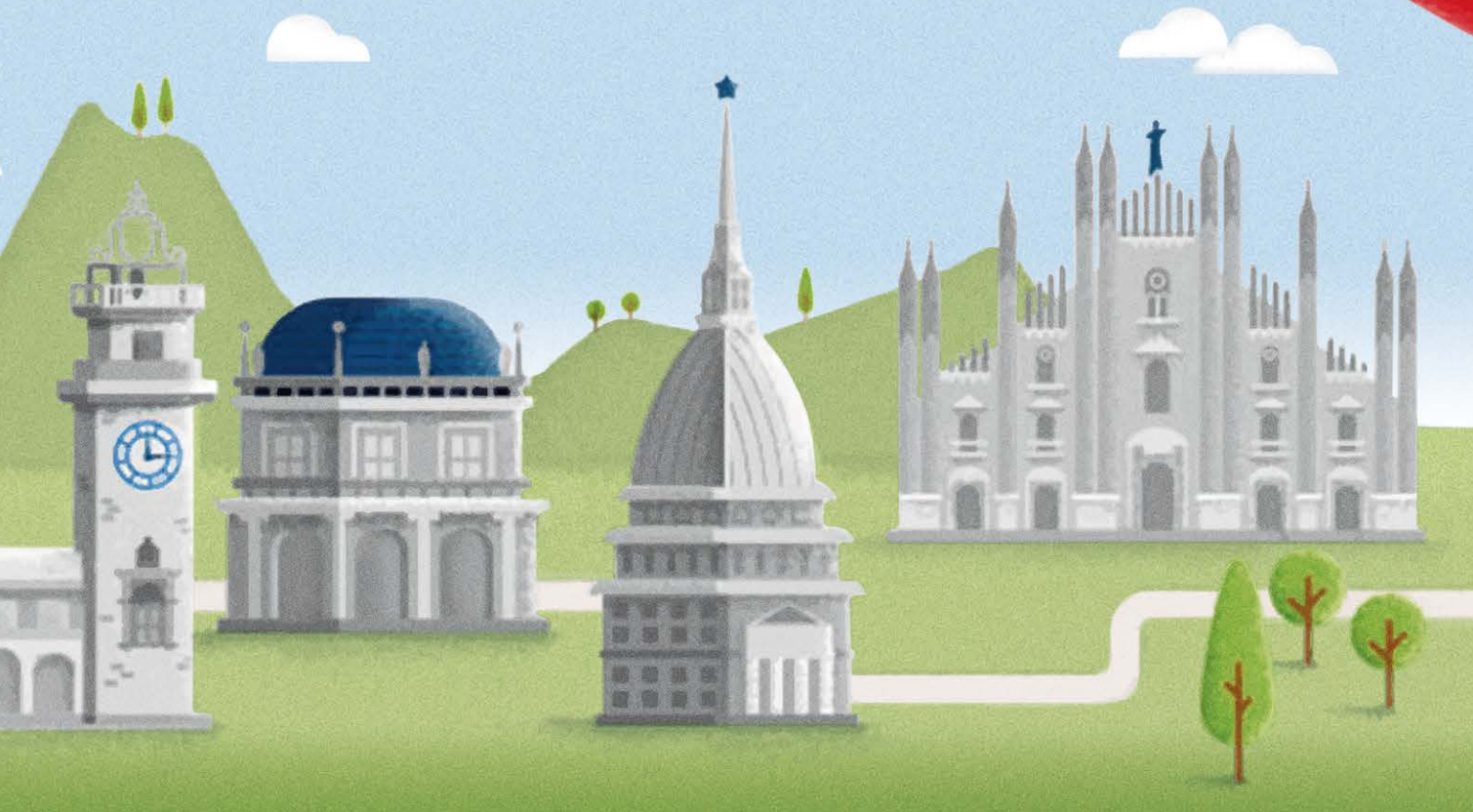


Sustainability Report

2015

Summary



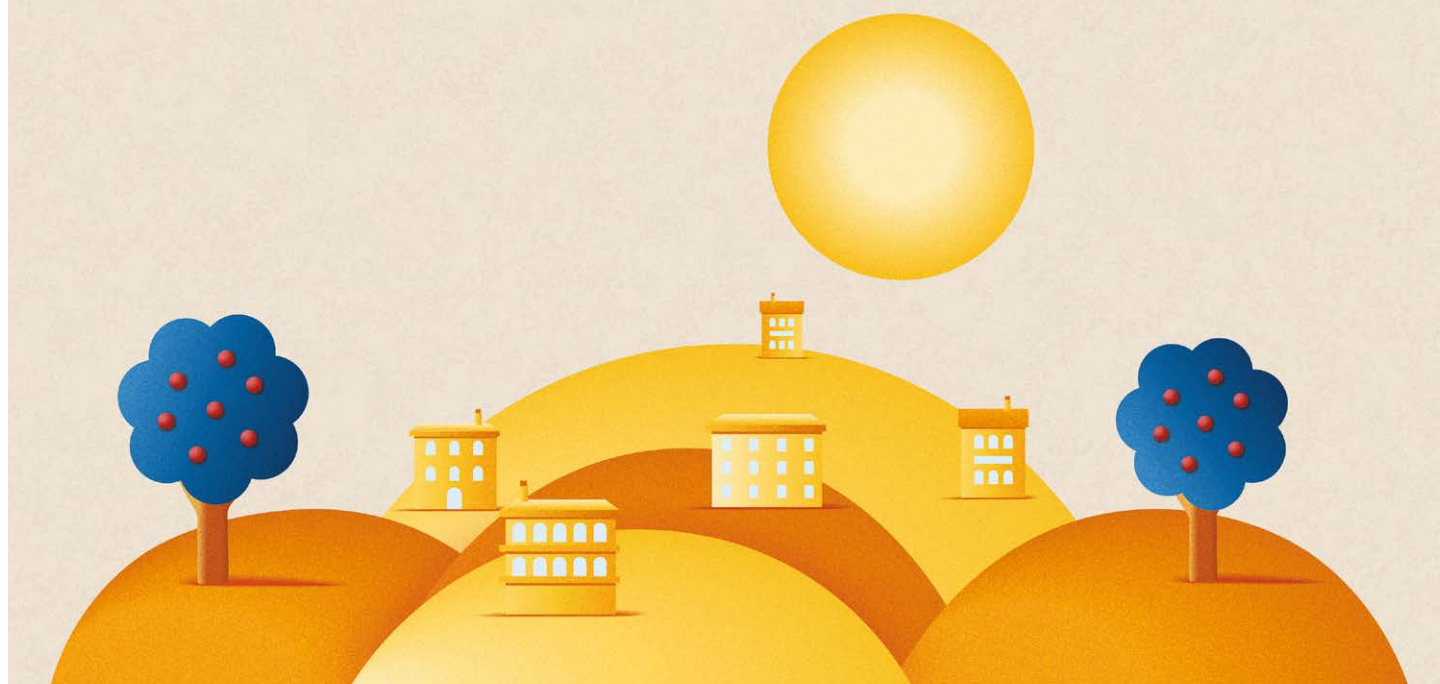
We implement our **mission as a bank in the community,**

with a **European vision,**

committed to creating value for our shareholders and all our stakeholders

with products and services that meet the concrete needs of families, businesses and nonprofit organisations

and with an active presence in the social and economic life of the communities we serve.



The UBI Banca Group was born on 1st April 2007 from the merger of BPU Banca and Banca Lombarda e Piemontese and today **it is one of the leading Italian commercial banking groups** (fifth-largest by number of branches and fourth in terms of loans and deposits) and **among the best in Europe**.

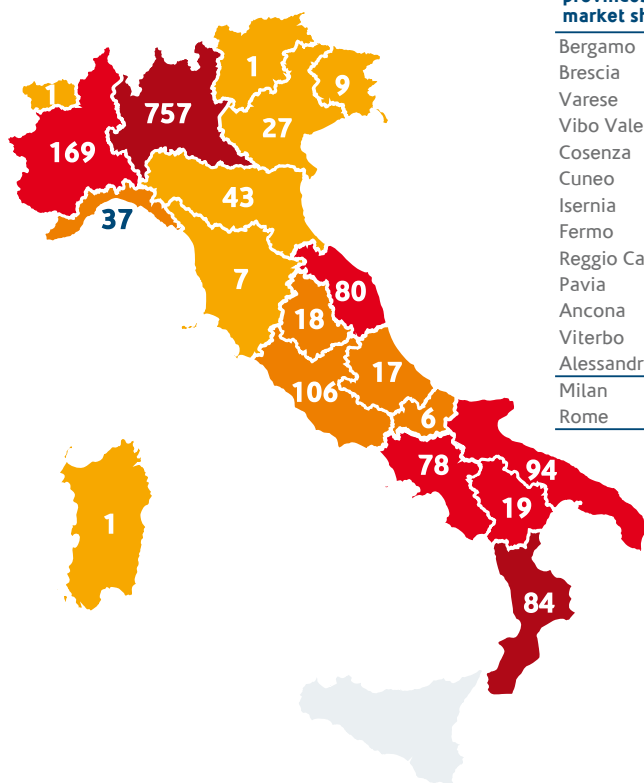
It is a union of banks with deep roots in the history and economic and social life of local communities with a substantial presence in the wealthiest regions of the country and in those with the greatest potential for development.

The Parent, UBI Banca, is a **listed company** on the Mercato Telematico Azionario (electronic stock exchange) in the FTSE MIB index, for companies with the largest stock market capitalisation, and on The After Hours market (TAH) of Borsa Italiana SpA. The UBI Banca share is also included in 100 of the major share indices in the world. Over 40% of the share capital is held by institutional investors, mainly foreign (34.6% of the share capital).

Following the transformation of the Bank into an **ordinary joint-stock company**, approved by an Extraordinary Shareholders' Meeting held on 10th October 2015, today all shareholders are automatically full shareholders of the Bank with equal corporate and financial rights and they have one vote for each share possessed.

Number and market share of branches in Italy¹

■ > 10/20% ■ > 5/10% ■ > 2/5% ■ < 2%



The main provinces by market share	Branches ¹	Loans ²
Bergamo	22.6%	36.4%
Brescia	22.0%	36.1%
Varese	24.2%	21.5%
Vibo Valentia	19.4%	19.2%
Cosenza	22.3%	18.4%
Cuneo	20.4%	16.4%
Isernia	6.35%	15.6%
Fermo	10.6%	15.3%
Reggio Calabria	20.2%	11.7%
Pavia	13.1%	11.5%
Ancona	9.8%	11.1%
Viterbo	13.4%	10.8%
Alessandria	10.8%	10.2%
Milan	9.0%	3.8%
Rome	4.1%	3.0%

¹ As at 30/09/2015
² As at 30/06/2015

1,554 branches in Italy
23.8% in small towns and villages¹
17.7% in depressed areas²

163 municipalities in which we are the only bank

125 private and corporate banking offices

824 financial advisors and wealth bankers

2,153 bancomat ATMs
49.7% adapted for partially sighted and non-sighted persons

68,212 POS terminals in shops

15 branches and representative offices abroad at the service of Italian small to medium-size enterprises

3.8 million customers

148 thousand shareholders

9,600 suppliers

€ 171.1 billion funding
53.5% direct funding

€ 84.6 billion loans

¹ Municipalities with up to 5,000 inhabitants
² Regions that receive aid from the European Union

In 2015 UBI Banca was the first of the large listed "popular" co-operative banks to comply with the provisions of law No. 33 of 24th March 2015 which required "popular" co-operative banks with balance sheet assets of over € 8 billion to transform into ordinary joint-stock companies.

**Fare banca per bene.*
That is our goal**



Integrity and risk control

Creation of value

Operations rooted in the community

Quality and customer satisfaction

Involvement in local communities

Enhancement and well-being of personnel

Respect for the environment

These are our priorities

Integrity and risk control



UBI Banca has signed and is committed to observance and promotion of the universal principles of the United Nations' **Global Compact** on human rights, labour, the environment and the fight against corruption.

We invest in the **trust** of our customers and of all our stakeholders as a primary asset of the bank through our commitment to sound and prudent management and to observance of our declared values.

We have adopted an **Internal Control System** that not only aims to ensure the compliance of operations with the law and supervisory regulations and with internal policies, regulations and procedures. The structure of the system is also designed: to constantly check that corporate policies and strategies are implemented and that processes are effective and efficient; to safeguard the value of assets and protect them from losses; to ensure that corporate information and IT procedures are reliable and secure; to maintain the current types of risk below set limits; and to prevent the risk that the Bank may be involved, even involuntarily, in illicit activities (including money-laundering, usury and the financing of terrorism).

For some years now all Group Banks and Companies have had a **Code of Ethics** (published on UBI Banca's corporate website) in force and a related **Code of Conduct** to guide management and all employees and associate workers in their strategic and operational decisions and everyday conduct. Together with these they have also set remuneration and incentive policies for senior management and all staff consistent with the objectives of integrity and risk control.

In compliance with the values and principles of the Code of Ethics and the objectives of integrity and risk control, we also monitor involvement in ethically controversial sectors and we have rigorously regulated business in the **armaments** and **gambling** sectors.

For us **capital strength** is also an essential factor for the integrity and good governance of the Bank. This is even more important if you consider that UBI Banca is a listed company subject to single European supervision with a broad shareholder base of small investors and a substantial percentage of its share capital held by national and international institutional investors. Our Group maintains its **capital ratios** and the **quality of its assets** among the best both at national and European level, at values well above the minimums set by European regulations, even in simulations of adverse scenarios.

CONTROVERSIAL SECTORS	2015	
	Loans (€ million)	of total loans
Armaments	48.1	0.08%
Tobacco	47.9	0.08%
Alcohol	28.5	0.05%
Furs	5.9	0.01%
Gambling	9.3	0.02%
Nuclear	0	0.00%
TOTAL	139.7	0.24%

UBI Banca is present in numerous ethical and sustainability indices



It has also been included since 2014 in the FTSE4Good Global and FTSE4Good Europe indices and is classified as an "outperformer" by Sustainalytics' rating



UBI Banca adheres to the "Italian Responsible Payments Code" promoted by Assolombarda for the spread of proper and responsible conduct and practices towards suppliers.



Creation of value



With our profitability we create economic value not only for shareholders, but also for our employees and for the local communities in which we operate and for the community in general. Our capital strength is a value for our customers and for the stability of the banking system.

The creation of value for our shareholders and all our stakeholders in a long-term sustainable manner is a priority objective of the Bank.

We have pursued this objective constantly and with determination through projects to rationalise the Group, the distribution network and staff numbers in order to improve efficiency and contain costs and through projects to innovate processes, products and services in order to increase our competitiveness on the market in terms of quality and value for money.

Our balance sheet confirms this with growth in profitability, the maintenance of high levels of capital strength, positive growth in volumes of funding and lending and an improvement in the quality of credit.

The magnitude of the economic value generated for the benefit of all stakeholders also confirms this.

We have created value for **shareholders** with dividends which thanks to our strength we have always been able to pay even in the most difficult years and with growth in the assets of the Bank. UBI Club, an exclusive package of products and concessions on banking and insurance products, continues to be reserved for all those who were already "registered shareholders" of UBI Banca at the time of the Bank's transformation into an ordinary joint-stock company.

We have given our **employees** the value of training for their professional growth throughout their working lives, investments in their health and safety in the workplace and a substantial corporate welfare package.

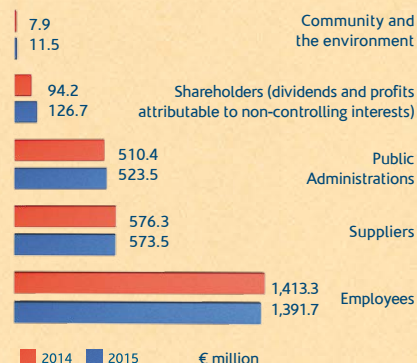
With our purchases we have supported a substantial local supply industry, composed of small and large **suppliers** whom we manage according to criteria of independence, transparency and fairness.

UBI Banca is an important tax payer for **local and central government administrations**, from whom it has never received any form of aid. On the contrary, in addition to taxes and duties, there is also the value of the contributions due from 2015 onwards to finance the Resolution Fund for banks and the Deposit Guarantee Scheme.

The whole **community** benefits not only from the economic value of payments made or social intervention, but also from the value of important activities, not measured, such as those for the protection of the privacy and security of personal data that is managed, for the prevention of criminal activities (e.g. money laundering and the finance of terrorism) and in general for obligations to co-operate with investigating authorities.

€ **2.7** billion
(-0.6% on 2014)
economic value generated

€ **2.6** billion
(+1.0% on 2014)
economic value distributed to stakeholders



€ **116.8** million
(- € 725.7 million in 2014)
consolidated net profit

€ **195.1** million
(+33.2% on 2014)
consolidated net profit net of non recurring items

€ **0.11**
(+37.5% on 2014)
dividend per share proposed to shareholders

€ **9,981.9** million
(+1.02% on 2014)
consolidated equity attributable to the shareholders of the Parent inclusive of profit for the year

In 2015 UBI Banca paid € **98.7 million** to the Resolution Fund for banks and to the Deposit Guarantee Scheme, two instruments financed by the banking system to protect investors in the event of a banking crisis.

Operations rooted in local communities



UBI Banca invests **72.2% of the assets on its balance sheet** in local communities, a total of € 84.6 billion (**16.6% more than its direct funding from customers**) to finance families, businesses, authorities and nonprofit organisations.

It is our job to serve the local economy with useful and value-for-money products and services in order to meet the real needs of those who live and work around us. We work together with local, national and EU authorities and institutions in order to support the financial requirements of enterprises. To achieve this we work a great deal with **guarantee bodies and guarantee funds**, we have signed substantial loan pool agreements with the **European Investment Bank (EIB)** and we have adhered to the **European Central Bank's** TLTRO long-term financing programme.

We analyse trends in various economic sectors and study solutions to support those with a greater capacity to innovate and the best prospects for development such as "**HoReCa**" in the tourist industry, "**Farm&Food**" in the agricultural and food sectors and "**Moda&Design**" for textiles and clothing. With **UBI World**, we work side-by-side with Italian small to medium-size enterprises who seek opportunities to develop on international markets.

With project finance we **finance infrastructures** for the economic and social development of the local realities in which we operate with particular regard to transport, water supplies, health and renewable energy. In 2015 we also took part in the project financing for **Line 5 of the Milan Metro**, a € 1,360 million project for which we are the mandated lead arranger and bookrunner for the project finance, joint bookrunner for the project bond and hedging bank.

We look to the future by supporting the growth of new business ideas and with initiatives dedicated to **start-ups** and **female entrepreneurs**. We extend credit to young people with "**Give them a future**" unsecured loans for students as part of an Italian Banking Association-Council of Ministers initiative and with new subsidised loans for "**small expenses**" and "**large projects**" for studies and other important expenses.

We consider important family projects: for the purchase or refurbishment of a home we have created flexible **home mortgages** suitable also for **young couples** and "**atypical workers**"; and for savings projects, UBI Pramerica, the Group's asset management company, a joint venture with Prudential Financial, offers **fund-based savings schemes** suitable also for the less affluent.

To be a bank that is in the community also means considering the values and sensibilities that run through that community. To achieve this we have added to our range of "ethical" bonds with the new **UBI Pramerica Obbligazionario Euro Corporate Etico Fund** and the new **UBI Sicav Social 4 Future Fund**, which invests in companies committed to managing the global challenges of emerging markets, population trends, scarce resources and climate change.

€ **6.3** billion
loans to small to medium-size
businesses including:
€ **4.8** billion
with ECB and EIB funds
€ **1.4** billion
backed by guarantee bodies
and guarantee funds
€ **17.3** million
for youth employment
€ **3.9** million
for start-ups and female
entrepreneurship

€ **1.9** billion
project finance
for infrastructures

€ **804** million
loans to the nonprofit sector
(0.95% of lending compared with
0.50% for the sector nationally)

€ **2.0** billion
home mortgages for families
of which
€ **163.8** million
to young couples and
"atypical" workers

€ **2.0** million
loans to young people for
scholarships and other projects

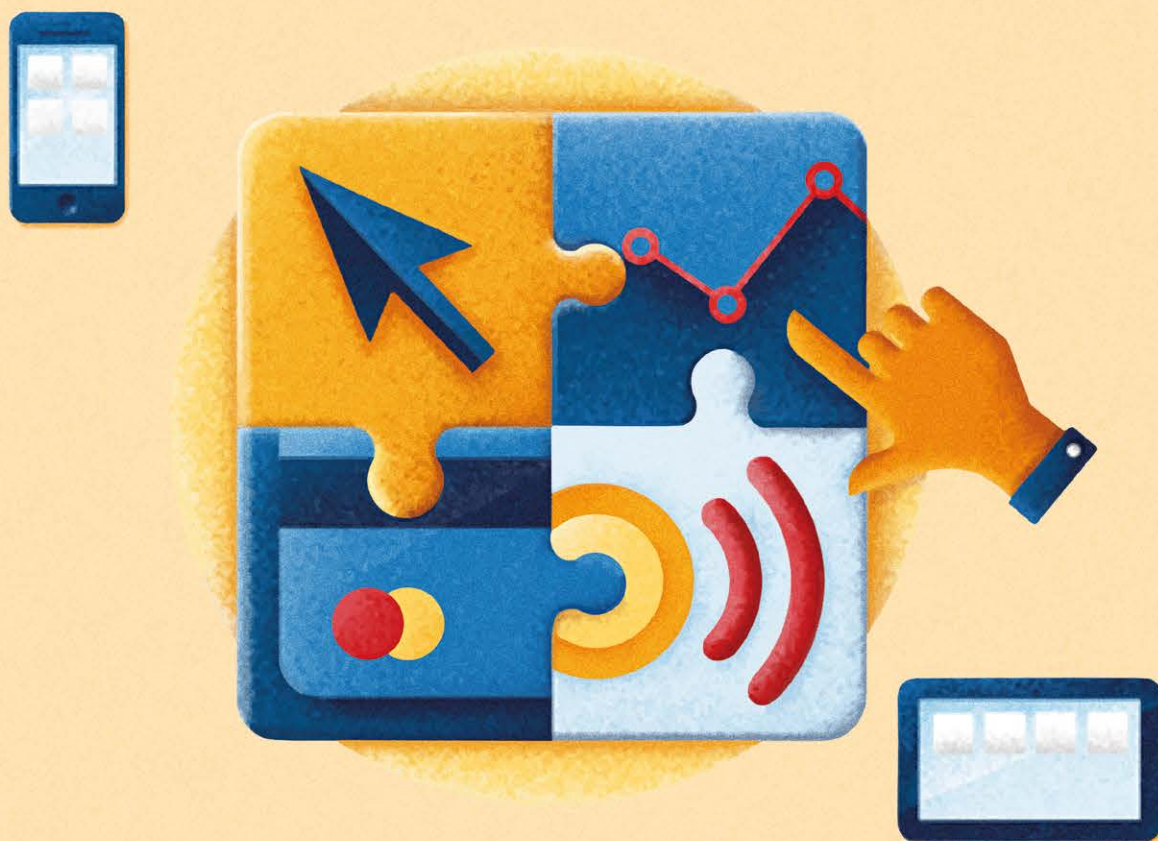
91,820 (+13.4% on 2014)
new subscriptions
to fund-based savings
schemes for families

€ **57.8** million
(+282% on 2014)
UBI Pramerica "ethical" funds

Together with Make a Change, in 2015 we launched the competition of "**Cultivate the right idea**" for new start-ups in the food and agriculture industries with positive social or environmental impacts. The two winners (Spiru Farm and Vale la Pena) received financial and advisory services from UBI Banca and an incubation programme in Make a Cube³.



Quality and customer satisfaction



Over **120 thousand interviews each year** with the Istituto Piepoli, to monitor the satisfaction of our customers and improve the quality of our products and services.

For us “fare banca per bene” (to bank fairly and well) means deserving the trust of our customers every day, with solutions ready for every need. We therefore invest constantly in **innovation** and in the **quality** of our products and services, in **upgrading** our processes and organisational models and in **continuous training** for all our staff at all levels.

We invest greatly in **digital innovation**, not just to reduce the cost of transactions, but also to make using the bank easier and quicker and to create new and useful services. We were the first in Italy to launch the app **UBI Pay** to transfer cash between persons in an easy and secure manner using a smart phone, now also authorised to make donations to nonprofit organisations. We improved our **Qui UBI** internet banking service in 2015 which can now be used in the same way on a PC and on all mobile devices and we have created the app **UBI Money** to manage household income and expenses. Today we have **1.5 million Qui UBI users** and **500 thousand mobile apps** have been downloaded by our customers.

The prizes and awards that we receive and the results of the customer satisfaction surveys that we conduct systematically each year are the concrete evidence of this commitment.

UBI Pramerica

Milano Finanza Global Awards 2015 -
 “Tripla A fondi comuni italiani”
 (Triple A Italian mutual funds)
 for the results achieved by
 the UBI Pramerica Azioni
 Pacifico Fund



Diaman Awards 2015
 1st, 3rd and 4th places in three fund
 categories for
 risk-adjusted
 performance
 achieved in 2014



CFS Ratings 2015
 UBI Pramerica Obbligazioni globali Alto
 Rendimento (high return
 global bonds) among
 “The 300 best funds”



Premio Alto Rendimento 2014
 (2014 High return prize)
 as the best Italian
 mutual fund manager
 in the BIG Group,
 thanks to performance
 achieved over the last
 three years



“Trading on Line Bank of the Year” for
 “Its range of flexible and excellence
 products, innovation in its digital services,
 its constant customer assistance and its
 comprehensive training programme both
 for the more evolved
 investors and those still
 without consolidated
 experience”



94% of our customers are satisfied and they also place us above our competitors. UBI Banca is considered an efficient bank that inspires trust and that is solid, socially responsible and has good prospects.

UBI Banca

The **ABI prize for innovation in banking services** in the category
 “Innovate for the family and young
 people” and the **Prize of Prizes -
 National Prize for Innovation of the
 Ministry of
 Education,
 Universities
 and Research**
 for UBI Pay



Best integrated digital campaign
 Banks and Insurance Companies category
 1st place **UBI Pay** campaign.
 2nd place **Enjoy the Music** campaign

**Corporate and
 institutional
 websites**
 2nd place
www.ubibanca.com



**Project Finance
 International Award 2015**
 for Line 5 of the Milan
 Metro



**MF - Milano Finanza, Innovation
 Award** in co-operation
 with **Accenture** for
 the first Social Project
 Finance in Italy



**Prize in the Indirect
 Impacts Category**
 for the food and
 agriculture start-up
 competition “Cultivate
 the right idea”



Involvement in local communities



In 2015 UBI Banca contributed to the growth of the economic culture of the community with **529 hours of financial education** for over **8,300 young people** and **89 internships** for university students and high school graduates in co-operation with schools and universities in the community.

We support local economies not only by financing household and business consumption and investment, but also with our concern for them when they are in difficulty. Both directly and through our participation in sector and EU financial institution initiatives, we assist **families and businesses in difficulty** hit by the economic crisis or by natural disasters or adverse weather and we contribute to the **financial inclusion** of the more vulnerable groups in society.

With **UBI Comunità** we are strong and innovative in the field of social finance to the point where today UBI Banca is recognised on the market as the go-to bank for both Church-related and other nonprofit organisations in the community. To date we have supported 72 social projects with € 3.6 million through the issue of **UBI Comunità social bonds** and in view of fewer issuances of social bonds due to changed market conditions, in 2015 we introduced other instruments such as the new **UBI Sicav Social 4 Future** to support UNICEF and the first **Social Impact Project Financing** in Italy with an investment of over € 8 million for the refurbishment of the “Buon Riposo” residential care home in Turin.

We make **donations** and provide **sponsorships** for a large number of projects and initiatives which respond to concrete and widespread needs in the areas of social welfare, recreation, sport, culture and health. We make donations to important research projects with significant **partnerships** such as that with the AIRC (Italian Association for research into cancer) with whom we have partnered since 2013 in the “**Days of Research**” campaign and we have long-standing relationships with numerous scholastic and university institutions for which we offer services for students and **internship** opportunities for new high school and university graduates.

We organise and take part in **events, conventions** and **seminars** to educate and discuss on economic and financial issues such as the cycle of meetings on the Italian economy held in co-operation with the **Studi Einaudi Centre** and to support the Italian business community both at home and abroad.

As part of our **treasury** and **cashier** services we support over 1,800 public institutions and authorities with their receipt, reporting and reconciliation activities for their tax revenues and capital income and we make substantial contributions to support their social and institutional aims.

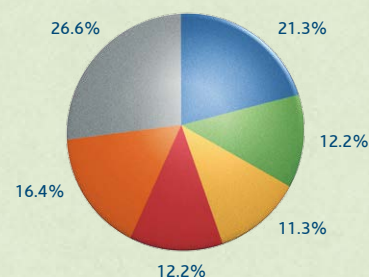
We are members of the **Sodalitas Foundation** and we support it with two special prizes, a Social Bond and the annual POS terminal commissions on the Enjoy Special Edition card reserved to Group employees and the **Sodalitas Social Innovation** Prize for innovation and partnerships between businesses and the nonprofit sector.



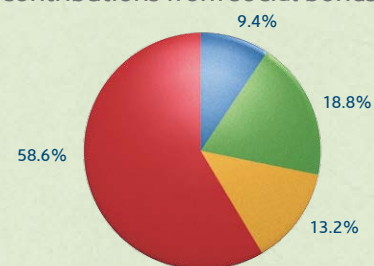
€ **516.4** million
the principal value of mortgages with deferred repayments in 2015 for families in difficulty

€ **1.3** billion
the principal value of loans with repayments deferred or rescheduled in 2015 to small to medium-size businesses in difficulty

€ **14.9** million (+35.2% on 2014)
donations for social initiatives



€ **531.5** thousand
(- 40.0% on 2014)
contributions from social bonds



- Restoration of artistic heritage and protection of the environment
- Infrastructures and economic development
- Education and training, universities and research
- Welfare and solidarity
- Culture
- Social, recreational and sports activities

120 notebooks and desktops
donated to 30 schools and nonprofit organisations

Local events and initiatives



Banco di Brescia

19th May 2015: in memory of the beatification of Pope Paul VI the Maestro Riccardo Muti directed the Luigi Cherubini Youth Orchestra at the Teatro Grande of Brescia in an extraordinary concert of the **International Pianoforte Festival of Brescia and Bergamo**.



Banca Carime

The General Manager Raffaele Avantaggiato, together with senior officers of the Cosenza Confindustria (confederation of industry), awarded prizes to pupils of the "Ipsia-Ict-Iti" high school of Amantea, the winners of the competition **"Your idea of a business"**.



Banca Popolare di Ancona

The bank has continued to support the **Aurora Basketball Team of Jesi** (Serie A2), paying particular attention to support its youth sector.



Banca Popolare di Bergamo

Orobie Ultra Trail. The first edition of the Sky Running event with the start at Clusone in Val Seriana and the finish at Bergamo Alta in the splendid setting of Piazza Vecchia.



Banca Popolare Commercio e Industria

The president Alberto Barcella presented the 2015 **"Eleonora Duse" theatrical award** to Emma Dante at the Piccolo Teatro Studio of Milan, named after Mariangela Melato.



Banca Regionale Europea

The Bank's initiative for Christmas in Turin: a large **tree of lights** in piazza Castello, the heart of the city, around which events were organised for families and children.



Banca di Valle Camonica

Banca di Valle Camonica awards prizes to the winners of the singing competition “**Out of the ordinary Duets-Talents**” at Terme di Boario.



Banca di Valle Camonica

Sunday 5th July 2015: start of the 20th edition of the **Skymarathon** sponsored by Banca di Valle Camonica.



Banca Popolare Commercio e Industria

The Bank sponsors the **2001 Garlasco Volleyball Team** (Pavia). The team plays in the national B2 championship, an example of sporting excellence in the Pavia area.



Banco di Brescia

The main sponsor of **Brescia Calcio**, a symbol of sport in the Brescia area. In the photo Andrea Caracciolo, captain of the *rondinelle*.



Banca Popolare di Bergamo

Banca Popolare di Bergamo promotes the initiatives **Sundays in Santa Marta** - Extraordinary opening and events in the Cloister of Santa Marta on the first Sunday of the month.



Banca Regionale Europea

The Bank continues its commitment to support sport for youth in the Cuneo area. The girls of the **Brebanca S. Bernardo Cuneo Team** play in the National B1 volleyball championship.



Banca Popolare di Ancona

Falstaff with libretto by Arrigo Boito and music by Giuseppe Verdi, in the opera season of the “**Franco Corelli**” **Teatro delle Muse** of Ancona supported by the Bank.



Banca Carime

Following a long tradition, Banca Carime supports the **HBARI 2003 Sports Association** with its men in wheelchairs, giving them the possibility through basketball to achieve independence, co-ordination, growth and above all equal opportunities.



Banco di Brescia e Banca di Valle Camonica

On the occasion of the 100th anniversary of Italy's entry into the Great War the book “**Brescia nella Grande Guerra**”, a publishing project promoted by the two banks, was presented to citizens.

Enhancement and well-being of personnel



UBI Banca obtained 2015 Top Employers certification for working conditions and opportunities for personal development, assessed by the independent organisation the Top Employers Institute according to internationally recognised standards.



Our people constitute our patrimony of values, abilities and expertise which is the real driver of “fare banca per bene” (to bank fairly and well) and of the Bank’s strength and commitment in society and in the community.

In order to conserve and grow this patrimony, we offer all employees **equal opportunities** for growth with no discrimination by gender or of any other nature, through **continuous training** throughout a person’s career linked to periodic **professional assessment** and to the recognition of merit. We have also developed policies to reconcile work and family demands with the use of **flexible** forms of working such as part-time, the reduction or suspension of working hours, hour banks and smart working.

UBI Academy, the Group’s corporate university, studies, plans and delivers training to develop technical expertise and knowledge and managerial abilities and to establish a corporate identity with its own culture and professional ethic. The **remuneration and incentive policies** of the Group too are designed not only to attract, motivate and retain talent, but also to create a sense of identity and to develop a culture linked to results and to merit. The key principles include **fairness** interpreted as salary levels consistent with comparable roles and responsibilities and **attention to risk** and **prudence** against “moral hazard” and the **reward of merit** interpreted as recognition of results, expertise and the behaviour and values displayed.

It is the duty of the **Health and Safety Manager** to safeguard the mental, physical and social well being of persons at the workplace, by means of a **health and safety management system** oriented towards both compliance with regulations and **organisational well-being**, a value strongly associated with corporate climate, personal commitment and work satisfaction.

With the co-ordination of the Group **Welfare Manager**, we offer all employees, whether full or part-time, supplementary forms of pension and health care, insurance policies, paid leave over and above the legal obligation to assist families and for the birth or adoption of children and their attendance at nurseries, financial assistance for single income families or families with disabled members and one-off bonuses for important events such as marriages, births and adoptions, degrees and scholarships for children who are students.

17,734 employees
38.5% women

400 new appointments
in 2015
61% women

87 thousand
training days
114.3% more than
compulsory training
97.6% employees involved

€ **1.5** million
prevention and health
and safety at the workplace
activity

€ **51.8** million
supplementary pensions
and insurance policies

€ **6.5** million
other corporate welfare
initiatives

1,300 days
of “Donate one day”
corporate voluntary work in
78 nonprofit organisations

€ **33** thousand
amount of the commissions
on the Enjoy Special Edition
Card reserved for employees
donated to AMREF for the
creation of Street Gardens
in Kenya

In 2015 all employees were involved in a **corporate climate survey** by means of a questionnaire designed by a scientific team from the University of Padua.

Respect for the environment



We have had a Group **environmental policy** in place since 2008, which commits us to reducing the environmental impact of our activities and to promoting the development of a more eco-compatible economy.

We finance investments for the production of energy from **photovoltaic plants** with our products “**Sun Strength**” for individuals and “**New Photovoltaic Energy**” for businesses, while with “**Renewable Energies**” and “**Full Power**” leasing we finance other renewable energy plants: wind power, biogas and biomasses. With our product “**Creditopplà Home Refurbishment**” we finance the upgrade and improvement of the energy efficiency of the existing housing stock.

We participate in the finance of both private sector and mixed public-private environmental investments with **project finance** operations. One of the largest in 2015 was for the operations of Acqua Novara VCO SpA and Acquedotto del Fiora SpA, which provide a series of water and sewerage services (aqueduct, sewers, purification) to 830 thousand people.

Internally we have assigned responsibility to an **Energy Manager** for optimising energy consumption and improving the energy efficiency of buildings and the relative systems. In 2015 we carried out a study of energy consumption in the most energy hungry branches and 11 “**energy diagnoses**” on Group buildings as well as taking action on the results of energy diagnoses already carried out on sites with the largest consumption. With these actions and with the purchase of energy from **renewable sources** we have drastically reduced our polluting emissions.

We have also reduced **energy consumption** through the purchase of increasingly more efficient electronic equipment and we are working to **reduce consumption of paper and toner** by means of remote monitoring of printers and by printing on both sides and the use of **paperless documents** in offices and branches and through the development and spread of **digital banking services**.

We have created the role of **Mobility Manager** to manage corporate mobility in a sustainable fashion. We are reducing travel for work by increasing the use of **video conferences**, we have adopted a **work travel policy** which gives priority to the use of public and collective means of transport, we have made an important improvement to the corporate car fleet and we offer shuttle bus services for employees to travel to and from work.

In 2015 we carried out important initiatives to **train staff** on safeguarding the environment and to increase their awareness. These included training on “green” purchases and an online course entitled **Energy saving - Knowledgeable awareness**.

99.4%
electricity from renewable sources (GO certified)

-16.4% energy consumption over three years

-24.4% energy consumption by the corporate car fleet over three years

-51.4% greenhouse gas emissions over three years

-25.1% waste production over three years

99.99%
waste separation for recycling

60%
FSC certified paper



79%
Ecolabel certified paper



89%
paper certified chlorine free



26,268
(+26.3% over three years)
videoconference meetings for over **45 thousand hours**

12,458 (70.2%)
employees trained on energy savings

UBI Banca has participated with **€ 1.2 billion** (€ 147 million disbursed in 2015) in **130 project finance operations for renewable energy**, to finance the generation of 1 million MWh per year of electricity (that satisfies the requirements of 382 thousand households, almost a city as large as Turin): **351 thousand tons per year of CO₂ emissions avoided**.

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Customer service

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This document is a summary of the 2015 Sustainability Report

The full document, prepared in compliance with GRI G4 guidelines and subject to a limited audit by Deloitte & Touche S.p.A., is available in PDF format on the corporate website: www.ubibanca.it

To receive a hardcopy version of the 2015 Sustainability Report you may either use the document request toolbox function on the Group website or alternatively contact:

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