal of the Members (in the cooperative sense of the term) from the list of stakeholders due to the transformation of Cattolica into a joint-stock company on 1 April. The stakeholder list has

therefore been revised to take account of this corporate event during the year. The other stakeholders have been confirmed.

Attention to stakeholders and the ability to understand their expectations and needs are necessary conditions for the organic, lasting development of an organisation in the long term.

CATTOLICA AND ITS STAKEHOLDERS



STAKEHOLDER ENGAGEMENT AND DISCUSSION METHODS

The preliminary benchmark analysis was updated both to identify the issues to consider within the materiality analysis and to update the list of corporate stakeholders.

The methodology also considered the most significant events that emerged during 2021, including the continuing dynamics of the Covid-19 pandemic and the aforementioned transformation of the corporate form.

As is traditional, stakeholder involvement was further extended in order to raise the quality of the materiality analysis.

The engagement pathway was modelled on the specific organisational conditions and interaction patterns resulting from the evolution of the pandemic. The main instrument of the survey was again the online consultation.

The analysis was developed along three lines, with activities taking place in October and November. Specifically, from 2 to 30 November 2021:





- a consultation with top management and corporate management (Unit Managers) for a total of 56 people, carried out by means of an open personalised survey to which a total of 37 company managers responded. This consultation takes place every two years (previously carried out in 2017 and 2019) and is aimed at detecting the organisation's view (corporate view) on the relative relevance of the selected material topics, represented in the materiality matrix by their positioning along the abscissa axis;
- a consultation of employees in the 35-strong CSR Inter-functional Team through an open online survey, to which a total of 31 colleagues responded;
- the involvement of the stakeholder category "Religious bodies and the third sector" by sending a customised ad hoc questionnaire (in collaboration with the Religious bodies and the third sector BU, which selected the sample) addressed to 79 subjects belonging to this category. 16 questionnaires were completed.

The outcome of the engagement activity allowed updating an already robust materiality analysis thanks to the involvement, over the previous two years, of approximately 1,500 employees, agents and clients (2019) and 624 individuals, entities and associations (2020).

The result of the elaborations substantially confirmed the degree of materiality of the topics that had already emerged in the previous financial year, highlighting however some interesting variations in the relative degree of importance of some material topics, with an increased materiality for the following topics:

- Excellence in accident management
- Product simplicity and transparency
- Health and safety of employees

The following table highlights the dialogue channels and engagement methods that Cattolica uses with its stakeholders and the main areas of discussion. The topics in the "discussion areas" column do not necessarily coincide with the topics of the materiality analysis, but are often related to them. The chosen engagement approach is based on: (i) biennial consultation with corporate management on internal materiality and (ii) annual dialogue with at least two-three categories of stakeholders. The stakeholders involved in the 2021 engagement activity are highlighted.

STAKEHOLDER	AREAS FOR COMPARISON	DISCUSSION CHANNELS
CUSTOMERS 	Quality of the service Customer satisfaction Product transparency Data security Environmental sustainability and climate change	Corporate website Customer service / Complaints management New technologies to support the use of services Social networks Sales network
SHAREHOLDERS AND FINANCIAL COMMUNITY 	Soundness and financial sustainability Transparency towards the market Economic and financial performance	Financial statements and reports Corporate website Conferences and meetings
AGENTS, INTERMEDIARIES AND BANCASSURANCE PARTNERS 	Building long-lasting relationships Transparency in relations Development of agents' skills Shared value generation	Dedicated meetings Trade agreements Training and refresher days Partnerships Annual roadshows Online questionnaire Newsletters Dedicated events Digital and social channels
EMPLOYEES 	Employee welfare Skills development and extension Health protection and occupational safety Diversity and Equal Opportunity Professional growth and training Materiality analysis	Corporate intranet Internal climate survey Talent Check up Training courses Online questionnaire Newsletters Mailing Videowall Internal events
COMMUNITY AND TERRITORY 	Contribution to social and cultural initiatives Support for local associations Support for employment and small entrepreneurship	Corporate website Sponsorships Organisation of events Active participation in community events Fondazione Cattolica
INSTITUTIONS AND STRATEGIC PARTNERS 	Transparency in relationships Relationship continuity and solidity Partnership development Value creation Environmental sustainability and climate change	Institutional relations Corporate website Long-term agreements Sales meetings Regulatory compliance and transparency
RELIGIOUS BODIES AND THIRD SECTOR ASSOCIATIONS 	Building long-lasting relationships Quality and satisfaction of recipients Shared value generation Materiality analysis	Dedicated digital platform / Observatory Direct contact and listening moments Dedicated liquidation division Organisation of events

2021 MATERIALITY ANALYSIS

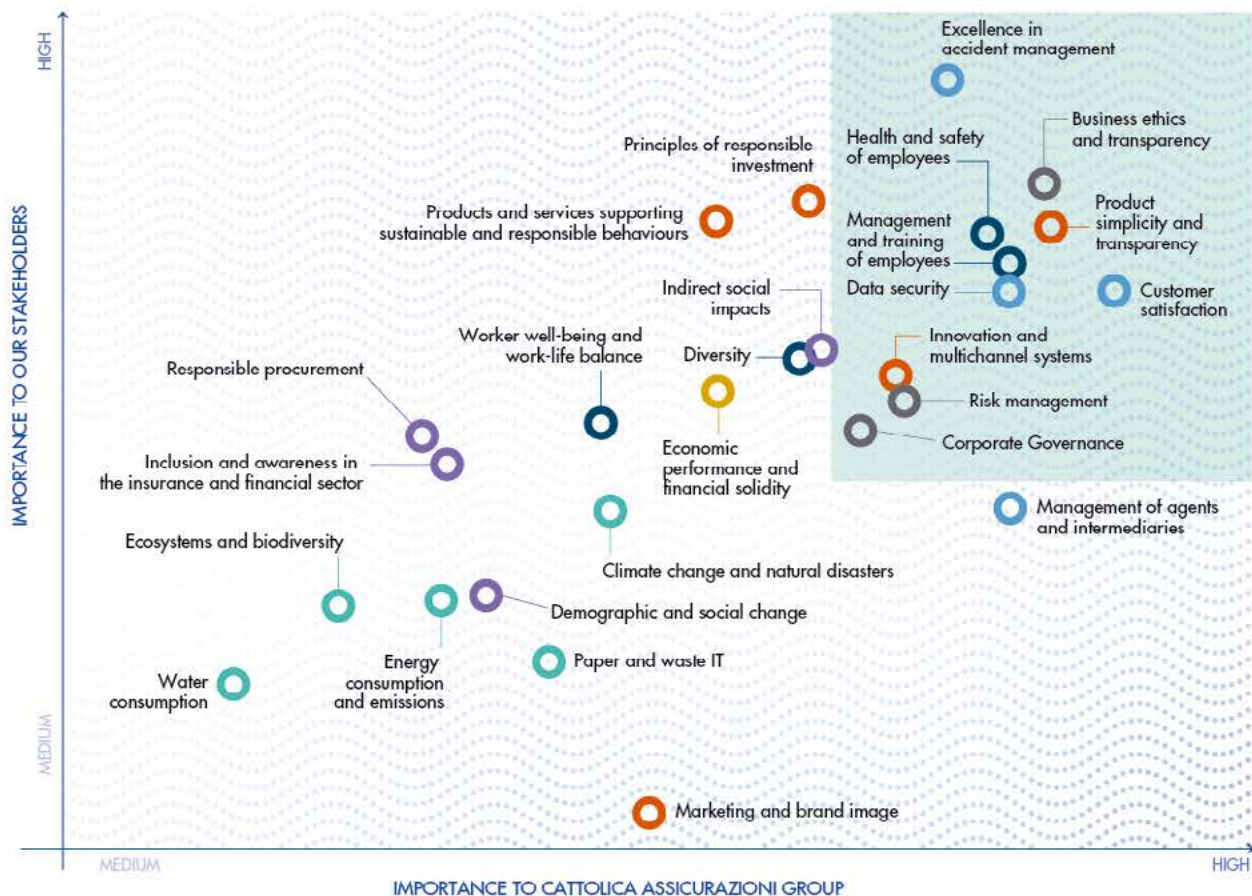
In accordance with its methodological practice, Cattolica updated its reflection on the so-called *material topics* which emerged from the stakeholder listening activity, i.e., the topics and issues which are particularly important, in terms of impact, from a social, environmental and economic viewpoint, so much so as to be a priority for the Group and its stakeholders.

In particular, the assessments of top management and executives following the consultation carried out in 2021

were updated and the results of the stakeholder engagement activities already described were incorporated into the analysis.

The 2021 materiality analysis and the matrix representing its graphical summary were examined by the Corporate Governance, Sustainability and Value Generation Committee, which expressed a favourable opinion on the overall analysis on 2 February 2022 and subsequently informed the Board of Directors.

MATERIALITY MATRIX



- Governance and responsible conduct
- Responsibility towards customers
- Product responsibility
- Environmental responsibility
- Responsibility towards people
- Economic responsibility
- Social responsibility

The material topics in the figure are the most important non-financial drivers for the Group and its stakeholders, a source of risks to be managed and opportunities to be seized, and priority references in the definition of sustainability strategies.

The “high materiality” topics are positioned in the area to the top right of the figure, as those to which the combined assessment of Cattolica and its stakeholders has attributed greater relative importance and which find greater space in the report:

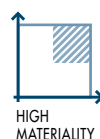
1. Business ethics and transparency
2. Excellence in accident management
3. Product simplicity and transparency
4. Health and safety of employees
5. Employee development and management
6. Customer satisfaction
7. Data security
8. Innovation and multichannel system

9. Risk management

10. Corporate Governance

A comparative look at the results of the 2020 materiality analysis confirms the high materiality cluster with some changes in their relative importance, among which the increased importance attributed to the topics “Excellence in accident management”, “Product simplicity and transparency” and “Health and safety of employees” stands out.

The topics of high materiality are highlighted in this document with the symbol



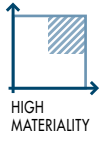
The following diagram summarises the boundary and the type of impact for each of the material topics presented in the graph.

MATERIAL TOPICS	RELATED GRI STANDARD TOPICS ⁷	IMPACT SCOPE	INVOLVEMENT OF THE CATTOLICA GROUP
BUSINESS ETHICS AND TRANSPARENCY	205 Anti-corruption 206 Anti-competitive practices 207 Taxes	Cattolica Assicurazioni Group Agents and intermediaries Bancassurance Partners	Caused by the Group and related to the Group through its business activity
CORPORATE GOVERNANCE	n.a.	Parent Company	Caused by the Group
RISK MANAGEMENT	n.a.	Cattolica Assicurazioni Group	Caused by the Group
ECONOMIC PERFORMANCE AND FINANCIAL SOLIDITY	201 Economic performance	Cattolica Assicurazioni Group	Caused by the Group
CLIMATE CHANGE AND NATURAL DISASTERS	302 Energy 305 Emissions	Cattolica Assicurazioni Group	Caused by the Group and to which the Group contributes
ENERGY CONSUMPTION AND EMISSIONS	302 Energy 305 Emissions	Cattolica Assicurazioni Group Electricity suppliers	Caused by the Group and related to the Group through its business relationships
WATER CONSUMPTION	303 Water and waste water	Cattolica Assicurazioni Group Water suppliers	Caused by the Group and related to the Group through its business relationships
PAPER AND IT WASTE	n.a.	Cattolica Assicurazioni Group	Caused by the Group
ECOSYSTEMS AND BIODIVERSITY	304 Biodiversity	Cattolica Assicurazioni Group Tenute di Cattolica	Caused by the Group and to which the Group contributes
PRINCIPLES OF RESPONSIBLE INVESTMENT	n.a.	Cattolica Assicurazioni Group	Caused by the Group
INNOVATION AND MULTICHANNEL SYSTEM	n.a.	Cattolica Assicurazioni Group Agents and intermediaries Bancassurance Partners	Caused by the Group and related to the Group through its business relationships
PRODUCTS AND SERVICES SUPPORTING SUSTAINABLE AND RESPONSIBLE BEHAVIOURS	n.a.	Products and services of the Cattolica Assicurazioni Group	To which the Group contributes
PRODUCT SIMPLICITY AND TRANSPARENCY	417 Marketing and labelling	Cattolica Assicurazioni Group	Caused by the Group
MARKETING AND BRAND IMAGE	417 Marketing and labelling	Cattolica Assicurazioni Group Agents and intermediaries Bancassurance Partners	Caused by the Group and related to the Group through its business relationships

⁷ Where n.a. appears, this means that there is no GRI indicator specific to the topic indicated. In such cases and with regard to the issues in question, which are not directly linked to a GRI Standard, the management approach adopted and the related indicators are reported in the document.

MATERIAL TOPICS	RELATED GRI STANDARD TOPICS ⁷	IMPACT SCOPE	INVOLVEMENT OF THE CATTOLICA GROUP
DATA SECURITY	418 Consumer privacy	Cattolica Assicurazioni Group	Caused by the Group
MANAGEMENT OF AGENTS AND INTERMEDIARIES	n.a.	Cattolica Assicurazioni Group	Caused by the Group
CUSTOMER SATISFACTION	n.a.	Cattolica Assicurazioni Group	Caused by the Group
EXCELLENCE IN ACCIDENT MANAGEMENT	n.a.	Cattolica Assicurazioni Group Agents and intermediaries	Caused by the Group and related to the Group through its business relationships
EMPLOYEE DEVELOPMENT AND MANAGEMENT	401 Employment 404 Training and education	Cattolica Assicurazioni Group	Caused by the Group
DIVERSITY	405 Diversity and equal opportunity 406 Non-discrimination	Cattolica Assicurazioni Group	Caused by the Group
HEALTH AND SAFETY OF EMPLOYEES	403 Occupational health and safety	Employees of the Cattolica Assicurazioni Group ⁸	Caused by the Group
WORKER WELL-BEING AND WORK-LIFE BALANCE	402 Employment and industrial relations	Employees of the Cattolica Assicurazioni Group	Caused by the Group
INDIRECT SOCIAL IMPACT	n.a.	Cattolica Assicurazioni Group Fondazione Cattolica	Caused by the Group and to which the Group contributes
RESPONSIBLE PROCUREMENT	n.a.	Cattolica Assicurazioni Group	Caused by the Group and related to the Group through its business relationships
INCLUSION AND AWARENESS IN INSURANCE AND FINANCE SECTOR	n.a.	Cattolica Assicurazioni Group	Caused by the Group
DEMOGRAPHIC AND SOCIAL CHANGE	n.a.	Products and services of the Cattolica Assicurazioni Group	To which the Group contributes

⁸ Given the business sector, the health and safety of employees is considered relevant only with respect to the Cattolica Group's employees and not to other categories present in the organisation's offices. Moreover, Cattolica has put all appropriate measures and protections in place to guarantee the health and safety of non-staff members as well.



CATTOLICA'S CORPORATE VALUES: A "CULTURAL ENDOWMENT" TO BE ENHANCED

In a general sense, values are defined as those guiding principles that orient personal choices, behaviours and evaluations and remain relatively stable and enduring over time in the face of the incessant changes in the surrounding social and cultural context. They are therefore essential points of reference, especially at times of discontinuity and change in an organisation and its environment.

Cattolica's corporate values are the contemporary representation of a corporate identity which, drawing inspiration from the founding principles inherent to the Social Doctrine of the Church, has remained alive to this day and concludes its evolutionary trajectory within a new corporate and organisational scenario: they are thus the ethical and behavioural foundations that Cattolica brings as dowry to the Generali Group and its corporate culture.

OUR VALUES

INTEGRITY

The ceaseless quest for a linear conduct consistent with the core values and an authentic ethical aspiration open the way to the right actions, both inside and outside the workplace.

COHESION

The awareness of being connected, all to each other, by a unity of intent aimed at a common goal is the prerequisite for lasting success.

COURAGE TO DO AND TO LEARN

Intellectual curiosity and the constant striving to learn result in the ability to propose effective ideas and explore new solutions, without the fear of making mistakes.

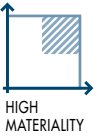
MERITOCRACY

A meritocratic environment recognises the commitment and contribution of every person, rewarding the best results in a fair and transparent way.

FOCUS ON RESULTS

The proactive drive to achieve excellent performance is based on a constant focus on the pursuit of targets and the quality of the work carried out.

PERSONAL ETHICS AND THE CODE OF CONDUCT



The individual ethical attitude is the subjective foundation that makes compliance with laws, regulations and standards possible. It is on this basis that Cattolica seeks to develop and disseminate a culture of legality as a prerequisite for any initiative that aspires to be sustainable and oriented towards the common good.

The internal Code of Conduct is the document that sets out the principles and rules of conduct that employees and collaborators must follow in their work activities.

On the basis of a benchmark analysis carried out in 2020 and focused to the methods for managing business ethics and the principles of conduct adopted by the main insurance players on the Italian market, the Compliance Unit planned to update the Code of Conduct in 2021, in order to incorporate the new principles related to the development of ESG issues within the organisation in the document and the dissemination of the relative regulations.



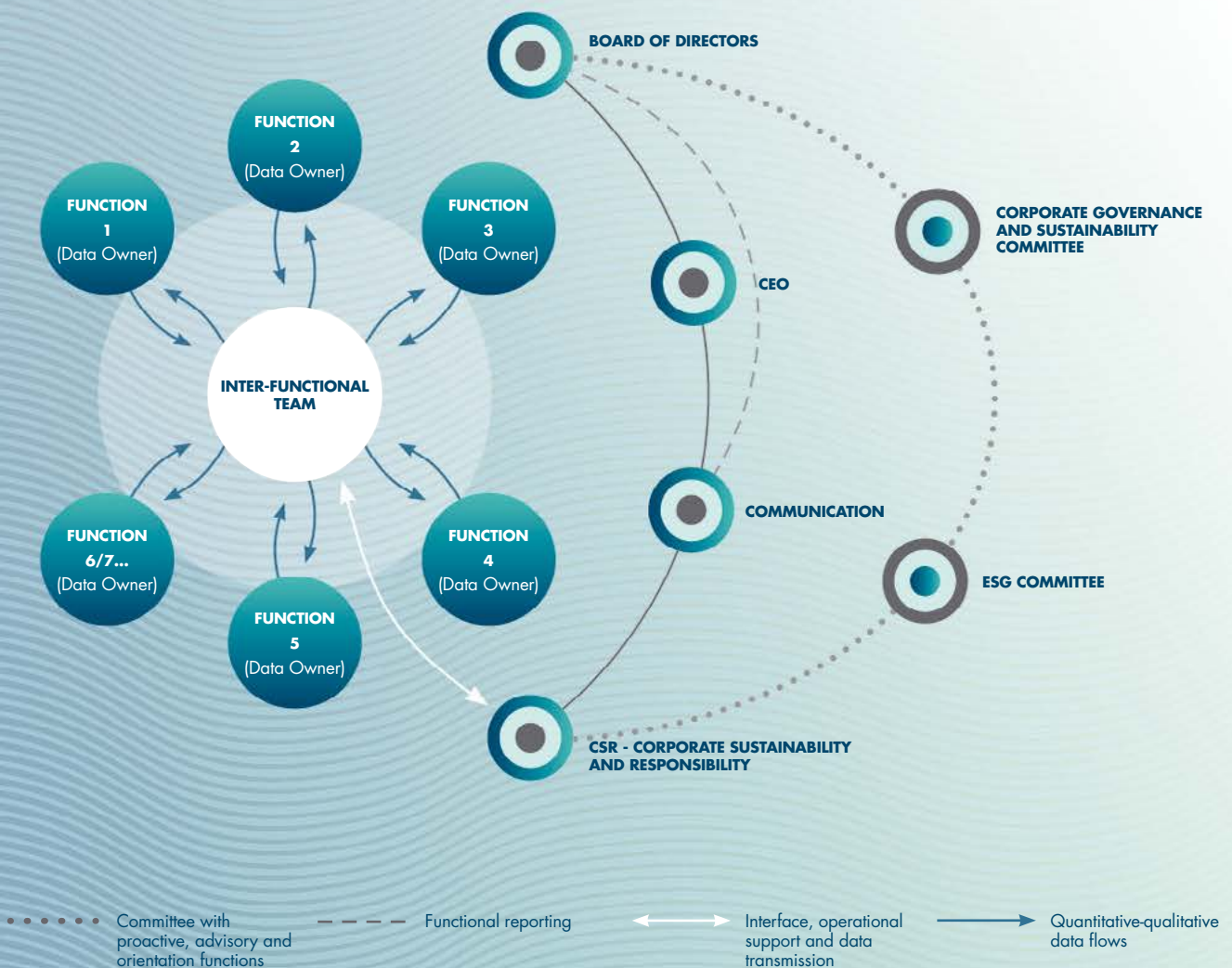
STRENGTHENING SUSTAINABILITY GOVERNANCE: THE ESG COMMITTEE

Cattolica has always considered a strong and effective governance of sustainability issues as essential and has worked to ensure a clear and transparent allocation of prerogatives and responsibilities among the various corporate units, while maintaining a direct link with top management to guarantee the necessary support in the assessment, decision-making and implementation phases of initiatives

and projects. Only effective and balanced governance can preserve the strategic connotation and long-term perspective underlying the idea of sustainability.

The current governance model is shown in the diagram below, including the newly-established ESG Committee which strengthens the monitoring of sustainability issues

CHART OF THE GROUP CSR GOVERNANCE



Board of Directors: represents the apex of CSR governance and the ultimate benchmark for strategic ESG planning. The Board approves the NFS, the Sustainability Policies and all acts and initiatives within its decision-making scope.

Managing Director: responsible for reviewing the NFS before it is presented to the Committee for Corporate Governance, Sustainability and Value Generation and is a point of reference for the activities of the CSR Unit, which regularly updates him on the ongoing and scheduled initiatives.

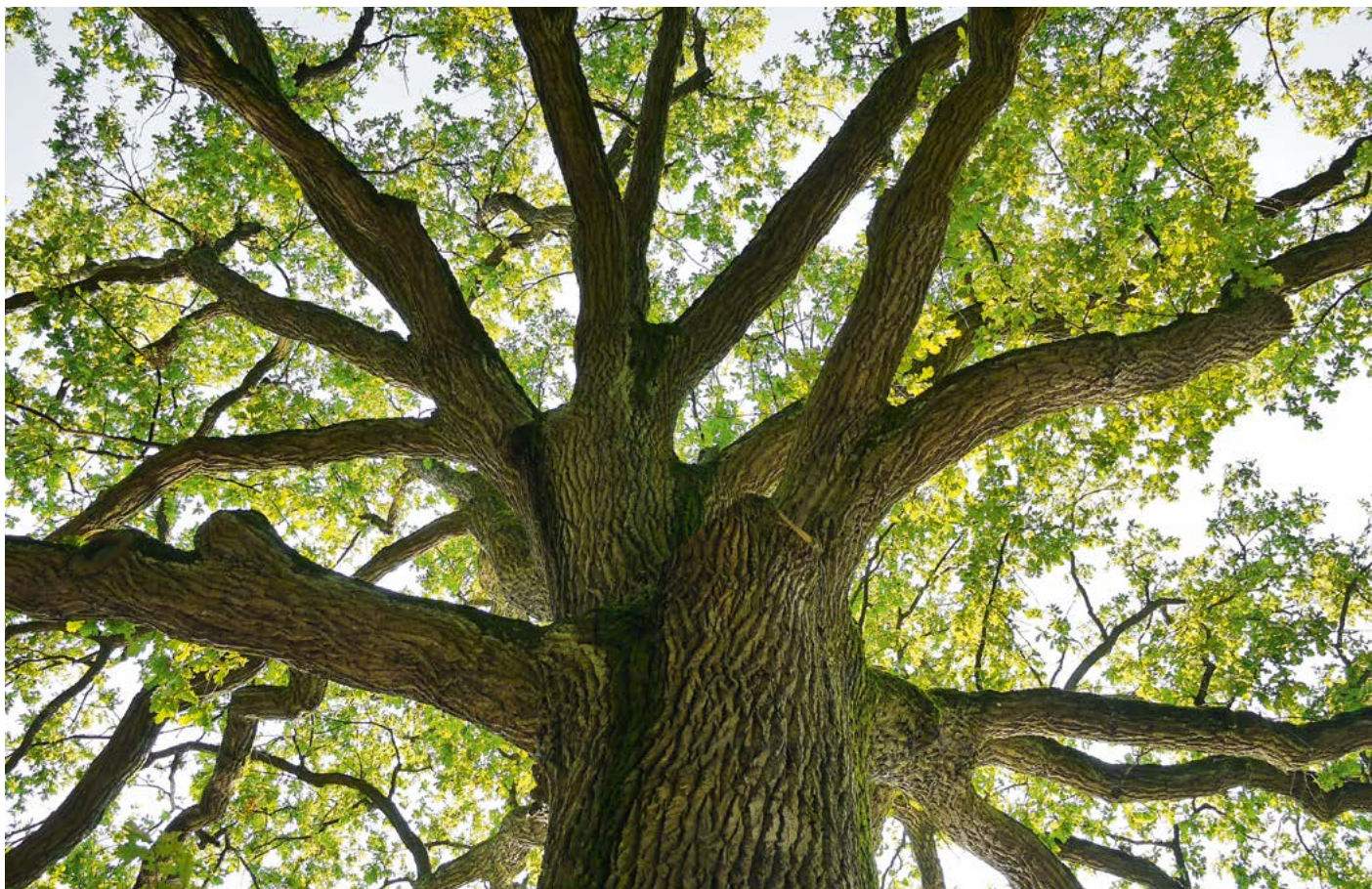
Committee for Corporate Governance, Sustainability and Value Generation: the internal Board committee in charge - inter alia - of sustainability and corporate responsibility. It has proactive, advisory and guidance functions regarding the strategy, the policies and the activities of Cattolica's corporate sustainability.

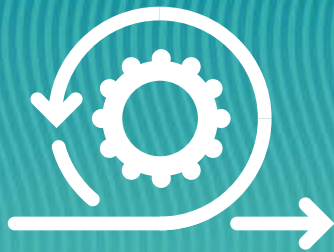
ESG Committee: this committee was established in October 2021 in order to monitor the sustainability issues related to the company's business. This managerial committee is chaired by the Managing Director and seeks to integrate environmental, social and governance factors into the

company's strategy, ensuring adequate monitoring of the initiatives and actions that have an impact in each of these areas, as well as the assessment, management and mitigation of the related risks.

CSR - Corporate Sustainability and Responsibility Unit: reporting directly to the Communication and Institutional Relations Department, it has the task of developing and coordinating sustainability projects and activities for the Group and is responsible for the design and drafting of the NFS. The Unit's objective is lastly to promote and disseminate a corporate culture oriented towards sustainability within the organisation.

CSR inter-functional team: under the leadership of the CSR Unit, it connects the same Unit and the individual subjects responsible for data and information (data owners), who are part of the multiple corporate units and areas involved, ensuring the prompt and efficient transmission of the qualitative and quantitative data necessary for the preparation of the NFS. The team is a key hub for a shared and widespread sustainability governance; its composition is updated annually.





Cattolica joins
the Generali Group



Standard Ethics Rating SER
EE- (Adequate)

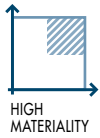
Long Term Expected SER
EE+ (Very Strong)

CORPORATE GOVERNANCE AND ITS EVOLUTION

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CORPORATE GOVERNANCE AND ITS EVOLUTION

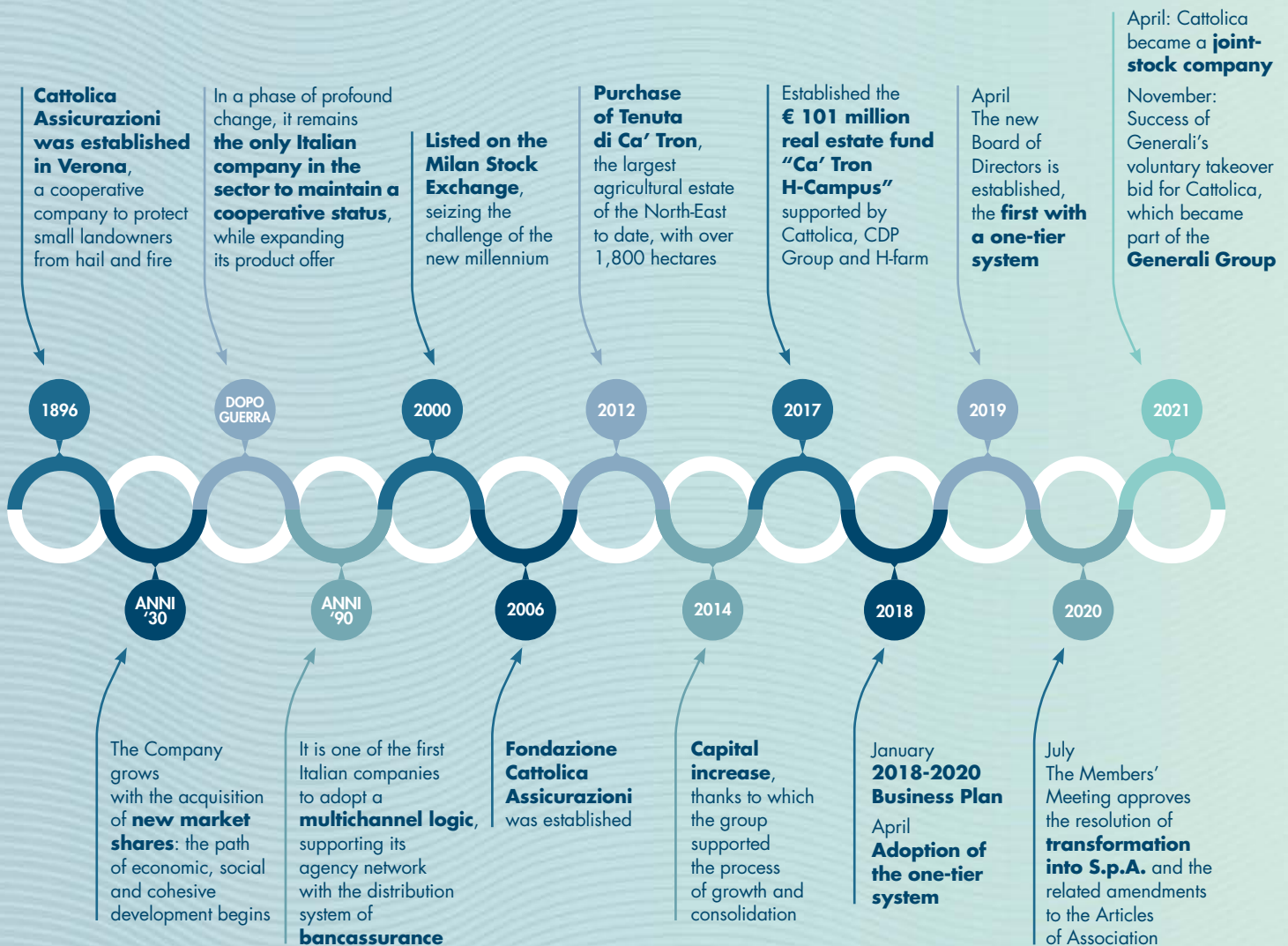


FROM JOINT-STOCK COMPANY TO ENTRY INTO THE GENERALI GROUP

Founded in 1896 in the form of a cooperative company, Cattolica maintained this formula unchanged until its development path was disrupted in 2021, leading to its transformation into a joint-stock company in April, and subsequently, to its becoming part of the Generali Group following the success of a Public Tender Offer completed in November.

Cattolica Assicurazioni has been listed on the Milan Stock Exchange since 2000.

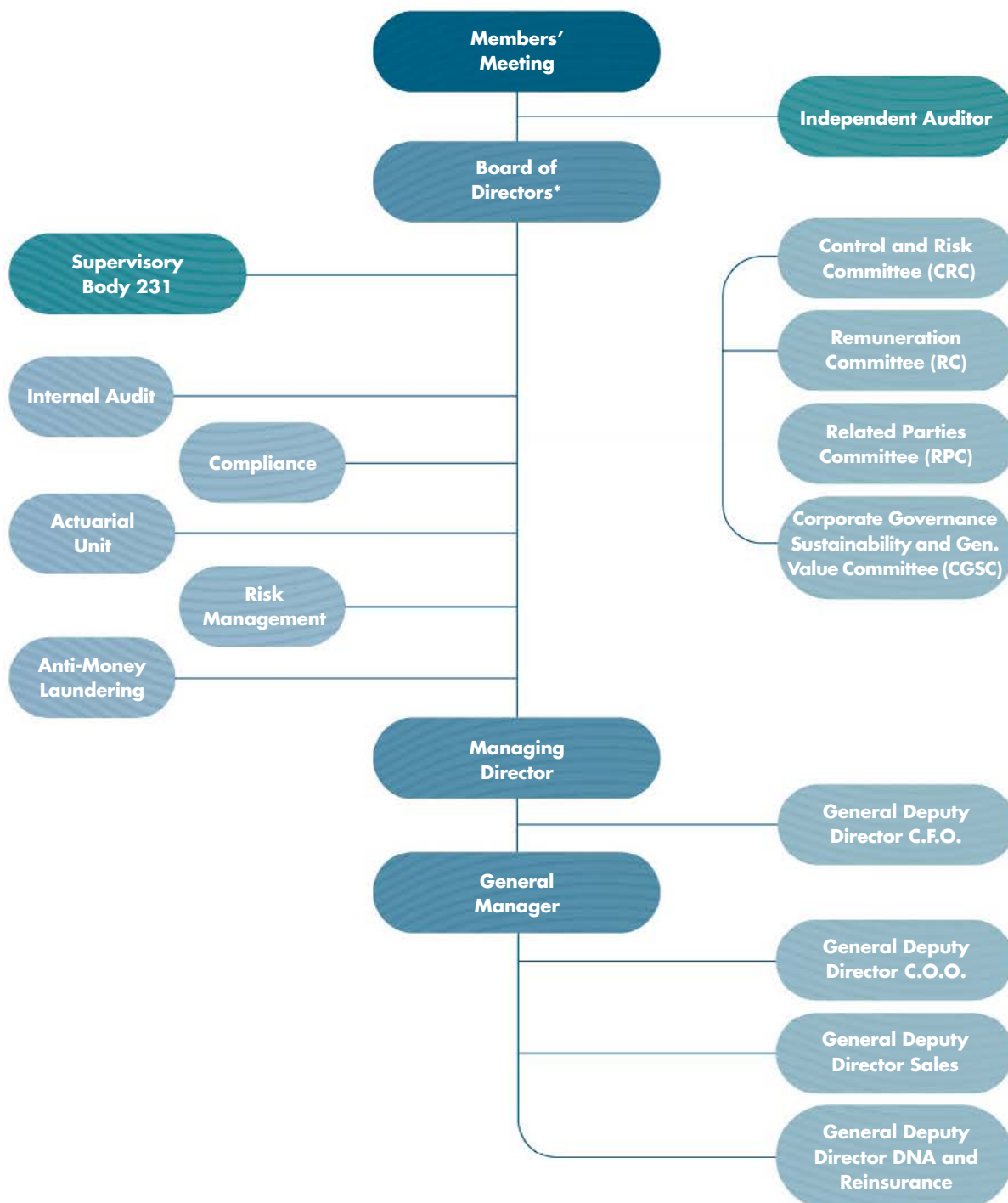
The timeline below illustrates some key events in the company's history.



RECENT DEVELOPMENTS AND NEW CORPORATE GOVERNANCE: THE PARTNERSHIP WITH ASSICURAZIONI GENERALI

The Cattolica Group competes in the insurance sector with an entrepreneurial formula that completed a historic transition in 2021: from the cooperative business model that has characterised its history for 125 years, with an origin inspired by the principles of the Social Doctrine of the Church and

a calling for social responsibility and care for the territory and the community, to the form of a joint-stock company that is today part of the largest national insurance Group and a leader at world level as well: Assicurazioni Generali.



* Includes Management Control Committee.

Società Cattolica di Assicurazione - Società per Azioni is based in Verona. It adopted the Corporate Governance Code of listed companies, as indicated within the Annual Report on corporate governance, available on the company's website.

The framework agreement between Assicurazioni Generali and Cattolica stipulated on 24 June 2020 and amended on the following 23 September to strengthen Cattolica's financial position and corporate governance, as well as create a strategic partnership of an industrial and commercial nature

between the two companies, was finalised in 2021 and laid the foundations for Generali's launch of a Public Tender Offer which was successfully concluded at the end of the year.

During the year, the Group also witnessed the historic transformation of its corporate form with the transition from the cooperative form to that of a joint-stock company, which took effect from 1 April 2021 and consequentially removed its Members and the institution of the capital vote previously in force.

THE SUCCESS OF THE GENERALI PUBLIC TENDER OFFER AND THE NEW CORPORATE STRUCTURE

On 31 May 2021, Assicurazioni Generali launched a voluntary public tender offer for all Cattolica's shares pursuant to and in accordance with Articles 102 and 106, paragraph 4 of the Consolidated Law on Finance. Authorised by Consob, the Offer Document was subsequently published on 28 September with the closing of the acceptance period on 29 October. In addition to the acquisition of the necessary authorisations from the competent authorities, the conditions for the effectiveness of the offer included the achievement of the minimum threshold of 66.67% of the company's share capital by Assicurazioni Generali, after completion of the offer and taking into account the treasury shares already held by the company.

At the end of the acceptance period, on 4 November the offerer communicated, pursuant to Article 41, paragraph 6 of the Issuers' Regulations, the final results of the offer, on the basis of which 138,842,677 shares were tendered during the acceptance period, representing approximately 79.660% of the shares subject to the offer and 60.803% of the Issuer's share capital. Taking into account the 138,842,677 shares tendered in acceptance of the offer and the 54,054,054 shares already held by the offerer as a result of the subscription of the share capital increase reserved

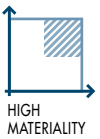
to Generali itself on 23 October 2020, the latter came to hold a total of 192,896,731 shares, equal to 84.475% of the share capital of the Issuer, thereby exercising legal control over Cattolica.

Therefore, since 5 November, the date of payment of the amount, the company has been part of the Generali Group and has lost its status as parent company of the Cattolica Group, which has been removed from the IVASS Group Register. From the same date, as a result of the above, Generali exercises management and coordination over the company.

On 16 December 2021, the Board of Directors approved the amendments to the Articles of Association relating to membership of the Generali Group, in compliance with the provisions of IVASS Regulation 22/2016 on the supervision of Groups.

A detailed description of the events related to governance, the transition to the new corporate structure and the assumption of control by the Generali Group can be found in the Corporate Governance and Share Ownership Report, available on the corporate website.

THE CORPORATE GOVERNANCE CODE AND THE PRINCIPLE OF "SUSTAINABLE SUCCESS"



By adhering to the Code, the Company has embraced the principle of "sustainable success" as an objective that guides the actions of the Board of Directors and which is embodied in the "creation of long-term value for the benefit of shareholders, taking into account the interests of other stakeholders relevant to the company".

Cattolica's path, including its theoretical approach to sustainability referred to at the beginning of this NFS, starts from the construction of an effective governance structure and from a range of initiatives that have been implemented along the three ESG (Environmental, Social, Governance) dimensions according to choices that have privileged the projects considered priority and of greater impact with respect to the concept of CSR adopted and the overall corporate strategies.

Cattolica continues along the virtuous path undertaken as part of its investment activity, through a strategy that increasingly focuses on responsible investments, having the ESG criteria as a constant reference in the selection and monitoring of investments.

It also intends to develop further activities and projects with a positive impact on social, environmental and governance variables and promote the culture of sustainability both within the Group's scope and in the territory, for the benefit of all stakeholders.

Pursuant to the Code, Cattolica belongs to the category of "large companies", as its capitalisation exceeded € 1 billion on the last trading day of each of the previous three calendar years. Since Cattolica's controlling shareholder is Assicurazioni Generali following the voluntary public tender offer, it falls within the scope of the Code among companies with concentrated ownership as of 5 November 2021.



GOVERNANCE MODEL: THE ONE-TIER SYSTEM

Since 2019, Cattolica has adopted the one-tier governance model in place of the previous, so-called traditional or two-tier horizontal type more popular in Italy.

The one-tier system establishes the presence of a single administrative and control body with fewer members than the previous formula (15 are currently envisaged).

Company management is entrusted to a Board of Directors, appointed by the Shareholders' Meeting, which includes the Management Control Committee, consisting of directors possessing, overall, specific prerequisites of professionalism (in addition to honesty and independence ex lege), with supervisory tasks similar to those of the Board of Statutory Auditors.

The members of the Board of Directors are subject, in terms of independence and cumulation of positions, to the regulatory obligations provided for the supervisory bodies of listed companies. The members of the Committee are elected by the Members' Meeting upon appointment of the Board of Directors.

Accounting control is entrusted to an independent auditor or auditing firm to which the Meeting grants the assignment pursuant to the provisions of Italian Legislative Decree 39/2010 and European Regulation 537/2014.

The Board of Directors

As at 31 December, Cattolica Assicurazioni's Board of Directors consisted of 15 directors, appointed by the shareholders' meeting of 14 May 2021, 13 of whom are independent pursuant to the Corporate Governance Code. It is vested with extensive powers of ordinary and extraordinary management of the Company, within the limits set by regulations and the Articles of Association.

The Board is responsible for approving the company's strategic, industrial and financial plans and operations of major economic and financial importance, appointing the General Managers with the definition of their powers and functions, and approving the organisational structure of the company and the Group.

The Management Control Committee oversees compliance with the laws, regulations and Articles of Association, as well as the adequacy of the organisational structure and internal control system.

The composition of the Board of Directors at the end of 2021 is as shown in the following table.



⁹ The current Articles of Association establish that the Board shall consist of a minimum of 13 and a maximum of 15 members, at least ten of whom shall be independent.

BOARD OF DIRECTORS AS AT 31.12.2021

MEMBERS	OFFICE	AGE	GENDER	INDEPENDENCE CODE ⁷	CONSOLIDATED FINANCE ACT INDEPENDENCE
DAVIDE CROFF	Chairman	74	M	Yes	Yes
CAMILLO CANDIA [#]	Vice Deputy Chairman	60	M	Yes	Yes
LUIGI MIGLIAVACCA	Deputy Chairman	71	M	Yes	Yes
CARLO FERRARESII	Managing Director	55	M	No	No
CRISTIANA PROCOPIO	Director	42	F	Yes	Yes
DANIELA SAITTA	Director	59	F	Yes	Yes
GIULIA STADERINI ^{#§}	Director	57	F	No	No
PAOLO ANDREA ROSSI	Director	55	M	Yes	Yes
LAURA CIAMBELLOTTI	Director	51	F	Yes	Yes
MICHELE RUTIGLIANO [*]	Director	68	M	Yes	Yes
STEFANO GENTILI [#]	Director	61	M	Yes	Yes
SILVIA ARLANCH [*]	Director	55	F	Yes	Yes
LAURA SANTORI ^{*^}	Director	53	F	Yes	Yes
ROBERTO LANCELLOTTI	Director	57	M	Yes	Yes
ELENA VASCO	Director	57	F	Yes	Yes

* Members of the Management Control Committee.

Directors serving on the Corporate Governance, Sustainability and Value Generation Committee

§ Resignation on 11.2.2022

^ Resignation on 23.2.2022

COMPOSITION OF THE BOARD OF DIRECTORS BY AGE AND GENDER AT 31.12.2021

	<50	50-60	> 60	TOTALE
MEN	0	4	4	8
WOMEN	1	6	0	7
TOTAL	1	10	4	15

Management Control Committee

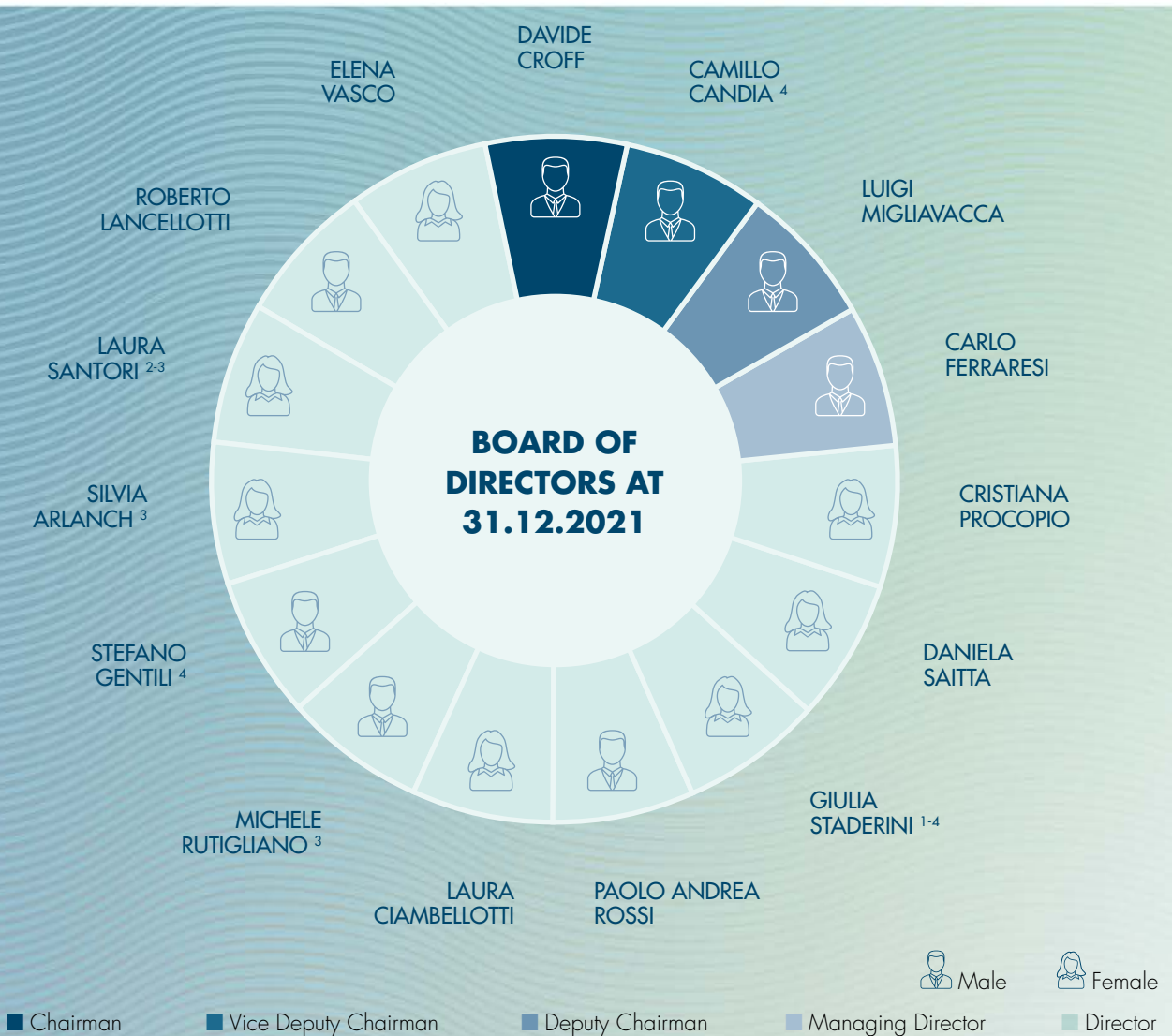
In the one-tier model, the control body is an integral part of the Board of Directors. It is charged with monitoring the management and assuring the compliance of the actions and initiatives taken by the company with the applicable laws and Articles of Association.

MANAGEMENT CONTROL COMMITTEE AS AT 31.12.2021

MEMBERS	OFFICE	AGE	GENDER
MICHELE RUTIGLIANO	Chairman	68	M
SILVIA ARLANCH	Statutory Auditor	55	F
LAURA SANTORI [^]	Statutory Auditor	53	F

[^] Resignation on 23.2.2022

The graphic below shows the composition of the Board of Directors as at 31 December 2021.



¹ Resignation on 11.2.2022.

² Resignation on 23.2.2022.

³ Members of the Management Control Committee.

⁴ Directors serving on the Corporate Governance, Sustainability and Value Generation Committee.

The Internal Committees of the Board of Directors

The following committees are formed within the Board of Directors, thus their name of "Internal Committees":

- Audit and Risks Committee
- Remuneration Committee
- Related Parties Committee
- Corporate Governance, Sustainability and Value Generation Committee

Each Committee operates according to its own regulations specifying its operation and they are periodically reviewed. For further information on the governing bodies of Società Cattolica di Assicurazione - Società per Azioni, please see the Report on Corporate Governance and Ownership Structures, published in the "Governance" section of www.cattolica.it.

THE INTERNAL CONTROL SYSTEM: STRUCTURE, OBJECTIVES, ROLES

The company complies with the internal control guidelines set out in the Corporate Governance Code, in compliance with the provisions of the Private Insurance Code as well as those issued by the Supervisory Authority of the insurance sector through IVASS Regulation 38 of 2018.

The Internal Control System is composed of the rules, procedures and organisational structures suitable for ensuring the proper and transparent functioning of Cattolica and its subsidiaries, ensuring the long-term safeguarding of corporate assets.

Together with the Risk Management System, the Internal Control System is described in the Corporate Governance System Directives, approved and regularly updated by the Board of Directors, which promotes a widespread culture of internal control, in order to raise employees' awareness of the importance and usefulness of controls.

The internal control system established is consistent with the guidelines outlined below:

- segregation of duties and responsibilities: powers and responsibilities are clearly divided between the company's bodies and structures to avoid gaps or overlaps that could affect the company's operations; the segregation of duties is also a mechanism for managing potential conflicts of interest and prevents excessive concentration of powers on a single person or structure;
- formalisation of acts: the actions of corporate bodies and delegated persons are documented in order to allow control over management acts and decisions made;
- independence of controls: the necessary segregation of control functions with respect to operating units is ensured, including through appropriate organisational placement.

The internal control system includes:

- the promotion and dissemination of the culture of internal control;
- internal control and segregation of duties;
- the establishment of core functions and the anti-money laundering function;
- the establishment of appropriate administrative and accounting procedures;
- the organisation of an appropriate information transmission system for each level. Cattolica's Board of Directors promotes a high degree of integrity and a widespread culture of internal control in order to raise the entire workforce's awareness of the importance and usefulness of internal controls.

The Top Management of Cattolica is responsible for promoting the culture of internal control and ensuring that staff are adequately updated on their role and responsibilities and are aware of company policies and regulations, so as to play an active and effective role in carrying out controls, as an integral part of their professional activity.

It also promotes training and communication initiatives aimed at encouraging the effective adherence of all personnel to the principles of moral integrity and ethical values of the Company. In particular, in order to promote operational correctness and respect for integrity and corporate values by personnel, as well as to prevent deviant conduct for which they may be held accountable pursuant to Italian Legislative Decree 231 of 8 June 2001, and also pursuant to industry regulations, the Code of Conduct and the Disciplinary Code are issued.

The first consists of identifying the rules of conduct and ethical-social values that must permeate the behaviour of staff and other stakeholders; the second formalises the criteria and procedures adopted for disciplinary sanctions and termination of employment due to infringements or non-compliance.

The system is based on criteria of balance and proportionality and its implementation is widespread and integrated into company structures, involving staff based on their respective skills and responsibilities.

Cattolica adopts an internal control system based on three levels of supervision which, complying with specific and differentiated control objectives, contributes towards ensuring the correct functioning of the system.

- First level: This category includes the controls inherent in operational processes that require specific skills of the business, risks and/or relevant regulations. They are often defined as operational, line or permanent controls, and take the form of checks carried out both by those who perform a specific activity and by those responsible for its supervision, generally within the same organisational unit. They are typically carried out by the same operating structures, also in the form of self-checks, or incorporated into automated procedures, or performed within back-office activities.
- Second level: These include periodic controls that oversee the processes of identification, assessment, management and control of risks related to operations, ensuring consistency with the company's objectives and responding to separation and segregation criteria that allow constant monitoring. These activities are entrusted to specialised structures that contribute, in harmony with the administrative and management bodies and operational structures, to the definition of risk management policies, their measurement methods and the operating limits assigned to the specific units. They also ensure operational practices which are consistent with the goals and risk levels defined by the relevant corporate bodies.

The most typical units assigned to second-level controls are those established by the Private Insurance Code (Risk Management, Compliance and Actuarial), as well as the Anti-Money Laundering Unit, established pursuant to IVASS Regulation 44/2019 in life business insurance undertakings.

Other structures and actors with control tasks envisaged by other regulatory sources, which carry out their activities

with varying degrees of independence and segregation from operational functions and key functions, are the Manager responsible for corporate accounting documents, established pursuant to Italian Legislative Decree 58/98 (Consolidated Law on Finance), the Data Protection Officer (DPO), appointed pursuant to EU Regulation 2016/679, and the Head of the Complaints Unit, established pursuant to ISVAP Regulation 24/2008.

The companies are required to appoint the Sole Contact Person for the communication of statistical information to IVASS, pursuant to IVASS Regulation 36/2017, and, in the cases provided for by law, the Distribution Manager, pursuant to IVASS Regulation 40/2018, as well as the Anti-Fraud Contact Person for the obligations related to this activity, including those attributable to the Integrated Computer Archive, pursuant to the IVASS Letter to the Market of 21 May 2014.

- Third level: This type of control provides overall assurance on the design and operation of the internal control system and the other components of the corporate governance system by means of independent assessments, and expresses judgements on the functionality and adequacy of the first and second level controls. These are periodic control activities carried out by the Internal Audit Unit.
- Key functions: In defining the architecture of the system and the set-up of the control structures, the Company established the so-called Fundamental Units (Internal Audit, Risk Management, Compliance and Actuarial Unit) reporting directly to the Board of Directors to guarantee independence, autonomy and objectivity of judgement, as well as in compliance with the principle of separation between operational and fundamental units. The Anti-Money Laundering Unit also directly reports to the Board.

The Fundamental Units and the Anti-Money Laundering Unit are established by resolution of the Board of Directors which, in implementation of the relevant legislation, defines its responsibilities, tasks and operating methods through the development of specific policies. The policies are an essential element of the corporate governance system and the internal control system and are subject to review at least annually.

Periodical information is constantly exchanged by the different control functions and between these functions and the management, administration and external control bodies.

THE ORGANISATION MODEL PURSUANT TO ITALIAN LEGISLATIVE DECREE 231/2001

The company Cattolica Assicurazioni, the Italian insurance companies and the main instrumental companies controlled by the same adopted an Organisation, Management and Control Model in accordance with Italian Legislative Decree no. 231 of 8 June 2001 (hereinafter also "Model" or "Organisation Model").

During 2021, Cattolica Assicurazioni, BCC Assicurazioni and BCC Vita, at the instigation of the Supervisory Bodies, updated the Model by resolution of their respective Boards of Directors.

The Organisation Models of Cattolica Assicurazioni and the other companies are updated continuously, consistent with the evolution of the regulatory and corporate framework. The governing bodies and all the Group's employees are informed of the Organisation Model pursuant to Italian Legislative Decree 231/2001 and of any updates thereto.

More generally, the tools for the effective implementation of the Organisation, Management and Control Model have been maintained and are as follows:

- definition of ethical principles related to behaviours which may be considered as criminal conduct according to the Decree
- identification and mapping of corporate processes which may create the conditions, the opportunities or the means to commit crimes or activities instrumental thereto;
- definition of staff training methods;

- development of adequate information to be given to the sales network, the service companies and the other third-party subjects with which the company comes into contact;
- definition and implementation of disciplinary measures with the aim to sanction failure to comply with the provisions of the Model and characterised by adequate deterrence;
- identification of the Supervisory Body and assignment of defined monitoring and control tasks for the effective and efficient operation of the Model. This Body shall have a mixed collective composition (an external Chairman is envisaged for Cattolica Assicurazioni, a second external member and two internal members, the managers *pro tempore* of the Internal Audit and Compliance Verification Units);
- definition of ordinary and extraordinary information flows towards the Supervisory Body

During 2021, the project initiative aimed at updating the reporting system to the Supervisory Boards of companies with such a body became operational. The effectiveness of the Supervisory Bodies' monitoring activities with respect to the defined sensitive areas identified in the Organisation, Management and Control Models has thereby been further increased.

The training course pursuant to Italian Legislative Decree no. 231/2001 is also provided to Group agents and is always available to all intermediaries on the online training platform.

The figures of the 231/2001 training carried out during 2021, with the number of people involved, is reported below.

TRAINING PURSUANT TO ITALIAN LEGISLATIVE DECREE 231/2001 ¹⁰

EMPLOYEES	2021		2020	
	NUMBER	%	NUMBER	%
EXECUTIVES	4	6%	4	6%
OFFICIALS	12	3%	5	1%
EMPLOYEES	54	4%	24	2%
WORKERS	0	0%	-	-
TOTAL EMPLOYEES	70	4%	33	2%
BOARD MEMBERS ¹¹	-	-	-	-

¹⁰ The training pursuant to Italian Legislative Decree 231/2001 includes anti-corruption training.

¹¹ Exclusive reference is made to Cattolica's Board of Directors.

INTERNAL REPORTING: WHISTLEBLOWING

In 2019, Cattolica and its subsidiaries adopted a system for managing reports of unlawful conduct carried out within the same companies, called for by Italian Law 179/2017 and known as whistleblowing.

Top managers, employees and third parties can make reports thanks to an internal procedure through which it is possible to submit, in order to protect the integrity of the company:

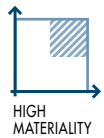
- detailed reports of suspected unlawful conduct, relevant pursuant to Italian Legislative Decree no. 231/2001 and based on precise and concordant factual elements;
- reports of violations of the Organisation and Management Model of the institution and/or the Code of Conduct adopted by the individual company.

Anyone wishing to report a suspected violation of the Organisation and Management Model of the institution and/or the Code of Conduct of Cattolica Assicurazioni

or a subsidiary of the company has a dedicated channel available that allows the sending of reports to the attention of the Supervisory Body, through an IT platform that guarantees the absolute confidentiality of the identity of the reporter and the content of the report.

The Company addressed in the report also undertakes to ensure the protection of the reporting party from discriminatory or retaliatory measures (sanctions, reduced tasks, dismissal, transfer or other organisational measures that have a negative impact on working conditions) for reasons related to the report.

All employees are informed of the issue through a dedicated internal circular and have access to the operating manual for the correct use of the IT reporting platform.



RISK MANAGEMENT: PRINCIPLES, METHODS AND GOVERNANCE

Risk assessment, management and mitigation is a fundamental tool for Cattolica: a complete and effective risk framework is a necessary condition for adequate risk management in a long-term economic perspective.

In the context of the risks associated with typical business activities, some areas with high sensitivity can also generate effects in terms of sustainability. Well-calibrated risk management focuses on multiple types of risk, including risks related to ESG variables, which are often more complex and less immediate to identify than traditional risks deriving from typical insurance activities.

In this regard, article 4, paragraph 2 of IVASS Regulation 38/2018 explicitly envisages that the safeguards relating to the corporate governance system must cover all types of corporate risk, including those of an environmental and social nature, generated or suffered, according to a perspective and in consideration of the overall solvency profile of the enterprise.

EU Regulation 2088/2019 (also known as SFDR) and the disclosure of PAIs (main adverse effects on sustainability factors from investments) for large companies above 500 employees came into force during the year.

The ESG Project and the role of risk management

In the light of the regulatory evolution, the Company launched a specific project on sustainability during the year which aims to define robust governance and compliance of the path of integration of sustainability risks and factors in the decision-making processes and in the risk management framework, in order to seize any strategic and business opportunities with a view to contributing to the creation of value for stakeholders.

The project envisages centralised governance through the establishment of an ESG Committee chaired by Cattolica's Managing Director, and the assignment of the Committee's coordination activities to the Risk Management Unit. The project structure also envisages the organisation into seven vertical workshops per thematic area and three cross-cutting workshops (Human Resources, Data&Systems and Compliance).

The overall project master plan was defined during the year, setting out key milestones for the year 2022. The plan considers the regulatory driver as the critical path for the project's success, together with more strategic initiatives

capable of enhancing the Group's distinctive business (first and foremost the third sector and non-insurance activities with a focus on agricultural risks).

The recently-established ESG Management Committee ensures the rational oversight of initiatives and actions with an environmental, social or governance impact, as well as the assessment, management and mitigation of relevant sustainability risks to which the Company is exposed. It has a decision-making, informative and propositional role in terms of strategic orientation and management performance on sustainability-related issues, useful for the overall coordination of all the initiatives activated and to be activated in the ESG sphere, in accordance with the regulatory requirements and the priorities established by the company.

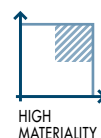
The Committee has its own procedural rules and consists of permanent members and those who attend at the invitation

of the Committee, and meets quarterly and whenever the Managing Director deems it appropriate. The secretariat and coordination functions are entrusted to Risk Management.

The Risk Management Unit therefore plays a dual role within the ESG project:

- guaranteeing robust governance for the orderly evolution of the ESG strategy and risk governance from an ESG perspective, through the coordination of all the company's project sites activated and to be activated on the subject, also in the light of its role as Secretariat of the Committee;
- operating within "Internal governance and risk management" as the subject responsible for identifying, assessing, managing and monitoring the impact of ESG factors in the Group's overall risk management framework.

INTERNAL GOVERNANCE AND ESG RISK MANAGEMENT



During the year, the Risk Management Unit focused its activities along the following lines:

- Risk management framework: integration of sustainability considerations within the risk management framework and focus on agricultural risks;
- Internal governance: integrating sustainability considerations into the governance and organisational set-up;
- Disclosure and reporting: integration of sustainability considerations into internal reporting and external disclosure.

Risk management framework

The aim is to strengthen the risk management system from an ESG perspective to enable the Board of Directors to consider ESG factors in its decision-making process.

To this end, in 2021 the Company identified the ESG macro-risk factors generated and suffered also in relation to the various business activities, which were brought together in the macro-risk categories present in the Risk Register, the document that represents the complete breakdown of the risks catalogued in the map of risks to which the Company is exposed. Subsequent activities will include the identification and definition of specific ESG risk factors in the Risk Register.

A risk assessment activity was also carried out focusing on the identification of agricultural risks related to sustainability issues

in the three ESG dimensions, in order to develop a qualitative rating model to assess the impact of ESG factors. The risk assessment was conducted by mapping the underlying risk assets, defining a catalogue of risks related to ESG factors and finally through a qualitative assessment of the level of inherent risk, the adequacy of any safeguards adopted and the related residual risk assessment. The next step is to define a quantitative model for measuring agricultural risk.

Internal governance

In order to strengthen internal governance from an ESG perspective and improve the degree of integration of sustainability profiles in corporate policies, an assessment was carried out with respect to regulations and market leading practices.

As far as internal governance policies in force are concerned, a detailed analysis was carried out to assess the adherence to ESG regulations and market benchmarks, to identify the areas that require in-depth regulatory, strategic and business analysis and to improve positioning, in order to identify the set of policies that require a priority update from an ESG perspective.

Comments and recommendations were also made to update further corporate policies and regulations with an ESG perspective.

Disclosure and reporting

During the year, activities were carried out to assess the main impacts of the new ELOPA regulations in the ESG area in order to evaluate the evolution of the ORSA (Own Risk and Solvency Assessment) report and internal reporting.

Finally, training initiatives on ESG issues were activated, initially within the Risk Management Unit, also in order to promote the dissemination of a suitable ESG culture. The initiatives will continue during 2022 and will be extended to the company level.

Climate change risk: the CDP Climate Change Questionnaire

Climate change - a broad definition that encompasses a diverse range of natural phenomena - and the negative effects of global warming on the environment and life of the planet are confirmed by scientific evidence and are now increasingly recognised by public opinion.

Cattolica especially faces these dynamics in risk management in agriculture and has decided to invest in innovative solutions and technologies, able to favour the creation of products to support farms also thanks to the detection of damage from natural events.

Empirical observation shows an increase in the frequency and intensity of extreme climatic events in recent years: hailstorms of high intensity and frequent tornadoes in the summer, floods close to each other in time and causing significant damage in the spring and autumn periods, as well as landslides, mudslides and phenomena related to hydrogeological instability following heavy rainfall.

The Company constantly monitors the phenomena in progress, trying to mitigate their effects on the insurance business through the use of adequate reinsurance coverage.

In July 2021, Cattolica prepared and sent the Climate Change Questionnaire to CDP for the first time, after a considerable internal assessment effort involving numerous units. Last December CDP awarded the Company a score of B-, which is an extremely positive result for a *first time reporter organisation*. Cattolica chose to publish this result from the first year in order to ensure maximum transparency towards the market and stakeholders.

The aspects that CDP assessed positively included the risk management processes and the management of Scope 1 and 2 emissions, while the areas for improvement included overall governance, the management of Scope 3 emissions, the setting of emission reduction targets and the purchase of energy from renewable sources.

Risk mapping and mitigation and Internal Policies

The Company is aware that it is exposed to potential risks of economic losses and/or reputational damage deriving from negative environmental impacts related to company events. The main environmental risks were contemplated in the Organisation Model required by Italian Legislative Decree 231/2001, taking certain crimes into consideration including environmental pollution and disaster.

Already in 2019, the Company issued the Environmental Policy relating to the Ca' Tron Estate (now Le Tenute di Cattolica Assicurazioni) and the broader Group Environmental Policy. The documents are part of company regulations and constitute an important safeguard for mitigating risks related to the environment, also in order to spread a risk culture that takes these aspects and the prevention of related risks into account. Highlights of the Tenute's Environmental Policy include:

- The promotion of water and soil quality control systems
- Commitment to biodiversity conservation and environmental protection
- The identification and promotion of energy efficiency projects
- Increased use of resistant crops with less impact on the environment and soil
- The promotion of more efficient and environmentally-friendly technologies
- Raising awareness and information on environmental issues

As of this year, the Company's risk map includes sustainability risk, which has a broader and more inclusive definition than the pre-existing environmental risk, since it includes the concept of risk linked to ESG factors. It identifies the risk arising from an environmental, social or governance event or condition that, if it occurs, is likely to cause a significant actual or potential adverse impact on the Company's business.

The methods to be adopted to assess risk exposure are being defined, with the aim of quantifying the impact of ESG factors by integrating climate and environmental risk in particular. This risk includes a component associated with the physical risks of climate change and a component related to the risks of transition to an economy characterised by reduced greenhouse gas emissions.

Health and safety risks

Health and safety risks, which continued to be of particular relevance in 2021 due to the known events linked to the continuing pandemic, are examined within the analysis and assessment procedures carried out pursuant to Italian Legislative Decree 231/2001. The subject is handled as a priority of the daily working activities within the Group.

Health and safety management and the tools adopted to strengthen employee protection are more extensively discussed in the section dedicated to human resources. It should be noted that during the year 2021, the Cattolica Group's Safety Management System was updated according to the recent international standard ISO 45001.

Corruption-related risks

Relative to the potential risks of corruption, the principal risk factors have been identified in the assessment activities carried out pursuant to Italian Legislative Decree 231/2001. The analysis allowed identifying suitable control and prevention mechanisms, as defined by the Organisation Model.

With the aim of strengthening the controls of such an important and delicate issue, the drafting of a Group Anti-Corruption Policy was substantially completed and its approval, initially scheduled by 2021, was postponed to 2022, subject to the evaluation of the parent company and also in consideration of the corporate evolution.

Risks linked to people

The risks identified in this area have led to maintaining a high level of attention to the adaptation and extension of knowledge and skills, made necessary by the strong discontinuity of the external context, also in order to preserve effective internal engagement. In this regard, paths for low performers were launched and the "Wellbeing" platform was launched, which includes insights into physical and mental wellbeing, as well as paths on parenting.

In relation to the important theme of "diversity and inclusion", the "Cattolica for women" project was launched: a mentoring, empowerment and merit enhancement programme to build female leadership.

All these activities have assumed particular importance in the complex work environment of 2021, characterised by the massive use of remote work and collaboration as a form of prevention and health protection.

Risks related to human rights

In general, the Group adopts an approach that places the protection of people's rights at the heart of its business formula and daily operations, a vision also reflected in the Code of Conduct.

In 2021 Cattolica did not consider the risk of causing or suffering situations of human rights violations within the Company or by direct suppliers significant. As for the supply chain, a mitigating factor is the type of low-risk supplies, necessary for the company business.

The Group has regardless strengthened control over outsourcing, also with reference to the main subcontractors, and has continued mitigation initiatives aimed at preventing and minimising human rights risks in investment management. These violations represent potential risks for the business of the companies in which the Group invests: the occurrence of operational, legal and reputational risks can have a negative impact on the risk/return profile of the assets in the portfolio.



INCENTIVE SYSTEM AND REMUNERATION POLICIES

Consistent with the Principles and Guidelines that have always distinguished the Group, the criteria at the basis of staff remuneration policies aimed at transparent, fair remuneration - suited to the role and responsibility as well as to the level of professional standing and individual performance of each - and independent of other attributes of a personal and private nature, have remained unchanged in 2021.

The method respects the regulatory provisions but is also "sustainable" because its essential reference is the need to ensure efficient management of human resources over a broad time horizon, while maintaining the management flexibility required by the rapid changes taking place within the Company.

In 2021, the short-term and long-term variable incentive system was further refined and supplemented by strengthening the link between performance and the Group's solvency level. This provision was implemented through an increase in the measurement frequency of the gate related to the soft limit of the Solvency II ratio during the maturity and observation phase of performance, as well as in the introduction of an

additional verification clause of the solvency level at the time of the actual recognition of the variable remuneration due to the beneficiaries.

In order to strengthen the link between variable remuneration and compliance with the Group's capital solvency limits, a maximum payout percentage was also introduced for the recognition of any other remuneration components of an exceptional nature.

At the end of the suspension period recommended by the Supervisory Authorities at European and national level with regard to the payment of variable remuneration components, in October 2021 the amounts due to the relative beneficiaries were paid as variable remuneration (MbO) accrued in 2019 and 2020. In the same month, the up-front portion of the long-term variable equity component of the LTI 2018 - 2020 Performance Share Plan and the pro-rata equity portion of the LTI 2021 - 2023 Plan were also awarded.

As usual, further information on remuneration policies is detailed in the Remuneration Report, available in the "Governance" section of the website www.cattolica.it.

OPERATIONAL AND ORGANISATIONAL SAFEGUARDS AS THE PANDEMIC CONTINUES

COVID-19 EMERGENCY

Also during 2021, Cattolica has been committed to effectively and promptly managing the complex evolution of the Covid-19 pandemic with a series of actions targeted and assessed on the basis of the evolution of the context.

Limited work in the offices resumed on 15 October 2021 on a voluntary basis, and in any case within the limit of 25% of the workforce, alongside the smart working mode of operations that had been adopted across the board since the start of the pandemic and had only been suspended for a limited period of work in the offices between September and October 2020. In accordance with regulations, access to workplaces was only allowed to Green Pass holders.

Additional controls already in place since the first part of the pandemic, such as the spacing of desks that can be used at the same time, cleaning and facilities management, were confirmed.

There was constant communication with the Group's company physicians, as well as updates with the workers' safety representatives and the involvement of the Group's RSAs, in accordance with the provisions of the ANIA - Trade Union Protocol.

On 27 December 2021, due to the unexpectedly negative development of the pandemic, the Group reverted to a generalised smart working regime. ■





Our employees

1,789



Training hours
provided

37,323

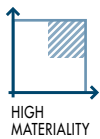
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PEOPLE AT THE CENTRE OF THE SCENE: HR MANAGEMENT

MAKING THE MOST OF “HUMAN CAPITAL”: NEW MODELS AND PROJECTS



The demands of the economic and social context are rapidly changing organisational models and dynamics as well as people’s approach to work, needs, expectations and shared values.

Cattolica implemented a rapid repositioning of its personnel management and development initiatives, orienting them in three strategic directions:

- increasing the effectiveness of the entire education system by linking it to the specific needs of the organisation and developing paths for people engagement and empowerment;
- ensuring the dissemination of know-how and a process of continuous learning;
- raising the level of autonomy and accountability of individuals with regard to their own professional development and related learning processes.

These objectives were pursued through:

- the enhancement of an integrated database (analytics) to enrich the decision-making setting available for the definition of development and training plans and simultaneously stimulate the spread of a new mindset, enabling people to be active and aware protagonists of change, capable of coherently orienting professional development and work performance;
- the structuring of a knowledge management system that enhances internal experts to feed professional communities;
- the creation of a training ecosystem capable of providing internal and external training resources.

In order to make the company’s proximity higher during the extended period of remote working, people caring and well-being initiatives were also intensified.



STAFF DATA

The following tables show the data relative to the Company's workforce by type of contract (permanent and temporary, full-time and part-time), category and age group. Employees

belonging to protected categories and incoming and outgoing turnover are also indicated.

Group Workforce by contract type and gender at 31 December

	2021			2020 ¹²		
	Men	Women	Total	Men	Women	Total
Permanent contract	1,024	748	1,772	1,038	735	1,773
Fixed-term contract	5	12	17	8	16	24
Total	1,029	760	1,789	1,046	751	1,797
	Men	Women	Total	Men	Women	Total
Full-time	1,025	573	1,598	1,042	555	1,597
Part-time	4	187	191	4	196	200
Total	1,029	760	1,789	1,046	751	1,797

The number of employees as at 31 December 2021 was 1,789 (-0.4% compared to 2020). New hires totalled 81 in 2021, showing a 3% increase compared to 79 in the previous year, while employment terminations totalled 89 (2020: 67)¹³.

Of the total number of new hires in 2021, male hires increased by 32% while female hires decreased by 24%. The distribution of the workforce between men and women is around 58-42%, in line with the 2020 figure, but with a slight increase of +1.7% in the female component.

As at 31 December 2021, out of the 1,789 staff members, 64 were executives, 417 officials, 1,298 employees and 10 workers.

There are 17 (2020: 24) individuals with fixed-term contracts, while the employees with part-time contracts total 191 (2020: 200). At 760 individuals (2020: 751), the percentage of women is 42.5%. The percentage of graduates stands at around 60%. The Group supports the recruitment of resources from protected categories, corresponding to 89 individuals as at 31 December (2020: 99). Thanks to cooperation agreements with secondary schools and universities, Cattolica offered internships to 33 people during 2021 (2020: 29).

Group Workforce by classification and gender as at 31 December

	2021			2020		
	Men	Women	Total	Men	Women	Total
Executives	57	7	64	63	8	71
Officials	311	106	417	339	101	440
Employees	653	646	1,299	635	642	1,277
Workers	8	1	9	9	-	9
Total	1,029	760	1,789	1,046	751	1,797

¹² The 2020 data include one employee who terminated his contract on 31.12.2020 for retirement.

¹³ The terminations are related to voluntary resignations, incentives and early retirements; the increase in exits is due to increased membership of the solidarity fund (early retirement), with 34 joining in 2021 compared to 14 in 2020.

Percentage of employees by classification and gender as at 31 December

	2021			2020		
	Men	Women	Total	Men	Women	Total
Executives	3.2%	0.4%	3.6%	3.5%	0.4%	3.9%
Officials	17.4%	5.9%	23.3%	18.9%	5.6%	24.5%
Employees	36.5%	36.1%	72.6%	35.3%	35.7%	71.0%
Workers	0.4%	0.1%	0.5%	0.5%	-	0.5%
Total	57.5%	42.5%	100%	58.2%	41.8%	100%

Group Workforce by classification and age group as at 31 December

	2021				2020			
	<30	30-50	>50	Totale	<30	30-50	>50	Totale
Executives	-	25	39	64	-	31	40	71
Officials	-	204	213	417	1	215	224	440
Employees	82	726	491	1,299	91	741	445	1,277
Workers	5	1	3	9	4	2	3	9
Total	87	956	746	1,789	96	989	712	1,797

Percentage of employees by classification and age group as at 31 December

	2021				2020			
	<30	30-50	>50	Totale	<30	30-50	>50	Totale
Executives	-	1.4%	2.2%	3.6%	-	1.7%	2.2%	3.9%
Officials	-	11.4%	11.9%	23.3%	0.1%	12.0%	12.5%	24.5%
Employees	4.6%	40.6%	27.4%	72.6%	5.1%	41.2%	24.8%	71.1%
Workers	0.3%	0.1%	0.2%	0.6%	0.2%	0.2%	0.2%	0.5%
Total	4.9%	53.5%	41.7%	100%	5.3%	55.1%	39.6%	100%

Group Workforce by gender and age group as at 31 December

	2021				2020			
	<30	30-50	>50	Totale	<30	30-50	>50	Totale
Men	41	509	479	1,029	49	524	473	1,046
Women	46	447	267	760	47	465	239	751
Total	87	956	746	1,789	96	989	712	1,797

Percentage of employees by gender and age group as at 31 December

	2021				2020			
	<30	30-50	>50	Totale	<30	30-50	>50	Totale
Men	2.3%	28.5%	26.8%	57.5%	2.7%	29.2%	26.3%	58.2%
Women	2.6%	25.0%	14.9%	42.5%	2.6%	25.9%	13.3%	41.8%
Total	4.9%	53.4%	41.7%	100%	5.3%	55.1%	39.6%	100%

Protected category employees as at 31 December

	2021			2020		
	Men	Women	Total	Men	Women	Total
Executives	-	-	-	-	-	-
Officials	7	2	9	7	2	9
Employees	41	39	80	47	43	90
Workers	-	-	-	-	-	-
Total	48	41	89	54	45	99

Inbound turnover

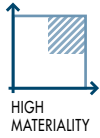
New employees	2021				
	<30	30-50	>50	Totale	Turnover %
Men	12	28	9	49	4.76%
Women	12	15	5	32	4.21%
Total	24	43	14	81	4.53%
Turnover %	27.59%	4.50%	1.88%	4.53%	

New employees	2020				
	<30	30-50	>50	Totale	Turnover %
Men	13	23	1	37	3.54%
Women	20	20	2	42	5.59%
Total	33	43	3	79	4.40%
Turnover %	34.38%	4.35%	0.42%	4.40%	

Outbound turnover

Employees who left	2021				
	<30	30-50	>50	Totale	Turnover %
Men	8	14	43	65	6.32%
Women	4	10	10	24	3.16%
Total	12	24	53	89	4.97%
Turnover %	13.79%	2.51%	7.10%	4.97%	

Employees who left	2020				
	<30	30-50	>50	Totale	Turnover %
Men	1	16	31	48	4,59%
Women	3	6	10	19	2,53%
Total	4	22	41	67	3,73%
Turnover %	4,17%	2,22%	5,76%	3,73%	

HIGH
MATERIALITY

TRAINING FOR A NEW WAY OF WORKING

Cattolica considers the skills of its employees a strategic asset for achieving high standards of performance and generating value for the benefit of stakeholders, not forgetting that the employees themselves are a fundamental internal stakeholder of the Company.

Digital acceleration has been instrumental in creating a training ecosystem that is strongly oriented towards continuous learning, i.e., learning processes for new skills and knowledge developed on an ongoing basis and directly related to the evolution of the reference context.

In parallel, the growth of digital culture and skills has created the conditions for a different model of teaching, enabling new and more effective learning methods and tools and renewed ways of integrating different knowledge.

The total number of training hours provided in 2021 were 37,323 (2020: 25,876), an increase of 44%, thanks mainly to the considerable organisational effort made by the Company to strengthen all types of distance learning in the continuing pandemic situation.

Training plans by type

2021 consolidated the training architecture designed last year to accompany and support people, managers and professionals in facing the new remote working methods and develop the awareness (mindset) and skills necessary to be effective in the new working context.

Starting from an analysis of the current socio-economic and working context at international level, the Group's managers were involved in reflection and discussion sessions on skills and effective behaviours in the "new way of working". The results of the working groups and listening surveys focused on all employees provided ideas for developing paths dedicated to the Group's managers, middle managers and professionals.

The InspirEvolution course for Executives provided inspiration and an examination of the current working context, the best practices implemented and the role of Cattolica's executives in the medium and long-term future.

Training simultaneously continued on the same topics for middle managers, with the "New leadership for best performance" course (which includes the courses "The manager's three hats", "Tools and methods for agile working", "Diversity manager" and "Digital leadership journey") and for professionals, with the module "Tools and methods for agile working".

The "Learning path for new managers" was created for those newly appointed: an online path consisting of 19 e-learning lessons aimed at developing the skills of leadership in the digital age, team coordination and performance management.

The open-learning training programme has been renewed for all employees in order to improve their organisational, time and space management, communication and digital tools skills, a programme already launched last year as part of the #Learningneverstop project.

Remote working and digital acceleration have also forced reflection on smart working legislation and the right to disconnect. The latter was the main topic of a dedicated online course open to the entire company population; it focused on increasing knowledge of recent legislation on the subject and reflecting on so-called techno-stress and work-life balance best practices.

Other initiatives to support people's performance in a global and interconnected context involved language training courses, particularly in English, differentiated by role and according to the impact this knowledge has on the business.

For those who have more contact with international stakeholders or need to learn English quickly, personalised One to One English courses with certified teachers have been created.

All employees were offered English4All, a programme diversified according to knowledge level. It is an online self-study programme for developing the key elements of the language and workshops in the form of live webinars for small business English conversation groups.

In 2021, the Academy&Training platform once again provided a catalogue of training courses that was open and always visible to all employees, consisting of around 50 courses covering numerous cross-cutting topics directly linked to the Group's Skills model.

With each employee having direct access to the training offer, they can easily and independently identify the training resources available to increase their skills and address any shortcomings, thus acting for their own empowerment.

Each manager can also share the perceived training needs with their team, along with the training activities to support performance and enrol in the available courses directly online.

Custom training: unit-specific training plans

Targeted training actions have been developed on unit-related needs emerging within the Departments following the adoption of new tools, the introduction of new operating methods or organisational and process changes.

In order to support the professionals who work with the Life business, the evolution of the organisational structure and improve customer service, Fundamentals Vita was created:

an organic and modular training programme that covers all technical and business aspects related to this area of insurance business. The programme was rounded off with in-depth discussions on the applications in use, in particular CRM 2.0 and the regulatory framework.

In order to support and sustain the complex changes due to the introduction of the new regulations on the new international accounting standards IFRS 9 and IFRS 17, the technical-specialist training and refresher course started in 2019 and aimed at the most impacted organisational units continued.

In the first half of the year, new general sessions were held to update previously uninvolved colleagues, and specialised sessions were held for different targets, with the aim of deepening knowledge of the principles, understanding of the impacts and implementation methods of the Group.

Claims adjusters play a key role in the insurance and customer relationship process, which is the subject of a course focused on developing and consolidating those soft skills identified as critical success factors for the role. The course used innovative teaching methodologies such as gaming and digital simulation environments to effectively train the core skills for the professional profile.

Three projects were carried out for the Human Resources Department to evolve its role and specialist skills, adapting them to the new digital environment: "HR goes Agile" allowed the entire Department to understand and develop a mindset oriented towards experimentation and project management through the Agile method. "Assessor Training" for the Talent Acquisition and Talent Management units allowed to develop knowledge and skills on selection and development interview techniques as well as the main tools for assessing skills. The course for the Academy&People Development Unit, "Towards a new hybrid workplace", made it possible to reflect on the new training and development scenarios in the "hybrid" world, as well as on the most effective teaching methods and tools available.

The "Be Great" path for the Administration and Budget area that was launched in 2020 concluded with the identification of three project streams aimed at improving communication, feedback and shared vision, developing internal know-how and co-creating solutions to facilitate collaboration and development within the department.

For the Recruiting Unit of VDG Commercial, the "Me.Mo Metodo e Motivazioni" (Method and Motivations) course was created with the aim of defining and disseminating the value proposition and recruitment process for the commercial area. The phases, steps and activities of the recruitment process were outlined through team and individual coaching, and knowledge and skills in the digital and social spheres were strengthened (in particular the use of LinkedIn for both scouting and screening applications).

More generally, in the technical-professional field, the Insurance Training Paths are always available to all Group employees, with Life and Non-Life training courses that provide in-depth training on basic insurance technique issues.

Education and training for digital transformation

Innovation and digital transformation remain key development drivers for Cattolica, which saw a marked acceleration in the pandemic period, bringing with them new knowledge and skills requirements.

To interpret this rapidly changing context, dedicated training projects have been implemented to raise awareness and consolidate skills.

The offer of Innovation Plus has been further implemented; this online training platform is specifically dedicated to updating on innovation and digital issues and was created in collaboration with H-Farm.

Innovation Plus provides weekly updated content and offers insights and keys to understanding the latest digital news and trends, useful for understanding the new scenarios and learning about emerging tools and methodologies. It is available to all in open-learning mode, supported by a bi-weekly newsletter anticipating news.

A great deal of attention has been paid to the process of adopting digital collaboration tools, in particular Teams, with the creation of dedicated workshops that reached all company units.

With the aim of developing the communication and sharing skills that are so strategic in the current context, Presentation Bootcamp continued, providing a working method to build persuasive presentations and to be increasingly effective in conveying messages to stakeholders. The methodology used is that of learning by doing, which alternates up-front lessons with practical activities and reflects the new way of digital working and thinking: open, flexible, organised and fast.

Regarding the theme of Cyber attack security, the training course initiated in 2019 to improve employee awareness of phishing and spear phishing attacks continued.

Training on regulatory matters

A large and constantly evolving body of legislation requires the timely design of effective training paths to update people, align conduct with regulatory guidelines and enable the effective management of related risks.

Regulatory updates are communicated within general training campaigns for all employees, as well as specialised training for the units and roles most affected by the regulations. Special attention is paid to training new recruits.

Three campaigns were carried out online in 2021 which targeted all Group employees:

- Cyber Security: principles and management policy in the Cattolica Assicurazioni Group aimed at spreading the culture of Cyber Security and providing information on the provisions of the regulations and corporate policies on the subject;
- Market Abuse Regulation - MAR Procedure to describe the concept of market abuse, define its scope of application, and provide the regulatory framework, distinguishing the different types of unlawful conduct;
- Administrative Responsibility of Companies - Italian Legislative Decree 231 aimed at illustrating the concept of administrative responsibility, defining its scope and providing the regulatory reference framework.

In addition, two courses were provided - also in online mode - for specific units and roles in the company:

- Anti-Money Laundering - Specialist module for Group units to reinforce the level of awareness of anti-money laundering and countering terrorism financing;
- GDPR - Specialist module for Supervisors and Operators with the aim of raising their awareness of the key role they play in the context of the Group's privacy controls, with an illustration of the tasks and activities entrusted to them in terms of data protection.

A training session on the subject of Administrative Responsibility of Companies - Italian Legislative Decree 231 was held for the colleagues of Cattolica Agricola and Cattolica Beni Immobili, designed in relation to their roles and specific skills, to transmit, update and enhance basic knowledge on the subject of Italian Legislative Decree 231/2001 and subsequent amendments to the law.

Particular attention is always paid to the issue of workplace safety; training and refresher webinars have been held on specific topics for identified employees. An updating campaign was also carried out for workers and employees in online mode and training campaigns were launched for managers and new employees.

During 2021, the Cattolica Group's Safety Management System was updated according to the recent international standard ISO 45001, and a compulsory online information path was launched in May to inform the Group population.

Particular mention should be made of the updated compulsory information path Are You Ready 2021 to raise awareness among colleagues on workplace prevention and protection measures related to the Covid emergency, and to deepen the policy that Cattolica has issued to regulate attendance in the offices. Attendance in the course has been made compulsory and preparatory for returning to work in the company. This was accompanied by a refresher campaign for emergency workers.

Training on sustainability

The basic course on Sustainability addressed to all employees issued in the second half of 2020 and conceived to disseminate the essential principles of the idea of sustainability, its applications and knowledge of the regulatory and operational aspects relating to corporate responsibility and ESG issues, with particular reference to Cattolica, is still available online.

The project is part of a training path launched in autumn 2019 dedicated to the Group's Administrative Bodies and Executives focusing on topics related to the concepts of sustainability and corporate responsibility, of high cultural and operational significance for a more modern governance that is attentive to ESG aspects. It was followed in 2020 by the implementation of training sessions specifically dedicated to Company Trade Union Representatives.

Initiatives for an increased focus on diversity and inclusion

The process of reflection and discussion on the theme of Diversity & Inclusion continued in 2021 with a special focus on gender.

Cattolica4Women was launched during the year: a new project for the inclusion, knowledge and enhancement of all individualities. It seeks to raise awareness among colleagues of the value of gender diversity and support the dissemination of inclusion best practices in the company. The first step in this process was the identification and involvement of 22 women considered Project Ambassadors, for whom a development plan was defined to support them in their role as promoters of the entire project.

They were involved in a number of training sessions that started in October and were promoted by ValoreD, with the aim of learning about the characteristics of inclusive leadership and in the Women Empowerment project, a course to develop awareness of the value of women and identify concrete actions to be implemented in the Company to drive change.

Cattolica made available to the entire Group personnel an online training course called Diversity&Inclusion Learning Path, in order to develop gender and age inclusion, overcome prejudices and value diversity. The Company also launched Women Talks, a meeting-interview with a female testimonial to raise awareness on the issue of gender diversity and female empowerment.

The entire corporate population was able to take part in 4 Weeks 4 Inclusion, a great marathon organised by TIM and for which Cattolica Assicurazioni was a sponsor, with around 190 webinars open to the over 700,000 employees of partner companies to comprehensively explore diversity and inclusion.

Privacy and data protection training

Cattolica interprets GDPR training as being strongly linked to Article 12 of the United Nations Declaration of Human Rights on the Right to Privacy. Although of a technical-legal nature, the training provided focuses on developing knowledge and

awareness of this inalienable right. The GDPR course is for all Cattolica employees, with specific in-depth analyses for Supervisors and Operators.

The internal training on the subjects is summarised in the following table¹⁴.

Privacy and data protection training

	2021	2020
Number of hours of relevant training	1,946	1,302
Number of people trained	1,336	576
People trained out of total employees	75%	32%

A new GDPR training update release began in 2022.

Non-company training and external partnerships

For Cattolica, external training is a key source of innovation and skills updating. Participation in non-corporate courses and masters courses organised in webinar or blended mode continued in 2021.

Collaborations with leading universities, associations and research centres have been consolidated, including: Sacro Cuore Catholic University of Milan (CETIF), Bocconi University of Milan (School of Business Administration), University of Verona, Cineas, Milan Polytechnic Institute, La Sapienza University - Rome 3, MIB Trieste School of Managers, TAG Talent Garden, H-Farm and many others

¹⁴ According to Cattolica's interpretation, GDPR training is strongly linked to Article 12 - Right to Privacy of the United Nations Declaration of Human Rights. Although of a technical-legal nature, the declaration seeks to develop knowledge and awareness of this inalienable right. The course places a strong emphasis in terms of knowledge and awareness, with content that goes beyond legal issues.

Hours of training by category and gender

Number of hours	2021						2020					
	Men's Hours	Men's hours per capita	Women's Hours	Women's hours per capita	Total Hours	Total hours per capita	Men's Hours	Men's hours per capita	Women's Hours	Women's hours per capita	Total Hours	Total hours per capita
Executives	1,301	23	314	45	1,615	25	991	16	175	22	1,166	16
Officials	8,137	26	3,814	36	11,951	29	5,407	16	1,926	19	7,333	17
Employees	11,738	18	12,019	19	23,757	18	8,184	13	9,193	14	17,377	14
Workers	-	-	-	-	-	-	-	-	-	-	-	-
Total	21,176	21	16,147	21	37,323	21	14,582	14	11,294	15	25,876	14

Hours of training by type

Training type	2021	2020
	Total hours	Total hours
Institutional and Business	8,238	4,563
Technical-Professional	23,286	11,400
People	3,287	7,891
Workplace Safety	2,512	2,022
Total	37,323	25,876

Training activities have been analysed and reclassified since 2019 according to a taxonomy of types considered more appropriate than the previous one. The new training categories are: institutional and business, technical-professional, people¹⁵ and workplace safety.

TALENT DEVELOPMENT AND POTENTIAL DEVELOPMENT INITIATIVES

The last few years, and in particular the last few months, have shown that one of the Cattolica Group's strengths is rooted in its ability to enhance and develop the potential of its people, making them active and conscious protagonists of their own growth.

This is why PresentAction was launched in 2021, a programme that aims to offer everyone the opportunity to get to know each other better from a professional point of view, to develop awareness of the skills they have acquired, to understand how to put actions in place for their own development and receive the right tools to guide them on a path of growth. Begun in September, the initiative will end by the first half of 2022 and will involve the entire non-management population in several waves.

By choosing to join, people are asked to fill in three Hogan questionnaires, the potential detection tool adopted by

Cattolica for some years now in both the development and selection areas. Once participants complete the questionnaires, they receive an individual report in which the collected data are translated into skills with respect to the internal model and presented as behavioural tendencies that may be more or less helpful depending on the role and context.

A reflection process is then proposed which, starting from the identification of the key skills of each person's professional profile, leads to the identification of strengths to be relied on and improvement areas to work on. The report also provides people with practical advice and training resources made available by the Company to coach skills and develop new approaches to professional growth.

¹⁵ The "People" training type concerns the sphere of training interventions that - starting from the corporate values of Cattolica and pre-set development objectives - are aimed at enhancing talent, optimising individual potential and increasing the skills that support performance.

THE WITH EVALUATION SYSTEM: FOR CLEAR, WIDESPREAD EQUITY

In 2021 Cattolica continued its path of enhancing the individual contribution of resources through the use of WITH (We Improve Together), the performance assessment system introduced in 2018.

The flexibility of this model has made it possible to effectively respond to the challenges posed in recent years by the needs of the business and the profound changes that have taken place both inside and outside the Company.

In 2020, dialogue and listening to people stimulated the start of a system renewal and simplification process, which today makes it possible to maintain a strong link between performance objectives and business targets, to enhance team spirit, the managerial dimension and individual

contribution, to focus attention on the distinctive skills of the various professional profiles and to refocus on organisational development, which has never been so crucial.

The main changes introduced concern the number of objectives, which is fixed and the same for everyone (five for professionals and six for managers), the introduction of four guiding categories that enable managers to enhance all aspects of their staff's performance and the drafting of catalogues dedicated to the main professional profiles.

SHARING PROFESSIONAL KNOWLEDGE: THE M-UP! MODEL

The M-UP! project was launched in 2020 to define job profiles for all professional areas in the company and to enable continuous knowledge management. M-UP! allows to ensure the coverage of critical know-how, facilitate the management of organisational needs and foster professional development.

The bottom-up project approach aims to keep job profiles constantly updated through the direct involvement of all colleagues and the empowerment of each individual with regard to his or her own development. Each person is asked to measure the level of coverage compared to the expected profile for the current role, also receiving a direct feedback from both colleagues and the manager; everyone has thus the opportunity to propose changes and additions to the expected profiles and repertoire of knowledge. The process is supported by a digital platform that enables effective interaction between colleagues.

The model has allowed the identification of a wealth of more than 350 knowledge points divided into 14 macro-areas and 82 job profiles aggregated into 11 families. This mapping exercise is the starting point for defining the professional development strategy for all Group resources.

M-UP! also allows the identification of knowledge owners and their engagement within the company's faculties for the activation of knowledge sharing processes.

In order to enhance the technical and professional knowledge present in the company and gradually implement a knowledge management system, the Knowledge Sharer Training Programme was launched, which focuses on giving knowledge owners the skills needed for effective knowledge sharing, with particular attention to the use of new digital tools.

SURVEYS: A VALUABLE TOOL FOR DIALOGUE AND DEBATE

The remote work situation made necessary by the pandemic was briefly interrupted by a return to the office, for which an overall safety activity was carried out. In order to receive feedback on the anti-Covid protocols for safe, albeit partial, re-entry, a survey was launched in March 2021 to investigate Trust, Wellbeing & Engagement in relation to re-entry into the office. The survey had a response rate covering almost all staff who had returned to the offices between September and October 2020 (around 35% of the total population).

The Academy&People Development team was one of the two focus owners of a pilot project launched in October 2021. Beatogether is an initiative that arose from the collaboration between Cattolica Assicurazioni and the start-up Team EQ within the Open Italy programme, with the aim of detecting the state of well-being of the teams thanks to a technological platform, using specific pulse surveys to collect smart data that allowed to identify concrete actions for improvement and increase the involvement of individual members and the team as a whole.

CORPORATE WELFARE INITIATIVES

All Cattolica Assicurazioni workers, regardless of their company affiliation and contractual classification, can take advantage of numerous company initiatives aimed at protecting well-being, opportunities, health and assistance. Cattolica intends to ensure a high level of well-being for employees and their families, also by offering multiple welfare services.

The guarantee of coverage in the event of death and permanent disability has been confirmed again in 2021 and company contributions are paid into the Single National Fund for insurance against the risk of non-self sufficiency, as well as the reimbursement of expenses for healthcare and contributions for members of pension funds promoted by the Group.

Through a flexible benefits system made available through a new, more intuitive platform, employees can independently select a wide range of benefits and services using the credit allocated. Payment to the supplementary pension plan, direct reimbursement (for expenses such as education, mortgages, assistance) and direct agreements (for check-ups, gyms, personalised trips) are possible.

Towards a wellbeing experience: projects and initiatives for wellbeing

Now in its fourth year, "Prenditi cura di te" (meaning "Take care of yourself") is an integrated programme full of initiatives for the well-being of people that has been enlarged. It

includes a wide range of activities aimed at improving the working environment and cohesion between colleagues, as well as promoting a less sedentary and healthier lifestyle from a psychological-physical point of view.

The concept of wellbeing in Cattolica is understood as the state of wellness in which the individual is able to make the best use of his or her cognitive and emotional capacities, establishing satisfying and mature relationships, and participating constructively in the changes of his or her context.

The issue has taken on increasing consideration which led to the creation in March 2020 of a Wellbeing Unit, whose activities focus on the physical sphere, the emotional sphere, the working environment, solidarity and sustainability.

In order to better respond to the wellbeing needs of the corporate population, in April 2021 the wellbeing experience platform WE was created: a single point of access to all wellbeing activities, accessible directly from the corporate intranet as an integrated web service.

The platform is organised as a virtual square where all the initiatives can be found, organised into categorised boxes: Fit (physical sphere), Balanced (emotional sphere), Together (working environment), Impact (sustainability and solidarity).

The four areas were joined by Listening, a fifth section dedicated to podcasts with the voices of colleagues. The initiatives organised in the various areas are registered within WE in full compliance with privacy regulations, and filed with all the supporting documents.

The margins of each project have a “your opinion counts” box: a listening point to collect feedback on the satisfaction of the initiatives undertaken. The platform thus acts as a processor of smart data to generate sentiment analyses that allow initiatives to be directed towards the new needs highlighted. At the end of November 2021, the platform had around 820 members.

The four sections include many ongoing initiatives and new introduced features. With reference to the physical sphere, a partnership with a new sports provider has been in place since February 2021. Not only does it provide access, where possible, to a network of affiliated facilities throughout the country with a subscription cost reduced by 70%, but it also provides all Group employees (plus three relatives or friends) with a free home workout full of live and on-demand lessons divided by activity, muscle groups, training levels and time. In addition to the on-site and remote training plan, a nutritionist can also be consulted for a personalised diet plan at a cost of € 24.

In order to understand the training needs expressed in the relevant speedy survey, a partnership was formed with the creators of fitwalking which gave rise to the Fitwalking - Steps to Well-Being initiative: an entire training programme created specifically around Cattolica’s needs and tailored to comply with Covid regulations. Designed and managed by its creators, the course includes various types of interaction: webinars, social and multi-channel. Detailed material is provided, and each training step is monitored by level.

The physical sphere was also enriched by the Wellbinars offered throughout the year: three appointments on the Power of Sleep: Nourishing sleep, Sleep disorders and Sleep and lifestyles; three on Fitwalking training: Introduction to the training programme, Training and Footwear.

As regards the emotional sphere, in 2021 Cattolica organised training master classes dedicated to caregivers and parents, expanding the offer relating to the latter target with the launch of the master course Parents are Born, Parents who Grow, proposed to parents of children in the 0-3 years and 4-18 years age groups, respectively. Webinars for employees with topics related to soft skills also continued.

The data are positive:

- The webinars were extended to the entire company population and dedicated to all care practices. Since January 2020, 733 participations have been registered;
- Since the launch in May 2021, 15 parents have enrolled in the programme Parents are Born, Parents who Grow;

- The master class for caregivers launched in February 2020, dedicated to those who take care of an elderly or non-self-sufficient parent, has had 30 people participate;

- 48 people from Cattolica enrolled in the course The basics of Life-based Learning.

The Mindfulness course is new in the emotional sphere for 2021. Launched in October as a double session with an introductory webinar, the initiative saw 93% of participants take part in the subsequent practical Mindfulness course. The latter involves a weekly appointment of one and a half hours in the presence of experienced psychotherapists specialised in the MBSR (Mindfulness-based stress reduction) protocol.

New initiatives have started under the Sustainability and Solidarity section, and others which were suspended in 2020 have been resumed. The latter include support for Giusy Versace’s non-profit organisation Disabili No Limits; Cattolica Assicurazioni, which has always been sensitive to solidarity initiatives, proposed and promoted a fundraising campaign for the non-profit organisation on the Rete del dono circuit with free and spontaneous donations.

With regard to the working environment, agreements continue to be made with medical practices, sports centres, long-term rental companies and financial companies for corporate credit cards for employees. In addition, the Business Agreements Portal was launched in December 2020, which complements, manages and enriches the range of pre-existing agreements.

All agreements and partnerships are listed in the Together section of the wellbeing platform. Two additional listening points were set up in the section, which is the first major innovation in this area: How are you doing? and Tell us about Yourself, with free text fields where each employee can anonymously express their mood.

Another innovation in this area is the pilot phase of the Beatogether project, carried out with Cattolica’s participation in the Open Italy 2021 programme. The project aims to detect the state of wellbeing of teams, whether hierarchical or project-based, by processing smart data from specific surveys. The entire activity is managed on a platform that returns results in real time, maintains a historical archive and identifies concrete improvement actions for increasing the engagement of the teams involved.

New initiatives include a partnership with PlasticFree, which can be found in the section on environmental initiatives.

GENDER EQUALITY OBJECTIVE: THE EQUAL OPPORTUNITIES COMMISSION

Among the most relevant in the ESG sphere especially in recent years, the issues of diversity and inclusion have long been at the centre of Cattolica's agenda, and together with aspects of fairness have found a valuable tool for discussion and action in the Equal Opportunities Commission.

The Commission is a joint body consisting of representatives of the trade unions and the company. It met regularly in 2021 and addressed issues of significant social value, especially in the current difficult context:

- proposition and implementation of positive actions to create and foster conditions of real equality between female and male workers within the Company;
- implementing interventions and initiatives aiming at eliminating all forms of direct and indirect discrimination that hinder the full realisation of the equal opportunities principles in the working activities;
- proposition of formulas to balance professional life with private life, in order to favour a different organisation of work, the balance between work and family and professional responsibilities and a better division of these responsibilities between men and women;
- promotion of equal treatment in the workplace, also thanks to the preparation of joint affirmative action programmes for the benefit of women's work and for the elimination of differences and discrimination under the Lisbon Treaty, as well as for gender, age and skill levels;
- verifying that equal training and professional growth opportunities are guaranteed to all staff without distinction as to sex, race, language, religion, political opinions, individual and social conditions.

INDUSTRIAL RELATIONS AND RENEWAL OF THE COLLECTIVE COMPANY AGREEMENT

Meetings with trade unions on important personnel issues continued throughout 2021. The company and trade unions have been in constant discussion during the continuing health emergency that still sees all employees working at home to prevent contagion, and have opened frequent round tables that have allowed important agreements to be defined on issues of interest to the parties.

As early as February, discussions began on the renewal of the Collective Company Agreement (CCA), the Holiday Agreement and the Employment Protection Agreement, which led to their signing in May.

In the renewal of the CCA which entered into force on 1 January 2022 for a five-year period, some important institutions were introduced and renewed: consolidation of individual remuneration through the transformation of the result bonus into an ad personam component, introduction of a new variable bonus tied partly to company results and partly to individual parameters.

The emphasis in this renewal was also on corporate welfare, with an increase in the welfare package made available to all employees.

In the holiday agreement, the parties sought to promote organic holiday planning, seeing to eliminate the backlog over the three-year period and the use of the holidays due within the year of accrual.

Cattolica and the trade unions confirmed the contents of the July 2020 agreement on employment protection, extending its validity and effectiveness through 31 December 2023, thereby guaranteeing the overall stability of employment levels and favouring recourse to forms of incentivised exit or the extraordinary section of the Solidarity Fund as a priority, already in use for years in the Group.

As envisaged in the agreement signed between the parties in December 2020, 34 employees who will reach retirement age by 28 February 2026 terminated their employment, anticipating their retirement by up to five years.

The Company initiated the trade union consultation procedure pursuant to art. 15 of the National Collective Labour Agreement in May, related to the reorganisation of some areas of the Claims Department which had become necessary, both with a view to the evolution of the Department itself, and as a result of the new requirements arising from the changed organisational context of the Group.



The reorganisation involved a total of 88 people and sought to rationalise the organisational structure of the Claims Department, focusing some new organisational units on core activities for the Department itself and the Group, envisaging a progressively better articulation of the settlement network throughout the country, and managing the impact of the agreements signed with the Generali Group on accident and, subsequently, health claims. After a detailed discussion, the procedure was concluded with the signing of a trade union agreement.

A further agreement pursuant to article 15 of the CCNL was signed in July for the reorganisation of the company TUA, with the aim of rationalising and making the Company's organisational structure more efficient by transferring certain activities to Group structures in order to improve synergies; the reorganisation also aimed to overhaul the network assistance model and provide greater specialisation in the Motor and Non-Motor businesses and the related product factories. The reorganisation involved nine people who were accompanied in the change of positions by specific training courses.

In October 2021 the Company opened the trade union procedure pursuant to art. 15 CCNL and art. 2012 of the Italian Civil Code to merge the companies ABC Assicurazioni and Berica Vita into Cattolica. The merger by incorporation of ABC and Berica Vita into Cattolica took place within a Group organisational context as part of the simplification and rationalisation strategy. The procedure was concluded with the signing of an agreement between the parties in which all involved workers (seven of ABC and three of Berica Vita) were guaranteed the maintenance of their place of work, their regulatory and economic treatment and the performance of the same tasks.

In October, trade union discussions were concluded on the renewal of the smart working agreement with a view to

returning to the offices according to new rules, which had to take into account the need for efficiency, health protection and work-life balance.

The agreement signed guarantees all workers who wish to participate the possibility of working up to four days a week outside company premises, with tools and internet connection provided by the Company. A high degree of flexibility in the management of work performance is thereby guaranteed, in line with company needs. Already agreed in the 2018 agreement, the provisions on the right to disconnect were confirmed as a further guarantee of the attention paid by the Cattolica Group to the wellbeing of its employees.

An agreement was also signed with the trade unions providing a further tender for access to the Intersectoral Solidarity Fund. By adhering to this tender, employees who will accrue the pension requirements by 31 January 2027 will have the opportunity to terminate their employment on 31 January 2022, bringing retirement forward by up to five years. All 21 applications meeting the requirements for access to the Fund were accepted.

The period of notice in case of organisational changes for the employees of the insurance companies remains set at 30 days both for the Group reorganisations and for the company one, as established by Article 15 of the National Collective Labour Agreement dated 22 February 2017. Similar cases will still be managed, should they occur, on the basis of and in compliance with the regulations and collective bargaining in force.

CHANGE MANAGEMENT AND ORGANISATIONAL DEVELOPMENT ACTIVITIES

Governance that supports the idea of sustainability requires optimising organisational structures and streamlining processes to keep organisational variables aligned with business strategies and innovations. Cattolica has worked to improve organisational dynamics concerning the parent company and the subsidiaries, enhancing the individual business specificities even in the need for coordination.

In order to smoothly enable the incorporation of automation initiatives, the Change Management activity introduced in 2019 seeks to accompany resources in the change paths to which they are called upon to contribute.

On the assumption that the person is the key element of any transformation, it seemed essential to provide all colleagues with suitable tools to address organisational changes and make their relative adaptations more sustainable.

To this end, different communication formats such as videos, illustrative demos and customised training materials have been created according to the active projects.

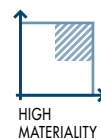
With the goal of improving the efficiency of the entire organisational structure, the Company has also laid the foundations for a path of automation to enhance the value of its resources.

In line with the main innovation trends in the financial institutions market, the use of technologies such as Robotic Process Automation, Intelligent Character Recognition, Natural Language Processing and Digital Intelligence are intended to introduce structured solutions to support the business and optimise processes with a view to simplification.

With an initial focus on the Operations Department, the main processes impacted include insurance policy cancellation and investment bond reconciliation, automated between 2020 and 2021 with the goal of providing the business population with the tools to work leanly and efficiently.



COMPANY HEALTH AND SAFETY



Cattolica shares the structure and the figures in charge of the Prevention and Protection Service (SPP) with the companies in the Group and indicated in the scope of consolidation, with the exception of some small companies that are not yet included in the unified protection system.

The objective is to harmonise health and safety policies, and make compliance management and resource optimisation more efficient. The Group companies with coordinated supervision have a single Delegate for safety, as provided by art. 16 of Italian Legislative Decree 81/2008, who is assigned all the duties of the Employer, except those that cannot be delegated.

The aforementioned SPP has its office in the Verona headquarters, while the position of Prevention and Protection Service Manager (RSPP) is entrusted to external consultants. The role of Company Physician is given to two external professionals based on a territorial division, with one appointed doctor serving as coordinator. The physicians carry out their control activities upon convocation by the SPP, for employees whose surveillance is expiring or require new surveillance, and is carried out mainly at the offices.

The SPP is responsible for identifying the health and safety training needs of all the Group's workers; it handles communication and information on health and safety issues, focusing on the areas considered most significant such as emergency management and risk mapping.

Meetings and sharing with other prevention stakeholders (DDL, SPP, RLS) are also planned, to promote cooperation relating to risk prevention and protection between the parties.

Third parties who have relations of a professional or commercial nature with the Company are also considered from the point of view of health and safety impact and, based also on the different risk level, are treated with various approaches of an informative, prescriptive and control nature.

Injury data

In 2021, no injuries occurred (2020: 0).

Injuries and health and safety indicators of Group employees ¹⁶

	2021	2020
Number of deaths due to injuries at work	0	0
Number of injuries at work with serious consequences (excluding deaths)	0	0
Number of recordable injuries at work	0	0
Hours worked	2,599,019	2,641,967
Multiplier	1,000,000	1,000,000
Rate of deaths due to injuries at work	0	0
Rate of injuries at work with serious consequences (excluding deaths)	0	0
Rate of recordable injuries at work	0	0

¹⁶ It should be noted that injuries at work do not include injuries while travelling; injuries while travelling are included only when transport has been organised by the organisation.

COVID-19 EMERGENCY

Health and safety interventions during the pandemic

The Prevention and Protection Service was also intensively involved in the management of the Covid-19 health emergency in 2021, with the updating of the anti-contagiousness protocols for the headquarters and peripheral offices. The main actions carried out by the SPP involved:

- providing Personal Protective Equipment (PPE) to workers who access non-company workplaces with specific risk situations;
- update of the dedicated section on the company intranet with a summary of the communications sent, documentation produced and main provisions;
- definition of the prevention and protection measures to be taken in relation to access to and use of work premises, even if envisaged on a reduced scale;
- management of aspects related to fragile workers;
- management of situations involving risk;
- support to other units (Technical office, HR, business continuity, General services, etc.) in the adoption of the specific measures introduced (e.g., calibration of cleaning services, procurement of PPE, modes for access to premises);
- production of specific training and information material, according to the regulations in force;
- organising and conducting meetings with stakeholders (RLS, physician, HR, RSA), as established in the ANIA - Trade Unions Protocol.

Training plans were drafted and implemented regarding health and safety, through training of new hires and updates for those who have already been trained on the following subjects: general and specific training for supervisors, for executives, for firefighting employees, for first aid workers, as well as basic training and updating for RLS and training on PPE.

Other concrete initiatives included:

- organisation, in accordance with the physicians, of healthcare monitoring, controlling the expiries and convening workers for visits;
- identification of health and safety training needs and subsequent support for the delivery phase, in agreement with the Group Training structure;
- information to workers, also with specific pathways studied ad hoc, with reference to the procedures and safeguards established for limiting the epidemic in progress;
- analysing critical events (accidents, near misses, reports), in order to identify causes and prevent further occurrences;
- organising and participating in the periodic meeting pursuant to art. 35 of Italian Legislative Decree 81/2008;
- participating in coordination meetings with the relevant figures according to needs (physicians, RLS);
- assistance in the event of inspections by the Bureau Veritas certification entity relating to renewal of the workplace health and safety certification for the offices of Rome, Verona and Milan.

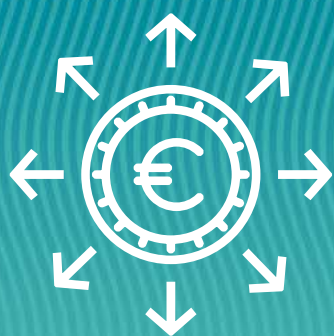
The main risks, subject to analysis of the DVTRs, can be summarised as follows: risks related to the workplace (structures and systems, workstations, lighting, microclimate, posture); risks related to the use of video terminals; work-related stress; fire; emergency management; noise; presence of electromagnetic fields; risks related to the presence of mothers and pregnant workers.

The risks not mentioned are regardless addressed within the DVTR documents, in which prevention and protection measures for their management are defined in a timely manner. The implementation of prevention and protection measures is subject to continuous verification by the SPP or other responsible offices.

During 2021, the Security Management System for the head offices was adapted to the new international standard ISO 45001, obtaining certification of the migration in September 2021.

The Occupational Safety Management System, with a certification in place until December 2022, was again subject to a surveillance visit by the third-party certification body in December 2021. ■





Economic value
distributed by the Group

€ **980**
million



Total disbursements
of Fondazione Cattolica

OVER € **830**
thousand

CLOSE TO THE TERRITORY: PROJECTS AND INITIATIVES OF SOCIAL RELEVANCE

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CLOSE TO THE TERRITORY: PROJECTS AND INITIATIVES OF SOCIAL RELEVANCE



1,789
EMPLOYEES

1,043 mln € ECONOMIC VALUE GENERATED

980 mln € ECONOMIC VALUE DISTRIBUTED



831 million €
TOTAL DISBURSEMENTS OF FONDAZIONE CATTOLICA



179
REQUESTS ACCEPTED BY FONDAZIONE CATTOLICA FOR INITIATIVES IN THE SOCIAL FIELD

WORKING WITH THE COMMUNITY: PLANNING WITH AN IMPACT

COVID-19 EMERGENCY

Strengthened by a corporate identity rooted in the territory, Cattolica holds the well-being of the community of which it is part in the highest regard. Through direct intervention or through the Foundation, the Group has historically used its resources and knowledge of social complexity to promote intervention methods and projects capable of generating a concrete and lasting impact.

In a year still characterised by the heavy effects of the Covid-19 pandemic, Fondazione Cattolica has added new activities to the typical donations of foundations in favour of

those Third Sector organisations supported in recent years, which make up the informal "GenerAttivi" network. It also initiated communication activities, offered training courses and initiated a shared fundraising campaign.

A detailed account of the inspiring principles, intervention methods and initiatives supported in 2021 is published in the Fondazione Cattolica Annual Mission Report. ■

THE FONDAZIONE: MODES AND TYPES OF INTERVENTION

The Board of Directors of Fondazione Cattolica Assicurazioni identifies the guidelines that distinguish its activities in order to adequately respond to the needs of a continuously evolving social fabric while maintaining its guiding principles and statutory references.

This is why it allocates resources by carefully assessing the priorities and areas for action identified annually through the context analysis. For this reason, the evaluation criteria, processes and delivery tools are constantly updated in light of the experience gained. In 2021, the interventions were carried out according to the usual three disbursement tools: projects, calls and micro-disbursements.

The projects

The interventions are defined starting from direct discussions between the Fondazione and the entities, with the aim of implementing coherent and effective initiatives according to the guidelines of the parties. The “social enterprise” projects are dedicated to the initiation of non-profit activities in response to five primary needs: family, elderly, disability, new poverty and employment.

These are the activities that best highlight the specificities of Fondazione Cattolica. The results achieved are carefully evaluated to understand their impact and effectiveness and thus build a wealth of knowledge for subsequent cycles. The collaboration developed with the entities in this path is maintained over time and fuels the continuous search for proposals and solutions for other projects.

The calls for tenders

Calls for specific initiatives in which entities may participate by submitting an application in accordance with the established rules are financed by the regular allocation of funds by the Board of Directors of the Fondazione.

Micro-disbursements

These interventions have smaller amounts and complexity, but are nevertheless capable of generating significant effects beyond the amount disbursed. The active contribution of citizens is often larger in the case of small interventions, resulting in an increase in the “social capital” endowed to the project.

THE DISBURSEMENT ACTIVITY IN 2021

COVID-19 EMERGENCY

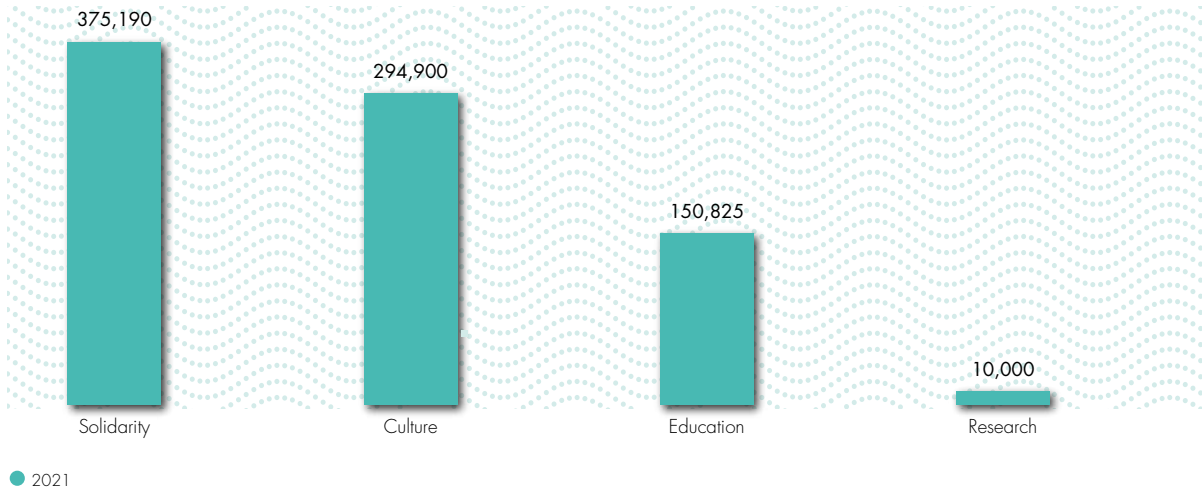
In 2021, Fondazione Cattolica received a contribution of € 1,500,000 from the Founder to carry out its mandate. It was thus able to accept 179 requests for a total of € 830,915. More than 45% of the resources allocated were earmarked for solidarity. Half of the funds disbursed in this sector were dedicated to interventions related to the Covid-19 emergency.

The projects supported by the Foundation in 2021 confirmed the choice, made by the Board of Directors as early as 2011, to support specific activities and not the various structures, focusing on people. The guidelines adopted have made it possible to optimise resources, giving priority to solutions with the greatest social impact.

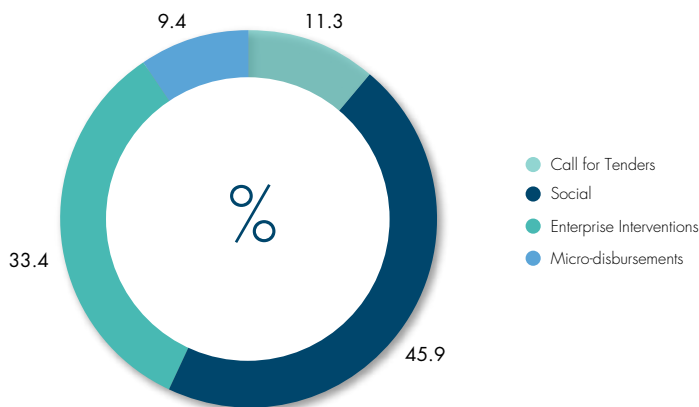
This is reflected in the Foundation’s direct involvement in many of the initiatives deliberated, an objective achieved in particular thanks to social enterprise interventions. With a total disbursement of € 381,500, these interventions represent almost 46% of the Foundation’s disbursements.

Fondazione Cattolica is attentive to the needs of young people and is committed to enhancing their creativity. To this end, it has supported and launched projects presented by them or on their behalf, which feed the section called “Progetto di Vita”, this year financed with a total disbursement of € 176,825. ■

Disbursement activity: amounts allocated by area (Euro)



Breakdown % of amounts disbursed in 2021 by disbursement tool



COMMUNICATING WHAT IS GOOD: SPREADING GOOD NEWS, STRENGTHENING TIES

Fondazione Cattolica's 2021 was characterised by sharing. Digital channels undoubtedly proved to be a valuable tool for spreading good news and creating links between entities in the informal "GenerAttivi" network.

The Foundation has launched an Instagram profile and a Facebook page where a closed group has developed for sharing info and news about the various entities that are part of it.

The new website was also launched - with a reserved area for members to exchange views and opinions on specific issues

- which was the essential driver for the shared construction of the "#Nataleognigiorno" (Christmas every day) campaign.

The Foundation's communication is aimed at spreading the stories of entities, but first and foremost of people, that animate our country, without which our communities would be much poorer and empty of meaning. Spreading this good news warms the heart, activates hope for the future and trust among people, promoting the culture of giving.

SPREADING GOOD: THE #GENERATTIVI! INITIATIVE

#Generattivi! was created in 2017 to share the heritage of relationships that the Foundation has built over the years, meeting with the most virtuous local associations involved in the "Social enterprise" projects. It was even more important to "walk together" with social entities in 2021, to promote the creation and sharing of new solutions in a context strongly changed by the Covid-19 pandemic.

While meetings were only held remotely in 2020, some meetings could be held in person in 2021, in full compliance with the safety measures in place.

The first meeting was held in Comacchio at the Work and Services Cooperative in June and was attended by 95 people from different Italian entities. In October a second meeting was held in Forlì, hosted by the Nuove Accoglienze Cooperative (New Welcomes), in which 40 people participated. Lastly in November, a third meeting was held in Verona as part of the Festival of Social Doctrine, attended by 216 people from all over the country.

TRAINING PATHS: THINKING AND GENERATING THE FUTURE

The issue of generational change within organisations is central to the reflections and organisational choices of non-profit organisations. Fondazione Cattolica continued the online appointment process started in 2020 and offered free of charge to 65 founders of the companies involved and to the young people in whom they are investing, with an eye to the future.

This is the starting point for another initiative in which the Foundation is committed to offering a free training course entirely designed for and dedicated to the new generations: 75 young people from 11 regions have taken part in the

cycle of meetings called "Generiamo il futuro!" (Let's generate the future!), called upon to look at the future with new eyes to challenge themselves to imagine new solutions to new needs.

Lastly, the "Out of the standard" initiative was held in 2021. Organised with the University of Verona, it involved 20 young people from the university in tackling two challenges: promoting the sale of social products and recovering abandoned public assets to turn them into places of value for the community. After a series of meetings online, the young people presented their work during the "GenerAttivi" event held in Comacchio in June.

SHARED FUNDRAISING CAMPAIGN "#NATALEOGNIGIORNO" (CHRISTMAS EVERY DAY)

The #Nataleognigiorno campaign is the result of a meeting of 130 protagonists of the non-profit world who are members of the "GenerAttivi" network run by Fondazione Cattolica Assicurazioni. More than 300 people from 15 Italian regions came together with a great ambition: to create work in order to offer a better life perspective to the community. Many of them came up with a product to place on the market precisely to offer more opportunities for work experimentation to the people they care for and to self-finance their activities.

These social products are much more than objects for sale; they are stories of redemption and real life. Stories of people who have chosen to overcome labels, because behind disability, immigration, mistreatment, poverty, prison and addiction, there are dreams, desires, abilities, potential and passions that deserve to emerge and find space.

This led to the idea of jointly creating a Christmas fundraising campaign run by 78 different social organisations spread throughout the country. It encouraged self-financing by

participants, offering gift packages enriched by the uniqueness of the network's products and the stories of the people who are part of it.

This led to the creation of the website www.controcorrente.fondazionecattolica.it, which contains over 340 products from 78 organisations in 13 Italian regions. Each entity used

the material produced according to its own needs and habits, but above all had the opportunity to connect with other social entities, building something new together. A campaign launch video, two product and entity catalogues, one general and one themed, are available.

LOOKING TO THE FUTURE WITH CONFIDENCE: SOCIAL ENTERPRISE

Among the many projects implemented by the Foundation in this regard in 2021, a few are described below which relate to different activities and areas.

Alzheimer Verona Association - Consolidation of socio-rehabilitation centres

Alzheimer Verona is a voluntary organisation that has been working in the Verona area since 1998 with the aim of improving the quality of life of families and promoting home care for elderly people suffering from Alzheimer's disease. With 17 "memory laboratories" located in eight different municipalities of the 9 Scaligera local health unit, Alzheimer Verona Association offers rehabilitation, training and relief activities to about 800 users and their families. Its assistance model is based on voluntary work which is gradually spreading, and in the case of Verona is also financed by the ASL (local health authority) thanks to the credibility gained in the field.

In most cases, after an Alzheimer's diagnosis, the family finds itself alone in facing a situation that often leads to self-marginalisation. These needs cannot be met with occasional assistance and irregular financial support, but require the creation of a support network that accompanies these families in their care process on a daily basis.

With this project, the Association aims to implement its offer and make its services continuous through the consolidation of some of its socio-rehabilitation centres. Over the years, the activities offered at these centres have proved to have a positive effect on patients, who find new stimuli, support and relief through socialising and cognitive stimulation activities. Alzheimer Verona Association is working to consolidate at least two of the three centres not included in the regional "Sollievo" project so that, through agreements with the municipal and regional administrations, future financial coverage and service continuity can be ensured.

Sophia Società Cooperativa (Rome) - Cantiere Scuola

Sophia Società Cooperativa is a social enterprise created by some young people in Rome in 2013. It implements training, inclusion and employment projects for young people and migrants. For the depth of their vision and concreteness of their results, the two founders were honoured at the CSTFestival (Catholic Social Teaching) in 2015. The experience gained over the years has led the social enterprise to collaborate with Caritas of Rome and the Episcopal Conference in the creation and guidance of accompaniment programmes for young Italians and migrants, which are also carried out in some schools in the capital and in others in Senegal. The cooperative has grown and now has 12 working members. It works to help young people who have lost their jobs as a result of the pandemic and find themselves in situations of great psycho-social distress.

With the "Cantiere scuola" project, Sophia Società Cooperativa intends to train a team of 15 young people in artisan trades so that they can plan and carry out maintenance work on buildings owned by the parishes of the diocese of Rome.

Fattibillimo a.p.s. (Mogliano Veneto – TV) - Casa dolce casa

This voluntary association was recently established to continue and develop the initiatives that a teacher has been carrying out with great passion for over 30 years with differently abled children and youth. Today it takes care of 40 children with epilepsy, autism, Down's syndrome or other physical and mental disabilities. It is precisely the close relationship of trust and appreciation created in the local community at the basis of the decision to strengthen the activities by providing new tools to promote the autonomy and future employment of the young people assisted.

This project improves and implements the educational offer through the employment of specialists and the organisation of

activities according to the developmental age of the children being cared for. The latter include the cultivation of vegetables, setting up a bakery and a workshop for restoring small pieces of furniture. To this end, the association's headquarters are equipped with a kitchen, several small greenhouses and wooden houses. This will also allow to organise birthday parties and provide baby-sitting services, which will help to support the association financially.

Il Gelso non-profit social cooperative (Como)- Inclusive cafeteria Il Pane e le Rose

The non-profit cooperative Il Gelso was founded in Como in 2007 with the aim of encouraging and promoting the employment of disadvantaged people, the physically and psychiatrically disabled, drug addicts and ex-convicts. The experience gained in the social field has led to the conviction that social spaces must take on a different role in the community, fostering aggregation and the construction of social networks for greater collective well-being and the dissemination of inclusive and shared practices.

This is how the inclusive cafeteria "il Pane e le Rose" was created, a network project that promotes sociality and culture through a series of actions aimed at animating, creating participation and offering new opportunities in the outskirts of Milan. The new cafeteria activity will be launched through

communication activities within the identified socio-cultural hub. Two people with disabilities will be inserted and trained "on the job" and at least six school-to-work alternation courses will be activated.

Soleinsieme non-profit social cooperative (Reggio Calabria) - Permanent tailoring workshop

The Soleinsieme cooperative has been operating in Calabria since 2014. In a building confiscated from organised crime, it has set up a social tailoring workshop where it provides training and job placement for women experiencing hardships and victims of violence, in order to promote their social inclusion.

The artisan textile production is marketed through several local stores and an e-commerce platform. Involving other small local entities animated by the same values, Soleinsieme set up the Rete Tessile Sociale (Social Textile Network), with which it activated an experimental laboratory within the Panella Vallauri Technical Institute. Fashion students can thereby get involved, using a workshop method that allows them to take their first steps towards equipment, tailoring tools and various types of fabrics.

"PROGETTO DI VITA - CATTOLICA PER I GIOVANI" PROGRAMME

Active since 2013, "Progetto di Vita - Cattolica per i Giovani" is a corporate social responsibility initiative dedicated to under-35s that in 2021 supported the launch of some entrepreneurial activities in the social field proposed by young people.

In order to counteract the effects of forced isolation caused by the pandemic and encourage the resumption of activities in the oratories, the Foundation made a contribution to facilitate recreational experiences with the aim of enabling the younger generations to experience the beauty of spending time together and the richness of living with others, in a world that too often fosters isolation and self-referentiality.

Solicited by parishes and families in relation to their intense educational power, the parish Greys started up again: summer activities for young people of different ages and leaders who play, learn, work, and have fun together, with a special focus on the religious dimension that transpires from

the educational climate, harmonised with the organisational theme and structure. 89 Greys organised by parishes in the province of Verona were supported by the Foundation in summer 2021 with a total commitment of € 82,000.

Fondazione Cattolica also supported the training camps for children, adolescents and youth proposed by the NOI ESSEPI Aps Association in Verona, which provides an integral training service for children, adolescents, youth and families thanks to a team consisting of priests, psychologists and professionals. The camps have different themes and activities according to the age of the participants, but all with a common denominator: to stimulate meeting and sharing and to contribute to forming a healthy social conscience. Children aged 11 to 13 participated in the camp "Let's try to do it", teenagers aged 14 to 17 in the camp "An extra...ordinary life!" and youth aged 20 to 30 in the camp "Rebirth from the deserts: the practice of those who don't give up".

“AUDACI NELLA SPERANZA, CREATIVI CON CORAGGIO!” (BOLD IN HOPE, CREATIVE WITH COURAGE!) THE FESTIVAL OF CHURCH’S SOCIAL DOCTRINE

The eleventh edition of the Festival of Church’s social doctrine (CSD), entitled “Bold in hope, creative with courage” was held from 25 to 28 November in Verona at the Palaexpo of Verona Fiere.

The Festival, introduced by a video message from Pope Francis, included the participation of 140 speakers in a series of conferences, round tables, seminars and conventions that brought together and disseminated the annual work of entrepreneurs and actors from the world of cooperation, cooperative credit, associations, social enterprises, the health sector, schools, trade unions, professional orders and company human resources managers.

As part of the Festival, Fondazione Cattolica organised an edition of the “GenerAttivi” initiative, organising and coordinating a number of meetings open to the public with a programme dedicated to young people and issues of particular interest to them.

Working to benefit the community: the special award “Entrepreneurs for the common good”

As part of the Festival of Social Teaching, the “Entrepreneurs for the Common Good” award is of particular importance. It was created to draw attention to both profit and non-profit entrepreneurs who have been able to direct their businesses to the good, carrying out concrete works that combine market and person, profit and solidarity, skills and virtue, in an action that is not reduced to the “here” and “now”, but with its eyes fixed on the future.

In the 2021 edition, six entrepreneurs were awarded for their particular social sensitivity and orientation to the good of the community. Ernesto Pellegrini of Pellegrini Spa in Milan, Matteo Micucci of Homeo Sapiens Srl in Bologna, Mariella Enoc of Bambino Gesù Children’s Hospital in Rome, Federico Alberghini of Aps Ets Rulli Frulli Lab in Finale Emilia (MO), Maria Fanzo of Cooperativa Nuovi Incontri in Benevento, Santi Palazzolo of Pasticceria Palazzolo in Cinisi (PA).

For more details on these and other initiatives of Fondazione Cattolica, write to fondazione.cattolica@cattolicassicurazioni.it

MEMBERSHIP IN FONDAZIONE SODALITAS

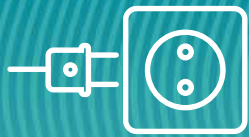
Cattolica has maintained its membership in Fondazione Sodalitas in 2021 as well, which is the first body in Italy to promote corporate social responsibility and spread the culture of sustainability.

Founded on the initiative of Assolombarda, of important businesses and voluntary managers, it represents a network of leading companies in the Italian market that have chosen to do business in a sustainable way.

The Foundation operates with a multi-stakeholder approach, promoting the development of initiatives carried out in co-design and collaboration between companies and the most relevant stakeholders: institutions, the Third Sector, schools, universities and research centres and international networks.

It is also a partner of the European institutions and major international networks, such as CSR Europe, on sustainability dissemination projects.





Electricity consumption

3,108,247 KWH



Water consumption

43 ML



Paper consumption

128 T

ENVIRONMENTAL PROTECTION AND CLIMATE CHANGE: A NEW AWARENESS

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ENVIRONMENTAL PROTECTION AND CLIMATE CHANGE: A NEW AWARENESS

CATTOLICA'S RESPONSIBILITY AND COMMITMENT

The negative consequences of the productive activities of man on ecological-environmental variables and the growing manifestations of the progressive deterioration of the quality of life on the planet are issues of such decisive political and social importance that they are not only central to political debate, but also to the sphere of collective feeling. Expressions such as global warming and climate change are now part of everyday language and testify the pivotal importance of these concepts and the phenomena they describe.

The idea that the way in which markets function and the conduct of companies are decisive in changing - positively or, more often, negatively - the overall state of the ecosystems in which they operate - or in which the effects of their activities are manifested - is now dominant.

While it is true that environmental variables are a source of a multitude of risks and opportunities that businesses must recognise and manage, it has also been demonstrated that there is still a dangerous mismatch between the short-term perspective of markets (and the political systems interconnected with them) and the long-term time horizon that the Earth and its ecosystems require to absorb and balance the effects of human activities.

Cattolica maintains the firm belief that business should be conducted in an environmentally-friendly manner, in full compliance with national and international regulations and with a voluntary commitment guided by prevailing best practices.

To this end, Cattolica has issued two specific Environmental Policies, renewed its membership in CDP, obtaining a B- score in the climate change area, and started a carbon neutrality process. It has also begun work analysing, evaluating and organisationally structuring itself in order to be compliant with the recent introduction of the European Taxonomy of eco-compatible economic activities foreseen by the EU Regulation 852/2020.

The Company has continued its commitment to efficient management of the resources used, to reduce waste and minimise negative externalities. It has acquired catastrophic coverage for risks of earthquake, floods, storms, tornadoes and hail (not agricultural), with monthly monitoring of the catastrophic events which exceed set performance thresholds, so as to identify potential events with high negative impact.

The data reported within this section include the management offices of Verona, Rome, Milan. Together with the executive offices, the data include the Cattolica Center of Verona and the Agricultural estates. The area of Verona is the most significant, as it includes the operational headquarters of Lungadige Cangrande and Via Fermi, in addition to the aforementioned Cattolica Center.

The figures relating to peripheral units (offices located in private buildings) remain excluded, since their environmental impact is insignificant.

For more information on the Tenute estates and the relative energy and water consumption please see the dedicated section.

CDP MEMBERSHIP AND THE CDP - CLIMATE CHANGE RATING

The non-profit organisation CDP, of which Cattolica Assicurazioni is a signatory member since 2019, awarded the Cattolica Assicurazioni Group a B- score for the CDP - Climate Change programme.

Among the 13,000 companies that responded to the questionnaire (divided into the sections Climate Change, Forests and Water Security) in 2021, Cattolica obtained the score with its first disclosure provided in the Climate Change area.

The CDP - Climate Change programme aims to reduce companies' greenhouse gas emissions and mitigate climate change risks. Every year, the largest listed companies - both Italian and international - are invited to fill in a questionnaire that reveals their level of engagement and any policies adopted in relation to the issue.

Annually, the organisation - which has the largest database of greenhouse gas emissions and data on climate change, water management and deforestation - assigns companies a score (A to D for organisations that report, F for companies that do not) based on criteria such as completeness of information, awareness, management of environmental risks and best practices associated with leadership on environmental issues.

The organisation's assessment takes into account the company's progress towards the responsible management of environmental issues, awareness of climate change issues, management methods and actions taken to address climate change. Finally, the level of detail and completeness of the answers is considered.

The result testifies to Cattolica's growing attention to environmental issues and the quality of the path undertaken towards more effective and responsible management of sustainability issues.

ENERGY CONSUMPTION

The Group's total energy consumption in 2021 was 34,285 GJ (2020: 31,756 GJ), an increase of 8% compared to the

previous year's figure, due to the increase in consumption for transportation (motor vehicles and agricultural vehicles).

Total energy consumption (GJ) ¹⁷

	2021	2020 ¹⁸
Electricity consumption	11,190	14,287
Thermal energy consumption (district heating)	3,941	3,483
Methane gas	5,231	5,105
LPG	50	101
Energy consumption for vehicles ¹⁹ ,		
- Agricultural diesel fuel	5,068	3,892
- Transportation diesel fuel	6,652	4,366
- Transportation petrol	2,154	523
Total energy consumption	34,285	31,756
of which renewable	-	-

Energy intensity

	2021	2020
Employees as at 31 December (no.)	1:789	1:797
Energy intensity	19.2	17.7

¹⁷ For 2021, the GJ conversion factors used are reported within the following documents: Ministry of the Environment – Table of national standard parameters for monitoring and reporting greenhouse gases 2021 and UK Government GHG Conversion Factors for Company Reporting 2021. For 2020, the GJ conversion factors used are reported within the documents: Ministry of the Environment - Table of national standard parameters for monitoring and reporting greenhouse gases 2020 and UK Government GHG Conversion Factors for Company Reporting 2020.

¹⁸ The 2020 figure has been restated, as it is partially the result of consumption-related estimates. For the figure published in 2020, see the 2020 NFS.

¹⁹ Note that for mixed use cars, 70% of the total consumption is included in the overall data as indicated by the ABI Lab Guidelines.

The total energy consumption of the Group in 2021 was approx. 3,108,247 kWh, with a slight decrease equal to 22% compared to the previous year (2020: 3,968,538 kWh).

The widespread use of remote work as the main work mode for most of the year caused lower energy consumption in the

various Group offices. With reference to the consumption of the Verona office, there was in fact a decrease of 21% compared to the figure of the previous year. There is a 65% decrease with reference to the Cattolica Center, while the Rome and Milan offices recorded a decrease in consumption of 21% and 24%, respectively.

Electricity consumption of each office (KWh)

Registered offices	2021	2020
Verona	1,677,974	2,128,598
of which executive offices	1,560,315	1,788,002
of which Cattolica Center	117,659	340,596
Rome	318,459	403,054
Milan	875,196	1,152,232
Venice	8,808	8,362
Tenute di Cattolica Assicurazioni	277,810	276,292
Total	3,108,247	3,968,538

Methane gas consumption by site (m³)

Registered offices	2021	2020 ²⁰
Verona	37,988	37,893
of which executive offices	37,988	37,893
of which Cattolica Center	n/a	n/a
Rome	8,656	7,461
Milan	77,903	68,035
Venice	1,612	1,076
Tenute di Cattolica Assicurazioni	22,109	33,790
Total	148,268	148,255

District heating (KWh)

Registered offices	2021	2020
Verona (Lungadige Cangrande)	1.094.674	967.446

²⁰ Following a refinement of the calculation methodology, the methane gas consumption figure for the Rome and Milan sites for 2020 has been updated. For the 2020 data calculated using the previous methodology, please refer to the Group's 2020 Consolidated Non-Financial Statement.

DIRECT AND INDIRECT EMISSIONS

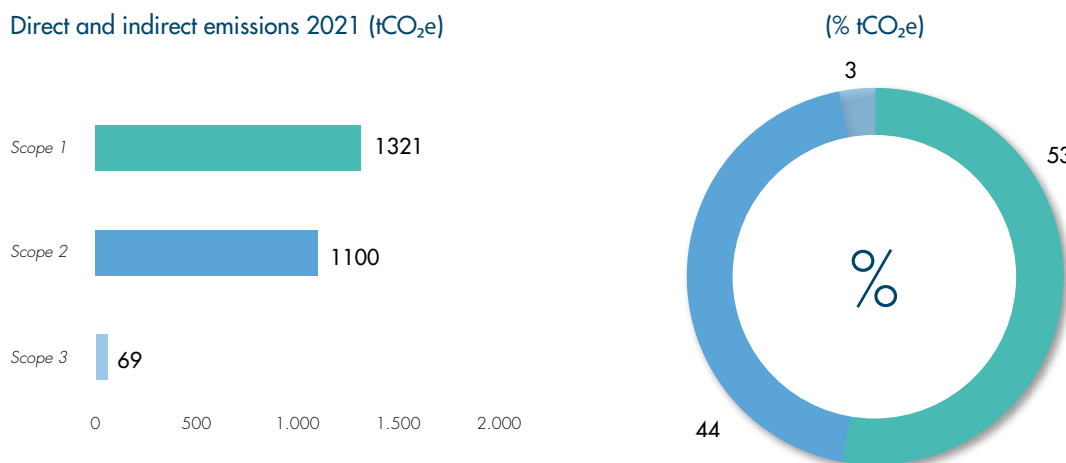
The direct emissions include the emissions from methane gas and LPG consumption for the heating system and emissions from the diesel fuel consumption of both the company's car fleet and the agricultural vehicles of Tenute di Cattolica agricultural estate (Scope 1).

As for indirect emissions, Scope 2 includes the emissions from electricity consumption and district heating and Scope 3 includes the emissions from business travel using other means (train, plane and car rental).

In 2021, the total emissions of greenhouse gases of the Group were 2,490 tCO₂e (2020: 2,505 tCO₂e) slightly down on the previous year and in a broadly similar scenario in 2020.

In particular, the Scope 1 emissions are equal to 1,321 tCO₂e (2020: 949 tCO₂e), equal to 53% of total emissions, those of Scope 2 location-based are equal to 1,100 tCO₂e (2020: 1,384 tCO₂e), equal to 44% of total emissions, and Scope 3 emissions²¹ are equal to 69 tCO₂e (2020: 172 tCO₂e), equal to 3% of total emissions.

Direct and indirect emissions 2021 (tCO₂e)



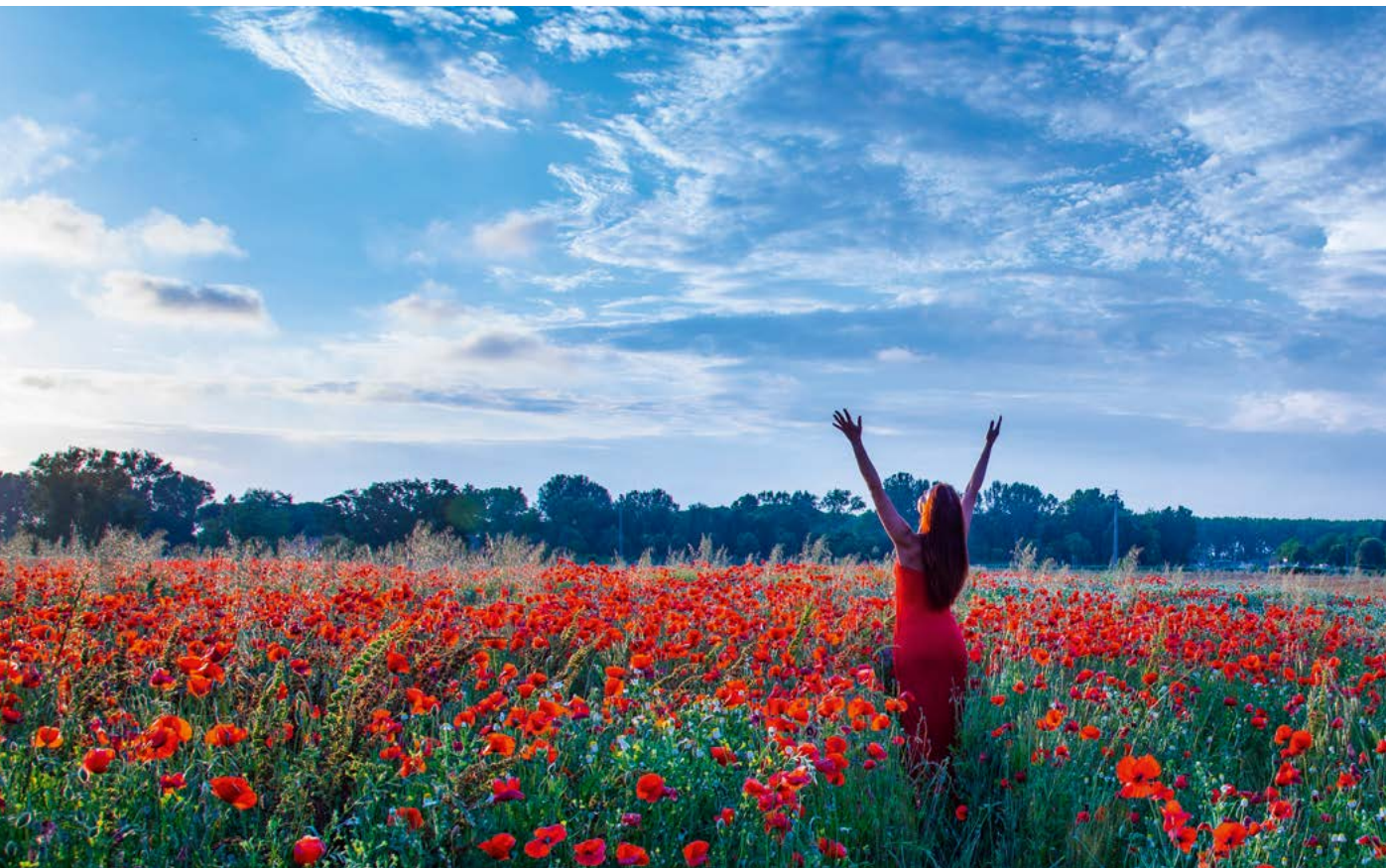
²¹ The Scope 3 emissions do not include the companies Vera Financial, Satec, Meteotec and Qubo.

For the calculation of CO₂e emissions of Scope 2, both calculation methods required by the GRI Standards are used: the Location-based method - represented in the diagrams - and the Market-based method.

The total emissions generated by the Group are detailed below.

Emissions [t CO₂e]²²

	2021	2020
Scope 1 ²³	1,321	949
Scope 2 (Location-based)	1,100	1,384
Scope 2 (Market-based)	1,659	2,051
Scope 3	69	172



22 With regard to the calculation of emissions according to the Market-based method, reference was made to the most updated figure available for the two-year period in question. The following emission factors were used for the calculation of the emissions:
 Scope 1: ISPRA with transformation into CO₂ equivalent according to the procedure provided in the ABI Lab Guidelines (version December 2021 for the 2021 data and version December 2020 for the 2020 data).
 Scope 2: District heating: ISPRA in accordance with the ABI Lab Guidelines (version December 2021 for the 2021 data and version December 2020 for the 2020 data). The Scope 2 emissions due to district heating are expressed in tons of CO₂, however the percentage of methane and nitrous oxide has a negligible effect on total greenhouse gas emissions (CO₂) as indicated in the ISPRA report "Atmospheric emission factors of CO₂ and other greenhouse gases in the electrical industry";
 Electricity (Location-based): ISPRA with transformation into CO₂ equivalent according to the procedure provided in the ABI Lab Guidelines (version December 2021 for the 2021 data and version December 2020 for the 2020 data);
 Electricity (Market-based): AIB - European Residual Mixes 2021 for the 2021 data (Residual Mixes 2020 for the 2020 data). It should be noted that emission factor refers to tCO₂, however the percentage of methane and nitrous oxide has a negligible effect on total greenhouse gas emissions (CO₂) as indicated in the ISPRA report "Atmospheric emission factors of CO₂ and other greenhouse gases in the electrical industry";
 Scope 3: Car, plane and train (km): DEFRA - Conversion factors 2021 - Full set (version DEFRA 2020 for the 2020 data).

23 Note that for mixed use cars, 70% of the total consumption is included in the overall data as indicated by the ABI Lab Guidelines.

PAPER CONSUMPTION

128 (2020: 293) tons of paper were used by the Group in 2021. Numerous dematerialisation and digitisation initiatives described below have contributed to reducing the amount of paper for photocopies and forms. However, remote working remains the key factor in reducing the consumption of paper materials.

The quantities of paper sent for pulping (63 tons) decreased by 50% compared to the previous year (2020:125), mainly due to warehouse management and efficiency in the previous years' activities

Paper consumption (t)

Type	2021	2020
Photocopy paper	1	15
Printed materials: forms, brochures, etc.	127	278
Total	128	293

Paper sent for pulping (t)

Type	2021	2020
Warehouse for printed materials: obsolete forms	40	29
Central archive: pulping of policies, accident documents, etc.	15	88
Paper collection at management offices	8	8
Total	63	125

Increased efficiency and operational speed: dematerialisation of documents and processes

In 2021, the adoption of tools allowing dematerialisation and remote operations with customers by an increasingly large portion of the sales network continued.

The main aspects of this dynamic that deserve mention are:

- the spread of advanced electronic signatures (AES) of contract documents continued to increase: in 2021, more than 24% of contracts were signed with AES, 27% in the last two months of 2021 (15% in 2020). Almost 40%

of agencies use AES extensively, which is more than the national average (20% in 2020). The adoption of AES on the main after-sales operations on the portfolio was completed. Remote signatures are now fully operational;

- a 25% reduction in the mass production of paper receipts. Only 17% of the cancelled securities were printed;
- the entry into full operation of 7-day-a-week collection procedures without time limits, remote payments and new reliable and fast mobile POS.

TUA ASSICURAZIONI: THE CATTOLICA'S FIRST CARBON-NEUTRAL COMPANY

The Group company TUA Assicurazioni has maintained its status as a certified carbon neutral company also for 2021 thanks to a process that has made it possible to eliminate the impact of CO₂ emissions generated by the Company also during the last financial year.

The project - articulated according to a process structured in the phases of observation, measurement, mitigation and compensation - was achieved together with the partner Carbonsink and concluded with the cancellation of carbon credits of the REDD+ type (Reducing Emissions from

Deforestation and Forest Degradation), which will allow the conservation of a forest area in order to reduce greenhouse gas (GHG) emissions from deforestation and forest degradation.

TUA continued to involve its agency networks and employees in the awareness-raising activity to enhance the effects on the territory thanks to agents who are attentive to the issue of eco-sustainability and to emphasise the cultural and educational dimension of the initiative

WATER CONSUMPTION

The water used by the Cattolica Group in 2021 comes to 43.2 ML²⁴, a slight decrease compared to the consumption reported last year (2020: 43.9 ML).

The marked reduction in the figure for executive offices is directly related to the working environment characterised by the prolonged closure due to the pandemic and the general lower use of company premises.

On the other hand, with regard to the Tenute di Cattolica Assicurazioni, the higher value is attributable to the increased water requirements for 2021 linked to the climatic trend which,

especially in August (with high temperatures, anomalous dry heat and scarcity of rain) made emergency irrigation interventions necessary.

In general, rainfall was relatively low and exceptionally low in the summer months, while temperatures were always very high.

It was possible to provide a more accurate figure for the source of water withdrawal in 2021, shown in the tables below.

Overall water consumption (ML)

	2021	2020
Management offices and Cattolica Center	11	19
Tenute di Cattolica Assicurazioni ²⁵	32	25
Total	43	44

²⁴ Megalitres, where 1 Megalitre equals 1,000 m³.

²⁵ The water consumption of the Tenute di Cattolica Assicurazioni (until 2020 referred to as Tenute di Ca' Tron) was partly estimated on the basis of the water requirements of certain crops; in particular, the number of irrigated hectares out of the total, the number of irrigation cycles and the irrigation pump flow rate were considered.

Water consumption by source (ML)²⁶

Withdrawal source	unit of measurement	2021		2020	
		All areas	Areas with water stress	All areas	Areas with water stress
Surface water (total)	Megalitres	32.5	0.0	24.7	0.0
<i>Freshwater (≤ 1000 mg/L total dissolved solids)</i>	<i>Megalitres</i>	<i>32.5</i>	<i>0.0</i>	<i>24.7</i>	<i>0.0</i>
<i>Other water (> 1000 mg/L total dissolved solids)</i>	<i>Megalitres</i>	<i>0.0</i>	<i>0.0</i>	<i>0.0</i>	<i>0.0</i>
Groundwater (total)	Megalitres	0.0	0.0	0.0	0.0
<i>Freshwater (≤ 1000 mg/L total dissolved solids)</i>	<i>Megalitres</i>	<i>0.0</i>	<i>0.0</i>	<i>0.0</i>	<i>0.0</i>
<i>Other water (> 1000 mg/L total dissolved solids)</i>	<i>Megalitres</i>	<i>0.0</i>	<i>0.0</i>	<i>0.0</i>	<i>0.0</i>
Sea water (total)	Megalitres	0.0	0.0	0.0	0.0
<i>Freshwater (≤ 1000 mg/L total dissolved solids)</i>	<i>Megalitres</i>	<i>0.0</i>	<i>0.0</i>	<i>0.0</i>	<i>0.0</i>
<i>Other water (> 1000 mg/L total dissolved solids)</i>	<i>Megalitres</i>	<i>0.0</i>	<i>0.0</i>	<i>0.0</i>	<i>0.0</i>
Process water (total)	Megalitres	0.0	0.0	0.0	0.0
<i>Freshwater (≤ 1000 mg/L total dissolved solids)</i>	<i>Megalitres</i>	<i>0.0</i>	<i>0.0</i>	<i>0.0</i>	<i>0.0</i>
<i>Other water (> 1000 mg/L total dissolved solids)</i>	<i>Megalitres</i>	<i>0.0</i>	<i>0.0</i>	<i>0.0</i>	<i>0.0</i>
Third-party water (total)	Megalitres	10.7	0.0	19.3	0.0
<i>Freshwater (≤ 1000 mg/L total dissolved solids)</i>	<i>Megalitres</i>	<i>10.7</i>	<i>0.0</i>	<i>19.3</i>	<i>0.0</i>
<i>Other water (> 1000 mg/L total dissolved solids)</i>	<i>Megalitres</i>	<i>0.0</i>	<i>0.0</i>	<i>0.0</i>	<i>0.0</i>
Third-party water by withdrawal source	Megalitres	0.0	0.0	0.0	0.0
<i>Surface water</i>	<i>Megalitres</i>				
<i>Groundwater</i>	<i>Megalitres</i>				
<i>Sea water (total)</i>	<i>Megalitres</i>				
<i>Process water</i>	<i>Megalitres</i>				
Total water withdrawal	Megalitres	43.2	0.0	43.9	0.0

In addition to saving water consumption, the drip irrigation method used since 2019 has a positive impact on the quality of the crops concerned. A water recycling or reuse system is not currently used.

AN ENVIRONMENTALLY SUSTAINABLE PROJECT: TENUTE DI CATTOLICA ASSICURAZIONI

The Tenute are one of Cattolica Assicurazioni's most important and unique assets, both in terms of agri-food and landscape.

They extend over a flat area within the municipalities of Roncade, in the province of Treviso - where the original nucleus of the Ca' Tron estate is present, which remains the management and operational hub - and Meolo, Quarto d'Altino and Venice, in the province of Venice.

This is one of the largest single body agricultural estates in north-eastern Italy and is still an ideal habitat for the protection of the biodiversity of flora and fauna. The management of over 2,000 hectares - of which almost 1,700 can be cultivated - takes place directly by the ownership with its own organisational structure. Cattolica Agricola and Cattolica Beni Immobili, the two companies established as part of the purchase of the Tenute, respectively carry out the agricultural activities listed in Article 2135 of the Italian Civil Code and manage the buildings that are not instrumental to the agricultural activity.

²⁶ The 2020 water withdrawal data have been restated following the adaptation of the new methodology required by the GRI Standards in order to be made comparable to the 2021 data. For the 2020 data calculated using the previous methodology, please refer to the 2020 Consolidated Non-Financial Statement of the Group.

One characteristic that makes the Tenute unique is its privileged position close to the Venice lagoon (which borders the southern part of the company), near Marco Polo airport and close to all the main connecting roads of the area: the A4 "Turin-Trieste" motorway, the SS14 state road "della Venezia Giulia", the SR89 regional road "Treviso-Mare", and the Venezia-Trieste railway line.

Despite being located in a modern and developed area, the Tenute di Cattolica Assicurazioni have maintained a purely agricultural and naturalistic imprint over time. Urban development has been successfully limited, and this has made it possible to entirely preserve a complex agri-ecosystem consisting of both land dedicated to cultivation and wooded areas and permanent meadows.

The nesting of some species of nocturnal birds of prey, the presence of characteristic aquatic bird life and the spontaneous flora peculiar to the territory are thereby possible and widespread. The presence of two waterways, the Vallio River and the Sile River (which ideally crosses and "cuts" the farm into two portions), is particularly important both for the naturalistic role they play, and because most of the water that feeds the irrigation channels that run through the farm comes from them.

The proximity to the Venice lagoon adds a further element of peculiarity and uniqueness: there is a deep connection between the reclamation lands and the lagoon environment with its unique biodiversity and the millennial history recalled by the bell towers of Torcello, Burano and Venice, clearly visible from the banks. The Tenute are a tangible example of the environmental sustainability that characterises an entire area and represent an effective business card for Cattolica to highlight its environmental awareness.

Agriculture, landscape and land: an ESG approach

Since the acquisition of the property, Cattolica Agricola has constantly carried out land improvement and enhancement interventions in the area, also to optimise the quality of the crops and the overall degree of environmental sustainability.

The objectives achieved include the adaptation of plots to the new company mechanisation, the adoption of self-driving vehicles, a series of crop improvements and selections, the elimination of unproductive tares and the introduction of advanced irrigation systems.

For the production of "food done right", land is cultivated according to advanced precision farming strategies and techniques, a decision support system that makes the use of resources, quality and profitability of production more efficient through scrupulous analyses of the data collected.

375 hectares of vineyards have been planted, with the mechanisation of most of the cultivation operations (from pruning to harvesting). All the new vineyards have been equipped with advanced and automated sub-irrigation systems with the possibility of remote control. The last 17.50 hectares of vineyard were planted during 2020, with the cultivation of Pinot Noir for the production of Prosecco Rosé.

With a view to sustainability, particular attention has been paid to the planting of disease-resistant vines in order to reduce the environmental impact of pesticide and/or fungicide treatments, especially in areas adjacent to the town and places visited by the population.

Sensitivity to environmental and human health issues implies the choice of strategies that are effective, respectful of spontaneous flora, aquatic organisms and useful insects, and that reduce the risk for the population and operators using the new technologies for mitigating the drift effect.

Since 2019 and this year as well, the vineyard area obtained the ministerial certification S.Q.N.P.I. (National Integrated Production Quality System), which attests to compliance with regional integrated production standards aimed at reducing the negative effects of plant protection, rationalising interventions, safeguarding health, and promoting the sustainable use of natural resources.

The Tenute also breed cattle born and raised on the farm according to the free housing method, with animals grazing throughout the year, born through natural insemination with bulls present on the farm and fed with products grown internally.

To benefit a positive environmental balance, hedges and rows of native plants have been planted, an operation that has led to a higher density of vegetation of the Estate.

The Ca' De Riva Fund for a total area of about 225 hectares confirmed organic certification in 2021; the enhancement of organic crops also continues thanks to a more effective exploitation of the natural fertility of the soil, eliminating the intervention of synthetic chemistry, to the benefit of the healthiness of the territory and crops. The company has equipped itself with cutting-edge technologies and machinery for the correct and economically advantageous management of the land destined for organic farming.

Hives (12 beehives) have been installed in this area for the production of barena honey, a particular ancient and now quite rare variety, which is obtained from the nectar of limonium, a plant that grows on the sandy soils near the lagoon.

For three years, a hazelnut grove of over 30 hectares has grown in specialised cultivation, equipped with an automated and remotely controllable sub-irrigation system. The choice of hazelnut varieties was made following market interest and research innovations.

Ensuring sustainability: the environmental policy of the Ca' Tron Estate

Cattolica approved an environmental policy specifically referring to the Ca' Tron agricultural estate in 2019, but applicable to all its estates. The document identifies criteria, guidelines and good practices to be followed in the agricultural and landscape management of the areas concerned. Some areas for improvement in terms of further reducing environmental impacts were also identified. The Policy represents a goal that puts the Company at the forefront in the sustainable management of an agricultural asset and, together with the Group Environmental Policy, is an important reference point for Cattolica's environmental sustainability objectives.

Green energy and eco-sustainability: the new direction of the Tenute

A project has been launched to build a plant for the production of a renewable and sustainable source of agri-energy within the Tenute di Cattolica Assicurazioni. This initiative was created with the aim of reducing the impact of agricultural activity on environmental resources in terms of sustainability and improving the profitability of land capital.

The plant will be built together with one of the main international operators in the sector and will be powered by an agricultural matrix, meaning it will obtain energy from the

fields without taking away their traditional use for growing food, instead using the products of the second harvest. The two cultivation cycles that the soil will undergo will encourage agronomic regeneration and will allow, through photosynthesis, to capture twice as much carbon dioxide as is present in the atmosphere. The carbon dioxide produced by the plant will be stored using the technology known as CCS (Carbon Capture and Storage), one of the best tools currently available to stabilise the level of carbon dioxide in the atmosphere.

The production waste (digestate) will in turn be reused as organic fertiliser to replace chemical fertiliser in a process of circular sustainability that respects the environment at all stages, benefiting the health of the earth and human well-being. Built with full respect for the environment and the land, the plant will ensure that the land is used for agricultural purposes and remains "pure" for generations to come. It will not involve any harmful emissions and will be a true example of a circular economy which starts from the earth and returns to it, using the very mechanisms of nature.

A virtuous cycle, therefore, for the production of a truly green and clean source of energy that can be used for transport and sustainable mobility. This project will implement what was approved in the Parent Company's Rolling Plan 2021-2023, both in terms of enhancing the value of the Tenute, and with reference to the centrality of the theme of sustainability, one of the three key principles of the new corporate direction.

It is also an indispensable response to energy needs and a concrete contribution to combating climate change.

The workforce at Tenute di Cattolica Assicurazioni by classification and gender as at 31 December

	2021			2020		
	Men	Women	Total	Men	Women	Total
Executives	-	-	-	-	-	-
Officials	-	-	-	-	-	-
Employees	1	1	2	1	1	2
Workers	7	1	8	7	-	7
Total	8	2	10	8	1	9

The staff at Tenute agricultural estate includes ten people (2020: 9) employed with a permanent contract.

The energy and water consumption of the Tenute in 2021 is detailed below.

Tenute di Cattolica Assicurazioni energy and water consumption²⁷

Type	2021	2020
Electricity (kWh)	227,810	276,292
Methane gas (m3)	22,109	33,790
LPG (litres)	2,050	4,120
Agricultural diesel fuel (litres)	140,000	108,530
Diesel fuel for transportation (litres)	4,003	8,231
Petrol for transportation (litres)	6,012	1,057
Water consumption (ML)	33	25

Protecting biodiversity: a study of the Tenute as an ecosystem

The focus on biodiversity and the protection of the Tenute’s ecosystem is reflected in a number of specific aspects:

Cultural biodiversity

A key principle that promotes biodiversity is the diversification of the crops grown on the land, which ensures an alternation of flora, and above all fauna, associated with them. This also ensures an ideal context for the continuous supply of food and makes the Tenute a privileged place of shelter for wildlife.

In addition, the presence of 281.3 Ha of long cultivation cycle area, including 43.15 Ha of lowland forest with tall trees, 148.32 Ha of permanent meadows for fauna, buffer strips and 29.94 Ha of alfalfa (five-year rotation) allows the persistence of fundamental areas for the protection of biodiversity.

The fact that 2000 hectares of the property are developed as a single body guarantees a “green corridor” for fauna, linking the land to the lagoon. In this respect, the presence of watercourses running through and around the estate ensures an ample supply of fresh water, which is essential for wildlife and wild flora.

The three small lakes on the Tenute (one in the Meolo area and two in the municipality of Quarto d’Altino) are refuges for wildlife, which can breed and stay there during migration; the water is drawn through sluices in the Vallio and Sile rivers.

The areas of the I Marzi and Ca’ De Riva estates are also classified as SPZs (Special Protection Zones) due to their natural characteristics and location.

Proximity to Reserve areas (Sile Park and Venice Lagoon)

The land of the Tenute di Cattolica borders on two important nature reserve and biodiversity areas: Sile Park (<http://www.parcosile.it/pagina.php?id=127>) and the Northern Lagoon of Venice (UNESCO World Heritage Site) with its typical “barene” (sandbanks) lining the southern side of the lagoon.

Tyto and Barbasso project

A wildlife monitoring system has been developed with the company Barbasso srl, which Cattolica intends to extend to the entire ecosystem of the Tenute, given the highly significant results already obtained.

The presence of numerous species indicating the good health of the territory (purple heron, European marsh tortoise, barn owl, tawny owl, marsh harrier, kingfisher, black-winged stilt, etc.) was verified, for a total of 26 species present in the text of the Habitats Directive and 34 species that indicate the good health of the agri-ecosystem.

²⁷ Known as Tenute di Ca’ Tron until 2020.

ENVIRONMENTAL EDUCATION: COLLABORATION WITH PLASTICFREE

Cattolica wanted to raise awareness of the issue of environmental protection by organising, together with the company PlasticFree, a series of webinars dedicated to the correct use and disposal of plastic.

This is an issue of great urgency and relevance that concerns everyone and is part of a broader sustainability framework, based on the assumption that the well-being of the planet is a *condicio sine qua non* to our own well-being. The aim of the initiative is to deepen the theme of environmental sustainability with a specific focus on plastic, the most used (and abused)

material in our lives, which also holds the sad record of being the most dispersed in the environment. The first step, therefore, is to spread awareness of virtuous daily actions in the home and company.

The real environmental situation can be perceived both through correct information and dissemination and through constructive reflections on the waste production and disposal system, leading to an awareness of the 3R rule: Reduce - Reuse - Recycle.





Investments in renewable energies

€ 220 million

A PILLAR OF SUSTAINABILITY: ESG INVESTMENTS

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A PILLAR OF SUSTAINABILITY: ESG INVESTMENTS

INVESTING WITH A (LONGER) VIEW

Underlying ESG Investing, an approach that chooses to incorporate environmental, social and governance factors into investment decisions, is above all a different time horizon and a broader consideration of the concept of “long term” than in traditional theory. This is largely responsible for the extreme conceptual and operational complexity of an activity that requires a much greater predictive capacity - and related estimation and measurement tools - than in the past.

ESG investing therefore represents the real frontier of responsible investment, a sort of new paradigm whose affirmation is also accelerated by the growing interest of investors and by a regulatory pressure that has pushed companies to incorporate ESG issues like never before.

THE SUSTAINABLE DEVELOPMENT GOALS: CATTOLICA'S POSITION

In line with prevailing best practices, and despite the absence of a multi-year sustainability plan, Cattolica adopts the SDGs as a shared benchmark for CSR activities: a tool for selectively targeting the lines of action and effectively setting the guidelines for long-term sustainability. They were included in the Sustainability Report for the first time in 2018.

The Company has continued to focus on issues based on their potential to have the greatest positive impact; in this context, the Investment & ALM Department has chosen to pursue SDG 7 (Affordable and clean energy), SDG 13 (Climate action) and SDG 3 (Good health and well-being) as priority targets.

Already by 2020, Cattolica had also introduced - limited to the CIO's activities - SDG 15 (Life on Earth) with support to promote sustainable forest management. Alignment with this objective is mainly pursued through an internally defined thematic approach.

The other goals are also guided by the need to respond to macro-trends with a high impact on business and on society:

- countering the effects of climate change, facilitating the transition towards a low-carbon economy, significantly increasing the share of renewable energy (with respect to non-renewable fossil sources) in the global energy mix (linked to SDGs 7 and 13);
- addressing the phenomenon of an ageing population and the resulting increased pressure on health facilities and services to ensure adequate care for the elderly (linked to SDG 3);
- protecting, restoring and favouring the sustainable use of terrestrial ecosystems, promoting sustainable management of all types of forests, halting deforestation while increasing afforestation and reforestation globally (attributable to SDG 15).

THE COMMITMENT OF THE EU: FROM SUSTAINABLE FINANCE DISCLOSURE (SFDR) TO THE TAXONOMY

In March 2018, the European Commission published a “Sustainable Finance Action Plan” (SFAP) outlining the strategy and measures to be taken to steer the capital market towards a development model that is economically, socially and environmentally sustainable, helping to implement the Paris Agreement on Climate Change and the United Nations’ 2030 Agenda for Sustainable Development.

The key elements supporting the Action Plan include regulations promoted by the EU Commission, the proposal for the new European Directive on Corporate Sustainability Reporting (CSRD)²⁸, the Taxonomy Regulation (TR) and EU Regulation 2019/2088 on Sustainable Finance Disclosure Regulation (SFDR), with the aim of increasing market transparency, improving the quantity, quality and comparability of information available on sustainability issues concerning companies, operators and financial products.

Each of the three legislative acts is instrumental in producing data and information to meet the transparency requirements of the other.

One of the aims of the SFDR, which came into force in March 2021, is to combat “greenwashing” by introducing transparency requirements for all financial market participants and products. Specifically, the SFDR requires operators and financial advisers to communicate how they consider environmental, social and governance (ESG) risks and impacts at Company and product level.

The Regulation imposes specific disclosure requirements for products promoting environmental or social characteristics (Art. 8 SFDR) and for products targeting sustainable investments (Art. 9 SFDR). In addition, Articles 5 and 6 of the TR require products that invest in activities with environmental objectives to provide information on the percentage alignment of the investments with the Taxonomy. It is therefore a subset of products among those classifiable as Art. 8 or Art. 9 of the SFDR.

During 2021, in compliance with current regulations, information was published on the website regarding the Group’s life insurance companies²⁹, concerning:

- Integration of sustainability risks into investment decision-making processes (Art. 3 SFDR)
- Statement on the main adverse effects of investment decisions on sustainability factors (Art. 4 SFDR)
- Integration of sustainability risks in the remuneration policy (Art. 5 SFDR)

As mentioned above, another high-impact element of the Action Plan is the EU taxonomy, which aims to create a harmonised understanding of what actually constitutes “green activities”. The EU has defined minimum criteria that economic activities should meet in order to be considered environmentally sustainable.

In short, these activities should substantially contribute to one or more of the following six environmental objectives: climate change mitigation and adaptation, protection of marine and water resources, transition to a circular economy, pollution prevention and protection or restoration of biodiversity and ecosystems. However, it should be recalled that so far only activities that contribute to the first two environmental objectives - climate change mitigation and adaptation - have been defined.

²⁸ Evolution of EU Directive 2014/95 that introduced a first legislative element in the European States in favour of the development of virtuous behaviours in companies, increasing transparency in the communication of non-financial information. The new European Directive CSRD aims to lead companies to provide a diversified set of information on ESG factors and intangibles, useful for assessing the level of sustainability of actions and the classification of companies for the purposes of the Action Plan on Sustainable Finance.

²⁹ For Cattolica, information is published at the following link: <https://www.cattolica.it/informativa-sostenibilita-sfdr>

REPORTING ECONOMIC ACTIVITIES ELIGIBLE UNDER THE EUROPEAN TAXONOMY

The European Union has established a dynamic but shared classification system, or EU Taxonomy ("Taxonomy") of sustainable activities, set out in EU Regulation 2020/852. It defines the criteria for determining whether an economic activity can be considered environmentally sustainable in order to identify an investment's degree of sustainability.

This classification is accompanied by a related mandatory disclosure regime for financial and non-financial corporations, which requires the inclusion of specific indicators regarding their contribution to the Taxonomy objectives. In particular, financial companies are required to disclose information with respect to eligibility for the Taxonomy for annual reporting in 2021 and 2022; for annual reporting from 2023 onwards, alignment to the Taxonomy will be required.

Pursuant to Art. 10.2 of the European Commission's Delegated Regulation EU 2021/2178³⁰, we therefore report the share of exposures in economic activities eligible and ineligible for the Taxonomy for 2021, as well as the share of exposures to central governments, central banks and supranational issuers, the share of exposures in derivatives and those to companies not subject to the requirement to publish non-financial information.

In view of the reporting guidelines published by the European Commission in February 2022³¹, as at 31 December 2021, the allowances for eligibility and ineligibility are calculated as part of the Group's total assets of € 28,297 million, excluding exposures in central governments, central banks and supranational issuers, which amount to € 13,032 million (46% of total assets), intangible assets, tangible assets (excluding operating properties³²), technical provisions borne by reinsurers, miscellaneous receivables and other assets, which amount to € 3,030 million. The assets covered by the EU Taxonomy indicators therefore amount to € 12,235 million and represent 43% of total assets.

EXPOSURES IN CENTRAL GOVERNMENTS, CENTRAL BANKS AND SUPRANATIONAL ISSUERS

46%

In accordance with the reporting guidelines published by the European Commission in December 2021 and February 2022³³, the eligibility analysis was carried out exclusively on investments where the Group has direct control, considering their final balance sheet values and without using estimates based on internal methodologies. The absence of precise data relating to the companies that are counterparties to the Group's investments, as these have not yet been made available by the same, and over which Cattolica does not have direct control, has made it impossible to identify the exposures in the specific economic activities eligible for the EU Taxonomy and described in Annexes I and II of EU Delegated Regulation 2021/2139³⁴.

The only eligible exposures considered for 2021, totalling € 1,211 million (9.9% of total assets covered), are therefore investment properties³⁵ for € 1,143 million and operating properties, included in own-account properties³⁶, for approximately € 68 million. In fact, the activity of acquiring and owning real estate is included in Annex I of EU Delegated Regulation 2021/2139, as it is relevant to climate change mitigation. Finally, it should be noted that the exposures in this activity will have to be assessed in the next phase for alignment with the Taxonomy.

30 This is the Delegated Regulation on Disclosures under the EU Taxonomy: it complements EU Regulation 2020/852 of the European Parliament and of the Council by specifying the content and presentation of the information that companies subject to Article 19 bis or Article 29 bis of Directive 2013/34/EU must disclose on eco-sustainable economic activities and specifying the methodology for complying with this disclosure requirement.

31 Draft Commission notice on the interpretation of certain legal provisions of the Disclosures Delegated Act under Article 8 of EU Taxonomy Regulation on the reporting of eligible economic activities and assets.

32 With the exception of investments in agricultural land, which are considered to be among the activities not currently eligible for the EU taxonomy.

33 FAQs: How should financial and non-financial undertakings report Taxonomy-eligible economic activities and assets in accordance with the Taxonomy Regulation Article 8 Disclosures Delegated Act? and Draft Commission notice on the interpretation of certain legal provisions of the Disclosures Delegated Act under Article 8 of EU Taxonomy Regulation on the reporting of eligible economic activities and assets.

34 This is the Delegated Regulation on climate objectives: it complements EU Regulation 2020/852 of the European Parliament and of the Council by setting out the criteria for technical screening to determine under which conditions an economic activity can be considered as substantially contributing to climate change mitigation or adaptation and if it does not significantly harm any other environmental objective.

35 Investment property does not include investments in agricultural land, an activity not currently eligible for the EU taxonomy. Direct investments in real estate and indirect exposure through consolidated funds are instead included.

36 They do not include investments in agricultural land, an activity not currently eligible for the EU taxonomy.

EXPOSURES IN ELIGIBLE ECONOMIC ACTIVITIES

10%

In line with EU Delegated Regulation 2021/2178, investments in active derivative instruments, cash and cash equivalents and investments in companies that are not required to publish non-financial information were considered as exposures in ineligible economic activities. In addition, as indicated in the European Commission's December 2021 guidelines, direct and indirect investments in companies potentially subject to the obligation to publish non-financial information are also considered ineligible; in fact, it was impossible to carry out an eligibility analysis for them, as the precise data were not public at the time of drafting this Report. These ineligible assets amount to € 11,024 million (90.1% of total assets covered).

EXPOSURES IN INELIGIBLE ECONOMIC ACTIVITIES

90%

Within the assets ineligible for the Taxonomy, derivative assets amounting to € 5 million represent 0.04% of total covered assets and cash and cash equivalents, amounting to € 399 million, represent 3.26% of total covered assets. To date, these exposures cannot be assessed for eligibility in line with EU Delegated Regulation 2021/2178 and the reporting guidelines published by the European Commission in February 2022.

EXPOSURES IN ACTIVE DERIVATIVES

0.04%

As regards exposures in companies not subject to the obligation to publish non-financial information, as no official EU-wide data source is available to identify such companies yet, the share has been estimated by considering only exposures in direct investments in equity and corporate fixed income securities of non-EU-based issuers. These assets amount to € 692 million (5.65% of total assets covered).

ESTIMATED EXPOSURES IN COMPANIES NOT REQUIRED TO PUBLISH NON-FINANCIAL INFORMATION

5.65%

As indicated above, the remaining 81% of ineligible assets out of the total assets covered, amounting to € 9,928 million, relate to direct and indirect investments for which an eligibility analysis could not be carried out, as the precise data of the counterparties were not public at the time of drafting this Report.



The table below summarises the calculations made and the corresponding *ratios*.

(€ thousands)

	31/12/2021	
	Values	Ratio %
Financial position total assets	28,296,704	
Total assets excluded from the Taxonomy indicators	16,061,823	57%
Intangible assets, Tangible assets (excluding instrumental property assets), technical provisions - reinsurance amount, Other receivables, Other assets	3,029,894	11%
Exposures in central governments, central banks and supranational issuers	13,031,929	46%
Total assets covered by Taxonomy indicators (coverage coefficient)	12,234,881	43%

ECONOMIC ACTIVITIES ELIGIBLE FOR THE EU TAXONOMY

Investment property ¹	1,143,190	9.34%
Mortgage loans	-	
Instrumental property assets (included in property assets for own use)	67,710	0.55%
Exposures in eligible economic activities compared to total covered assets	1,210,900	9.90%

ECONOMIC ACTIVITIES NOT ELIGIBLE FOR THE EU TAXONOMY

Active derivatives	5,317	0.04%
Cash and cash equivalents	399,158	3.26%
Investments in companies not required to publish non-financial information (Articles 19a and 29a of Directive 2013/34/EU) ²	691,683	5.65%
Other direct and indirect investments not eligible ³	9,927,823	81.14%
Exposures in non-eligible economic activities compared to total covered assets	11,023,982	90.10%

¹ Investment property does not include investments in agricultural land, an activity not currently eligible for the EU taxonomy. Direct investments in real estate and indirect exposure through consolidated funds are instead included.

² The estimated share only considers exposures in direct investments in equity instruments and corporate fixed-income securities of non-EU-based issuers.

³ Eligibility analyses could not be conducted due to the absence of timely data from the counterparties.



Initiatives undertaken by Cattolica

The Engagement Policy

In February 2021, Cattolica approved the “Engagement Policy and Equity Investment Strategy” with which the Group aims to encourage the adoption, by the listed companies of which it is a shareholder, of conduct consistent with the principles of sound and prudent management, ethics and sustainability over the long term.

Taking into account the residual weight of investments in shares in the Group’s portfolios, Cattolica has defined a materiality threshold for the purposes of application of this Policy, equal to 1% of the share capital of the investee company, to be intended as stable and continuous possession for a minimum period of three months.

However, recognising the importance of promoting active investment policies, Cattolica reserves the right to apply the Engagement Policy to investments that do not fall within this threshold. Using this option, in 2021 the Company took part, through one of the delegated external asset managers, in voting and engagement initiatives on ESG issues for which it is most sensitive, specifically in the areas of the environment (with particular focus on limiting greenhouse gas emissions and the use of fossil fuels) and the ageing population.

Responsible investments in Strategic Asset Allocation

In its annual definition of Strategic Asset Allocation, the Group includes attention to ESG issues in its investment choices as one of its drivers.

In particular, in selecting the target portfolio by asset class, specific macro-trends of investment sustainability are identified. This mainly concerns non-governmental asset classes, i.e., corporate bonds, real estate and alternative investments (Infrastructure Debt, Infrastructure Equity, Private Debt and Private Equity), to which the guidelines described in the previous sections are applied.

In fact, these asset classes are the ones to which the Group expects to increase its exposure for the next Rolling Plan 2022-2024, combining the desire to increase assets that are sustainable in economic, social and environmental terms with the need for portfolio diversification.

ADHERENCE TO THE PRINCIPLES OF RESPONSIBLE INVESTMENT

UN PRI is the world’s leading association promoting responsible investments, with a steadily growing number of signatories since 2006. Globally, there were 4,375 signatories at the end of 2021, with an Asset Under Management (AUM) of over US\$ 121 trillion. PRI provides a global standard based on environmental, social and corporate governance (ESG) factors.

In June 2019, Cattolica subscribed to the six Principles for Responsible Investment (PRI) developed by the United Nations in 2006, thereby working to incorporate the ESG criteria in investment and active shareholder decisions.

Subscription to the Principles strengthens the Group’s social responsibility orientation, confirming the Company’s commitment to be a transparent player for its stakeholders and a responsible member of the institutional investor community, in a long-term perspective.

The six voluntary and aspirational investment Principles provide a framework for investors, with the definition of clearly and definitively described actions:

- integrate ESG issues into investment analysis and decision-making processes;
- adopt active investment management in an ESG perspective, adapting policies and practices;
- seek appropriate disclosure on ESG issues by the entities in which we invest;
- promote acceptance and implementation of the PRI in investment management;

→ work together to enhance more effective implementation of the PRI;

→ produce transparent and timely reporting on ESG Investing activities and progress.

Cattolica is publicly committed, as an investor, to their adoption and application, where the Principles are consistent with the fiduciary responsibilities of the insurance business.

The Group undertakes to evaluate its effectiveness and improve its content over time, with the certainty that this will increase the ability to fulfil the commitments towards beneficiaries, as well as to better align investment activities with the broader interests of the company.

THE INTEGRATED APPROACH TO SUSTAINABLE INVESTMENTS

In line with the Group's founding values, Cattolica has developed the "Responsible Investment Guidelines" to define a sustainable and responsible investment approach on the various asset classes in the portfolio: equity instruments, corporate bonds, government bonds, passive funds, active funds. The approach is implemented in a differentiated manner on the different asset classes, also based on the information available from data providers in order to ensure better portfolio management efficiency.

The integration of environmental, social and governance sustainability factors (summarised by the acronym ESG) into investment decision making mechanisms is driven by the awareness that these factors are an excellent risk management tool to support medium to long-term sustainability. The aforementioned adherence to the Principles of Responsible Investment responds to this growing need to focus on ESG variables.

In order to integrate ESG factors into its investment choices and exert a positive influence on the behaviour of issuers, with the support of a Sustainability Advisor and using external providers, the Company has identified a number of categories of action areas:

Screening reports

Allows to monitor the investable universe, identifying and evaluating direct investments in corporate issuers with a greater exposure to ESG issues. A two-tier structure has been defined:

Exclusion list (black list)

The *norms-based* exclusion criteria consider involvement in the production of unconventional weapons or involvement in serious violations of the Ten Principles defined by the United

Nations in the UN Global Compact. The Company considers investments particularly critical in companies which:

- are involved in the production of weapons that violate fundamental humanitarian principles in their normal use;
- are involved in serious or systematic violations of human rights;
- are involved in serious or systematic violations of human rights;
- are involved in serious environmental damage;
- are involved in serious cases of corruption in all its forms.

Watch lists and limited lists

The Company uses a watch list to also monitor the ESG Controversies Score 3 linked to the UN Global Compact Principles, reporting all cases in which the Scores are lower than or equal to 2. This threshold indicates that the Company has been involved in recent moderate to severe litigation (Score of 2) or that the Company has been involved in one or more recent severe structural disputes that are still ongoing (Score of 1).

In order to improve the average ESG rating of the portfolio, the Company pays particular attention to issuers with a rating below a single B, monitoring them on the watch list through a specific report.

Using a limited list, the Company also undertakes to keep monitored and limit direct investments in certain sectors which are considered not fully in line with the values and ethical principles of the Group.

In particular:

- companies involved in practices related to human cloning;
- companies producing contraceptives for abortion purposes;

- companies producing or distributing pornographic material;
- companies involved in the production of generic weapons;
- tobacco manufacturing or distribution companies, licensing of tobacco-related products;
- companies involved in the mining and sale of thermal coal;
- companies involved in animal testing for non-pharmaceutical products.

For the purposes of inclusion on the limited list, issuers are assessed according to product-based criteria (companies operating in controversial sub-sectors) or conduct-based criteria (issuers which violate rules and principles not in line with those of the Group when carrying out their business).

The screening process leads to issuers being placed on the black list, watch list or limited list. Inclusion of a company on the black list entails specific actions such as a ban on new investments, maintenance of investments until maturity with a prohibition on renewing or selling existing positions.

Two different approaches are outlined for the monitored lists. Individual exposures on the watch list may be subject to specific investigations in the most relevant cases in terms of disputes or according to their weight within the overall portfolio, while for the limited list the overall exposure of issuers on the Group portfolio is monitored (maximum 5%).

ESG Rating/Score Monitoring

This is applied to government issues, corporate issuers (broken down by sector) and funds. The set of such investments in the insurance portfolio is examined on the basis of a Score divided into three pillars - environment, social practices and good corporate governance - and analysed at the industry level in the case of corporate issuers. The ESG Score is converted into an overall ESG Rating (from AAA - best to CCC - worst).

Active approach to selection

Within the context of its investment strategy, the Company generally promotes thematic investments aimed at improving sustainability through the selection of products that identify macro-trends destined to guide future socio-economic developments.

This approach is transversal to the different asset classes in the portfolio, in particular bond investments (Green, Social, Sustainability and SDG Bonds), thematic illiquid alternative investments (divided into private equity, infrastructure and real estate funds) and open-ended funds that promote characteristics or pursue sustainability objectives are selected.

Environmental protection

Consistent with the Group's principles, the Company considers environmental protection a relevant topic. In addition to having included serious environment damage among the exclusion criteria, it has also adopted an ex post monitoring system to understand and measure carbon risk at the portfolio, sector and company level.

Among the various metrics available, the carbon footprint is monitored, in particular by assessing the weighted average carbon intensity, calculated on direct investments in corporate issuers (shares and corporate bonds) for which this information is available.

Overall, these strategies (screening reports, ESG Rating/Score monitoring, environmental protection) are applied to assets of € 25³⁷ billion, with a coverage ratio of 86% of total financial assets under management in the Group's portfolio as at 31 December 2021.

As for the screening report, the Group periodically analyses the portfolio to verify that the companies invested in are in line with the criteria mentioned. The criteria are applied to 100% of direct investments in corporate issuers (shares and corporate bonds) for € 4.6 billion in the insurance portfolio as at 31.12.2021. The percentage of coverage is 95%, the instruments not covered by the provider mainly include private placement bonds and, residually, unlisted shares.

³⁷ It should be noted that Lombarda Vita insurance company left the Group's scope of consolidation.

As at 31.12.2021, the screening report applied to the corporate issuers included in the Group's portfolio showed that none are part of the black list, while 7.76% appear in the watch list.

As for the ESG Rating/Score monitoring, the set of investments in the insurance portfolio is examined on the basis of a rating/score divided into three pillars - environment, social practices and good corporate governance - and analysed at the industry level in the case of corporate issuers.

In order to pursue an improvement in the average portfolio rating, Cattolica pays particular attention to issuers with a rating below a single B.

As at 31.12.2021, the Cattolica Group's portfolio shows an average ESG rating of a single A.

With regard to environmental protection, by analysing the Company's portfolio of corporate issuers in terms of carbon emissions, fossil fuel reserves and other carbon emissions, the key elements of the analysis are outlined below:

→ Carbon Intensity is 83.3 tCO₂e/\$M, lower than the benchmark indices (MSCI Europe 160.6, MSCI Europe ESG is 114.4 tCO₂e/\$M);

→ Weighted Average Carbon Intensity is 94.5 tCO₂e/\$M, (MSCI Europe 122.5 tCO₂e/\$M, MSCI Europe ESG is 95.1 tCO₂e/\$M);

→ 85.3% of emissions are from Scope 1, while 14.7% are from Scope 2;;

→ the Materials, Utilities and Energy sectors in Cattolica's corporate issuer portfolio contribute 11% of the weight against 85.4% of carbon emissions;

→ a single direct equity exposure related to Thermal Coal (0.01%). The largest contribution of potential emissions comes from the Oil&Gas sectors.

Portfolio coverage is approximately 80%, without the application of the subsidiary mapping criterion.

THE ACTIVE APPROACH TO INVESTMENT SELECTION

ESG thematic bonds: green bonds, social bonds, sustainability bonds and SDG bonds

As at December 2021, the total amount of ESG thematic bonds in the portfolio is approximately € 570 million, 56% of which is represented by government or supranational issuers, while the remaining 44% is invested in corporate issuers.

Compared to the bond portfolio in 2021, there was an overall increase of 56%, with green bonds accounting for 89% of the total, social bonds for 10% and sustainability/SDG bonds for 1%.

Thematic illiquid investments

The combination of scenario, technical-financial, regulatory and market variables has made it essential, in order to compete effectively on the market and ensure adequate proposals to customers, to assess alternative risk premiums, such as illiquidity and complexity premiums inherent in investments in real estate, infrastructure equity and debt, private debt and private equity.

Investing in a diversified manner, whilst improving the quality of the assets in which there is an intention to invest, requires

a high degree of expertise or relying on specialised partners.

The management of this complexity - both at the selection and monitoring stages - is entrusted to two dedicated teams specialising in alternative investments and real estate investments, respectively. Their aim is to build and maintain a well-diversified portfolio over time that is resilient to economic cycles, so as to capture the main drivers of value creation which, for Cattolica, necessarily rely on long-term sustainability.

ESG issues are decisive in the due diligence phase of investments of an alternative nature, and are given space in a special section. The submission of questionnaires developed starting from PRI-offered instruments and the request for regular and transparent reporting on the issues covered demonstrate that sustainability factors are also widely disseminated within non-listed markets, and that there is a trend in converging towards the Sustainable Development Goals (SDGs) of the UN.

The careful selection of the partners with which the Company collaborates is essential for achieving high performance levels able to reconcile economic development and sustainability.

Cattolica has been investing in the infrastructure sector from the outset and has been attentive to sustainable investments. Many of the funds in which it has invested operate in the field of renewable energy production: wind, solar and biomass. Others are active in the healthcare sector and in the remediation of lands, implementing corrective measures for soil preservation.

Finally, in 2020 the Group expanded its investment universe to include the Forestry asset class. These are investments made by funds specialised in sustainable forest management.

The following table shows some concise figures on the Company's financial loans in the sector of renewable energies.

SPECIALISED FUNDS - SECTOR AND GEOGRAPHIC COMPOSITION OF THE INVESTMENTS IN RENEWABLE ENERGIES

	30.09.2021	30.09.2020	30.09.2019	31.12.2018	31.12.2017
Value expressed in Mln of Euro	220	207	178	163	137
BREAKDOWN % BY SECTORS					
- of which solar	72%	80%	86%	20%	93%
- of which wind	26%	19%	13%	20%	6%
- other	2%	1%	1%	0%	0%
GEOGRAPHIC ALLOCATION (%)					
- Italy	64%	77%	85%	78%	90%
- Outside Italy	36%	23%	15%	22%	10%
NUMBER OF PLANTS	129	113	74	75	60

A central role is played by Perseide, a closed-end real estate fund dedicated to renewable energies launched in 2012, which falls within the scope of consolidation and is 89% owned by Group companies. To date, Group companies have invested around € 107 million in the fund for the purchase of 32 photovoltaic plants with an installed capacity of around 50 MWp. In the first half of 2021, the fund acquired two new plants in Piedmont and Sicily totalling around 2 MWp.

In addition to the plants already incentivised, the future investment strategy of the fund envisages the purchase of grid parity plants, which do not receive incentives and whose source of revenue is the fees for the sale of energy at market prices. The initial pipeline for these initiatives is € 20 million for an installed power of 24 MWp by the end of 2023.

As regards investments in social infrastructure, Cattolica has increased its participation in the elderly care sector, where



it has been an investor since 2008 through a specialised corporate vehicle, the Fondo Innovazione Salute (FIS), reserved mainly for the development of residential care homes.

The Fund currently has geographically diversified assets throughout North Italy, with 13 properties used as Residential Care Homes for a total of over 1,200 beds, with a pipeline of new investments of at least € 100 million. Thanks to the establishment of the FIS, in 2020 Cattolica was awarded the prestigious award at the IPE Real Estate Global Conference 2020 of the Silver Regional Award for the category “Other countries and regions” and the Silver Themed Award for the category “Newcomers”, which certified “the ambitious project that allows the Company to benefit from diversification beyond traditional sectors and the national market”. The project also combines a second line of business in the most recent Business Plan, namely the design and provision of an innovative range of services for elderly care.

Among the most important initiatives carried out in the social infrastructure sphere is the completion of the “H-Campus” property complex located within the Tenute di Cattolica Assicurazioni, with structures dedicated to teaching and complementary services (digital consulting and start-up incubator) based on the university campus model of Anglo-Saxon traditions.

The most important initiatives carried out in 2021 include:

- winning the prestigious Silver Regional Award in the “Other countries and regions” category (the fourth in three years) at the IPE Real Estate Global Conference 2021. The jury

rewarded Cattolica Assicurazioni’s commitment to ESG, especially thanks to the above-mentioned Perseide fund (operational for almost 10 years) and Ca’ Tron H-Campus fund;

- obtaining building certifications related to energy efficiency:
 - Leed Gold for the Pirelli Learning Centre office/education building (Milan), held by the Girolamo fund;
 - Leed Gold for the Campo dei Fiori shopping centre (Varese), held by the SanZeno fund;
 - Leed Gold for the CityCentral office building (Milan), held by the SanZeno fund;
 - Very Good BREAAAM In Use for the office building in Viale Sarca 222 (Milan), held by the Girolamo Fund.
- the continuation, through the Euripide fund, of the renovation of two hotels (in Turin and Rome) that will be built to the latest building standards, therefore sustainable and energy-saving.

Among the various projects, the GRESB (Global Real Estate Sustainability Benchmark) rating was obtained for the Euripide Fund, Ca’ Tron H-Campus and San Zeno, two of the largest funds in terms of assets under management. Analyses are also being carried out by the respective managers to apply for and obtain a GRESB score on the Perseide, Andromaca, and Innovazione Salute (FIS) funds.

MEMBERSHIP AS A SIGNATORY MEMBER OF CDP

Cattolica has renewed its membership as a signatory member of CDP (formerly Carbon Disclosure Project), a non-profit organisation that offers companies and countries a system to globally measure, detect, manage and share information about their environmental impact.

CDP holds the largest database of greenhouse gas emissions and data related to climate change, water management and deforestation, collected through specific questionnaires (CDP Climate Change, Water, Forest and Supply Chain).





Agencies

1,326



Bank branches

5,314

MORE VALUE TO THE FUTURE: PRODUCTS AND SERVICES WITH ESG VALUE

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MORE VALUE TO THE FUTURE: PRODUCTS AND SERVICES WITH ESG VALUE



A CUSTOMER-ORIENTED, RESPONSIBLE INSURANCE OFFER

Cattolica is positioned on the market as an insurance company specialised in the creation and distribution of products and services to protect individuals, families and businesses from the risks and consequences of adverse events, with a broad offer and in a long-term perspective that considers the customer a partner to be listened to, satisfied and maintained over time.

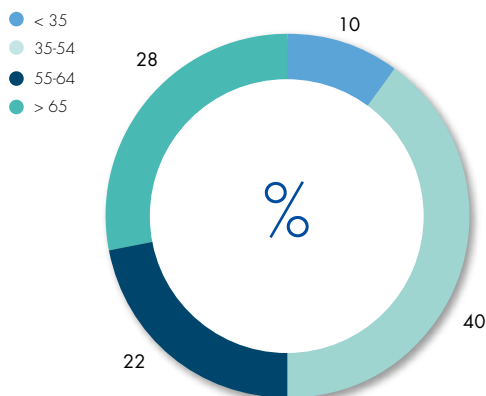
As usual, the Sustainability Report highlights the insurance formulas that are characterised by their specific social, ethical or solidarity value and by the ability to generate positive

impacts for one or more categories of stakeholders.

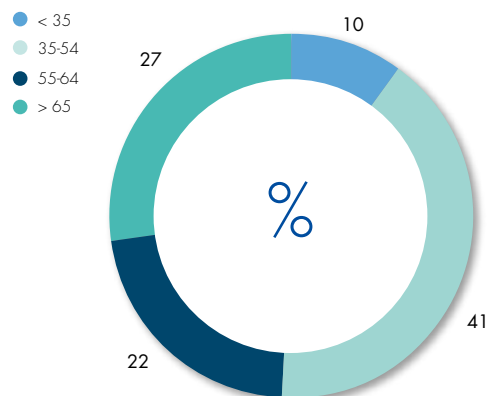
As at 31 December 2021, Cattolica Group had approximately 3.4 million customers³⁸ (2020: 3.5 million), 61% of whom were men and 39% women, with an average age of 56 years. About 40% of the customers fall in the age group 35-54, as shown in the following chart.

³⁸ The figure on the overall number of customers (3,362,611) is underestimated, since it does not include the entire portfolio of the Vera brand companies, currently undergoing migration.

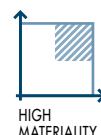
Composition of Cattolica customers by age as at 31 December 2021



Composition of Cattolica customers by age as at 31 December 2020



AN EFFECTIVE AND ARTICULATED DISTRIBUTION MODEL



The Company's distribution channels are the network of agencies, bancassurance agreements, brokers and other insurance partners.

The commercial structure: professional channels

The agent network is traditionally the primary channel of the sales network and remains a pillar of the competitive formula.

As at 31 December 2021, at Group level (Cattolica and TUA), it had 1,326 agencies (2020: 1,360) and 1,828 agents (2020: 1,851), spread out nationally. The presence of the agency network is divided as follows: 49.5% in Northern Italy, 26.4% in Central Italy and 24.1% in the South and Islands.

The complexity and articulation of the network require constant coordination and the dissemination of the Company's vision as a unifying tool at every level in order to maintain a high level of trust and dialogue between Management and Agencies.

In the first part of the year, the health emergency situation continued to persist and it was impossible to organise the traditional Cattolica Convention in person from 17 to 30 March; however, the Company did not fail to make its closeness felt to the Agents, Collaborators and Agency Front Offices, accompanying them in their business in 2021 through six virtual meetings.

The series of meetings of the web-tour were named "Duemila21 Pronti al futuro" (2021 Ready for the future) and had the objective of specifically focusing on each of the

Company's main technical areas in the first four meetings - Motor, Non-Motor, Life and Claims worlds - devoting special attention within each meeting to the marketing initiatives and commercial animation specific to each class. The series of meetings was concluded with two events, one for Agents and one for Collaborators and Front Offices, during which Sales Management outlined the objectives, actions and incentives planned for 2021.

The chosen formula was appreciated by participants, with a high level of participation in the meetings: more than 1,000 Agents attended all the webinars, representing 96% of Cattolica agencies, and more than 3,100 Collaborators and Front Offices attended the meeting dedicated to them.

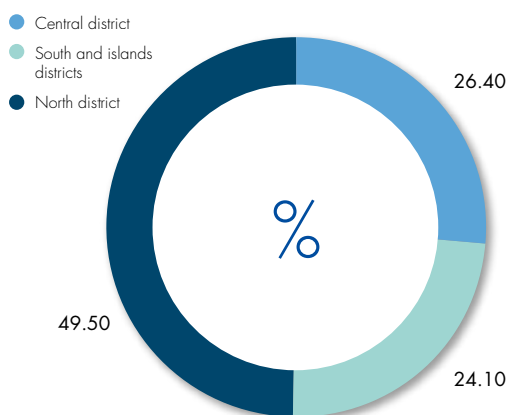
The result of the survey launched at the end of the series of meetings to assess the Network's satisfaction with this mode of interaction was very flattering.

Listening to the Agency network has always been a priority for the Deputy General Manager - Sales Department, as this listening allows to define the content of actions and provide concrete responses to the needs that emerge from time to time, especially when facing a different scenario associated with a new professional phase.

There were numerous opportunities for close contact and interaction with the Cattolica Agency network during the year, which has always been the backbone of the Company's distribution model. There were three "tours of Italy" dedicated to listening in 2021: the first two in virtual mode, the last one, called Cattolica Route44, was held in-person.

- 45 meetings were held from 18 to 27 January totalling 60 hours, during which 92% of Cattolica Agents were given the opportunity to express themselves.
- 44 meetings were then held from 12 to 16 July totalling 70 hours, together with more than 1,000 agents, during which the main events, actions, facts and business results of the first half of the year were analysed.
- Lastly, from 16 September to 26 November the Sales Department went back on the road, and in full compliance with anti-Covid regulations travelled more than 11,500 kilometres and met more than 1,000 Agents and 600 Collaborators and Front Offices throughout the country in person.

Distribution of agencies in Italy at 31.12.2021



Bancassurance agreements: evolution and development of banking partnerships

Cattolica continued to consolidate its partnership agreements in the life and non-life classes with leading banks in order to optimise its commercial penetration capacity and distribution effectiveness on a national scale.

The Company has always supported its distribution partners and the operational network, which has 5,314 bank branches and a network of about 300 Private Bankers. The main banking partnerships currently in operation are with Iccrea and Banco BPM. With respect to 2020, the partnership with UBI Banca ended with the sale of the Lombarda Vita company to Banca Intesa.

- The three-year partnership between Cattolica and the ICCREA Banking Group applies, respectively for the life and non-life segment, through the companies BCC Vita and BCC Assicurazioni that operate through 130 banks

of Credito Cooperativo e Casse Rurali (Cooperative Banks and Rural Banks) for a total of almost 4,000 branches. By virtue of the renewed partnership agreements signed in 2019, Cattolica and ICCREA Banca have achieved important results in the life segment and have accelerated the development of the non-life and protection segment in the lines dedicated to the family and health world.

- The agreement with the Banco BPM Group for the establishment of a strategic partnership in life and non-life bancassurance was finalised in 2018 with the creation of Vera Vita with the subsidiary Vera Financial, and Vera Assicurazioni with the subsidiary Vera Protezione and the creation of a distribution network of about 1,132 branches and a network of around 300 Private Bankers (Banca Aletti).

During 2021, six new internal funds were issued (four related to the new product BCC Vita Unica and two related to the restyling of the product Vera Vita PrimaVera 2.0) as well as a significant update of external UCITS within two multi-branch products, which allow for the successful integration of sustainability risk assessments in their products, in the belief that environmental, social and corporate governance aspects related to the issuers of securities can influence the performance of the managed products over time. To manage them, Cattolica uses the internal guidelines and the support of the managers SGR ANIMA and BCC Risparmio & Previdenza.

The evolution of bancassurance in the context of the Covid-19 pandemic

EMERGENZA COVID-19

Also in 2021, the Bancassurance Business Unit worked to cope with the complex health and market situation, continuing to invest in the development of remote distribution and management methods, both by analysing the feasibility of dematerialised and digitalised processes and by promoting the development of the self-service sales channel for bank customers.

The online services available to customers for managing their insurance contracts have been further expanded, thanks to a review of the reserved web area. The companies have electronic insurance solutions thanks to which insured customers can access innovative services such as tracking the routes taken for better risk profiling and insurance prices, and in the event of an accident, the automatic sending of rescue vehicles.

Also for 2022, Cattolica and its insurance subsidiaries intend to continue, despite the objective adversities dictated by the external economic framework, in the innovation plans for products and services, which will see the emergence of new financial solutions able to respond to the changed scenario of financial markets and emerging health needs. ■

The following table shows the most important bancassurance agreements in place as at 31.12.2021.

<p>ICCREA BANKING GROUP Network of about 4,000 branches of Banche di Credito Cooperativo and Casse Rurali</p>	<p>Distribution of life and non-life products through the companies BCC Vita and BCC Assicurazioni</p>
<p>BANCO BPM Network of around 1,132 branches and around 300 Private Bankers</p>	<p>Distribution of Vera Vita products, with the subsidiary Vera Financial, and Vera Assicurazioni, with the subsidiary Vera Protezione</p>

Other insurance partners

Cattolica maintains collaborations and partnerships with major players in the insurance and reinsurance sector, including:

- ARAG, a leading legal protection company, for the protection and enforcement of rights in a wide range of legal disputes;
- IMA Italia, which offers assistance for the provision of services to policyholders in combination with auto, person and home policies;

Dedicated training for agents

The Group dedicates updating plans and quality training for Agents, with a wide programme of activities aimed at developing both technical and relational skills, with a view to a relationship of trust and transparency with the customer to be preserved over time.

In 2021 the Company again confirmed the investments aimed at enhancing the professionalism of distributors and the activation of training courses dedicated to agency and secondary networks, which involved employees and agency collaborators.

The project benefited from the creation of a unique learning management platform, called FormaMentis, a tool that allows training to be delivered from any device and is able to manage multiple agency identities. The platform can integrate with IVASS-certified distance learning systems, automatically tracking the history of users. The implementation of the platform has made distance learning easier and more flexible. The benefits were appreciated by the network, which despite the pandemic-related absence of classroom activities, was able to continue its growth without any slowdown or interruption.

The new distance learning mode has also reduced logistical costs and made it possible to offer high-quality courses. The training of 2021 was based on the following pillars:

- Connected products: a project focused on Cattolica-related products, for which the webinars and online courses reached thousands of intermediaries;

- Compulsory training: this training is connected to the products plan and regulatory developments, to support each launch of a new product or substantial restyling, with the dissemination of skills useful for conscious and effective sales, in addition to an update on everything issued by the Regulator;
- Specific projects: these courses respond to training needs on the Company's specific projects that involve the agency network in particular areas of interest;
- Training courses aimed at facilitating the integration of new resources, such as new agents and new collaborators, into the Cattolica world.

First class education: Masters for agents

Cattolica has been promoting and providing two important advanced training programmes dedicated to the agency network for years, with the aim of developing the management, commercial, managerial, technical and digital skills of intermediaries. Two important training programmes are:

- Master Executive Agents (MEA): an advanced training course reserved for Cattolica agents which aims to consolidate the fundamental skills of the "Agent profession" and create increasingly professional and highly competitive networks. The need to always be aligned with the market context and new training needs leads to a progressive updating of the contents and the design of new modules. The course has been redesigned so that it is fully accessible online;
- Master Professional Agent (MPA): this project is dedicated to generating a customer-oriented culture with a view to generational change. The spirit of the master's programme for young agency talents - children of agents or young collaborators trusted by agents to lead the agency in the future - is to create solidarity, cohesion, professional and personal friendship, to cultivate a new generation of Cattolica agents with a long-term vision and a common ethical aspiration. Now in its fifth edition, the Master

has seen an epochal change in collaboration thanks to the partnership with the Polytechnic Institute of Milan. The current training cycle features new content, renewed teaching staff and the strong participation of faculties from Cattolica, delivered entirely in webinar mode for the first time.

Digital transformation for a resilient and sustainable network

The project focused on developing a new mindset in the agency network continued, shifting towards a more agile vision of agency working methods. The growth and evolution of intermediaries' digital skills were also the objectives of the Digital Coaches team in 2021.

Tools such as Advanced Electronic Signature, Pay by Link, Customer data, Arena, Sales Force System, as well as the new tools in the To Do list, are the levers on which agents, collaborators and front offices have been trained through face-to-face visits and personalised meetings, remotely and/or in person in accordance with the directives of the anti-Covid19 legislation.

The network was able to benefit from the release of the new Bridge POS payment system, a more modern system that is not dependent on specific hardware and can also be used on the move, with a view to implementing a fully dematerialised and more sustainable end-to-end workflow.

A pilot project with a small group of agencies to release the Distance Selling model was also launched in 2021. This model allows the network to broker contracts even without the client's presence, in complete peace of mind and in compliance with regulations, with an eye to time efficiency, to sustainability thanks to reduced mobility and paper use, and business continuity when the emergency situation requires restricted interpersonal contacts.

Simplifying and making agencies more efficient: the Fly to Quality programme

The Fly to Quality project under the guidance of the Sales Department in 2021 reintroduced, via webinars, the co-design technique and the agile mode for analysing areas for improving services to Agencies. Agents and colleagues from the various technical departments found themselves working together in so-called "simplification rooms". The

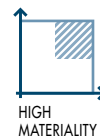
parties shared their respective skills and sensitivities in order to identify the critical areas of certain business processes and define priorities for action, with the ultimate aim of improving the quality of the service provided to agencies and clients, in the knowledge that efficiency results from the simplification and rationalisation of procedures.

The work on Fly to Quality 2021 that began before the summer break with interviews with representatives of the technical departments and a number of agencies then resumed in September with the administration, to the agents and collaborators of the 20 agencies involved in the project, of a fast survey aimed at collecting the agencies' new needs in light of the changed scenarios in order to identify their causes and start the process of defining the titles of the simplification rooms.

The topics addressed in the 2021 rooms included information assistance in claims, emergency management, feedback and cross feedback, alongside more specific working tables dedicated to other topics considered relevant, such as Life class after-sales procedures and the process of managing listed products. Co-design exercises were used with these topics considered more important by the agents in order to identify solutions which, in terms of timing and project methods, will be analysed and developed during 2022.

The project will continue with a further simplification room in January 2022 dedicated to simplifying the process of opening Ask Me tickets, starting with an analysis of the policy's characteristics.

PRODUCT INNOVATION



Cattolica has revised its product offer called ACTIVE over the last few years, developing a new line which starts from the centrality of the customer to take new market trends and emerging needs into account.

During 2021, the ACTIVE line product range was enriched with two new solutions: Active Benessere and Active Vita: solutions that - like Active Auto and Active Casa - aim to evolve the company-insured party relationship thanks to a new product experience no longer based solely on a damage/reimbursement logic, but also on prevention and protection.

Active Benessere and TUA Benessere are an insurance solution that accompanies the customer along a path to regain and maintain health thanks to highly innovative digital services and important support from an economic point of view and in terms of medical assistance.

Active Benessere, a solution both tailored through the different available formulas specifically dedicated to the individual, the family or the employees of a company or already built as a predefined package, proposes to support the National Healthcare System by responding, thanks to the numerous guarantees available, to the multiple needs of the customer along their health path: from prevention, to diagnosis, to treatment and convalescence.

Customers have the Wellness Portal available (<https://benessere.gruppocattolica/cattolica>): they simply complete the digital questionnaire to obtain a personalised prevention programme that can be further customised by consulting a Wellness Coach.

By downloading the Welion App, customers can also request a teleconsultation or video-consultation with a general practitioner and use the Welion Card to access affiliated healthcare institutions and benefit from reduced rates.

The strength of the Active Benessere platform is the ecosystem of services available to the customer, which includes a scientific-cultural collaboration with a major player in the NHS (Confederation of Regional Associations of Health Districts of Veneto) to develop a collaborative prevention model between insurance and the public; a partnership with Roche Italia for precision medicine, with Generali Welion for video and teleconsultation services and for the network of healthcare facilities in the area; and finally, with innovative operators in the field of digital health & wellness (FitPrime and Pharmap) and the promotion of sport and physical activity (New Sport Vision).

Active Vita is the solution that allows customers to protect themselves, their family, their children and the most fragile people they have to take care of every day in a single solution, offering economic stability following the serious unexpected events of life. The solution includes various guarantees that

can be tailored to the specific needs of each customer. In the event of death or the diagnosis of an incurable illness, a lump sum is paid out to the indicated beneficiaries so that the family is not left to suffer serious hardships when it comes to meeting its financial commitments and can enjoy an unaltered standard of living.

In addition, if a serious illness arises within the scope of the policy, a sum is made available to cover all the consequences, both medical and health-related. In the event of non-self-sufficiency, a monthly annuity is provided for the first three years to help the customer cope with the costs of managing a new daily routine tailored to his or her condition.

At the end of 2021, Cattolica&Non Profit was also released, the new tailor-made solution for Bodies, Associations and Social Enterprises which aims to pursue specific objectives related to the protection of the Body and the subjects operating therein or benefiting from its services.

Cattolica&Non Profit provides specific coverage to protect an organisation's assets against events such as fire, theft and robbery, damage to electrical and electronic equipment and cyber risk on the one hand, and to protect the organisation's assets against possible claims for damages from third parties on the other.

The solution also protects the physical integrity of people against the risks of accident or illness while carrying out their activities as a volunteer or associate, and helps them if they are financially exposed.





CENTRALITY AND SATISFACTION OF CUSTOMERS AND STRENGTHENING ESG PRACTICES

Cattolica has focused on the strategic importance of the concept of customer centrality and its role in the Company's growth. This is why the Business Development & Marketing Department, and in particular the Client & Digital Strategy unit, has been working to improve customer service and enhance and enrich the relationship with its customer base, focusing on providing a positive experience before and after the sale.

During the pandemic crisis, clients have become more selective in their choice of advisors, moving towards companies that focus on service and relationships, but also on social, environmental and governance issues. In the same period, social media marketing and social selling exploded onto the scene and the mobile world became an important part of the customer acquisition and retention process.

From an operational point of view, the Company has focused on developing modular, customisable products and services which make it possible to accompany the insured starting from the most important action - risk prevention - thanks to innovative digital tools and the construction of ecosystems of services to support the insurance offer.

This is why all the products in the Active line for the car, home, health and business sectors translate into concrete services a strategy that aims to evolve the insurance paradigm from being based on the logic of damage/reimbursement to that based on the concepts of prevention and service.

Marketing activities were carried out to support the business, with the aim of attracting new customers but also retaining existing customers. Cattolica can boast an excellent customer retention rate, which as at September 2021 stood at 87.4%, reaching 96% for multi-line customers and 99.5% for global

customers (i.e., customers who have subscribed to at least one Motor, one Non-life and one Life product).

In order to understand why the small number of customers who decide to leave the Company do so, a new wave of the Lost Customer Survey was launched, a customer experience survey that looked at both a subset of former customers and a portion of new ones during 2021. In addition to the usual quantitative questionnaire approach, the survey was also carried out with the help of qualitative interviews.

With regard to clients who left the Company during 2021, the survey showed that 89% of them decided to change in order to try to save money, while only 2% left for reasons linked to dissatisfaction related to claim management and 9% for dissatisfaction due to disservices in the management of the relationship. As regards new customers acquired in the last year, the main reasons for choosing Cattolica were reliability and the favourable price/quality ratio perceived.

During 2021, Cattolica also measured the degree of customer satisfaction relating to the use of some online services provided by Group companies. The services examined included: the first claim of an accident (FNOL), the request for assistance services in urgent situations, courtesy and professionalism from the agency network and user experience for remote policy renewal requests. A high level of user satisfaction emerged for all the areas surveyed.

A CHANGING WORLD: FOCUSING ON DEMOGRAPHIC AND SOCIAL DYNAMICS

In recent years, Cattolica has paid particular attention to the demographic and social changes that are affecting the market context in a very profound way. Italy's demographic evolution is characterised by a low birth rate and an increasingly long life expectancy rooted in the profound demographic transformations of the last century. Increasingly rapid and high-impact trends are significantly modifying the structure of

society and its organisational models, sometimes accentuated by the pandemic, such as the use of remote work, youth unemployment, digital acceleration.

In this dynamic context, Cattolica has further strengthened the advisory phase in order to understand customer needs, the demand for customisation and greater sensitivity to risk in an increasingly timely manner. It is essential for the Company to

constantly monitor these changes, making them a benchmark for the offer development phase and the implementation of customer services.

In particular, prevention, protection and assistance in the management of emergency situations in relation to ageing and the changing composition of the household play an increasingly important role in product development.

All the products in the Active line (Motor, Home, Health and Business) translate the new strategy focused on the aforementioned evolution of the insurance paradigm into concrete services: for example, in the context of growing life expectancy, Cattolica has invested in strengthening products for coverage against risks linked to the onset of serious illnesses, non-self-sufficiency and premature death.

Particular attention has been paid to covering new risks linked to new relational models. The use of remote work, which is set to become part of the post-pandemic "new normal", has changed the daily lives of families and businesses: the home has become the place to work, as well as to study and spend time with loved ones, and this has contributed to a substantial increase in cases of cyber attacks and personal data breaches. With regard to these risks, Cattolica has adopted specific solutions both within modular products and with stand-alone products in the field of cyber risk and GDPR (data protection).

As regards the phenomenon of youth unemployment, a consolidated trend which has however been exacerbated by the pandemic situation, Cattolica's catalogue of offers includes services to support re-employment in the face of job loss.

In the evolution of customer services, Cattolica also considers changes in the demographic and social context through the digitisation of pre-sales, purchasing and post-sales services, introducing new consumer paradigms and keeping pace with post-pandemic digital acceleration.

The implementation of digital tools and services took concrete form with the launch of the rapid quoter for some Motor and Non-Motor products, with the possibility of digitally signing a contract remotely thanks to the AES OTP digital signature and payment via Pay By Link, and in the after-sales area with digital tools dedicated to managing the product purchased and individual insurance positions with important operations such as renewals, claims reporting and requests for assistance, facilitating the possibility of always remaining in contact with the agent.

SOCIAL-ORIENTED MARKETING

Marketing campaigns are carried out with the aim of developing the business: satisfying needs and strengthening the relationship with customers, but also generating value from the highest potential segments and attracting more profitable prospects.

The year saw the promotion of initiatives with a clear social impact:

→ Women's Day: from 8 to 19 March 2021, Cattolica decided to concretely support current and potential female customers with a temporary offer on Cattolica&Salute Ogni Giorno - which included aesthetic damage due to physical violence, the extension of coverage to psychotherapeutic sessions needed following stalking or gender violence and the increase in the sums insured for accidents due to physical violence - and on Cattolica&Tutela Legale Privati with the extension of coverage to persecutory acts, the increase in the maximum sums and a discount on the tariff as well as a decrease in the minimum premium. The campaign was supported by an intense communication plan both towards clients through social and digital channels, and towards

the agency network: the posts obtained more than 81,000 views with 3,800 interactions, 1,430 policies sold in a fortnight for about 274 million premiums;

→ **Activati!** (Activate yourself!): this campaign served to publicise the new motor insurance offer which, thanks to electronics, offers a series of services to increase road safety, request assistance, monitor travel and improve driving style. The creative idea was based on technology that unites families and improves their lives; it was developed with a video - the "Boomer Protocol" - conceived and produced in collaboration with a well-known group of influencers, which focuses on the generation gap and how technology can be a strong bond between parents and children and at the same time bring insurance companies closer to their customers. The campaign was completed with the collaboration of another technical testimonial, a psychologist, former Formula One driver and coach of BMW's Safe Driving School, with the creation of video clips spread on social networks to promote virtuous behaviours in the car and reiterate the importance of driving safety.

The “Boomer Protocol” video had over 8 million views and the campaign content recorded 13 million impressions and over 2 million user interactions with comments, likes and more. Thanks to the initiative and the involvement of the agency network, quotes on the online quotation service have more than doubled; truly significant numbers that have made it possible to reach a younger and more digital target such as millennials and Generation Zero, and to raise road safety awareness;

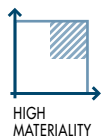
- Living on the move pays off: Cattolica has decided to invest in supporting and promoting people’s physical activity, both through the first campaign which reduces the cost of insurance based on how many people practice and share sport activities, and through an innovative consultancy service offered free of charge to customers for the correct orientation towards sport for the whole family.

Thanks to the innovative Active Index - an index that uses social listening techniques to quantify the sport activities practised in near real-time in Italy - the vivereinmovimento.it website offers potential clients a discount on their Health policy in proportion to the number of people practising sport at that precise moment. The greater the number of people active through sport, the less expensive the policy. For those who choose to take out insurance with Active Benessere, the Company includes the possibility of participating in an instant-win competition, granting an additional incentive to those who choose to protect their health with Cattolica. Lastly, in line with the philosophy of “living in movement” and the approach to sport promoted by NewSportVision, Cattolica offers sport advisory services to all those who need to discuss issues relating to the practice of sport or their own motor activity.

MARKET RECOGNITION

Cattolica’s focus on the design and manufacture of products and the development of customer services has been fully recognised by the market. A number of awards were received in 2021, including:

- MF Insurance Awards 2021 for Active Benessere, plus a Special MF Award for Insurance Contract Transparency
- Health Insurance Award 2021 for Active Benessere
- Future Bancassurance Awards 2021 - Life Product Innovation award for the Private Insurance Select policies of Vera Vita, Primavera 2.0 of Vera Vita, and BCC Vita Unica of BCC Vita
- Future Bancassurance Awards 2021 - Product Innovation Non-Life for Formula Salute of BCC Assicurazioni
- Future Bancassurance Awards 2021 - Customer Experience for the SalutepiùBenessere portal of Vera Assicurazioni
- Insurance Connect Awards 2021 - Best Health Product and Service for Active Benessere
- Insurance Connect Awards 2021 - Best TPL Product and Service for Active Live



A NEW CUSTOMER RELATIONSHIP: ACCESSIBILITY AND OMNICHANNEL COMMUNICATION

Customer centricity is a fundamental pillar of the strategic plan and is combined with an integrated omnichannel model that enhances the agent’s centrality with supporting digital tools and services, helping to boost the agency’s lead generation and service capacity thanks to full informational and operational integration between digital channels and agency systems, all possible thanks to the CRM platform.

Every action the customer makes on a digital touchpoint generates information in real time and if necessary a request task for the relevant agency.

Today, Cattolica’s customer experience is perfectly hybrid, with the possibility of choosing whether to interact with the agency in one of three ways each time: traditionally at the physical agency, with the agent or producer/subagent outside the agency or completely remotely with no physical interaction.

The digital experience is at the service of the prospect or customer throughout the different stages of the customer journey, from the information-gathering and advisory phase to post-sales.

The customer or prospect can find all the information on the products and services thanks to “digital showcases”: information channels aimed at promoting Cattolica’s insurance offer, such as the institutional website, the over 700 agency mini-sites and the social channels Facebook and Instagram.

For some Motor and Non-motor products, the user can obtain a quotation both on the website and in the Cattolica App and be automatically channelled to the relevant agency if already a customer, or based on geographical proximity to the nearest agency if a potential customer.

After the negotiations, and once the decision to purchase has been made, the customer can sign the contract digitally either in person or remotely via digital signature with AES OTP and can proceed with the payment outside the agency through the use of MPOS, and remotely via Pay By Link - a secure link for payment by credit card.

In the after-sales phase, customers have several digital touchpoints available for managing their insurance position, the product they have purchased and for staying in touch with their agent.

Ego was created in order to facilitate customer registration and access to the Company’s digital tools. It is the single digital identity which allows access, thanks to a single user and password, to all Cattolica’s digital properties in order to facilitate customers and prospects in interacting with Cattolica through a standard process, in a simple and perfectly integrated manner between channels and tools.

Thanks to Ego, customers have access to a personal Reserved Area to consult policy information and manage certain after-sales operations such as renewals, requests for assistance

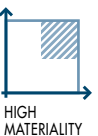
and claims. Alternatively, thanks to Cattolica’s mobile app, services can also be accessed when on the move, including making an immediate request for assistance, requesting quick quotes, policy renewal, claim reporting, and an agency area.

A number of services linked to specific products complete the digital customer experience. The electronic car policy is completed with services that can be used through the App, such as viewing routes taken, requesting support in the event of a fine deemed unjust, defining virtual areas and receiving notifications if the vehicle enters and leaves the predefined boundaries, and much more.

The new Active Benessere health policy is full of services linked to the world of prevention accessible through the Wellness Portal and the dedicated App, with services ranging from 24/7 tele or video consultations to a Wellness Coach, from the help desk to a Sport Advisor.

In summary, all these tools help to improve the level of customer service by ensuring permanent and spatially or physically unrestricted accessibility to key services. Customer-agent interaction is regardless preserved, and indeed enriched by new channels and new forms of dialogue useful for adequately responding to the challenges of the new context. The phygital customer experience serves to support agency operations by reducing standard activities that customers can carry out independently, allowing the agency to spend more time on higher value activities such as consultancy services.

CLAIMS SETTLEMENT: SERVICE QUALITY AND INITIATIVES



Excellence in claims management and settlement was confirmed again in 2021 as one of the material topics of primary importance for Cattolica and its stakeholders. The service quality level provided in relation to the payment of a claim has been the subject of a programme of actions for constant performance improvement for some years now, from the perspective of customer centrality and the ready response to stakeholder requests.

In 2021 the Cattolica Group’s net claims incurred totalled € 4,297 million (2020: € 3,618 million).³⁹

In the RCA business, the current settlement rate (the percentage of claims settled in the same year of reporting) was 75.9% (2020: 77.1%).

The current speed for claims settled under CARD (Agreement between Insurers for Direct Compensation) was 81.6% (2020: 83.2%).

The efficiency of the liquidation phase is firstly pursued through timely monitoring of the network of trustees: the lawyers, doctors, experts and auditors who collaborate with Group companies in the liquidation phase. The selection of these

³⁹ The 2020 data is reclassified consolidated data pursuant to IFRS 5.

figures takes place with care and rigour and their work is constantly evaluated with both performance indicators and the quality perceived by the customer.

Claims are managed through the digitisation and immediate archiving of all documentation received by the Company, with the exception of a few types of documents and niche damages, which due to their intrinsic characteristics do not allow digital archiving.

This innovation brings tangible benefits in terms of lower environmental impact, speed of retrieval and completeness of the files, in addition to allowing it to be used by all the subjects involved, also remotely.

CARD claims

During 2021, the Claims Department continued actions to provide better customer support, including incentives for agents to trace testimonials and contacts aimed at shedding light on the actual responsibility of the customer.

Communication was also developed to support users and agencies in the management of the CARD claims, aimed at clarifying the procedural aspects and acquiring in the shortest amount of time possible the documentation required and anticipated by the agreement, in order to assign to the parties the portion of liability in the causation of the claim and the correct merit class of the insured party.

Thanks to this service, it is possible to support the customers in identifying potential claims to

redeem, avoiding running into contract penalties.

Authorised Body Shops Network

The technological evolution of cars and the greater inherent complexity in the related insurance services have prompted Cattolica to select a network of proven professional body shops in order to provide customers a service of high-quality standards.

During 2021, the authorised body shops panel was streamlined and new networks of repairers were added.

The Claims Department then carried out some innovative actions such as

- Immediate RCG Settlement
- Self-settlements for RE claims through the app;
- 24-hour appraisal
- Remote RCA-CVT appraisal;
- Special centres set up by the provider Maestri della Grandine for the rapid repair of vehicles affected by hail (Verona and Ancona), called Drive-ins;

In addition to these micro-projects, the claims call centre fine-tuning was carried out, which allows customers to open a claim with a phone call and receive information or solicit information regarding a claim which has already been opened.

The tool allows for improved customer experience and faster claim handling, as well as increased data quality, with a view to a stronger fight against fraud.

The Smart Settlements process has been implemented: an innovative liquidation process which is completely digitised, thereby providing the opportunity to meet the needs of speed in the estimation and definition of damage, avoiding having to resort to the physical engagement of experts.

Simpler and more transparent customer information

Cattolica has worked to make policy conditions simpler and clearer, using linear language that is easily understandable, not only to comply with legislation, but above all to improve the overall customer experience with the products and their perception of the Company.

This goal is pursued with the creation of a completely renewed customer information policy with a more synthetic layout, a more understandable and agile language, differentiated graphics and improved visual impact.

CATTOLICA & MOTORI

ACTIVE AUTO START AUTO

POLIZZA PER LA PROTEZIONE DALLA RESPONSABILITÀ CIVILE DELLA CIRCOLAZIONE

CONDIZIONI DI ASSICURAZIONE RC AUTOVETTURE

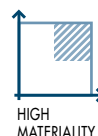
Le presenti Condizioni di Assicurazione (MRA - MOD. C&M AUTO RC 2 - ED. 01/2022) sono parte integrante della polizza MRA - MOD. C&M 1 e compongono il Set Informativo, unitamente ai documenti informativi precontrattuali:
 - DIP Danni (MOD. DIP ATV)
 - DIP Aggiuntivo Danni (MOD. DIP+ ATV)
 e sono redatte secondo le linee guida ANIA del 06/02/2018.

EDIZIONE 01/2022

Privati Business

MOBILITÀ

COMPLAINT MANAGEMENT



A not insignificant part of overall customer satisfaction depends on the transparency and speed with which customer complaints are handled. This is all the more true in a competitive environment where companies in the sector are increasingly competing on aspects relating to the overall service perceived, which extends beyond the mere quality of the product offered.

For this reason, efficient complaint handling with simple and clear communication is a critical success factor.

Complaints are managed by a single, dedicated unit for all the companies within the scope: the Complaints Service established in compliance with ISVAP regulation no. 24 of 19

May 2008, which deals with the complaints of all those who use the insurance business (customers, injured parties, lawyers, consumer associations). The unit also monitors service levels to identify potential areas for improvement.

During the financial year 2021, 4,081 written complaints were received (2020: 4,714); of these 741 were accepted (2020: 1,156). The average time for complaints processing was 16 days (2020: 19).

Complaints (no.)

	2021	2020
Written complaints received	4,081	4,714
Complaints accepted	741	1,156
Average time for complaints processing (days)	16	19

In 2021, there were no complaints about breaches of consumer privacy (2020: 6). As regards complaints concerning “cases of data loss or theft”, no complaints were registered in the technical sense.

Where reference is made to data breaches in 2021, according to the risk assessment conducted on the basis of the ENISA model, no incidents were recorded that entailed a high or very high risk for the rights or freedoms of data subjects or that were in any case reported by the Supervisory Authority.

Complaints for violation of privacy (no.)

	2021	2020
Complaints received for violations of the customer's privacy	0	6
of which received from third parties and verified by the organisation	0	6
of which from regulatory entities	0	0
Total number of leaks, thefts or losses of customer data	0	0
Total	0	6

PRODUCTS AND SERVICES WITH PARTICULAR ENVIRONMENTAL VALUE

Solutions for protection against natural disasters

The increasing frequency and intensity of anthropogenic climate change phenomena and the risks arising from their occurrence have become increasingly evident in recent years, affecting the operations of insurance companies worldwide.

It should be noted that Italy is one of the countries most exposed to earthquakes, deluge and flooding; the statistics published by UNISDR (United Nations Office for Disaster Risk Reduction) confirm this upward trend related to catastrophes in the country, with far-reaching economic effects for families and productions.

The spread of insurance coverage dedicated to natural disasters still appears low, although the trend of recent years shows an increase. Based on data published by ANIA, 12.9% of the policies active in March 2021 have an extension to natural disasters (in 2016 the same percentage was only 5.1%).

If only the housing sector is considered, the penetration rate is still very low and equal to 5.1%, however up compared to 4.5% in 2020, 3.2% in 2019 and 2.5% in 2018.

Cattolica offers products dedicated to the protection of the home (ActiveCasa&Persona) and the company (Active

Business), which include catastrophe guarantees against natural disasters. This coverage has marked social value, is offered at low rates and accessible to all, thanks to which customers are offered the extension of the catastrophe guarantees to more widespread events, including earthquake, flooding and deluge, as protection against residential and non-residential risks tied to industry and commerce.

Protecting companies from environmental risks

Cattolica has offered specific coverage for environmental risks since 2019 as part of an innovative insurance programme that is attentive to the environmental dimension and customised according to a company's actual green performance. The solution excludes all activities that do not exceed the minimum prevention requirements and encourages virtuous practices, such as the adoption of environmental management systems (ISO 14001 or EMAS) or risk prevention. During 2021, thanks to the presence of specific professionalism in the field of speciality lines, the agency network awareness-raising activities on environmental issues and available insurance solutions through webinars and training conferences continued.

Coverage for producers of energy from renewable sources

For some years now, the Company has decided to provide insurance support to companies involved in the transition of electricity production from traditional fossil fuels to electricity generated from renewable sources, in particular through the use of wind, photovoltaic and hydroelectric plants.

The growing importance of this phenomenon has prompted Cattolica to act as a facilitator of sustainable development, with the introduction of new insurance solutions (among which the Cattolica&Energie Rinnovabili product stands out) dedicated to the coverage of photovoltaic and wind farms and hydroelectric power stations, thus contributing to supporting the projects planned by the entities financing the works.

For example, the Cattolica&Energie Rinnovabili policy is designed to protect owners or operators of photovoltaic plants against material and direct damage to the plant and as a result of natural disasters, theft, fire and equipment failure. The policy also covers economic losses caused by the total or partial interruption of the plant's activity and the liability related to plant ownership and management.



PRODUCTS AND SERVICES WITH PARTICULAR SOCIAL VALUE

Cattolica has maintained a high focus on insurance products and solutions characterised by a particular social value.

The Company catalogue also offers coverage dedicated to intermediate bodies such as voluntary associations, foundations, cooperatives, social enterprises and other Third Sector associations, for which it intends to position itself on the market as a leading company. The proximity to the world of disability also remains a characteristic feature of its business.

Attention and assistance for the most vulnerable

The traditional insurance solutions include certain products designed with particular sensitivity to the needs of people with disabilities, with special tailor-made clauses. The following are of particular importance::

Active Casa&Persona

Cattolica's new connected solution for the complete protection of the home, the person and the family includes liability arising from the ownership or use of any vehicle for persons with disabilities, including electric vehicles, as well as any aids and prostheses used in normal social life. It envisages greater attention in the event of possible injuries to disabled family members caused by pets.

Cattolica&Salute - Ogni Giorno e Ogni Giorno Click

This cluster of solutions has a strong social connotation and is designed to provide comprehensive accident protection, including special guarantees for families with disabled children, even if they are not fiscally responsible for them. If both parents die due to the same accident, the lump sum payable will be increased by 100% (with the maximum limit specified in the policy).

Cattolica&Protezione

→ Dopo Di Noi is an insurance solution that assists people with disabilities when family members are not available to provide care. It guarantees a sustainable future thanks to a savings plan aimed at those who intend to accumulate capital for their support, benefiting from the security of an investment in the Ri.Spe.Vi Separate Account. The beneficiary will have capital available in a lump sum payment or through the disbursement of a evaluable annuity. If the insured person (family member or guardian/carer of the disabled person) suffers a serious event during

the premium payment period, Dopo Di Noi immediately supports the needs of the person with disabilities. This solution allows to benefit from a tax deduction of up to € 750 of insurance premiums paid for the risk of death or total permanent disability.

→ SempreIndipendente is the solution dedicated to those who want to be able to take care of themselves if they lose the ability to be self-sufficient, without placing an economic burden on family members, with the guarantee of a decent future for themselves. The service provides concrete economic help in case of inability to independently carry out three of the four elementary activities of daily life (moving, eating, dressing, taking care of personal hygiene), immediately paying a one-off sum of € 10,000 and the disbursement of a variable annuity from € 500 to 2,500 per month (according to the level chosen by the policyholder at the time of subscription), guaranteed for life.

Close to customers: anti-Covid-19 initiatives for the motor business

EMERGENZA COVID-19

The continuation of the health emergency and an unprecedented situation prompted Cattolica to make its customers, agents and territory feel its proximity in 2021 as well.

The focus of these interventions continued along the lines outlined in 2020, through:

- initiatives of an economic nature, considering the social and solidarity function on which Cattolica has always set its modus operandi;
- actions of an operational nature, aimed at simplifying the management of customer contracts (especially during the repeated lockdown periods in the different ways in which the country experienced it).

The main customer closeness campaign was of an economic nature: through the initiative "A month has 30 more days with us" launched starting in May 2020 and valid for the entire first half of 2021, Cattolica wanted to give concrete help to customers through the generation of a voucher worth 1/12 of the gross car liability premium of the policy in force.

The initiative applies to all motor customers of Cattolica with at least one active policy during the most difficult period of the pandemic, the lockdown, and allows benefiting from an extraordinary one-off discount at the moment of the motor policy renewal and the stipulation of a new Non-motor contract with very advantageous conditions.

On an operational level, in order to cope with the uncertainties inherent in the possibility of circulation deriving from the area-based approach, the Company has maintained the agreements related to the rules for coverage suspension in 2021, made possible at any time and with immediate postponement of the policy expiry date, so as to offer customers with the possibility of “freezing” their insurance coverage for the necessary time, thus extending the expiry of the policy by a period equal to that of the suspension. ■

“Open Innovation”: innovation initiatives open to the outside world

In 2021 Cattolica actively participated in three important initiatives characterised by an “Open Innovation” approach: an innovation model that not only takes internal ideas and resources into account, but also tools and expertise from outside, in particular from start-ups, universities, research institutes, consultants and non-competing companies.

In detail, two of these projects were launched with the aim of testing insurance offer management processes on systems that work with Blockchain/DLT (Distributed Ledger Technologies) logics; coordinated by CeTIF (Research Centre on Technologies, Innovation and Financial Services, set up in 1990 at the Università Cattolica del Sacro Cuore in Milan, which carries out studies and promotes research on the dynamics of strategic and organisational change in the financial, banking and insurance sectors), the initiatives concerned:

- Management of the sureties life cycle through a blockchain-based digital platform: experimentation took place in a sandbox environment (a protected test environment using real data) and made it possible to test information sharing between different actors (guarantor, guarantee, policyholder). The advantages of adopting these process technologies include:
 - Creating a digital system solution to facilitate the coordination of the different market players;
 - Reducing the phenomenon of fraud (an investigation by the Guardia di Finanza estimated the number of false sureties at €1.6 billion over the last four years);
 - Providing certified information to all the actors in the supply chain;
 - Facilitating control activities by Supervisory Bodies;
 - Optimising the processes underlying surety life cycles.
- Prototyping a parametric insurance policy for the Italian agricultural supply chain with specific coverage against the risk of vine diseases. The trial was launched in May 2021 and allowed Cattolica to test insurance coverage based on parametric and blockchain logic through the

direct involvement of farm customers and select agents. The advantages of adopting this new type of parametric product include:

- Developing new skills related to parametric policies;
- Contributing to the functional design of the guarantee product;
- Testing automated processes related to smart contracts;
- Launching discussions on smart contracts with the authorities.

The third initiative concerns Cattolica’s participation in the Open Italy 2021 programme managed and coordinated by the ELIS Consortium (a non-profit organisation that trains people for work, in the wake of the values of St. Josemaría Escrivà, founder of Opus Dei, and which operates in Italy and throughout the world, promoting work as a tool for personal emancipation, as an opportunity to put oneself at the service of others and as a founding element of every life project).

Open Italy is the innovation ecosystem that aims to foster dialogue and collaboration between large companies, Italian start-ups, SMEs and innovation enablers such as accelerators, research centres, venture capitalists and young talents through concrete innovation projects.

Over time, Open Italy has built a space where heterogeneous stakeholders meet and work together to stimulate the introduction and development of innovative solutions in the Italian economy, fostering the culture of open innovation in Italy.

The programme consists of two phases:

- Scouting Italian start-ups based on a selection of the main business needs identified by the Consortium companies;
- Launching co-innovation paths lasting 12 weeks, in which the start-ups and identified companies can develop a product/process prototype based on possible matches between the business needs of the companies themselves and the solutions proposed by the start-ups.

Cattolica actively participated in the 2021 edition by publishing, within phase 1, an impressive 14 business needs, organised into four lines. 24 in-depth meetings were organised with start-ups from five different thematic areas, and at the end of an internal decision-making process, the start-up TeamEQ was selected by the Human Resources Department for the launch of a co-innovation programme in the period September-December 2021.

TeamEQ is a company established between Silicon Valley and Barcelona that has created an innovative tool to meet the needs of organisations and their teams.

Through the involvement of about 70 internal resources divided into teams and roles, the Company was able to test how the start-up’s platform allows, through the real-time listening of work teams and the use of smart data, to listen

to colleagues' feedback in a dynamic and interactive way, intercepting situations of individual and collective difficulty.

The issues of team management and continuous listening have taken on greater relevance in light of the remote working methods adopted by Cattolica in the last two years.

Working together for assistance: collaboration with IMA Italia

The year 2021 was also characterised by the continued consolidation of the strategic partnership between Cattolica and IMA Italia Assistance S.p.A. in the field of assistance services, with the ongoing desire to meet the expectations of increasingly evolved customers looking for services that protect them according to the new prevention/protection paradigm that is destined to replace the classic damage/reimbursement scheme.

Innovative assistance formulas for the health class were released as part of the new Active Benessere commercial health offer. Compared to the usual assistance formulas on the market, these are distinguished by a tailor-made design where assistance services are closely linked to the health insurance guarantee following the life cycle of the insured (prevention, diagnosis, treatment, convalescence).

In line with the same design philosophy of creating assistance formulas consistent with the insurance guarantee that guides the product, the Active Vita commercial offer has been released: it is a mixed life (temporary death, dread disease and long-term care), non-life and assistance product that positions itself as one of the first on the market to guarantee the Company's constant presence supporting the insured and their family at every critical point in life with high emotional repercussions.



Smart claims management: the “Smart Settlement” programme

The Smart Settlement programme was developed in 2021: a set of initiatives aimed directly at customers in the area of managing TPL claims for the companies Cattolica and TUA Assicurazioni.

The project involved opening a new contact channel with the customer as close to the event as possible, and providing multiple services throughout the life cycle of the claim. The channel consists of several “single-use” web apps accessible from web links sent to customers via SMS.

Cattolica’s objective was to respond to the needs that may arise in the delicate moment when a claim occurs, activating an innovative and proactive approach rather than a merely

reactive one, enriching the multi-channel proposition and adding this new contact method to the touchpoints already available (agency, call centre, reserved area, app). SMS is one of the most effective modes of communication, and the web app does not need to be downloaded or require registration processes, which can typically make interaction more cumbersome.

The aim is to speed up the management of claims and facilitate customers’ relationship with the Company in order to support them and make them more active and aware, thus maximising the efficiency of the services provided.

There are several initiatives, with some being interrelated:

- Non-response to electronic alert - an SMS is sent to the customer if they fail to respond to a call from the Electronic Operations Centre: the SMS includes a request for claim confirmation and assistance proposal;
- Pre-claim - Proactive customer engagement via SMS to collect pre-claim information through a guided flow on a web app following electronic alert management or the customer’s request for a tow truck for a road accident;
- Image collection - Activation via SMS of a guided flow on a web app for the collection of images (structured and categorised) directly from the customer via smartphone, to trigger fast settlement processes;
- Invitation to channelling - SMS contact with the customer to invite them to choose the authorised body shop, including through a map display tool;
- Debtor Redemption CARD - Sends the customer a link to a web page inviting them to assess the convenience of claim redemption (advice is always given in the agency);
- Claims recovery and evidentiary documentation - Customer engagement via SMS on CARD Debtors and Receivables for the acquisition of statements and documents via web app.

Particular attention was paid to security issues in the management of data and information in order to avoid any risk of violating customers’ personal data, from both a process and an underlying technological infrastructure point of view.

An assistance service for customers who have browsing difficulties or computer problems was also provided by the Claims Call Centre.

The release for Cattolica Assicurazioni customers took place in December 2021, while that for TUA Assicurazioni customers was scheduled for January 2022.



RELIGIOUS ORGANISATIONS AND THIRD SECTOR BUSINESS UNIT

The Business Unit's ecosystem: from listening to service

The sound and vital relationship with the world of religious and non-profit organisations has always been an essential component of Cattolica's corporate identity.

The Company has built and nurtured a relationship over the years which is based on historical and cultural motives with these organisations, and on the sharing of key values: their care for the individual, their activities and the area in which they operate, the pursuit of social cohesion and solidarity, the promotion of a fairer, more inclusive and people-friendly society, the attention to sustainability in its broadest sense.

The Religious Organisations and Third Sector Business Unit (BUERTS) is a unique and distinctive department in the Italian insurance industry; it was created based on these shared values and the desire to best serve the organisations that are its main promoters. With the purpose of assisting organisations linked to the Church (in its various forms: secular and regular clergy, ecclesiastical associations and movements) and to non-profit organisations in a distinctive and effective manner, the Department has recently been reorganised, ensuring it has the tools, professionalism and autonomy that enables it to offer services that no other company can, as they are based on a system of consolidated and unique relationships.

The activities implemented by BUERTS are based on an initial fundamental awareness, acquired through years of experience working alongside these organisations.

The world of religious and non-profit organisations is as particular as it is complex, governed by a specific legal system (within the Third Sector, which has recently been renewed by a major reform), oriented by specific aims, and diversified and varied in its internal composition. In order to establish an effective dialogue with these organisations that allows us to intercept, interpret and satisfy their real insurance needs, being able to speak a common language is fundamental.

This common language requires in-depth knowledge of the two realities, high professionalism and distinctive skills. BUERTS pursues this objective through constant training focused on the legal and administrative specificities of these Organisations, always keeping up with the regulatory evolution of their world.

The distinctiveness of BUERTS does not, however, stop merely at training. The knowledge and skills acquired through training activities are put to use at a practical level every day: the Department is constantly present in the local areas, in the communities, it experiences the daily operations of these organisations through the support and participation in the

main events on the agenda of the Italian volunteering, Church and ecclesiastical associations and the non-profit sector.

It thus makes the encounter with organisations, dioceses, parishes and volunteers tangible and vital, in which typical needs and risks arise in their activities.

The widespread network of agents present in the country and its communities receives constant support from Management, as well as specific and up-to-date training on the regulatory changes in the Third Sector and the specific characteristics of the religious organisations. In turn, the agencies play a highly proactive and participatory role in the system of relationships created by BUERTS. They operate as receptors and vehicles for the requests expressed by the Ecclesiastical world and the non-profit sector, engaging in constant dialogue with Management to ensure a deep understanding of the reference markets. This dialogue helps to promptly identify the emergence of new needs, contributing to the development of solutions and strategies that truly meet the daily needs of those working for the common good.

Not only risk protection, but the entire ecosystem of relationships, value and service that precedes and accompanies the various insurance solutions is what makes the Business Unit truly distinctive and sustainable at every stage of its business cycle.

BUERTS and sustainability in governance, service and product

At the end of 2020, the Religious Organisations and Third Sector Business Unit underwent a thorough reorganisation that extended its scope of relational and technical responsibility, placing it directly under the Chief Executive Officer.

BUERTS is currently divided into different areas - Technical, Relational, Project Coordination and Data Monitoring, Claims, Distinctive Skills and Observatory - each of which is responsible for clearly defined functions, but all of which are constantly aligned and in perfect operational synergy: an organisational strategy that guarantees a high level of professionalism and enables an effective circulation of information, experience and knowledge among the people who are part of it.

This combination of skills and professionalism has led to the development of Cattolica&Non Profit, a new product dedicated to non-profit organisations, associations and social enterprises.

In addition to protecting operators and volunteers in the non-profit world and those who make use of the organisations' services through specific guarantees, this insurance solution

aims to promote activities that pursue sustainability and strengthen the organisations in carrying out their work, also through the enhancement of particularly virtuous projects.

The product is accompanied by an extensive support system and specific services aimed at organisations: from the management of qualified claims within BUERTS, to guaranteeing settlements tailored to the needs and peculiarities of these organisations, to the provision of training projects and initiatives and the creation of a web platform - the Religious Organisations and Third Sector Observatory - through which clients can obtain information, participate in webinars and events, join the BUERTS relational network and request dedicated consultancy.

Knowledge is one of the key resources within the BUERTS strategy; in order to guarantee a deep understanding of its interlocutors, of the regulatory framework and of the specificities of the Church and non-profit world, Management works with a Scientific Committee composed of highly experienced and authoritative academic and institutional figures.

With the collaboration of these experts, BUERTS organises projects and advanced training initiatives such as the Executive Agents Master's programme (MEA) and the webinar "Ready To RUN-TS". It supported the Pontifical Lateran University and the Vicariate of Rome in the organisation and operation of various editions of the Advanced Training Courses in Administration of Ecclesiastical and Religious Bodies. It also proposed two webinars together with Padua European Capital of Volunteering entitled "How Italian volunteering is changing - Stories and experiences among reforms and perspectives" and "Italian volunteering responds to the new poverties, among international cooperation and territorial fragilities". Together with CESVOL, the webinar "Third Sector reform: the state of the art" was organised, as well as a Round Table on the issues of stability, effectiveness and risk management for Religious organisations in the context of the Festival of Social Teaching of the Church. It has also carried out numerous technical, regulatory and relational training courses in support of BCC Assicurazioni's agencies and banking network.

In addition to its in-depth technical and regulatory skills, BUERTS has a constant presence in the places and events of the religious and non-profit world, which makes its relationship with these organisations vital, concrete and proactive.

Management participated as main sponsor in the event Padua European Capital of Volunteering organised by the Diocese, the Municipality and the Volunteer Service Centre of Padua; it was also part of the jury that selected the European Capital of Volunteering for 2023.

BUERTS has been present as a sponsor at many important events organised by important Church and Third Sector organisations, such as the Study and Research Course "Ecology and Environment. Caring for our Common Home and Protection of Creation" of the Pontifical Lateran University, Earth Day Italy, the Long Night of Churches, the Franciscan Festival, the Festival of Social Teaching of the Church.

To complete this vibrant schedule of activities and projects, the Department has several editorial agreements with leading publications such as Vita Magazine, IRIS Network and Rivista Impresa Sociale, Avenire and L'Economia Civile, L'Osservatore Romano, through which it publishes articles and in-depth analyses on issues related to the Third Sector, religious bodies and non-profit organisations.

This network of projects, activities, relationships and partnerships allows BUERTS to operate according to a globally sustainable business model that is not limited to the offer of insurance solutions, but also invests in relational skills, in the constant involvement of stakeholders, and in the study and development of services for supporting organisations committed to social and environmental issues.

The Religious Organisations and Third Sector Observatory is at the heart of this system of relations, projects and skills.

The Religious organisations and Third sector Observatory at the heart of the BUERTS network

The entire BUERTS proposal is connected and consolidated by the Religious Organisations and Third Sector Observatory.

It is a web platform created to promote knowledge of the world of Religious Organisations, Church Associations and Non-Profit Organisations, and to foster the development of awareness through the sharing of professionalism, experience and skills.

Through the Observatory and in synergy with professionals, institutions, research and training centres and authoritative figures in the sector, BUERTS develops and offers high-quality content to its interlocutors: organisations, customers, networks and agents, employees and anyone interested in learning more about these worlds.

The Observatory is a hub for technical training (legal, administrative, insurance) where in-depth information and webinars, seminars and workshops can be found focusing on key issues in the religious and non-profit world.

At the same time, it is a showcase for stories and testimonials that highlight good practices and promote the spread of awareness of the potential, challenges and risks that characterise these markets; it allows users to stay constantly up-to-date on the most important events, initiatives and meetings in the sector.

Through the Observatory, BUERTS is able to offer the resources and tools that make its proposition truly distinctive, while also nurturing its relational network and business capacity.

Thanks to its innovative, intuitive and user-friendly design, the Observatory addresses a wide range of interlocutors and is able to speak the language of both religious and non-profit organisations, thus maintaining dialogues with both worlds while respecting their peculiarities.

Knowing and strengthening Institutions through stability, effectiveness and risk management

The contents proposed within the Observatory and, more generally, the BUERTS projects follow the thread of a precise theme: stability, effectiveness and risk management in the governance and administration of ecclesiastical and non-profit organisations.

This identity theme was chosen to offer organisations and operators in the sector an in-depth look at issues of great interest and topicality to them. In fact, each thematic area represents a macro-category which includes the elements on which the optimal management of organisations is based: the legal framework, governance and regulations governing these organisations (stability); the management of people, services and resources (effectiveness); and the mapping and management of risks (risk management).

All of the Observatory's content, from training activities to articles, from webinars to testimonials from organisations, can be traced back to one of the three essential profiles of stability, effectiveness or risk management.

Through the development of the identifying theme, BUERTS strengthens its own knowledge - and consequently that of its stakeholders - on the different phases of the life of organisations: not only the moment of risk management, but also that of administration, daily operations, optimisation of resources, pursuit of social aims.

It is this in-depth knowledge that gives substance and authority to its role as a partner alongside organisations at every stage of their experience and activities.

NEW PRODUCTS AND SERVICES: INNOVATION AND SUSTAINABILITY



The drive for technological and product innovation is not only an increasingly pervasive trend in today's competitive environment, but also a critical success factor. Changes that were once considered major discontinuities or paradigm shifts are now seen as normal and necessary stages of evolution towards efficient business models capable of generating value.

Cattolica continued to invest in the development of products and solutions with a high level of innovation in 2021, always with a focus on aspects of sustainability and satisfaction for the various customer segments.

The path towards a data-driven company

Already initiated with the previous 2018-2020 Business Plan, the transformation into a data-driven company - which had led Cattolica to adopt a cutting-edge technological solution based on the use of Google's cloud platform - has continued

and been consolidated. The objective remains the same: to achieve rapid design and implementation of advanced artificial intelligence engines to optimise strategic activities, such as the fight against fraud, and the development of tools to support precise and selective pricing through the identification of unambiguous customer value management metrics.

The activities in 2021 were mainly oriented towards progressive analytical refinements of the anti-fraud framework (with a focus on the study of additional metrics for identifying fraudulent cases, especially in the area of elementary branches, and the identification of external data sources relevant for the investigation phases) and of the metrics mentioned above.

Still in relation to claims, advanced analytical activities were launched to prepare predictive modelling, aimed at optimising certain targeted processes, with the goal of generating value both in terms of customer experience and in terms of efficiency for the Company.

Connected Motor solutions: advanced services for drivers

After strengthening the offer of connected products in the Motor business in 2020 with the consolidation of Active Auto (the electronic solution launched in 2018 and aimed at integrating the Motor policy with cutting-edge digital and connected services for the customer's prevention and protection), Cattolica continued on its path of radical transformation of the classic TPL Motor product with the introduction of an even more innovative product.

Thanks to the strategic partnership entered into with Assicurazioni Generali and the collaboration in synergy with Jeniot, a company specialising in IoT services⁴⁰, Cattolica added a new important element to its connected electronic offer in 2021, continuing on the path undertaken towards the prevention of risks linked to improper driving behaviour, intercepting a target customer base willing to put themselves on the line, monitoring and correcting these behaviours.

The result is Active Live, a solution that includes a box installed in the vehicle that records travel data and a dedicated App that further enhances the user experience by providing digital services such as:

- "Help support for infringements": allows to request information on vehicle movements in the event of a dispute;
- "Fence": allows to set up virtual boundaries with day and time stamps and receive notifications if the vehicle enters and/or leaves these zones;
- "Find": highlights the last recorded position of the vehicle in the app;
- "Style": indicates which types of roads are usually used (urban, suburban, motorways), for how many kilometres and when (holidays and weekdays, day and night);
- "Status": provides all the information available in aggregate format to create a genuine certificate of usual driving style, which can be used when selling the vehicle to certify its good condition, for example;
- "Trip report": lists all trips driven (daily, weekly, monthly, yearly or for the desired period); for each trip, the route, distance travelled, average speed and any alerts recorded (exceeding speed limits or sudden acceleration and/or braking, etc.) can be seen.

The connected offer is divided into two types to meet the different needs of customers:

- Active Live Voice: windscreen box with LED that changes colour according to driving style and emergency button to

be pressed in the event of need (accident or breakdown) in order to be contacted by the assistance centre;

- Active Live Protect: placed in a hidden spot in the car, it detects movement when the engine is switched off and activates the anti-theft alarm. An emergency button is installed inside the passenger compartment, which can be pressed in order to be contacted by the service centre in the event of an accident or breakdown.

Sophisticated behavioural scoring based on both PAYD (Pay As You Drive, relating to driving characteristics such as hours driven, number of trips, type of road, kilometres travelled) and PHYD (Pay How You Drive, relating to actual driving behaviour such as speed, acceleration, braking, cornering) criteria allows the company to assess driving style in order to offer better renewal conditions, in terms of pricing, to the most virtuous customers.

With a fleet of 215,000 boxes, of which 73,000 placed in the two Active Live versions from February 2021 to today, Cattolica's path in the connected area over the last three years has confirmed the validity of the paradigm shift the Company has made by proposing products based on prevention/protection and no longer on mere damage/reimbursement, with the aim of improving awareness in terms of driving education with a consequent reduction in the number of serious accidents and a decrease in theft, also generating positive effects on potential vehicle emission levels.

The connected home: Active Casa & Persona

Active Casa&Persona is the home, personal and family insurance solution launched in 2019: the product was conceived to be modular, allowing the client to compose a tailor-made policy in a flexible and personalised way, choosing the guarantees that best suit them and their lifestyle.

The communication campaign related to Active Casa&Persona stood out, winning the Best Product Campaign award at the MF Innovation Awards 2020.

New solutions for wellbeing: Active Benessere

Active Benessere is the new modular solution launched in 2021 to meet prevention, diagnosis, treatment and convalescence needs, also active in the event of epidemics and pandemics.

By accessing the dedicated web portal, the insured party can build a prevention programme while interacting with a

⁴⁰ Acronym for Internet of Things.

qualified figure, the Wellness Coach, and can also make use of a teleconsultation or video medical consultation.

In the event of serious illness, the insured party also receives a lump sum to cover all the consequences of the illness (e.g., to adapt the home to the new state of health, to have a caretaker for long periods, etc.) and telephone counselling from a psychologist. The guarantees also include legal protection in cases of malpractice.

TUA Assicurazioni's cyber and catastrophe guarantees

In the current context, there is a considerable increase in cyber attacks and accidental events that threaten the information system on the one hand, and evidence of climate change and emerging risks resulting from the increasingly frequent occurrence of natural disasters on the other. These two trends also significantly affect companies operating in the insurance sector, and Italy remains one of the countries most exposed to these types of risk.

For this reason, in 2021 TUA Assicurazioni launched an initiative aimed at anticipating customers' latent protection needs and pushing the spread of suitable insurance coverage through the creation of two policy replacement proposals:

- Riforma Catastrofale, thanks to the extension of insurance coverage with the inclusion of catastrophe guarantees (earthquake, flood and deluge);
- Riforma Cyber risk, envisaging where possible the further extension of coverage with the inclusion of the cyber risk module.

The reform has covered all pre-existing products that contemplate these types of risk, such as TUA Impresa 2018, TUA Condominio, TUA casa, TUA Impresa 2011, TUA Famiglia 2016 and TUA Famiglia 2008.

Both of the above proposals are added to the renewal receipt and may be amended and/or supplemented, so that their suitability for the customer's insurance needs can always be verified.

TUA Assicurazioni and the "TUA per il sociale" initiative

In a historical period in which the Third sector is playing an increasingly important social role, with hundreds of thousands of companies operating in favour of the community, and in which the regulatory changes inherent in this sector are converging towards the insurance market, TUA has decided to make the dedicated TUA per il Sociale product available to the market as an effective tool to provide protection to the many people who work for others and for a more sustainable and inclusive model of socio-economic development every day.

TUA per il Sociale therefore aims to be a complete, innovative and high-profile insurance solution to meet the various needs of the Third Sector.

TUA's black week dedicated to Green customers

In 2021, TUA Assicurazioni decided to dedicate the traditional commercial and marketing initiative linked to black week to those who share green values, ideals and intentions.

In particular, access to the favourable economic conditions underlying the commercial initiative was made conditional on belonging to one of the following categories:

- Members of green associations
- Holders of monthly or annual public transport passes
- Holders of monthly or annual passes for alternative means of mobility (bikes, scooters, electric cars and scooters)
- Owners of houses in energy class \geq B or climate houses
- Some sports federations
- Scout associations
- Owners of electric cars

The spirit of the initiative was to facilitate access to TUA products for all potential customers who showed an interest in issues relating to the environment, social sustainability and sharing the values that inspire and guide the Company's actions.

TUA GREEN WEEK

SCOPRI L'OFFERTA

OFFERTA SPECIALE

POLIZZA TUA CASA E FAMIGLIA

35% di sconto

Offerta valida dal **15** al **22** novembre

Per maggiori informazioni visita il sito www.tuassicurazioni.it

SPECIALTY LINES: NEW AREAS OF INSURANCE SUSTAINABILITY

The growth in the sector of non-traditional risks (specialty lines) continued in 2021, characterised by a high degree of complexity and specialisation, with the structural strengthening of the Managing General Agencies (MGA) dedicated to these risks and the consolidation of the company CattRe, which acts as a re-insurer of the entire specialty portfolio.

Some of the following sections provide an in-depth analysis of the solutions offered by Cattolica and its companies within the sphere of these types of risks, selected based on their relevance to the issue of sustainability (coverage of companies' environmental risks, coverage for producers of energy from renewable sources, risks connected to data protection issues).

A TERRAIN OF CHOICE: SOLUTIONS FOR THE AGRICULTURAL SECTOR

The agri-food sector has confirmed its centrality in Cattolica's strategy: it is a traditional sector but has recently shown rapid evolution due to the adoption of innovative technologies and the development of new supply chains and distribution models.

Since its foundation, Cattolica has sought leadership in the protection of farmers and agricultural businesses, offering an insurance product range that combines traditional policies with more advanced and specialised solutions in order to

meet a varied demand and anticipate the dynamics of the sector, also with regard to the environmental sustainability dimension that is becoming established.

The Company works alongside farmers to increase their resilience and the overall system in the face of scenarios characterised by an increasing rate of atmospheric variance, also thanks to its highly specialised professionalism. The three development guidelines already outlined in the recent past remain valid: customer service, new guarantees, damage estimation.

Collaborations with some Italian universities for the development of innovative guarantees (such as index-based policies) are active, while the estimation of damages uses satellite images and cultural modelling to support the experts' activities.

The protection of the income of agricultural business and the prevention of the risks through the use of more advanced technologies are two different elements of the insurance range of products.



Company protection

Cattolica&Agricoltura Agricola 360° is the insurance product designed to offer complete coverage to agricultural and agriturismo businesses. It is a modular solution that can be personalised, structured in different sections that provide ad hoc guarantees depending on the specific production sector. In addition to protecting against the risks associated with carrying out a typical economic activity, coverage can also be extended to private life, protecting the assets of entrepreneurs or their business partners and families.

In terms of support for sustainable initiatives, the offer includes coverage dedicated to plants producing energy from renewable sources.

Cattolica&Agricoltura Serre is instead the insurance solution for the protection of greenhouse structures and the crops they contain, aimed at natural or legal persons who carry out agricultural activities.

The product addresses the need for protection against the risk of damage to property in connection with the ownership, management or operation of greenhouses, with particular reference to adverse weather conditions.

Crop protection: facilitated and index-based solutions

In a scenario in which climate change is increasingly impacting the activities of the sector, with a constant increase in high-intensity phenomena, Cattolica offers a wide range of coverage against adverse weather conditions, mainly in the subsidised insurance sector. The development of index-

based policies continues, which have been studied alongside scientific communities. They grant compensation following unfavourable climate trends identified by a deviation (positive or negative) with respect to a reference meteorological index

Livestock protection

Arca di Noè is a solution to protect direct and indirect damage to farms of the main income-producing species (including damage from predation and those occurring during mountain pastures, livestock fairs and within genetic centres).

The product Rischi Zootecnici offers coverage against animal diseases, both in case of mandatory slaughter and failed income. Provision is made for the cost of disposing of animal carcasses, which are generally burdensome for a livestock farm where the legislation (increasingly stringent in terms of environmental sustainability) requires the farmer to bear the costs.

AGRI-FOOD OBSERVATORY

The Agri-Food Observatory (AGR) studies the dynamics underway and emerging trends in the agri-food sector, which Cattolica historically oversees with a dedicated offer. It is a tool created for study, research and communication purposes,

but also to facilitate the meeting between the Company and current and potential customers from a relational perspective and for the development of insurance solutions





Economic value
generated by the Group

€ **1,043**
million



Total premiums
written

5.17
billion

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ECONOMIC RESPONSIBILITY: 2021 RESULTS



2.84 mld €
CONSOLIDATED
SHAREHOLDERS'
EQUITY

5.2 mld €
TOTAL
COLLECTION



108 mln €
CONSOLIDATED
PROFIT (LOSS)

25.4 mld €
INVESTMENTS



A-
STANDARD &
POOR'S RATING

STANDARD & POOR'S OUTLOOK: POSITIVE

89.1%
COMBINED RATIO OF
RETAINED WORK



STANDARD ETHICS RATING - SER:
EE- (ADEQUATE)

STANDARD ETHICS OUTLOOK:
EE+ (VERY STRONG)

THE NEW 2021-2023 "ROLLING" BUSINESS PLAN



2021 was the first year of the 2021-2023 "Rolling" Business Plan, which continued along the path of "profitable growth" of the previous three years, with the objective of constantly creating value over time but within the new growth path outlined by the partnership with Generali aimed at the complete integration of Cattolica into the parent company.

The new Plan was presented at the beginning of the year and has three main guidelines:

- consolidation, with the completion of ongoing initiatives and technical developments in non-life business and the agency network;
- targeting, through the development of selected strategic initiatives and the revival of the profitability of the life business;
- sustainability, with initiatives for the Tenute di Cattolica Assicurazioni, strengthening of ESG governance and the expansion of CSR activities.

The Plan's evolution will depend how the corporate ongoings unfold, and in particular on the timing and procedures for the integration of Cattolica within the Generali Group.

THE 2021 FINANCIAL YEAR: ECONOMIC RESULTS AND INDICATORS

The Cattolica Group closed the year with consolidated operating income⁴¹ of € 300.3 million, down 14.7% mainly due to the combined ratio, which passed from 86.8% to 89.1%.

In the non-life business, operating income amounted to € 248.6 million (-10%), in the life business it amounted to € 55.1 million (-30.8%).

Consolidated profit amounted to € 108 million (+52.9%) and included the capital gain of € 104 million, net of tax, from the sale of Lombarda Vita to Intesa Sanpaolo. The Group's net profit came⁴² to € 95.9 million (2020: 36.4 million), significantly improving despite the € 145 million in write-downs (of which € 51 million related to the goodwill of joint ventures with the BPM group).

Total premium collections for direct and indirect business - life and non-life - came to € 5,165.8 million (+9.8%).

Premiums of direct non-life business amounted to € 2,133.7 million (+1.4%). The non-Motor segment contributed to the result for € 1,128.6 million (+5.4%). Premiums in the Motor segment amounted to 1,005.1 million (-2.7%), reflecting the decline in average premiums due to competitive pressure on the market and initiatives in favour of policyholders, including vouchers. The Motor TPL policy portfolio slightly decreased by approximately 61,508 items in 2021.

The combined ratio of retained business increased from 86.8% to 89.1%. The claims ratio increased to 57.7% (+2.8 p.p.), while the expense ratio stood at 29.9% (+0.8 p.p.), up slightly due to various extraordinary expenses related to the remediation plan shared with the Supervisory Authority and corporate transactions. The component of other technical items on premiums went from 2.8 to 1.5 p.p.: it should be noted that last year the effect of vouchers accounted for 0.7 p.p.

In the life sector, direct business premiums came to €3,008.5 million (+16.6%). There was a significant increase in unit-linked products in the production mix, which accounted for 53% of new production.

The revaluable component of the new life policy issues with minimum guaranteed rates of zero encouraged a progressive further reduction of the average guaranteed minimum of the Group's stock of provisions, which reached

0.57% (-3 bps compared to FY2020). In addition, all new traditional issues are characterised by low capital absorption due to their low risk profile.

The investment result amounted to € 309.8 million (+3.9%), with an increase in the non-life ordinary component (+8%).

As at 31 December, investments - including properties classified in the tangible assets and cash and cash equivalents item - amounted to € 25,388.1 million (+3.8%). Gross technical provisions for non-life business amounted to € 3,411.6 million (-2.4%). Provisions for life business, inclusive of financial liabilities, amounted to € 19,579.9 million (+2.4%).

Consolidated shareholders' equity amounted to € 2,840.8 (+8.7%). Group shareholders' equity amounted to € 2,408.3 million (+12.5%). This increase is also attributable to the result for the year and the 27,004,484 treasury shares taken up in adhesion to the public tender offer, equal to 11.8% of the share capital, corresponding to almost all of the treasury shares held by Cattolica, less the 1,040,717 treasury shares assigned to the beneficiaries in execution of the performance share plans.



41 The operating result excluded more volatile components (realisations, write-downs, other one-offs). In detail, the Non-life operating result is defined as the sum of the reinsurers net technical balance, ordinary financial income, other net non-technical costs (amortisation/depreciation, write-down of insurance receivables, etc.); excluded from the operating result are realised (plus/minus) financial results, valuation and impairment; write-downs of other assets, the cost of financial debt (subordinated), amortisation of the VOBA (Value of Business acquired), exit incentives, the cost of the Solidarity Fund, and other one-offs. The Life operating result is defined in a similar way, with the difference being that all financial income, which contributes to the income of stocks belonging to segregated funds, as well as those belonging to class D, are considered in the operating result.

42 Net of third-party shares.

2021 Consolidated Financial Statement -
Main economic indicators

(€ thousands)

	2021	2020*	Changes	
			Absolute value	%
Total premiums	5,165,833	4,705,084	460,749	9.8
of which				
Gross premiums written	5,165,642	4,677,604	488,038	10.4
Direct business - non-life	2,133,660	2,103,497	30,163	1.4
Direct business – life	3,008,328	2,552,072	456,256	17.9
Indirect business - non-life	23,654	21,997	1,657	7.5
Indirect business – life	0	38	-38	n,s,
of which				
Investment contracts	191	27,480	-27,289	-99.3
Profit (loss) from discontinued operations	108,438	60,929	47,509	78.0
Operating result	300,268	352,120	-51,852	-14.7
Consolidated net profit for the year	107,989	70,635	37,354	52.9
Group net profit for the year	95,907	36,433	59,474	163.2

n,s, = not significant

2021 Consolidated Financial Statement - Key equity indicators

(€ thousands)

	2021	2020	Changes	
			Absolute value	%
Investments	25,388,126	24,455,975	932,151	3.8
Assets of disposal group held for sale	9,311	9,362,508	-9,353,197	-99.9
Technical provisions net of reinsurance amount	22,587,024	22,114,287	472,737	2.1
Financial liabilities relating to investment contracts	212,040	352,437	-140,397	-39.8
Liabilities of disposal group held for sale	0	9,132,268	-9,132,268	-100.0
Consolidated shareholders' equity	2,840,828	2,613,284	227,544	8.7

* the income statement figures as at 31 December 2020 and 2021 of Lombarda Vita, the sale of which was carried out on 12 April 2021, have been reclassified in the appropriate "held for sale" items pursuant to IFRS 5.

2021 Consolidated Financial Statements - Personnel⁴³ and
distribution network

(number)

	2021	2020	Changes	
			Absolute value	%
Total headcount	1,789	1,796	-7	0.4%
Full time equivalent headcount	1,740	1,746	-6	0.3%
Direct network,				
Agencies	1,326	1,360	-34	-2.5%
Partner networks,				
Bank branches	5,314	5,960	-646	-10.8%

43 The 2020 data do not include one employee who terminated his contract on 31.12.2020 for retirement.

Consolidated Financial Statement 2021 - Main efficiency and profitability indicators

	2021	2020
Non-life ratios for retained business		
Claims ratio (Net charges relating to claims / Net premiums)	57.7%	54.9%
G&A ratio (Other administrative expenses / Net premiums)	7.6%	7.9%
Commission ratio (Acquisition expenses/ Net premiums)	22.3%	21.2%
Total Expense ratio (Operating expenses / Net premiums)	29.9%	29.1%
Combined ratio (1 - (Technical balance / Net premiums))	89.1%	86.8%
Non-life ratios for direct business		
Claims ratio (Net charges relating to claims / Premiums for the year)	55.9%	54.5%
G&A ratio (Other administrative expenses / Premiums for the year)	6.8%	7.1%
Commission ratio (Acquisition expenses/ Premiums for the year)	23.0%	21.6%
Total Expense ratio (Operating expenses / Premiums for the year)	29.8%	28.7%
Combined ratio (1 - (Technical balance / Premiums for the year))	87.3%	85.9%
Life ratios		
G&A ratio (Other administrative expenses / Premiums written)	2.0%	2.0%
Commission ratio (Acquisition expenses/ Premiums written)	4.4%	3.9%
Total Expense ratio (Operating expenses / Premiums written)	6.4%	5.9%
Total ratios		
G&A ratio (Other administrative expenses / Premiums written)	4.0%	4.2%

Note, "premiums written" in the life business refer to the amount of gross insurance premiums and of the investment contracts.

IMPROVING THE RATING

On 11 November, Standard & Poor's raised Cattolica Assicurazioni's rating from BBB to A- with a positive outlook. It also raised the rating of Cattolica's bond issues from BB+ to BBB. The rating upgrade is a direct consequence of the result of the takeover bid launched by Generali, which led the latter to hold 84.475% of Cattolica Assicurazioni's capital.

S&P believes that Cattolica has become highly strategic for Generali and that the two groups together would be resilient even in a hypothetical default scenario for Italian government bonds. The agency says that over the next 24 months, it could raise Cattolica's rating to A in the event of news of a rapid integration of Cattolica within the Generali Group.

On 7 December, the AM Best rating for Cattolica Assicurazioni, TUA Assicurazioni and CattRe was made public. The agency AM Best announced that it assigned Cattolica Assicurazioni and TUA Assicurazioni a Financial Strength Rating of A (Excellent) and a Long-Term Issuer Credit Rating of "a+" (Excellent). The relative outlook of these credit ratings is stable.

According to AM Best, the ratings reflect Cattolica's capital strength, which is assessed as strong, as well as its adequate operating performance, effective business

profile and appropriate business risk management. The ratings also consider as an enhancing element AM Best's expectation that Assicurazioni Generali will fully integrate Cattolica within its group. AM Best also assigned CattRe a Financial Strength Rating of "A-" (Excellent) and a Long-Term Issuer Credit Rating of "a-" (Excellent).

The outlook of these credit ratings is stable. The ratings reflect CattRe's capital strength, which AM Best assesses as very strong, as well as its adequate operating performance, limited business profile and appropriate business risk management. For CattRe, the ratings also consider the company's entry into the Generali Group as a strengthening element.

As already described in detail in the dedicated section, Standard Ethics confirmed the "EE-" (adequate) rating assigned to Cattolica at the beginning of 2022 which was also attributed to Cattolica at the beginning of 2021. It also confirmed the Long Term Expected Rating "EE+" (very strong), which incorporates, according to the Agency, expectations on the future quality of governance tools and ESG policies as well as positive developments resulting from the entry into the Generali Group.

ECONOMIC ACTIVITIES ELIGIBLE FOR THE EUROPEAN TAXONOMY: NON-LIFE INSURANCE

As described in the section on investments, the European Union has developed an ambitious strategy for sustainable development and the transition to a low-carbon economy, in line with the contents of the 2015 Paris Climate Agreement, committing to becoming the first climate neutral continent by 2050. To achieve these goals, the European Union promotes investments in eco-sustainable activities using public and private resources.

With this in mind, the European Commission adopted a first Sustainable Finance Action Plan in 2018, in which it set out a strategy that aims to redirect capital flows towards sustainable investments in order to achieve sustainable and inclusive growth.

In this context, the European Union has established a dynamic but shared classification system, or EU Taxonomy of sustainable activities, set out in EU Regulation 2020/852. It defines the criteria for determining whether an economic activity can be considered eco-sustainable in order to identify an investment's degree of sustainability.

According to the EU Taxonomy ("Taxonomy"), insurance companies can contribute to the EU's climate objectives both by developing and offering insurance coverage to protect against climate change-related damage and by leveraging their role as long-term investors by redirecting capital flows to eco-sustainable businesses and activities.

This business classification tool is accompanied by a related mandatory disclosure regime for financial and non-financial corporations, which requires the inclusion of specific indicators regarding their contribution to the Taxonomy objectives. In particular, financial undertakings are asked to provide information on their eligibility for the Taxonomy for their annual reporting in 2021 and 2022. For the annual reporting from 2023 onwards, alignment with the Taxonomy will be required.

Pursuant to Art. 10.3 of the European Commission's Delegated Regulation EU 2021/2178⁴⁴, the shares of non-life insurance business eligible and ineligible for the Taxonomy within total Non-life premiums are therefore reported.

Eligible Non-life insurance business is defined as the provision of insurance coverage for climate-related risks in respect of certain business lines⁴⁵. In light of the reporting guidelines published by the European Commission in December 2021 and February 2022⁴⁶, Cattolica considered eligible premiums as the total gross written premiums attributable to the business lines, among the eight indicated in the EU Delegated Regulation 2021/2139 of the European Commission⁴⁷, where there is a policy covering climate-related dangers defined by the Taxonomy. For this report, the identification of this policy was based on an assessment of the presence of policy terms and/or conditions relating to catastrophic risk coverage⁴⁸.

The business lines concerned were: other motor insurance; marine, aviation and transport insurance; and fire and other property damage insurance.

ELIGIBLE NON-LIFE INSURANCE BUSINESS

30.4%

INELIGIBLE NON-LIFE INSURANCE BUSINESS

69.6%

The Taxonomy classifies insurance underwriting as an adaptation activity to the effects of climate change. In this regulatory context, and given the recent trends in the frequency and severity of natural catastrophes, the Group is increasingly focusing its attention on this type of risk with the aim of providing clients with adequate coverage

⁴⁴ This is the Delegated Regulation on Disclosures under the EU Taxonomy: it complements EU Regulation 2020/852 of the European Parliament and of the Council by specifying the content and presentation of the information that companies subject to Article 19 bis or Article 29 bis of Directive 2013/34/EU must disclose on eco-sustainable economic activities and specifying the methodology for complying with this disclosure requirement.

⁴⁵ Annex II of Delegated Regulation EU 2021/2139 of the European Commission identifies the following business lines: medical expense insurance; income protection insurance; workers' compensation insurance; motor vehicle liability insurance; other motor insurance; marine, aviation and transport insurance; fire and other property damage insurance; and assistance.

⁴⁶ FAQs: How should financial and non-financial undertakings report Taxonomy-eligible economic activities and assets in accordance with the Taxonomy Regulation Article 8 Disclosures Delegated Act? and Draft Commission notice on the interpretation of certain legal provisions of the Disclosures Delegated Act under Article 8 of EU Taxonomy Regulation on the reporting of eligible economic activities and assets.

⁴⁷ This is the Delegated Regulation on climate objectives: it complements EU Regulation 2020/852 of the European Parliament and of the Council by setting out the criteria for technical screening to determine under which conditions an economic activity can be considered as substantially contributing to climate change mitigation or adaptation and if it does not significantly harm any other environmental objective.

⁴⁸ Although the coverage of catastrophic risks covers both climate-related hazards and other catastrophic events, the risk that premiums attributable to policies dedicated exclusively to the coverage of other catastrophic events will be considered eligible is limited given the characteristics of the Group's products.

through correct risk modelling, and consequently, pricing. It also aims to generate an impact on the mitigation of these risks through underwriting.

With specific regard to Non-Life insurance, Cattolica is working to develop and share best practices for underwriting the specific risks of the renewable energy sector and to continue to expand the range of products with

an environmental value for the retail and SME market, for example those aimed at supporting the energy efficiency of buildings or those promoting sustainable mobility.

In view of future reporting requirements, the business lines identified as eligible already include reflections on the process for determining the insurance activities aligned with the Taxonomy



ECONOMIC VALUE GENERATED AND DISTRIBUTED

The economic value generated - the result of a particular reclassification of the profit and loss statement - represents the amount of wealth that a company is able to generate from its typical economic activity. This indicator is also extremely significant in terms of sustainability.

For the Cattolica Group, this figure is determined by the difference between the production value (premiums collected, financial income and income on investments)

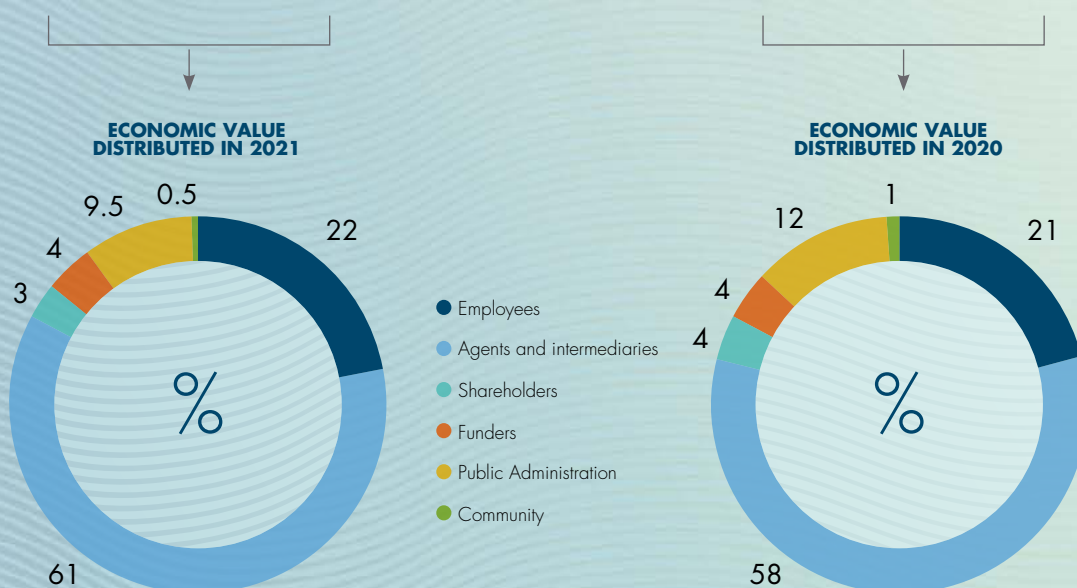
and the costs of insurance benefits and the acquisition of products and services.

The calculation for 2021 shows an economic value generated of € 1,043.1 million at a consolidated level (2020: 1,138.6).

The distribution of the economic value generated for the benefit of corporate stakeholders is shown in the following diagram.

ECONOMIC VALUE GENERATED AND DISTRIBUTED (data in millions)

2021			2020	
1,043.1		Economic value generated	1,138.6	
980.0	100%	Generated value distributed	1,011.2	100%
215.2	22%	Employees	214.8	21%
602.2	61%	Agents and intermediaries	582.8	58%
25.6	3%	Shareholders	41.4	4%
38.4	4%	Funders	40.1	4%
93.7	9,5%	Public Administration	125.8	12%
4.9	0,5%	Community	6.3	1%
63.1	-	Generated value retained	127.4	-



The breakdown described, compared to a decreased distributed value compared to 2020, shows the following:

- the majority share of the value (61%) is perceived by agents and brokers (602.2 million), a value that is closely linked to Cattolica's business model, which has the centrality of the agency network as its distinctive feature;
- the share allocated to employees and collaborators is equal to € 215.2 million (22%), substantially stable compared to 2020;
- 25.6 million, corresponding to 3% of the total, was distributed to shareholders;
- the amount paid to the public administration, under the form of direct taxes, is € 93.7 million, equal to 9.5% of the distributed value, with a slight decrease compared to the previous year;
- the amount in favour of the community is 4.9 million, also down from 2020;
- the value not distributed and retained by the company system amounts to € 63.1 million.

CATTOLICA'S TAX LIABILITY: THE GENERAL APPROACH

During 2021, the Company issued a Tax Strategy document which identified the principles, values and strategic guidelines to be followed to ensure sound and prudent management of the tax variable.

In line with the provisions of the document, Cattolica acts in full transparency in the management of taxation and undertakes not to carry out transactions that result in purely artificial constructions, that do not reflect economic reality and from which it is reasonable to expect undue tax advantages, insofar as they are contrary to the purposes or spirit of the provisions or the reference tax system.

The Company also undertakes to apply the tax legislation of the countries in which it operates, ensuring that the spirit and purpose that the rule or order establishes for the matter being interpreted is observed.

Cattolica undertakes to pursue the sustainable growth of its assets and to protect its reputation over time in the interest of shareholders, also ensuring compliance with the following objectives in the tax field:

- Compliance with obligations in a timely manner and fulfilment of the correct tax burden;
- Adequate management of tax risk through the implementation of the Tax Control Framework ("TCF"),

i.e., the set of rules, procedures, organisational structures and controls aimed at enabling the detection, measurement, management and control of tax risk.

The Company has applied for and obtained admission by the Italian Revenue Service to the Collaborative Compliance regime pursuant to Article 7, paragraph 2 of Italian Legislative Decree 128/2015.

The Company's admission to this regime confirms the values, principles and objectives for the correct management of the tax variable already envisaged in the Tax Strategy document. In fact, Cattolica is committed to establishing a relationship of trust and cooperation with the Italian Revenue Service in order to increase the level of certainty on issues that may generate significant tax risks in full transparency.

Cattolica also publishes its total tax contribution in order to communicate the data relating to taxes and contributions paid in Italy to stakeholders in full transparency.

TAX GOVERNANCE, CONTROL AND RISK MANAGEMENT

The Company ensures prudent and adequate management of the tax variable through the use of the Tax Control Framework (TCF), which allows the recognition, correct evaluation and control of tax risk.

In general, the implementation of the internal control system is guaranteed by the Board of Directors, while its adequacy is assessed by the Management Control Committee. The effective management of the second-level control system defined within the TCF falls under the responsibilities and functions of the Tax Risk Officer (TRO).

In accordance with the provisions of the TCF, in 2021 the Company issued guidelines for tax risk management, within which the following have been formalised:

- the methodology for detecting, measuring, managing and controlling tax risk adopted by the Company;
- the roles and responsibilities of the bodies and functions involved in the tax risk control system;
- the main information flows related to them.

In managing tax risk, the Company has also used a Tax Risk and Control Matrix which identifies the tax risks associated with the company's activities and the related safeguards in place. These safeguards were successfully tested during 2021 to verify their actual presence and effectiveness.

Following a verification procedure of the formal and substantial eligibility requirements (first and foremost the Tax Control Framework) conducted in 2021 by the Italian Revenue Service, the Company was admitted, in December 2021, to the Collaborative Compliance regime pursuant to Article 7, paragraph 2 of Italian Legislative Decree 128/2015. The Company has therefore been entered in the register of taxpayers who operate in full transparency and cooperation with the tax authorities, published on the institutional website of the Italian Revenue Service.

STAKEHOLDER ENGAGEMENT AND MANAGEMENT OF CONCERNS RELATED TO TAX



As anticipated, in December 2021 the Company was admitted to the Collaborative Compliance regime; in this context, it is committed to guaranteeing full transparency and correctness in its relations with the tax authorities and to maintaining a relationship of trust and collaboration with the Revenue Service in order to increase the level of certainty, thanks to a full disclosure regime, on matters likely to generate significant tax risks.

The Company adheres to the provisions on transfer pricing documentation, in accordance with the OECD Transfer Pricing Guidelines; it also cooperates with the National Association of Insurance Companies (ANIA).

In defining the approach to tax management, the Company has also taken the interests of stakeholders into account: taxes are considered a business cost, which as such must be managed in compliance with the principle of legality in order to safeguard the company's assets and create stable and lasting value for shareholders.

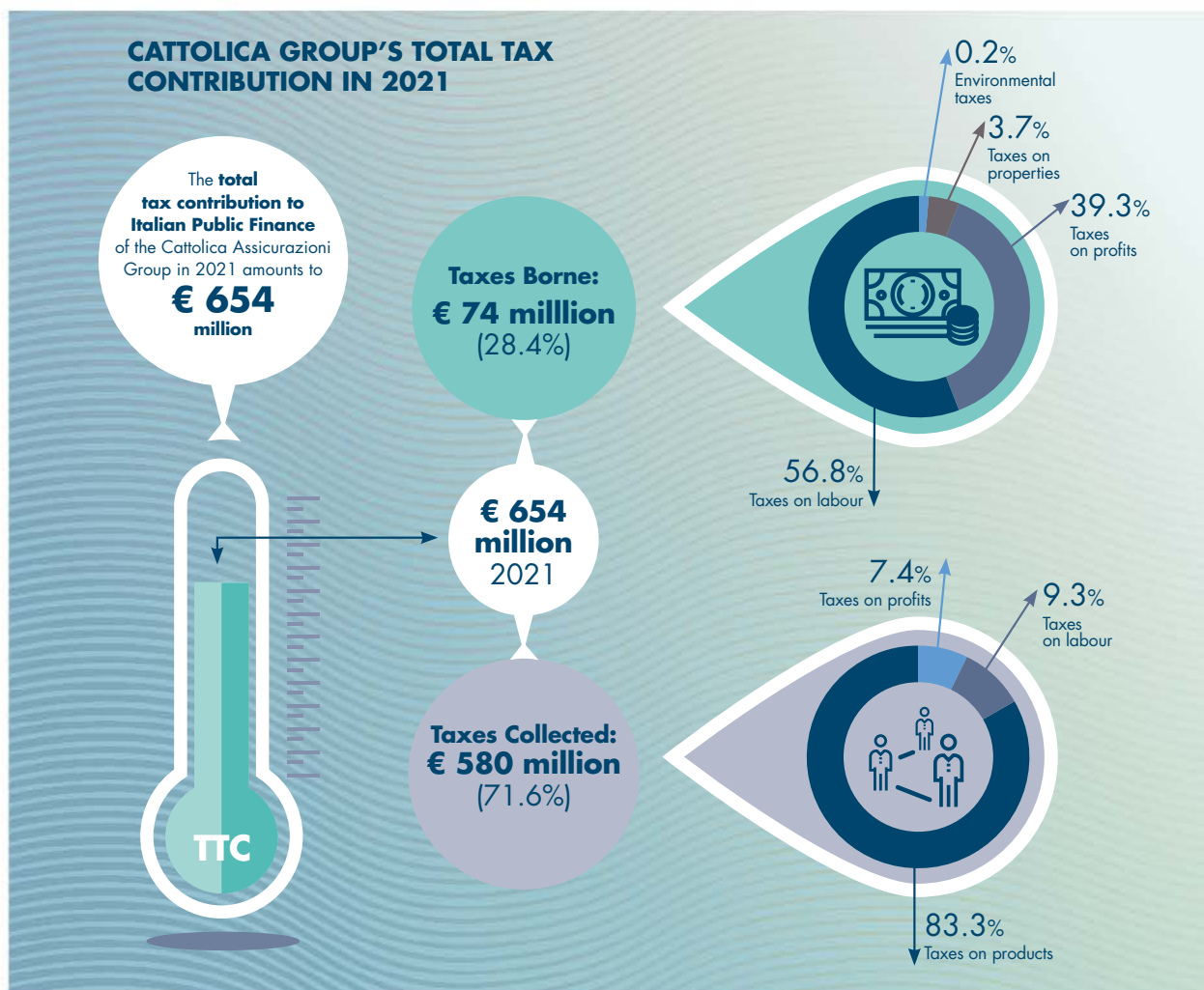
TOTAL TAX CONTRIBUTION DISCLOSURE

Cattolica has been publishing data regarding its total tax contribution since 2017. Total Tax Contribution is a disclosure that incorporates a trend of international legislation, encouraging companies and economic groups to increase transparency in tax matters.

It provides full disclosure by the Cattolica Group to the tax jurisdictions in which it operates, and presents in detail the types of income withdrawn that generate the payment of a tax.

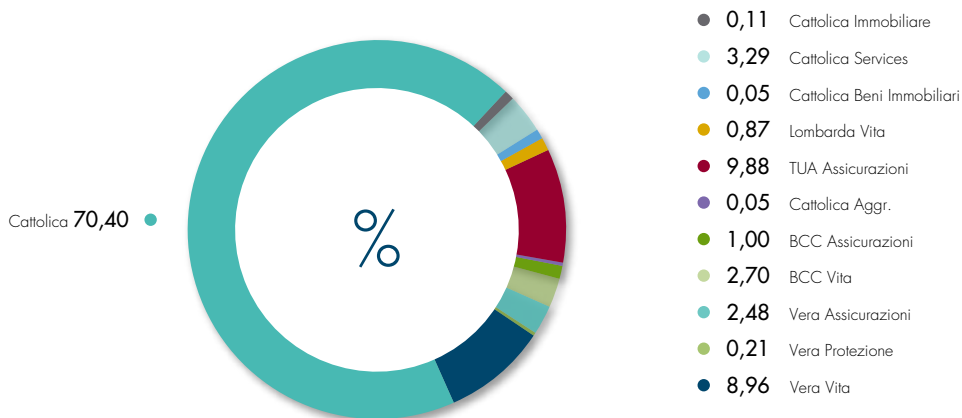
Communicating the data relating to taxes and contributions paid⁴⁹ in Italy to stakeholders in a simple and transparent manner is a sign of attention to a material topic and a proof of commitment in terms of social responsibility.

The following tables show the Total Tax Contribution of Cattolica Assicurazioni and its subsidiaries for the year 2021.

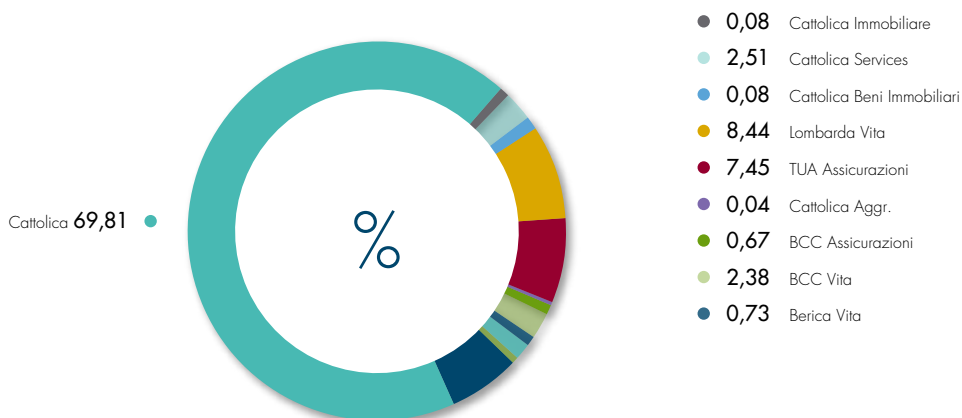


⁴⁹ The Total Tax Contribution considers all the taxes paid during 2020 according to the "cash" principle, instead of on an accrual basis, as used in the model for the determination of the economic value generated and distributed.

Contributions by the companies to the total in 2021



Contributions by the companies to the total in 2020



The methodology separates tax charges paid by Group Companies to the Italian Public Administration, which represent a cost for the company (taxes borne), and payments made as a substitute for tax (taxes collected).

The Total Tax Contribution approach classifies tax charges and withholding taxes paid into five macro-categories (labour taxes, product taxes, property taxes, profit taxes and environmental taxes), allowing comparison between different tax years.

As can be seen from the infographic, the Total Tax Contribution of the Cattolica Assicurazioni Group in 2021 amounted to 654 million (2020: 856), of which 580 million (2020: 613) in taxes collected (88.7% of the total) and 74 million (2020: 243) in taxes borne (11.3% of the total).

Società Cattolica di Assicurazione - S.p.A. accounted for 70.4% of the Cattolica Group's total, for a value of € 460.6 million (2020: 597.5)⁵⁰.

⁵⁰ The value related to Cattolica includes those of ABC Assicurazioni and Berica Vita, merged into Cattolica with effect from 1 January 2021. The figure for Lombarda Vita refers to 12 April 2021, the date of its sale to Intesa Sanpaolo.





We are poised at a moment in history
where we face an existential choice:
do we want to remain a society driven
by short-term thinking and individualistic values,
or do we want to shift in the direction
of long-term thinking for the common good?

Roman Krznaric - *The Good Ancestor*

THE BOTTOM LINE 2021: TOWARDS INTEGRATION IN GENERALI

THE BOTTOM LINE 2021: TOWARDS INTEGRATION IN GENERALI

THE 2021 FINANCIAL YEAR: ECONOMIC RESULTS AND INDICATORS

The following is a summary update on activities already included in the 2020 NFS and significant projects implemented in 2021:

ACTIVITIES / TARGET 2020	PROGRESS STATUS 2021
Definition of a Sustainability Plan that favours the setting-up of clear, measurable short, medium and long-term qualitative and quantitative objectives	The recent events related to the transformation into a joint-stock company and the change in the corporate/equity structure, together with the persistent instability resulting from the Covid-19 pandemic, have in fact prevented the drafting of the Sustainability Plan. With Cattolica's entry into the Generali Group, all CSR initiatives will soon be incorporated into the broader sustainability strategy of the parent company and Cattolica is expected to adopt the Generali Group Sustainability Policy in 2022.
Update of the EE- (Adequate) rating assigned to the Group in 2021 by Standard Ethics	In early 2022, Standard Ethics confirmed the SER (Standard Ethics Rating) already assigned to Cattolica in 2021: EE- (Adequate) and Long Term Expected SER EE+ (Very Strong).
Update of the carbon neutrality path of TUA Assicurazioni, adhering to internationally recognised standards	TUA Assicurazioni has confirmed its status as a certified carbon neutral company for 2021.
Assignment of an internationally relevant score for 2021 on the Company's commitment to climate issues	The organisation CDP awarded Cattolica the score B- in the Climate Change section of the CDP 2021 Questionnaire
Development of new projects of Tenute di Cattolica Assicurazioni in terms of sustainable agricultural productivity and social and environmental innovation	<p>The activities carried out or in progress include:</p> <ul style="list-style-type: none"> → Agri-energy initiatives with major partners in the sector to develop sustainable energy production systems and the provision of organic fertiliser to replace the chemical component in soils; → Modernisation of equipment with the purchase of state-of-the-art machinery to enable precision farming and constant monitoring of operations through sensors and the use of prescription maps; → Collaboration with an important nature society working in the area to increase and improve the ecosystem services the company provides; → Supply chain with local mill (5km from Ca' Tron) to provide a zero km product; → SQNPI-certified sustainability in vineyards with the adoption of systems with less environmental impact, such as the use of recovery sprayers or sexual confusion methods for the control of moths and grapevine moths; → Major investments in water management (flooding and hose irrigation) for more efficient and controlled water use

Strengthening stakeholder engagement activities with the inclusion of new stakeholder categories

During 2021, a sample of subjects belonging to the category "Religious organisations and Third sector" was involved and the company's point of view was updated through a survey addressed to the Company's top management and management.

Drafting and approval of an Anti-Corruption Policy

The operational phase of the project actually ended in 2021 with the drafting of a Policy text. After a hiatus of a few months due to corporate events and the parent company's assessment of the initiative, it will be able to continue. It is estimated that the Anti-Corruption Policy could be approved in 2022.

As early as the second half of 2021, all Cattolica structures have been working in full harmony with their Generali Italia counterparts within the integration sites. As for the other issues examined, the projects and initiatives that Cattolica has implemented in the field of sustainability and ESG in recent years have been analysed and shared to assess their degree of consistency with Generali's strategies and guidelines.

Cattolica has dedicated all its professionalism and experience to the project, gained over four years of great commitment along the lines of sustainability, to make a tangible contribution to the development of further activities and projects with a positive impact on social, environmental and governance variables and to promote a culture of sustainability that is increasingly solid and capable of bringing benefits to all stakeholders.



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APPENDICES

GLOSSARY OF SUSTAINABILITY TERMS

A summary collection of terms, expressions and acronyms common in the lexicon of corporate sustainability can be consulted on the institutional website of Cattolica at

the following link: <https://www.cattolica.it/bilancio-di-sostenibilita> in the section "The words of sustainability".

ACKNOWLEDGEMENTS

The CSR Unit again thanks all the colleagues and collaborators who contributed to the realisation of the Sustainability Report 2021, both with their specialised contribution, and with the several bases for reflection, advice and suggestions, which emerged during the preparatory meetings and exchanges.

Anyone wanting to express comments and reflections or make suggestions can write to: csr@cattolicaassicurazioni.it.

METHODOLOGICAL NOTE

GRI STANDARDS TABLE

GRI Universal Standards

GRI Topic-Specific Standards

INDEPENDENT AUDITORS REPORT

METHODOLOGICAL NOTE

This Consolidated Non-Financial Statement (hereafter also “Sustainability Report”) has been drawn up so as to make fully understandable the activities of Cattolica Assicurazioni Group (also called “Cattolica Sub-Group” or “Cattolica”), its performance, its results and its impact as regards the relevant aspects required by Article 3 of Italian Legislative Decree 254/16, with reference to the financial year 2021 (from 1 January to 31 December).

As of 5 November 2021, the Company Cattolica and with it all its subsidiaries, became part of the Assicurazioni Generali Group. Therefore, for the sake of clarity, this Non-Financial Statement refers to the sub-group consisting of the Company Cattolica and its subsidiaries. Both “Group” and “Sub-Group” are used in the text, always indicating the sub-group consisting of Cattolica Assicurazioni and its subsidiaries. In particular, this document includes Cattolica Assicurazioni and the companies included within its line-by-line consolidation as envisaged by Italian Legislative Decree 254/2016.

Art. 5 of Italian Legislative Decree 254/16 requires this document constitute a stand-alone report marked with a specific caption to identify it as the consolidated non-financial statement required by the regulation.

The definition of the relevant aspects (also known as material) and the contents of this report have been selected according to a structured materiality analysis, which allowed to identify the most relevant sustainability aspects for Cattolica and its stakeholders, as described in the section “Materiality analysis 2021”. The analysis also included a comparison of the material topics with industry best practices and took into account the requirements of the above-mentioned Italian Legislative Decree 254/2016.

It is worth mentioning that, with respect to the business sector, no other significant polluting emissions into the atmosphere have been detected other than greenhouse gas emissions.

This Sustainability Report has been drawn up in compliance with the “Global Reporting Initiative Reporting Standards”, defined in 2016 by the Global Reporting Initiative (GRI), according to the “in accordance – Core” option. Regarding the specific standards GRI 403 (Occupational Health and Safety) and GRI 303 (Water and effluents), the most recent version of 2018 was adopted. The 2019 version of GRI 207 has been used as a reference for tax reporting. In addition, the “Guidelines on the application in banks of GRI Standards (Global Reporting Initiative) in environmental

matters” published by ABI Lab in December 2021 version and the guidelines of the 2017/C215/01 EC Guidelines were taken into account.

The scope of economic and financial figures and information is the same as in the Consolidated Financial Statement of Cattolica Assicurazioni Group as at 31 December 2021. The scope of social and environmental figures and information is defined by the Consolidated Companies using the integral method within the Consolidated Financial Statement⁵¹ of the Cattolica Group. In particular, the environmental data include the Group’s Management Offices in Verona, Rome, Milan and Venice, the Cattolica Center in Verona and the Tenute di Cattolica agricultural estate. The figures relating to minor units (offices located in private buildings) are not included, as their environmental impact is not relevant.

As for the contributions and initiatives supporting the community and local areas, data and information on the Fondazione Cattolica are included. Despite being excluded from the consolidation scope of Cattolica Group’s Consolidated Financial Statement, the Foundation is an important tool for the Group to pursue its social strategies; its exclusion would prevent a complete and consistent illustration of the impacts generated.

In order to allow comparability of the data over time, a comparison with the data for 2020 has been included, where possible. The restatement of the comparative figures published previously are clearly indicated as such. In addition, to ensure the data are reliable, the use of estimates has been minimised and clearly marked within the document, where present.

The Sustainability Report is published annually: this version is for FY 2021 and was approved by the Board of Directors of Cattolica Assicurazione S.p.A on 14 March 2022.

The Sustainability Report is subject to a limited examination (limited assurance engagement according to the criteria explained in principle ISAE 3000 Revised) by KPMG S.p.A. The verification was carried out following the procedures explained in the “Independent Auditors’ Report”, included in this document.

The Group renews its commitment to sustainability this year as well. The Group pursues the continuous improvement process started last year for all the sustainability aspects, in order to virtuously follow the best practices in the sector.

⁵¹ For the list of companies consolidated on a line-by-line basis, please see Table 15 “Consolidation Area” (ISVAP Regulation 7 dated 13 July 2007) in Part A of the Explanatory Note of the Consolidated Financial Statements as at 31 December 2021 of Cattolica Assicurazioni, published in the section “Investor Relations” of the website www.cattolica.it.

Investment policies

With specific reference to the risks associated with the ESG factors relating to investments and insurance portfolios, with a view to systematically improving the process related to responsible investments, the Group has adopted a system capable of incorporating ESG issues into the analysis of its investments and relative decision-making processes. Already integrated into investment policies, this commitment continued in 2021 with the participation, through one of the delegated external asset managers, in voting and engagement initiatives on ESG issues for which it is most sensitive, specifically in the areas of the environment (with particular focus on limiting greenhouse gas emissions and the use of fossil fuels) and the ageing population.

Fighting active and passive corruption

The company Cattolica Assicurazioni, the Italian insurance subsidiaries and the principal instrumental companies controlled by the same have adopted an Organisation, Management and Control Model in compliance with Italian Legislative Decree 231 of 8 June 2001 and the relevant Code of Conduct which defines the principles and rules of conduct that employees and colleagues must follow when performing their work. Compliance with the Code is an essential condition for the dissemination of the principles of the Social Doctrine of the Church, at the base of Cattolica's principles. It was planned to update the Code of Conduct during 2021, also in order to incorporate the new principles related to the development of ESG issues within the organisation and the dissemination of the relevant legislation in the document.

With reference to the continuous improvement path already undertaken by the Company and in order to strengthen the controls of this important and delicate issue, the drafting of a Group Anti-Corruption Policy was substantially completed, whose approval initially scheduled by 2021 was postponed to 2022, subject to the evaluation of the parent company and also in consideration of the corporate evolution.

Social issues

The centrality of customers continues to be a key principle of Cattolica's strategy, which is committed to this direction not only through the offer of products and services that encourage responsible behaviour, but also through clear, simple and transparent communication.

The close connection with the territory and the attention to the community are also always proven through the Fondazione Cattolica Assicurazioni, established in order to spark a tangible synergy between business and civil society in which the attention to profitability and the challenges of the market actually include a raising of awareness and social sensitivity

Employee-related aspects

With reference to health and safety risks, they are assessed and managed as part of the Organisational Model pursuant to Italian Legislative Decree 231/2001. It must be emphasised that during 2021, the Safety Management System for the head offices was adapted based on the recent international standard ISO 45001, obtaining certification of the migration in September 2021.

Given the business sector, health and safety is considered relevant only with respect to the Group's employees and not to other categories working in the organisation's offices. Moreover, Cattolica has put all appropriate measures and protections in place to guarantee the health and safety of non-staff members as well.

There is still also the assessment of the possibility of adopting a policy on the diversity of corporate governance bodies. In addition, a project was launched to mentor and develop female leadership in the company.

Human Rights

Considering the operating context, the geographical area, the type of services offered, the categories of staff employed and the types of supply of Cattolica, the issue of human rights is not considered material, as it does not expose the company to significant risks. However, Cattolica adopts an approach that places the protection of people's rights at the heart of its operations and also incorporates this vision in its Code of Conduct. It should be noted that no violations of the Code of Conduct were reported during 2021.

The Group has strengthened control over outsourcing, also with reference to the main subcontractors, and has continued mitigation initiatives aimed at preventing and minimising human rights risks in investment management. In order to protect against such risks, the Group's investment policy includes certain exclusion criteria for all companies characterised by the production of unconventional weapons, by serious violations of human or environmental rights and in general by involvement in serious violations of the principles defined by the United Nations in the Global Compact.

Environmental issues

The Group oversees the main areas related to direct environmental impacts. In this regard, it should be noted that already in 2019, the Environmental Policy with reference to the Ca' Tron Agricultural Estate (now Tenute di Cattolica) and the Group Environmental Policy were approved in order to mitigate the risks related to the environment and to disseminate a risk culture that takes these aspects and the report of the related risks into account.

Cattolica also confirms its commitment to:

- furthering the analysis, and consequently its disclosure, of the main environmental risks generated or suffered by the Sub-Group's activities, also with reference to risks related to investments and climate change;
- continuing to implement a structured process for collecting data and information on the Tenute agricultural estate's environmental impact, especially in terms of water consumption, which is partially the result of estimates.

With reference to the issue of climate change, Cattolica especially faces these dynamics in risk management in

agriculture and has decided to invest in innovative solutions and technologies, able to favour the creation of products to support farms also thanks to the detection of damage from natural events.

Lastly, with reference to the definition of a Sustainability Plan and a Sustainability Policy, with Cattolica's entry into the Generali Group, all CSR initiatives will soon be incorporated into the broader sustainability strategy of the parent company and Cattolica is expected to adopt the Generali Group's Sustainability Policy in 2022.

GRI STANDARDS TABLE

GRI UNIVERSAL STANDARDS

Indicator	Page	Information
GRI 102: GENERAL DISCLOSURES (2016)		
Organisational profile		
102-1	Pag.12	Name of the organisation
102-2	Pagg. 12-15;112	Activities, brands, products, and services
102-3	Pag.12	Location of headquarters
102-4	Pagg. 12-15	Location of operations
102-5	Pag.36; section 2.0 "Information on the ownership structure" of the Report on Corporate Governance and Ownership Structures, published in the Governance section of the site www.cattolica.it	Ownership and legal form
102-6	12-15	Markets served
102-7	12; 55; The Market capitalisation of the security as at 31 December amounted to 1,322 million	Scale of the organisation
102-8	Pagg.55-56	Information on employees and other workers
102-9	Pagg. 112-114	Supply chain
102-10	Pagg. 160-162	Significant changes to the organisation and its supply chain
102-11	Pagg. 46-49	Precautionary Principle or approach
102-12	Pagg. 19-21; 80; 103-104	External initiatives
102-13	Pagg. 36-38; 80; 114; 117	Membership of associations
Strategy		
102-14	Pagg. 6-9	Statement from senior decision-maker
102-15	Pagg. 47-49	Key impacts, risks, and opportunities
Ethics and integrity		
102-16	Pagg. 30-31	Values, principles, standards and norms of behaviour
Governance		
102-18	Pagg. 36-44	Governance structure
Stakeholder engagement		
102-40	Pagg. 22-23	List of stakeholder groups
102-41	100% of employees is covered by collective bargaining agreements	Collective bargaining agreements
102-42	Pagg. 22-23	Identifying and selecting stakeholders
102-43	Pagg. 24-25	Approach to stakeholder engagement
102-44	Pag. 25	Key topics and concerns raised

Indicator	Page	Information
Reporting practice		
102-45	Pagg. 13-15	Entities included in the consolidated financial statements
102-46	Pagg. 26-29	Defining report content and topic Boundaries
102-47	Pagg. 26-27	List of material topics
102-48	Pagg. 160-162	Restatements of information
102-49	Pagg. 160-162	Changes in reporting
102-50	Pag. 160	Reporting period
102-51	The 2020 Cattolica Group Sustainability Report was published in April 2021	Date of most recent report
102-52	Pag. 161	Reporting cycle
102-53	Pag. 157	Contact point for questions regarding the report
102-54	Pag. 160	Claims of reporting in accordance with the GRI Standards
102-55	Pag. 163	GRI content index
102-56	Pagg. 171-175	External assurance

GRI TOPIC-SPECIFIC STANDARDS

Indicator	Page/Link	Omission	Information
GRI 200: ECONOMIC SERIES (2016)			
Economic performance			
GRI-103: Management approach (2016)			
103-1	Pagg. 28-29		Explanation of the material topic and its Boundary
103-2	Pagg. 144-145		The management approach and its components
103-3	Pagg. 144-145		Evaluation of the management approach
GRI-201: Economic performance (2016)			
201-1	Pagg. 144-145		Direct economic value generated and distributed
Anti-corruption			
GRI-103: Management approach (2016)			
103-1	Pagg. 28-29		Explanation of the material topic and its Boundary
103-2	Pagg. 40; 43-44; 122; 152-153		The management approach
103-3	Pagg. 40; 43-44; 122; 152-153		Evaluation of the management approach and its components
GRI-205: Anti-corruption (2016)			
205-2	Pagg. 40-45		Communication and training about anti-corruption policies and procedures
205-3	No cases of active or passive corruption occurred during the 2021 reporting year		Confirmed incidents of corruption and actions taken

Indicator	Page/Link	Omission	Information
Anti-competitive behaviour			
GRI-103: Management approach (2016)			
103-1	Pagg. 28-29		Explanation of the material topic and its Boundary
103-2	Pagg. 18-19		The management approach and its components
103-3	Pagg. 18-19		Evaluation of the management approach
GRI-206: Anti-competitive practices (2016)			
206-1	In 2021, no cases of legal action against the Group with reference to anti-competition practices and/or violations of monopoly practices and anti-trust regulations were recorded		Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices
Taxes (2019)			
GRI-103: Management approach (2016)			
103-1	Pagg. 28-29		Explanation of the material topic and its Boundary
103-2	Pag. 146		The management approach and its components
103-3	Pag. 146		Evaluation of the management approach
GRI 207: Taxes (2019)			
207-1	Pagg. 147-148		Approach to tax
207-2	Pag. 146		Tax governance, control and risk management
207-3	Pagg. 147-148		Stakeholder engagement and management of concerns related to tax
GRI 300: ENVIRONMENTAL SERIES (2016)			
Energy			
GRI-103: Management approach (2016)			
103-1	Pagg. 28-29		Explanation of the material topic and its Boundary
103-2	Pagg. 21; 48; 84; 98		The management approach and its components
103-3	Pagg. 21; 48; 84; 98		Evaluation of the management approach
GRI-302: Energy (2016)			
302-1	Pagg. 85-86		Energy consumption within the organisation
302-3	Pag. 85		Energy intensity
Water and effluents			
GRI-103: Management approach (2016)			
103-1	Pagg. 28-29		Explanation of the material topic and its Boundary
103-2	Pagg. 90-91		The management approach and its components
103-3	Pagg. 90-91		Evaluation of the management approach
GRI 303: Water and effluents (2018)			
303-3	Pagg. 90-91		Water withdrawal
Biodiversity			
GRI-103: Management approach (2016)			
103-1	Pagg. 28-29		Explanation of the material topic and its Boundary
103-2	Pagg. 91-94		The management approach and its components
103-3	Pagg. 91-94		Evaluation of the management approach

GRI 304: Biodiversity

304-1	Pagg. 91-94	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas
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Emissions

GRI-103: Management approach (2016)

103-1	Pagg. 28-29	Explanation of the material topic and its Boundary
103-2	Pagg. 21; 48; 84; 98;103-108	The management approach and its components
103-3	Pagg. 21; 48; 84; 98;103-108	Evaluation of the management approach

GRI-305: Emissions (2016)

305-1	Pagg. 87-88	Direct (Scope 1) GHG emissions
305-2	Pagg. 87-88	Energy indirect (Scope 2) GHG emissions
305-3	Pagg. 87-88 Scope 3 emissions include the emissions caused by employee business travel..	Other indirect (Scope 3) GHG emissions

GRI 400: SOCIAL SERIES (2016)

Employment

GRI-103: Management approach (2016)

103-1	Pagg. 28-29	Explanation of the material topic and its Boundary
103-2	Pagg. 54; 58-60	The management approach and its components
103-3	Pagg. 54; 58-60	Evaluation of the management approach

GRI-401: Employment (2016)

401-1	Pag. 58	New employee hires and employee turnover
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Employment and industrial relations

GRI-103: Management approach (2016)

103-1	Pagg. 28-29	Explanation of the material topic and its Boundary
103-2	Pagg. 66-67	The management approach and its components
103-3	Pagg. 66-67	Evaluation of the management approach

GRI-402: Labour and Industrial Relations (2016)

402-1	Pag. 67	Minimum notice periods regarding operational changes
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Health and safety in the workplace

GRI-103: Management approach (2016)

103-1	Pagg. 28-29	Explanation of the material topic and its Boundary
103-2	Pagg. 49; 69-70	The management approach and its components
103-3	Pagg. 49; 69-70	Evaluation of the management approach

GRI-403: Occupational Health and Safety (2018)

403-1	Pagg. 69-70	Occupational health and safety management system
403-2	Pagg. 69-70	Hazard identification, risk assessment and incident investigation
403-3	Pagg. 69-70	Occupational health services
403-4	Pagg. 69-70	Worker participation, consultation and communication on occupational health and safety

403-5	Pagg. 69-70	Worker training on occupational health and safety
403-6	Pagg. 69-70	Promotion of worker health
403-7	Pagg. 69-70	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships
403-9	Pag. 69	Work-related injuries

Training and education

GRI-103: Management approach (2016)

103-1	Pagg. 28-29	Explanation of the material topic and its Boundary
103-2	Pagg. 59-62	The management approach and its components
103-3	Pagg. 59-62	Evaluation of the management approach

GRI-404: Training and education (2016)

404-1	Pag. 62	Average hours of training per year per employee
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Diversity and equal opportunity

GRI-103: Management approach (2016)

103-1	Pagg. 28-29	Explanation of the material topic and its Boundary
103-2	Pagg. 60-61; 66	The management approach and its components
103-3	Pagg. 60-61; 66	Evaluation of the management approach

GRI-405: Diversity and equal opportunity (2016)

405-1	Pagg. 42; 55-57	Diversity of governance bodies and employees
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Discrimination

GRI-103: Management approach (2016)

103-1	Pagg. 28-29	Explanation of the material topic and its Boundary
103-2	Pagg. 60-61; 66	The management approach and its components
103-3	Pagg. 60-61; 66	Evaluation of the management approach

GRI 406: Non-discrimination (2016)

406-1	In 2021, no cases of discrimination were recorded	Incidents of discrimination and corrective actions taken
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Marketing and labelling

GRI-103: Management approach (2016)

103-1	Pagg. 28-29	Explanation of the material topic and its Boundary
103-2	Pagg. 120-121; 123	The management approach and its components
103-3	Pagg. 120-121; 123	Evaluation of the management approach

GRI-417: Marketing and labelling (2016)

417-2	In 2021, no cases of non-compliance with regulations and/or voluntary codes were filed, with reference to product and service information and communication practices.	Incidents of non-compliance concerning product and service information and labelling
417-3	In 2021, no cases of non-compliance with regulations and/or voluntary codes were filed, with reference to marketing communication practices, promotion and advertising.	Incidents of non-compliance concerning marketing communications

Consumer privacy		
GRI-103: Management approach (2016)		
103-1	Pagg. 28-29	Explanation of the material topic and its Boundary
103-2	Pag. 123	The management approach and its components
103-3	Pag. 123	Evaluation of the management approach
GRI-418: Customer privacy (2016)		
418-1	Pag. 123	Substantiated complaints concerning breaches of customer privacy and losses of customer data
Risk management		
GRI-103: Management approach (2016)		
103-1	Pagg. 28-29	Explanation of the material topic and its Boundary
103-2	Pagg. 46-49;160-162	The management approach and its components
103-3	Pagg. 46-49;160-162	Evaluation of the management approach
Corporate Governance		
GRI-103: Management approach (2016)		
103-1	Pagg. 28-29	Explanation of the material topic and its Boundary
103-2	Pagg. 36-45	The management approach and its components
103-3	Pagg. 36-45	Evaluation of the management approach
Innovation and multichannel system		
GRI-103: Management approach (2016)		
103-1	Pagg. 28-29	Explanation of the material topic and its Boundary
103-2	Pagg. 131-133	The management approach and its components
103-3	Pagg. 131-133	Evaluation of the management approach
Principles of responsible investment		
GRI-103: Management approach (2016)		
103-1	Pagg. 28-29	Explanation of the material topic and its Boundary
103-2	Pagg. 106-108	The management approach and its components
103-3	Pagg. 106-108	Evaluation of the management approach
Products and services supporting sustainable and responsible behaviours		
GRI-103: Management approach (2016)		
103-1	Pagg. 28-29	Explanation of the material topic and its Boundary
103-2	Pagg. 124-126	The management approach and its components
103-3	Pagg. 124-126	Evaluation of the management approach
Customer Satisfaction		
GRI-103: Management approach (2016)		
103-1	Pagg. 28-29	Explanation of the material topic and its Boundary
103-2	Pagg. 120; 122	The management approach and its components
103-3	Pagg. 120; 122	Evaluation of the management approach

Excellence in accident management

GRI-103: Management approach (2016)

103-1	Pagg. 28-29	Explanation of the material topic and its Boundary
103-2	Pagg. 121-122	The management approach and its components
103-3	Pagg. 121-122	Evaluation of the management approach

Management of agents and intermediaries

GRI-103: Management approach (2016)

103-1	Pagg. 28-29	Explanation of the material topic and its Boundary
103-2	Pagg. 121-128	The management approach and its components
103-3	Pagg. 121-128	Evaluation of the management approach

Indirect social impact

GRI-103: Management approach (2016)

103-1	Pagg. 28-29	Explanation of the material topic and its Boundary
103-2	Pagg. 74-80	The management approach and its components
103-3	Pagg. 74-80	Evaluation of the management approach

Climate change and natural disasters

GRI-103: Management approach (2016)

103-1	Pagg. 28-29	Explanation of the material topic and its Boundary
103-2	Pagg. 21; 48; 103-108	The management approach and its components
103-3	Pagg. 21; 48; 103-108	Evaluation of the management approach

Demographic and social change

GRI-103: Management approach (2016)

103-1	Pagg. 28-29	Explanation of the material topic and its Boundary
103-2	Pagg. 118-119	The management approach and its components
103-3	Pagg. 118-119	Evaluation of the management approach



Società Cattolica di Assicurazioni S.p.A.

Independent auditors' report on the consolidated non-financial statement pursuant to article 3.10 of Legislative decree no. 254 of 30 December 2016 and article 5 of the Consob Regulation adopted with Resolution no. 20267 of 18 January 2018

(with independent auditors' report thereon)

KPMG S.p.A.

1 April 2022



KPMG S.p.A.
Revisione e organizzazione contabile
Via Vittor Pisani, 25
20124 MILANO MI
Telefono +39 02 6763.1
Email it-fmauditaly@kpmg.it
PEC kpmgspa@pec.kpmg.it

(This independent auditors' report has been translated into English solely for the convenience of international readers. Accordingly, only the original Italian version is authoritative.)

Independent auditors' report on the consolidated non-financial statement pursuant to article 3.10 of Legislative decree no. 254 of 30 December 2016 and article 5 of the Consob Regulation adopted with Resolution no. 20267 of 18 January 2018

*To the board of directors of
Società Cattolica di Assicurazioni S.p.A.*

Pursuant to article 3.10 of Legislative decree no. 254 of 30 December 2016 (the "decree") and article 5 of the Consob (the Italian Commission for listed companies and the stock exchange) Regulation adopted with Resolution no. 20267 of 18 January 2018, we have been engaged to perform a limited assurance engagement on the 2021 consolidated non-financial statement of the Cattolica Assicurazioni Group (the "group") prepared in accordance with article 4 of the decree and approved by the board of directors on 14 March 2022 (the "NFS").

Our procedures did not cover the information set out in the "Reporting economic activities eligible under the European taxonomy" and "Economic activities eligible for the European Taxonomy: non-life insurance" sections on pages 100 and 142, respectively, of the NFS required by article 8 of Regulation (EU) 852 of 18 June 2020.

Responsibilities of the directors and audit committee of Società Cattolica di Assicurazioni S.p.A. (the "parent") for the DNF

The directors are responsible for the preparation of an NFS in accordance with articles 3 and 4 of the decree and the "Global Reporting Initiative Sustainability Reporting Standards" issued by GRI - Global Reporting Initiative (the "GRI Standards"), which they have identified as the reporting standards.

The directors are also responsible, within the terms established by the Italian law, for such internal control as they determine is necessary to enable the preparation of an NFS that is free from material misstatement, whether due to fraud or error.



Moreover, the directors are responsible for the identification of the content of the NFS, considering the aspects indicated in article 3.1 of the decree and the group's business and characteristics, to the extent necessary to enable an understanding of the group's business, performance, results and the impacts it generates.

The directors' responsibility also includes the design of an internal model for the management and organisation of the group's activities, as well as, with reference to the aspects identified and disclosed in the NFS, the group's policies and the identification and management of the risks generated or borne.

The audit committee is responsible for overseeing, within the terms established by the Italian law, compliance with the decree's provisions.

Auditors' independence and quality control

We are independent in compliance with the independence and all other ethical requirements of the International Code of Ethics for Professional Accountants (including International Independence Standards, the IESBA Code) issued by the International Ethics Standards Board for Accountants, which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour. Our company applies International Standard on Quality Control 1 (ISQC Italia 1) and, accordingly, maintains a system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Auditors' responsibility

Our responsibility is to express a conclusion, based on the procedures performed, about the compliance of the NFS with the requirements of the decree and the GRI Standards. We carried out our work in accordance with the criteria established by "International Standard on Assurance Engagements 3000 (revised) - Assurance Engagements other than Audits or Reviews of Historical Financial Information" ("ISAE 3000 revised"), issued by the International Auditing and Assurance Standards Board applicable to limited assurance engagements. This standard requires that we plan and perform the engagement to obtain limited assurance about whether the NFS is free from material misstatement. A limited assurance engagement is less in scope than a reasonable assurance engagement carried out in accordance with ISAE 3000 revised, and consequently does not enable us to obtain assurance that we would become aware of all significant matters and events that might be identified in a reasonable assurance engagement.

The procedures we performed on the NFS are based on our professional judgement and include inquiries, primarily of the parent's personnel responsible for the preparation of the information presented in the NFS, documental analyses, recalculations and other evidence gathering procedures, as appropriate.

Specifically, we carried out the following procedures:

1. Analysing the material aspects based on the group's business and characteristics disclosed in the NFS, in order to assess the reasonableness of the identification process adopted on the basis of the provisions of article 3 of the decree and taking into account the reporting standards applied.



2. Analysing and assessing the identification criteria for the reporting scope, in order to check their compliance with the decree.
3. Comparing the financial disclosures presented in the NFS with those included in the group's consolidated financial statements.
4. Gaining an understanding of the following:
 - the group's business management and organisational model, with reference to the management of the aspects set out in article 3 of the decree;
 - the entity's policies in connection with the aspects set out in article 3 of the decree, the achieved results and the related key performance indicators;
 - the main risks generated or borne in connection with the aspects set out in article 3 of the decree.

Moreover, we checked the above against the disclosures presented in the NFS and carried out the procedures described in point 5.a).

5. Understanding the processes underlying the generation, recording and management of the significant qualitative and quantitative information disclosed in the NFS.

Specifically, we held interviews and discussions with the parent's management personnel and personnel of Cattolica Beni Immobili S.r.l., Cattolica Services S.c.p.a. and Cattolica Agricola S.a.r.l.. We also performed selected procedures on documentation to gather information on the processes and procedures used to gather, combine, process and transmit non-financial data and information to the office that prepares the NFS.

Furthermore, with respect to significant information, considering the group's business and characteristics:

- at group level,
 - a) we held interviews and obtained supporting documentation to check the qualitative information presented in the NFS and, specifically, the business model, the policies applied and main risks for consistency with available evidence,
 - b) we carried out analytical and limited procedures to check, on a sample basis, the correct aggregation of data in the quantitative information;
- we visited Società Cattolica di Assicurazioni S.p.A., Cattolica Beni Immobili S.r.l., Cattolica Services S.c.p.a. and Cattolica Agricola S.a.r.l., which we have selected on the basis of their business, contribution to the key performance indicators at consolidated level and location, to meet their management and obtain documentary evidence supporting the correct application of the procedures and methods used to calculate the indicators.

Conclusion

Based on the procedures performed, nothing has come to our attention that causes us to believe that the 2021 consolidated non-financial statement of the Cattolica Assicurazioni Group has not been prepared, in all material respects, in accordance with the requirements of articles 3 and 4 of the decree and the GRI Standards.



Cattolica Assicurazioni Group
Independent auditors' report
31 December 2021

Our conclusion does not extend to the information set out in the “Reporting economic activities eligible under the European taxonomy” and “Economic activities eligible for the European Taxonomy: non-life insurance” sections on pages 100 and 142, respectively, of the NFS required by article 8 of Regulation (EU) 852 of 18 June 2020.

Other matters

The NFS presents the corresponding figures included in the 2020 consolidated non-financial statement for comparative purposes, on which other auditors performed a limited assurance engagement and expressed an unqualified conclusion on 21 April 2021.

Milan, 1 April 2022

KPMG S.p.A.

(signed on the original)

Andrea Azzali
Director of Audit

Immagini fotografiche
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Valentina Zamboni
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