



## GENERALI IN FIGURES

### Economic data

Group performance	2016	2015
Gross written premiums (€ mln)	70,513	74,165
Claims paid (€ mln)	48,871	49,398
Operating result (€ mln)	4,830	4,785
Net profit (€ mld)	2.1	2.0
Dividend per share proposed (€)	0.80	0.72
Total dividends proposed (€ mln)	1,249	1,121
Total Assets Under Management (€ mld)	530	500
Economic Solvency II ratio	194%	202%
Taxes (€ mld)	0.9	1.1

### Social data

<b>Employees by area</b>	<b>2016</b>	<b>2015</b>
<b>Generali Group</b>	<b>73,727</b>	<b>76,191</b>
Italy	14,091	14,183
Germany	12,424	12,998
France	7,594	7,619
CEE	12,061	12,625
EMEA	10,557	10,855
Asia	4,805	4,913
Americas	3,399	3,750
International Operations*	8,796	9,248

*\* International Operations is the cluster which includes the activities of the holding companies (including the reinsurance of the Group and the international activities of the Parent Company which have not been allocated in the other geographical areas), the business related to Europ Assistance and investment and real estate management activities for the Group companies.*

<b>Employees by level</b>	<b>2016</b>	<b>2015</b>
<b>Gruppo Generali</b>	<b>73,727</b>	<b>76,191</b>
Manager	1,781	1,831
Employees	53,498	55,369
Sales force on payroll	18,238	18,827
Other	210	164

<b>Diversity</b>	<b>2016</b>	<b>2015</b>
Women on Board of Directors (%)	38.4%	36.4%
Female in top-executive position (%)	13.0%	14.0%
Female managers (%)	23.0%	24.4%
Female employees (%)	49.4%	49.6%

<b>Training and performance</b>	<b>2016</b>	<b>2015</b>
Training expenses (€ mln)	61.2	61.5
Average hours of training per capita	37.3	36.2
Trained employees (%)	91.1%	95.6%
Employee satisfaction in the Global Engagement Survey*	-	82%

\* The figure is recorded every two years.

<b>Employment</b>	<b>2016</b>	<b>2015</b>
Permanent employees	65,872	68,572
Fixed-term employees	7,855	7,619
Full-time employees	64,642	65,524
Part-time employees	9,085	10,667
Employee hired	10,269	10,343
Employee turnover	11,921	12,587
Turnover rate (%)	16.2%	16.5%
Employee expenses (€ mln)	3,870	3,909
Employees covered by collective bargaining agreements (%)	79.3%	81.2%
Workers represented by representative organizations of workers (%)	91.9%	91.3%
Workers represented in the European Works Council (%)	80.6%	79.9%

<b>Health and safety*</b>	<b>2016</b>	<b>2015</b>
Number of injuries	535	554
Expense for health and safety (€ mln)	4.8	5.0
Absenteeism rate due to illness (%)	4.3%	4.5%
Absenteeism rate due to injury (%)	0.09%	0.09%

\* The data refer to the following countries: Austria, France, Germany, Italy, Czech Rep., Spain, Switzerland.

<b>Investments and premiums</b>	<b>2016</b>	<b>2015</b>
Funds allocated to the community (€ mln)	14.6	14.4
Socially Responsible Investments (€ mld)	30.7	28.6
Premiums from products with a specific environmental value (€ mln)*	848	419
Premiums from products with a specific social value (€ mln)*	1,643	1,519

*The data refer to the following countries: Austria, France, Germany, Italy, Czech Rep., Spain, Switzerland.*

<b>Clients and distributors</b>	<b>2016</b>	<b>2015</b>
Number of clients (mln)	55	n.a.
Number of exclusive distributors (thousand)	151	n.a.

## Environmental data\*

<b>Energy</b>	<b>2016</b>	<b>2015</b>
Total energy (GJ)	771,856	778,265
Energy per capita (GJ)	21.1	22.6
Electrical energy (GJ)	495,354	507,466
data processing centres (GJ)	106,276	107,278
self-produced by trigeneration (GJ)	41,639	34,911
purchased renewable energy (%)	76.3%	74.1%
District heating (GJ)	182,574	175,782
Natural gas (GJ)	85,751	86,821
Diesel oil (GJ)	8,178	8,196

<b>Mobility</b>	<b>2016</b>	<b>2015</b>
Total mobility (km)	229,359,608	243,151,027
Travel per employees (km)	4,417	4,737
Corporate car fleet (km)	54,503,783	57,165,869
Private car (km)	89,984,397	89,825,931
Airplane (km)	46,600,586	56,386,300
long-haul (km)	6,036,277	6,290,709
medium-haul (km)	37,966,689	35,050,728
short-haul (km)	2,597,619	15,044,86
Train (km)	38,270,842	39,772,928
high-speed (km)	28,131,925	28,767,767
conventional (km)	10,138,917	11,005,161

<b>Emissions</b>	<b>2016</b>	<b>2015</b>
Total emissions (tCO <sub>2</sub> e)	118,290	120,053
Emissions per capita (tCO <sub>2</sub> e)	2.28	2.34
Scope1 (tCO <sub>2</sub> e)	21,881	21,581
Scope2 (tCO <sub>2</sub> e)	55,885	55,955
Scope3 (tCO <sub>2</sub> e)	40,524	42,516

<b>Water</b>	<b>2016</b>	<b>2015</b>
Total water (m <sup>3</sup> )	536,095	549,607
Water per capita (m <sup>3</sup> )	14.9	16.1
Water withdrawn for industrial use (m <sup>3</sup> )	132,546	156,469

Paper	2016	2015
Total paper (q)	59,284	64,471
Paper per capita (q)	1.1	1.3
Ecological certified paper (%)	86%	86%
Recycled paper (%)	6%	6%

Waste	2016	2015
Total waste (q)	72,471	69,973
Waste per capita (q)	2	2
Separate waste collection (%)	77%	75%

*\* The data refer to the scope of the Environmental Management System, which includes over 70 sites and 300 territorial offices in Austria, France, Germany, Italy, Czech Rep., Spain, Switzerland.*

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