

GRI TABLE OF IDENTIFICATION AND GC PRINCIPLES

The actions taken and progress achieved in relation to the ten principles of the Global Compact are described in the [sustainability report 2010](#) and mapped in the GRI table of identification below.

This table is published in the sustainability section of the [Group website](#). Any update will be there available.

PROFILE

1. Strategy and analysis

GRI INDICATORS	DESCRIPTION	UNGC PRINCIPLES	CROSS-REFERENCE/DIRECT ANSWER
1.01	Statement from the most senior decision-maker of the organization.		Sustainability Report 2010, p. 3
1.02	Description of key impacts, risks, and opportunities.		Sustainability Report 2010, p. 3; 15

2. Organizational profile

GRI INDICATORS	DESCRIPTION	UNGC PRINCIPLES	CROSS-REFERENCE/DIRECT ANSWER
2.01	Name of the organization.		Sustainability Report 2010, p. 14
2.02	Primary brands, products, and/or services.		Sustainability Report 2010, 14-15
2.03	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.		Sustainability Report 2010, P. 14; 21
2.04	Location of organization's headquarters.		Sustainability Report 2010, p. 14
2.05	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.		Sustainability Report 2010, p. 14 Management report and consolidated financial statements 2010, p. 233-234
2.06	Nature of ownership and legal form.		Sustainability Report 2010, p. 70 Corporate governance and share ownership report 2010, p. 9-10
2.07	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).		Sustainability Report 2010, p. 14-15
2.08	Scale of the reporting organization.		Sustainability Report 2010, p. 31-32
2.09	Significant changes during the reporting period regarding size, structure, or ownership.		Sustainability Report 2010, p. 14; 70 Management report and consolidated financial statements 2010, p. 22
2.10	Awards received in the reporting period.		Sustainability Report 2010, p. 17

3. Report parameters

GRI INDICATORS	DESCRIPTION	UNGC PRINCIPLES	CROSS-REFERENCE/DIRECT ANSWER
3.01	Reporting period (e.g., fiscal/calendar year) for information provided.		Sustainability Report 2010, p. 4
3.02	Date of most recent previous report (if any).		Sustainability Report 2010, p. 4 The previous report was published in May 2010.
3.03	Reporting cycle (annual, biennial, etc.)		Sustainability Report 2010, p. 4 The reporting cycle is annual.
3.04	Contact point for questions.		Sustainability Report 2010, p. 140 Contacts Corporate Social Responsibility
3.05	Process for defining report content.		Sustainability Report 2010, p. 4
3.06	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers).		Sustainability Report 2010, p. 4-5
3.07	State any specific limitations on the scope or boundary of the report.		Sustainability Report 2010, p. 4
3.08	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.		Sustainability Report 2010, p. 4
3.09	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report.		Sustainability Report 2010, p. 4
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).		Sustainability Report 2010, p. 4
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.		Sustainability Report 2010, p. 4
3.12	Table identifying the location of the Standard Disclosures in the report.		Sustainability Report 2010, p. 4
3.13	Policy and current practice with regard to seeking external assurance for the report.		Sustainability Report 2010, p. 4

4. Governance, commitments, engagement

GRI INDICATORS	DESCRIPTION	UNGC PRINCIPLES	CROSS-REFERENCE/DIRECT ANSWER
4.01	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.		Sustainability Report 2010, p. 21-23 Corporate governance and share ownership report 2010, p. 15-79 Management Corporate bodies' functions
4.02	Indicate whether the Chair of the highest governance body is also an executive officer.		Sustainability Report 2010, p. 22 Corporate governance and share ownership report 2010, p. 37-38
4.03	For organizations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members.		Sustainability Report 2010, p. 22
4.04	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.		Sustainability Report 2010, p. 23; 52 European Works Council
4.05	Linkage between compensation for members of the highest governance body, senior managers, and executives, and the organization's performance.		Sustainability Report 2010, p. 24 Corporate governance and share ownership report 2010, p. 85-107
4.06	Processes in place for the highest governance body to ensure conflicts of interest are avoided.		Related party transactions
4.07	Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organization's strategy on economic, environmental, and social topics.		Sustainability Report 2010, p. 22 Corporate governance and share ownership report 2010, p. 20-21
4.08	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.		Sustainability Report 2010, p. 10-11

4.09	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.		Sustainability Report 2010, p. 24-26 The Board of Directors meets once a year to discuss and approve the sustainability report of the Generali Group. Any updates of both the Ethical Code and the Environmental Policy are subject to its approval.
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.		Corporate governance and share ownership report 2010, p. 28-29
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.		Sustainability Report 2010, p. 3
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.		Sustainability Report 2010, p. 11-12
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organizations.		Sustainability Report 2010, p. 12; 82-83
4.14	List of stakeholder groups engaged by the organization.		Sustainability Report 2010, p. 19
4.15	Basis for identification and selection of stakeholders with whom to engage.		Sustainability Report 2010, p. 19
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.		Sustainability Report 2010, p. 19
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.		Sustainability Report 2010, p. 19

ECONOMIC PERFORMANCE INDICATORS

Disclosure on management approach

The Generali Group pursues an objective of long-term sustainable business development through a geographical and distributional diversification. Thus, the drivers of its growth are its solid distribution model based on proprietary networks, its leadership in core markets and its excellent positioning on markets with high growth potential.

One of the Group goals is to create value for all its stakeholders and to properly let them share in the wealth generated.

Economic and financial information is managed through planning, controlling and reporting systems.

The Generali Group also considers the climate change. This topic was identified as one of the key strategic risks to the insurance business that can also offer new business opportunity. In 2009 and 2010 several in-house forums about the climate change and its implications on the business were organized at the request of the Top Management. They involved executives, senior and middle managers of many Group companies, also with the support of international experts. As clearly stated in the Environmental Policy, the Group commits to integration of climate protection prevention measures into its strategies.

As a provider of specific insurances covering losses from natural phenomena, specifically from atmospheric ones, the Group constantly monitors the evolution of the situation, both with regard to existing and emerging risks, using specific stochastic simulation models of natural phenomena, in order to ensure that its products and risk mitigation tools are always suitable to the contingent situation.

The attention to the topic of the climate change is confirmed by the Group adhesion to Carbon Disclosure Project.

The Generali Group has always linked its growth to the development of the local communities where it operates and adopted employee policies that do not discriminate anybody and aim at enhancing local abilities, giving importance to the contribution of local people in terms of market knowledge. This approach is also adopted by companies recently acquired or newly created, whose workforce almost entirely numbers local employees, in the management positions as well.

As for the supplies, local suppliers are largely preferred.

Indirect economic impacts are mainly linked to corporate citizenship initiatives. In order to improve life conditions in the countries where Group companies operate, they themselves work together with local institutions and non-profit associations, providing one-shot or, most often, recurrent financial support for different public utilities (educational services, health services, social integration services, professional integration of disabled people, etc.) and/or for infrastructures such as schools, day care centres and health care centres. Zukunftsfonds in Germany represents a great, structured example of collaboration with local institutions and non-profit associations. In order to contribute to the alleviation of poverty among disadvantaged inhabitants, the Group has recently financed the launch of some business ventures and micro-insurance initiatives in India, where it entered only few years ago.

ASPECT: Economic performance

GRI INDICATORS	DESCRIPTION	UNGC PRINCIPLES	CROSS-REFERENCE/DIRECT ANSWER
EC1. Core	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.		Sustainability Report 2010, p. 32; 110
EC2. Core	Financial implications and other risks and opportunities for the organization's activities due to climate change.	7	Sustainability Report 2010, p. 26-27
EC3. Core	Coverage of the organization's defined benefit plan obligations.		Sustainability Report 2010, p. 44-45 Management report and consolidated financial statements 2010, p. 163-165
EC4. Core	Significant financial assistance received from government.		Sustainability Report 2010, p. 33

ASPECT: Market presence

GRI INDICATORS	DESCRIPTION	UNGC PRINCIPLES	CROSS-REFERENCE/DIRECT ANSWER
EC5. Additional	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation.	1	The standard entry level wage in the Generali Group is higher than the local minimum wage (if any).
EC6. Core	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.		Sustainability Report 2010, p. 99-100
EC7. Core	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	6	Sustainability Report 2010, p. 41-42; 47

ASPECT: Indirect economic impacts

GRI INDICATORS	DESCRIPTION	UNGC PRINCIPLES	CROSS-REFERENCE/DIRECT ANSWER
EC8. Core	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.		Sustainability Report 2010, 109-110; 114-116
EC9. Additional	Understanding and describing significant indirect economic impacts, including the extent of impacts.		Sustainability Report 2010, 111-112

ENVIRONMENTAL PERFORMANCE INDICATORS

Disclosure on management approach

Safeguarding the environment as a primary asset is one of the guiding values of the Generali Group, which is committed to gearing its own choices towards guaranteeing compatibility between economic initiatives and environmental requirements. Objectives and commitments with the aim of making a positive contribution to sustainable development are defined in the Environmental Policy of the Generali Group. Specific targets for both direct and indirect environmental impacts are defined in the document Group objectives and targets for environmental improvement. Actions to work towards attaining the Group objectives and targets are included in the Environmental Programme.

The key environmental aspects are managed through an Environmental Management System (EMS) which complies with the requirements of the ISO 14001 standard and meets some ethical requirements. Such System currently involves six of the most important countries for corporate business, i.e. Austria, France, Germany, Italy, Spain and Switzerland.

The System is supported by an organizational structure that is composed of a Sustainability Committee and an EMS Committee. The task of coordinating these Committees and drafting documentation for the System at the Group level is carried out by the Corporate Social Responsibility unit. Each country has also a Country CSR Committee, sometimes supported by national structures which have solely environmental powers.

The proper implementation of the EMS and the specific attainment of the objectives are guaranteed by periodic monitoring of several indicators which cover all of the most significant environmental aspects directly or indirectly impacting on the business, i.e. materials, energy, water, emissions, waste, corporate mobility, products and services, procurement processes and investment activities. Data obtained feeds an internal information system which provides for a report for a review by the Top Management, in order to constantly assess the efficiency and effectiveness of the EMS with a view towards continual improvement.

ASPECT: Materials

GRI INDICATORS	DESCRIPTION	UNGC PRINCIPLES	CROSS-REFERENCE/DIRECT ANSWER
EN1. Core	Materials used by weight or volume.	8	Sustainability Report 2010, p. 126
EN2. Core	Percentage of materials used that are recycled input materials.	8,9	Sustainability Report 2010, p. 126 The Generali Group uses ecological paper, which is 45% of the total consumption. The recycled paper represents 8.6% of this percentage.

ASPECT: Energy

GRI INDICATORS	DESCRIPTION	UNGC PRINCIPLES	CROSS-REFERENCE/DIRECT ANSWER
EN3. Core	Direct energy consumption by primary energy source.	8	Sustainability Report 2010, p. 122-123
EN4. Core	Indirect energy consumption by primary source.	8	Sustainability Report 2010, p. 122-123
EN5. Additional	Energy saved due to conservation and efficiency improvements.	8,9	Sustainability Report 2010, p. 122-123
EN6. Additional	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	8,9	Sustainability Report 2010, p. 81-82
EN7. Additional	Initiatives to reduce indirect energy consumption and reductions achieved.	8,9	Sustainability Report 2010, p. 124; 130-132

ASPECT: Water

GRI INDICATORS	DESCRIPTION	UNGC PRINCIPLES	CROSS-REFERENCE/DIRECT ANSWER
EN8. Core	Total water withdrawal by source.	8	Sustainability Report 2010, p. 127
EN9. Additional	Water sources significantly affected by withdrawal of water.	8	Group companies do not draw sufficient quantities of water to significantly affect water sources.
EN10. Additional	Percentage and total volume of water recycled and reused.	8,9	Sustainability Report 2010, p. 127

ASPECT: Biodiversity

GRI INDICATORS	DESCRIPTION	UNGC PRINCIPLES	CROSS-REFERENCE/DIRECT ANSWER
EN11. Core	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	8	Sustainability Report 2010, p. 133
EN12. Core	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	8	Sustainability Report 2010, p. 133
EN13. Additional	Habitats protected or restored.	8	Sustainability Report 2010, p. 133
EN14. Additional	Strategies, current actions, and future plans for managing impacts on biodiversity.	8	Sustainability Report 2010, p. 133
EN15. Additional	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	8	This information is not collected, since the area subject to restrictions is extremely small (150 m ²).

ASPECT: Emissions, effluents and waste

GRI INDICATORS	DESCRIPTION	UNGC PRINCIPLES	CROSS-REFERENCE/DIRECT ANSWER
EN16. Core	Total direct and indirect greenhouse gas emissions by weight.	8	Sustainability Report 2010, p. 131
EN17. Core	Other relevant indirect greenhouse gas emissions by weight.	8	Sustainability Report 2010, p. 131
EN18. Additional	Initiatives to reduce greenhouse gas emissions and reductions achieved.	7,8,9	Sustainability Report 2010, p. 132
EN19. Core	Emissions of ozone-depleting substances by weight.	8	Emissions of ozone-depleting substances are not measured, as immaterial for the Group activities.
EN20. Core	NOx, SOx, and other significant air emissions by type and weight.	8	Sustainability Report 2010, p. 131
EN21. Core	Total water discharge by quality and destination.	8	Sustainability Report 2010, p. 127 Discharged water is not measured, since water effluents from insurance-banking activities are similar to domestic sewage. Only in Switzerland water is returned to the Lugano lake without harming the environment.
EN22. Core	Total weight of waste by type and disposal method.	8	Sustainability Report 2010, p. 128
EN23. Core	Total number and volume of significant spills.	8	The risk of potential spills of hazardous substances is not significant, when considering the insurance-banking activities of the Generali Group.
EN24. Additional	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	8	Sustainability Report 2010, p. 128
EN25. Additional	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.	8	Discharged water from the Group activities washes into the urban sewage systems without significantly harming the environment.

ASPECT: Products and services

GRI INDICATORS	DESCRIPTION	UNGC PRINCIPLES	CROSS-REFERENCE/DIRECT ANSWER
EN26. Core	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	7,8,9	Sustainability Report 2010,p. 126-127
EN27. Core	Percentage of products sold and their packaging materials that are reclaimed by category.	8,9	There is no recycling and reuse system for the products in the Group.

ASPECT: Compliance

GRI INDICATORS	DESCRIPTION	UNGC PRINCIPLES	CROSS-REFERENCE/DIRECT ANSWER
EN28. Core	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	8	Sustainability Report 2010, p. 132

ASPECT: Transport

GRI INDICATORS	DESCRIPTION	UNGC PRINCIPLES	CROSS-REFERENCE/DIRECT ANSWER
EN29. Additional	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	8	Sustainability Report 2010, p. 129-132

ASPECT: Overall

GRI INDICATORS	DESCRIPTION	UNGC PRINCIPLES	CROSS-REFERENCE/DIRECT ANSWER
EN30. Additional	Total environmental protection expenditures and investments by type.	7,8,9	Sustainability Report 2010, p. 132

SOCIAL PERFORMANCE INDICATORS

LABOR PRACTICES AND DECENT WORK

Disclosure on management approach

The Group's employee policies, which are set out by the Group CEO, are characterized by enhancement of employees' opportunities, development of their potential and respect for their rights.

The workers' fundamental rights are stated in the Ethical Code of the Generali Group and in the European Social Charter that are based on the Universal Declaration of Human Rights and the International Labour Organization's Declaration. All staff are given a formal written employment contract. Exploitation, forced or compulsory labour and child labour are not tolerated in any form. The Group also recognises the right of its employees to join a trade union, to appoint workers' representatives and to exercise the relative functions, in accordance with freedom of association and with local regulations and practices.

The personal and professional growth of its employees and the improvement of their competencies are encouraged through intense training activities that are managed by the Generali Group Innovation Academy (GGIA) and developed as to guide training investment in accordance with the Group's objectives and strategies.

The Group values its employees and considers diversity as an opportunity for enrichment. The individual contribution to its success is recognized, also through appropriate and equal remuneration.

Employees regularly receive performance appraisal through appropriate methods, also with a view of developing their carrier.

The policies guaranteeing equal opportunities to specific categories such as women, disabled people, etc. aim at reducing possible barriers through actions that are defined with them.

The Group protects and guarantees working conditions that are respectful of individual dignity in safe, healthful working environments.

ASPECT: Employment

GRI INDICATORS	DESCRIPTION	UNGC PRINCIPLES	CROSS-REFERENCE/DIRECT ANSWER
LA1. Core	Total workforce by employment type, employment contract, and region.		Sustainability Report 2010, p. 35-37
LA2. Core	Total number and rate of employee turnover by age group, gender, and region.	6	Sustainability Report 2010, p. 39-40
LA3. Additional	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.		Sustainability Report 2010, p. 44-45

ASPECT: Labor/management relations

GRI INDICATORS	DESCRIPTION	UNGC PRINCIPLES	CROSS-REFERENCE/DIRECT ANSWER
LA4. Core	Percentage of employees covered by collective bargaining agreements.	1,3	Sustainability Report 2010, p. 53
LA5. Core	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	3	Sustainability Report 2010, p. 51-52

ASPECT: Occupational health and safety

GRI INDICATORS	DESCRIPTION	UNGC PRINCIPLES	CROSS-REFERENCE/DIRECT ANSWER
LA6. Additional	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	1	Sustainability Report 2010, p. 49
LA7. Core	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region.	1	Sustainability Report 2010, p. 48; 51
LA8. Core	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	1	Sustainability Report 2010, p. 50-51
LA9. Additional	Health and safety topics covered in formal agreements with trade unions.	1	In Italy and Spain formal agreements with trade unions cover health and safety. They address topics such as: personal protective equipment, joint management-employee health and safety committees, participation of worker representatives in health and safety inspections, audits and accident investigations, training and education, complaints mechanism, right to refuse unsafe work and periodic inspections. In France, Israel and the Czech Republic .

ASPECT: Training and education

GRI INDICATORS	DESCRIPTION	UNGC PRINCIPLES	CROSS-REFERENCE/DIRECT ANSWER
LA10. Core	Average hours of training per year per employee by employee category.		Sustainability Report 2010, p. 64
LA11. Additional	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.		Sustainability Report 2010, p. 42; 62 Training
LA12. Additional	Percentage of employees receiving regular performance and career development reviews.		Sustainability Report 2010, p. 44

ASPECT: Diversity and equal opportunity

GRI INDICATORS	DESCRIPTION	UNGC PRINCIPLES	CROSS-REFERENCE/DIRECT ANSWER
LA13. Core	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.	1,6	Sustainability Report 2010, p. 22; 35-36; 38
LA14. Core	Ratio of basic salary of men to women by employee category.	1,6	Sustainability Report 2010, p. 44

HUMAN RIGHTS

Disclosure on management approach

The Generali Group commits to ensure and promote fundamental human and labour rights in all its spheres of influence. Such commitment is stated in the Ethical Code of the Generali Group and in the European Social Charter and further confirmed by the support of the UN Global Compact initiative. The topic of human rights lies with the Group CEO.

As for employees, the Corporate Social Responsibility unit annually monitors through questionnaires the prohibition of child, forced and compulsory labour, non discrimination and freedom of association and collective bargaining in all Group companies.

In order to create awareness of fundamental human rights, respect for which must be guaranteed, the Group offers a widespread training through an e-learning course. It will gradually involve all employees over a period of time that should continue through the end of 2013. The number of employees who have done the course is constantly monitored.

Respect for fundamental human and labour rights is also key in the supply chain. The Group encourages its suppliers to adopt the principles laid down in the Ethical Code and takes operational measures to ensure the right application of workplace health and safety, environmental protection and public health regulations.

As an institutional investor, the Generali Group adopts ethical guidelines that forbid investment in financial instruments issued by companies that do not respect the fundamental human rights. On the one hand, it thus avoids being involved, through investments, in serious violations of human rights and, on the other, it persuades issuing companies to responsibly act. The Group set up a Council on Ethics, a consultative body to CFO for possible exclusion procedures from the investment universe of companies that violate the Group's ethical criteria. The management system provides for a constant monitoring of investments, including checks designed to prevent the acquisition of securities issued by excluded companies. A half-yearly report is also sent to the Corporate Centre's Group Risk Management department.

The procedures by which to manage lack of respect for human rights are those implemented for reports of violation of the Ethical Code. They require reports to be notified to the Corporate Social Responsibility unit and to be analyzed, on the basis of elements revealed during the preliminary investigation, by a proper Commission, that consists of an outsider, too. Suitable disciplinary measures against people responsible for the violation of human rights are taken if the violation is ascertained. Said measures can also entail the removal of said people from the company.

ASPECT: Investment and procurement practices

GRI INDICATORS	DESCRIPTION	UNGC PRINCIPLES	CROSS REFERENCES
HR1. Core	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening.	1,2,3 4,5,6	Sustainability Report 2010, p. 105
HR2. Core	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken.	1,2,3 4,5,6	Sustainability Report 2010, p. 100
HR3. Additional	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	1,2,3 4,5,6	Sustainability Report 2010, p. 53

ASPECT: Non-discrimination

GRI INDICATORS	DESCRIPTION	UNGC PRINCIPLES	CROSS-REFERENCE/DIRECT ANSWER
HR4. Core	Total number of incidents of discrimination and actions taken.	1,2,6	Sustainability Report 2010, p. 53

ASPECT: Freedom of association and collective bargaining

GRI INDICATORS	DESCRIPTION	UNGC PRINCIPLES	CROSS-REFERENCE/DIRECT ANSWER
HR5. Core	Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights.	1,2,3	Sustainability Report 2010, p. 53-55

ASPECT: Child labor

GRI INDICATORS	DESCRIPTION	UNGC PRINCIPLES	CROSS-REFERENCE/DIRECT ANSWER
HR6. Core	Operations identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor.	1,2,5	Sustainability Report 2010, p. 53-55

ASPECT: Forced and compulsory labor

GRI INDICATORS	DESCRIPTION	UNGC PRINCIPLES	CROSS-REFERENCE/DIRECT ANSWER
HR7. Core	Operations identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of forced or compulsory labor.	1,2,4	Sustainability Report 2010, p. 53-55

ASPECT: Security practices

GRI INDICATORS	DESCRIPTION	UNGC PRINCIPLES	CROSS-REFERENCE/DIRECT ANSWER
HR8. Additional	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	1,2	This information will be gathered to draw up the sustainability report 2011.

ASPECT: Indigenous rights

GRI INDICATORS	DESCRIPTION	UNGC PRINCIPLES	CROSS-REFERENCE/DIRECT ANSWER
HR9. Additional	Total number of incidents of violations involving rights of indigenous people and actions taken.	1,2	Sustainability Report 2010, p. 52

SOCIETY

Disclosure on management approach

The impacts of activities on local communities have not only an economic nature, i.e. those associated to job offer and purchase of goods and services from local suppliers, but mainly concern logistic and environmental aspects. The former are, in fact, linked to commutes and transfers for duty whereas the latter are due to both transfers and building management.

Before starting new activities – specifically, before entering new markets or moving a significant number of employees to new buildings, that are usually located in the same country or even in the same city – impacts from commutes in terms of their direct management or facilitation are carefully assessed.

The impact on the social fabric of the communities where Group companies operate is also taken into consideration. The Group interacts with the local communities through several cultural, educational, etc. initiatives as to create a collaborative mood to favour integration and to have positive effects on both Group companies and the communities where they operate. In the main cities the Group constantly works together with institutions as to promote new initiatives with the aim of reducing traffic and emissions from commutes.

An economic and eco-friendly management of the corporate mobility also contributes to limit the impact of operations on the communities.

As for the access to products and services, sales and claims settlement networks of the Group are widespread in several markets and in low-populated areas, too. The distributional diversification of the Group and the possibility of communicating by phone or internet with the companies, not only in case of underwriting but also in the claim settlement process, contribute to reduce barriers to access to services. One of the Group goals is to provide those who would otherwise be excluded from the traditional market with insurance products. It is pursued through some specific microinsurance projects.

In its sphere of influence the Generali Group is also committed to working against corruption in all its forms and to implementing all measures against it. The Group joins the UN Global Compact consistently with such commitment, that is stated in the Ethical Code. New policies addressed to some corrupt practices such as internal fraud have recently been adopted and disseminated to people who have relationships with the Generali Group. The risk is managed and monitored by departments reporting to the Group CEO.

As stated in the Ethical Code, the Group does not support any event or initiative whose aim is mainly or exclusively of a political nature. Furthermore, it refrains from any direct or indirect pressure on political representatives and does not make any contribution to trade unions or associations with which conflict of interests may arise.

The Group recognizes free competition in the market as a crucial factor for growth and constant business improvement. It bases its competitiveness on the quality of products and services provided and not on competitors' discredit.

ASPECT: Community

GRI INDICATORS	DESCRIPTION	UNGC PRINCIPLES	CROSS-REFERENCE/DIRECT ANSWER
SO1. Core	Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting.		Sustainability Report 2010, p. 123-125; 130-131 The approach above described was adopted when some Italian offices were moved to Mogliano Veneto and French offices were recently moved to Saint-Denis.
FS13. Core	Access points in low-populated or economically disadvantaged areas by type.		Sustainability Report 2010, p. 81; 111
FS14. Core	Initiatives to improve access to financial services for disadvantaged people.		Sustainability Report 2010, p. 17; 84-85

ASPECT: Corruption

GRI INDICATORS	DESCRIPTION	UNGC PRINCIPLES	CROSS-REFERENCE/DIRECT ANSWER
SO2. Core	Percentage and total number of business units analyzed for risks related to corruption.	10	Management report and consolidated financial statements 2010, p. 140
SO3. Core	Percentage of employees trained in organization's anti-corruption policies and procedures.	10	Sustainability Report 2010, p. 29
SO4. Core	Actions taken in response to incidents of corruption.	10	Sustainability Report 2010, p. 27; 29

ASPECT: Public policy

GRI INDICATORS	DESCRIPTION	UNGC PRINCIPLES	CROSS-REFERENCE/DIRECT ANSWER
SO5. Core	Public policy positions and participation in public policy development and lobbying.	1,2,3 4,5,6 7,8,9 10	Sustainability Report 2010, p. 10
SO6. Additional	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	10	Sustainability Report 2010, p. 10

ASPECT: Anti-competitive behavior

GRI INDICATORS	DESCRIPTION	UNGC PRINCIPLES	CROSS-REFERENCE/DIRECT ANSWER
SO7. Additional	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.		Sustainability Report 2010, p. 93

ASPECT: Compliance

GRI INDICATORS	DESCRIPTION	UNGC PRINCIPLES	CROSS-REFERENCE/DIRECT ANSWER
SO8. Core	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.		Sustainability Report 2010, p. 86; 93

PRODUCT RESPONSIBILITY

Disclosure on management approach

As stated in the Ethical Code, in order to achieve its fundamental goal of customer satisfaction, the Group insists on high-quality products and services that are constantly updated to meet new requirements. Many initiatives of dialogue with customers are periodically organized as to learn expectations and satisfaction with regard to products and services provided.

Managing relations with customers gains in importance and sales force therefore play a key role in achieving commercial strategies. The Group provides sales force with specific training courses, adequate support and guidelines on how they should go about their work.

Contracts and communications with customers are based on the principles of correctness and honesty, professionalism, transparency and cooperation with a view to finding solutions that are most suited to their needs. Information provided to customers before any contract is signed is complete, transparent and comprehensible so they can make conscious purchase choices. To this end, Group companies implement information and training programmes with the aim of disseminating insurance and financial know-how.

As for marketing communication, the Group is also in line with the fundamental ethical values of the civil society and it complies with the current regulations, the Ethical Code and other voluntary or self-regulatory codes adopted in some countries.

In accordance with national legislation, the Generali Group guarantees the confidentiality and security of data and its processing through methods denying access to third parties, unless required for corporate aims or by a writ. Group management system and procedures to customer privacy protection are adequate.

GRI INDICATORS	DESCRIPTION	UNGC PRINCIPLES	CROSS-REFERENCE/DIRECT ANSWER
FS15. Core	Policies for the fair design and sale of financial products and services.		Sustainability Report 2010, p. 79; 83-84

ASPECT: Customer health and safety

GRI INDICATORS	DESCRIPTION	UNGC PRINCIPLES	CROSS-REFERENCE/DIRECT ANSWER
PR1. Core	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	1	Group companies do not distribute/provide products/services impacting on health and safety.
PR2. Additional	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	1	Group companies do not distribute/provide products/services impacting on health and safety.

ASPECT: Product and service labelling

GRI INDICATORS	DESCRIPTION	UNGC PRINCIPLES	CROSS-REFERENCE/DIRECT ANSWER
PR3. Core	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	8	Group products and services are not labelled.
PR4. Additional	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	8	Group products and services are not labelled.
PR5. Additional	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.		Sustainability Report 2010, p. 94-97
FS16. Core	Initiatives to enhance financial literacy by type of beneficiary.		Sustainability Report 2010, p. 85

ASPECT: Marketing communications

GRI INDICATORS	DESCRIPTION	UNGC PRINCIPLES	CROSS-REFERENCE/DIRECT ANSWER
PR6. Core	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.		Sustainability Report 2010, p. 86
PR7. Additional	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.		Sustainability Report 2010, p. 86

ASPECT: Customer privacy

GRI INDICATORS	DESCRIPTION	UNGC PRINCIPLES	CROSS-REFERENCE/DIRECT ANSWER
PR8. Additional	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	1	Sustainability Report 2010, p. 29

ASPECT: Compliance

GRI INDICATORS	DESCRIPTION	UNGC PRINCIPLES	CROSS-REFERENCE/DIRECT ANSWER
PR9. Core	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.		Sustainability Report 2010, p. 93-94

PRODUCT AND SERVICE IMPACT

Disclosure on management approach

By their very nature, insurance products have a social value because they provide protection for clients and meet their pension needs. Their social role becomes even more crucial against a general gradual reduction in public services.

Among the range of products and guarantees offered there are also some with particular social or environmental value that meet specific needs of disabled, seriously ill people, immigrants, etc., that cover facilities that produce renewable energy, or that reward the virtuous conduct of the policyholders. Even if they represent a very small part of the corporate business, they contribute to raise awareness and persuade customers to responsibly act.

The Group plays on investments of technical reserves that are in line with the guidelines complying with the Principles for Responsible Investment (PRI), sponsored by ONU, as to qualify all its products as ethical. Through investments according to such criteria, the Group ensures its clients not only the risk protection and adequate financial returns but also respect for fundamental human rights and environmental protection.

The management system provides for constant monitoring of investments, including checks designed to prevent the acquisition of securities issued by companies that do not meet ethical criteria.

ASPECT: Product portfolio

GRI INDICATORS	DESCRIPTION	UNGC PRINCIPLES	CROSS-REFERENCE/DIRECT ANSWER
FS1. Core	Policies with specific environmental and social components applied to business lines.		Sustainability Report 2010, p. 79-84
FS2. Core	Procedures for assessing and screening environmental and social risks in business lines.		Sustainability Report 2010, p. 26-27
FS3. Core	Processes for monitoring clients' implementation of and compliance with environmental and social requirements included in agreements or transactions.		Sustainability Report 2010, p. 81
FS4. Core	Process(es) for improving staff competency to implement the environmental and social policies and procedures as applied to business lines.		Sustainability Report 2010, p. 62; 133-134
FS5. Core	Interactions with clients/investees/business partners regarding environmental and social risks and opportunities.		Sustainability Report 2010, p. 82-83
FS6. Core	Percentage of the portfolio for business lines by specific region, size (e.g. micro/SME/large) and by sector.		Sustainability Report 2010, p. 78
FS7. Core	Monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose.		Sustainability Report 2010, p. 79
FS8. Core	Monetary value of products and services designed to deliver a specific environmental benefit for each business line broken down by purpose.		Sustainability Report 2010, p. 79

ASPECT: Audit

GRI INDICATORS	DESCRIPTION	UNGC PRINCIPLES	CROSS-REFERENCE/DIRECT ANSWER
FS9. Core	Coverage and frequency of audits to assess implementation of environmental and social policies and risk assessment procedures.		Procedures and objectives of audits on the Environmental Management System of the Group are currently being defined. They will be carried out as from 2012.

ASPECT: Active ownership

GRI INDICATORS	DESCRIPTION	UNGC PRINCIPLES	CROSS-REFERENCE/DIRECT ANSWER
FS10. Core	Percentage and number of companies held in the institution's portfolio with which the reporting organization has interacted on environmental or social issues.		As a consequence of the recent change in ethical investment guidelines, an internal working group was set up with the aim of defining monitoring activities and dialogue with issuing companies about ESG themes.
FS11. Core	Percentage of assets subject to positive and negative environmental or social screening.		Sustainability Report 2010, p. 105
FS12. Core	Voting polic(ies) applied to environmental or social issues for shares over which the reporting organization holds the right to vote shares or advises on voting.		There is still no voting policy applied to environmental or social issues for shares over which the Generali Group holds the right to vote shares or advises on voting.