

BANCA MEDIOLANUM 2021 SUSTAINABILITY



“Our bank is different from others because its main focus is the human touch: we’ve always been a bank run by people for the people.”

Ennio Doris

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Foreword

Humanovability

Innovation for innovation's sake is pointless; real innovation on the other hand supports sustainability – and is guided by it while also driving it forward. Sustainability embodies core human values which innovation expresses in turn through strength and effectiveness.

To these Banca Mediolanum has added a third quality: human centricity, with the aim of placing people at the heart of things once more, improving lives and helping to build a future we can all value.

In a rounded vision of the economy which sees it as the evolution of the circular economy, innovation can only be termed as such if it provides solutions to the issues addressed by the United Nations' 17 Sustainable Development Goals. This is the background to our concept of "humanovable", which we define as anything that has an impact on the seven dimensions of life (five of which have been set out by the United Nations). Banca Mediolanum has given an order to the five dimensions and added a further two.

The first of these is "Profit", in the sense of the positive result arising from relationships between people. It joins "People", representing the community, "Partnership", for human relations, "Prosperity", for wealth in the shared and dynamic sense, "Planet", for respect for the earth, and "Peace" for the universal condition for existence.

Life takes on meaning when it leads to an outcome – when there are fruits to people's labour. Without this, life would have no sense. Life is nothing without people at its core; for this reason, the second "P" we've added is "Person". This is a more personal and intimate domain than "People", where thoughts and language expressed in the third person tend to detract from individual responsibility. The "P" in "Person" comes first. It's the dimension around which everything else revolves... because real peace doesn't just apply to world peace, it's everyone's own sense of wellbeing; it's not the absence of conflict, but an inner sense of being. That's why Banca Mediolanum's actions are guided by "humanovability", with the aim of improving people's lives by helping them build a life they value.

Document structure

This document describes the Mediolanum Group's sustainability efforts, which essentially refer to responsibility. Economic responsibility, creating enterprise value by operating ethically and sustainably; responsibility to customers, by offering them a relationship based on freedom and the human touch, while constantly innovating in order to offer even better services; responsibility to our people, by providing a positive, rewarding and well-organised working environment in which they can express their talent for customer service and teamwork; and responsibility towards the environment and the community at large, committed to helping to create a better life for people in general by placing them and the planet at the heart of all we do.

The efforts, projects and policies set out over the course of 2021 are laid out below and fall under four pillars, each of which represents the types of responsibility described above.



CEO's Letter to Stakeholders



2021 proved to be the best year on record in our history – an excellent way to celebrate the Group's 40th anniversary. I am extremely pleased with our results, starting with assets under administration, which are now close to €110 billion, and with the profit for the year of €713 million, up 64% on the previous year. This economic result allows us to reward, with an extraordinary bonus of €2,000, each of our employees in all the Group's Italian and international companies. A key factor underlying the year's extraordinary results was **the Group's concrete commitment to sustainability**, which permeates all our actions, starting with **our strategy based on economic responsibility and responsibility towards our customers, towards our people, towards the environment and towards the community at large**. That commitment was recognised in 2021 with the inclusion of **Banca Mediolanum in the MIB ESG, the new Environmental, Social and Governance index launched by Euronext and**

Borsa Italiana, which combines the measurement of economic performance with ESG impacts. The methodology underlying the index involves a ranking of the best 40 companies on the basis of ESG criteria, selected from the 60 most liquid Italian companies, excluding those involved in activities that are not compatible with ESG investing. Our **economic responsibility** is evidenced by the structural growth witnessed in recurring operations, which, through the contribution of all business lines, led to the strong increase in the Operating Margin, which rose to €502.6 million, up 29% compared to 2020. Net Inflows amounted to approximately €9.2 billion, of which €6.7 billion were in Asset Management products, a sign of the Bank's strong ability to support customers in their investments even in the most complex market phases. The bank's assets are now firmly above the threshold of thirty billion, which is the reason why, **as of January 2022, Banca Mediolanum has joined the list of significant banks in Europe and is therefore directly supervised by the ECB**. A prerequisite for Banca Mediolanum in creating business value is to operate in an ethical and sustainable manner, in order to pursue positive impacts and shared wellbeing over time. As of this year, Banca Mediolanum has joined the **UN Global Compact**, a United Nations initiative that encourages businesses around the world to create an economic, social and environmental framework able to promote a healthy and sustainable world economy that guarantees everyone the opportunity to share in its benefits.

The basis of this year's extraordinary results is undoubtedly our responsibility towards our customers and the structural value of the Group's strategic model, which is as relevant as ever and reflects the reality of today. Through our Family Bankers, we provide concrete answers to all the financial needs of our customers on a daily basis and we are an even more valuable reference point for them in the face of the uncertainty of the current scenario, characterised by negative interest rates and rising prices and the consequent need to protect and maintain their lifestyles. Through our proposition, we are then able to provide an efficient and instantaneous banking service, one that is fully in line with the needs and standards of the digital age in which we live.

Responsible Finance in particular represents for Mediolanum Group a path in continuous evolution, a path that will see a succession of initiatives with the aim of ensuring an ever greater

internalization of ESG logic in business processes. With this in mind, projects are underway that entail the involvement and coordination of working groups within the Conglomerate, aimed at setting up the measures required to implement the provisions of the main regulations of reference, specifically EU Regulation 2019/2088 SFDR, EU Regulation 2020/852 (EU Taxonomy) and the amendments envisaged to MiFID II regulations on financial advisory. 2021 also saw the first anniversary of **Flowe**, the Group's benefit company, and some significant results: more than 700,000 customers, the development of an ecosystem of around 50 partners and achieving B Corp status, something we have been working towards since its launch. During these two years of the public health emergency, the Group focused all its efforts on protecting staff, both because they are part of the company and because they are part of a community that has been particularly affected by this crisis. **Responsibility towards our employees** has also meant trying to ensure a working climate that is as serene as possible, by constantly listening to people, and fully implementing the digitalisation of training, a process accelerated by the health emergency, which has enabled employees to continue learning despite social distancing rules. **Our responsibility to the environment and the community at large** takes the form of concrete actions and projects designed to support the community and protect the environment in which the Group operates. Mediolanum Group has always stood out for its **commitment to society** through the Mediolanum Foundation NPO, the non-profit organisation that supports socio-cultural projects, initiatives, fund-raising and multi-year partnerships, as well as training and education in the communities served by the Group and around the world. In 2021, **Banca Mediolanum and the Mediolanum Foundation NPO continued their fund-raising campaigns in support of families suffering economic hardship**, involving the distribution of food, clothing and health kits, and the learning and teaching of children who are at serious risk of dropping out of school as a result of the pandemic. In 2021, such **funding** totalled **€4,463,037**, an increase of 16% on the previous year. In relation to financing operations with a high social impact, the Group continued its commitment to facilitating **financial inclusion through microcredit and anti-usury projects and through the concrete provision of rescue financing**. As of 31 December

2021 the revolving fund made available by Banca Mediolanum amounted to **€2,450,000, with 318 loans disbursed, totalling €2,445,915**. Mediolanum Group's commitment to **environmental stewardship** is expressed through various **plans and efforts to reduce its environmental footprint, involving projects aimed at the responsible use of resources**, which, in line with the company's strategy, help protect the environment and ensure full compliance with national and international regulations. In this specific regard, in 2021 Banca Mediolanum took part in the Carbon Disclosure Project's annual scoring process for the first time, attaining a score of B- (on a scale rising from F to A) from the not-for-profit charity, which works to promote the disclosure of corporate practices to fight climate change. The actions taken and the results achieved in 2021, as described in our Consolidated Non-Financial Statement, give an account of the extent of the Group's commitment to sustainability. This factor is now increasingly at the heart of the decisions and evaluations made by our stakeholders, and is an incentive for us to proceed in this direction, to offer a better future.

I would like to conclude with a thought for my father, Ennio Doris, who would have been infinitely proud of the record year just ended and which, together with all the people at Banca Mediolanum, I would like to dedicate to him.

Massimo Doris
Chief Executive Officer
of Banca Mediolanum S.p.A.



Vision, Mission and Values

Our vision, mission and values have been updated to strengthen the concept of the centrality of the Individual and the related responsibilities, and have also been brought into line with the present and future context for Mediolanum.

The new vision of Banca Mediolanum is pushing the company towards an awareness of wanting to make a contribution towards improving the condition for humanity and the planet, in the awareness that this objective can be reached by having a clear vision of market events, with a constant focus on the centrality of the individual in a mutually beneficial relationship.

As described in the Mission statement, we need to build deeper relationships, founded on loyalty, reliability and transparency. The answer can be found in the advisory offered by Mediolanum, which provides solutions that cover a person's entire lifetime. Mediolanum people need to act innovatively and sustainably, for the wellbeing of all our stakeholders. This is "Banking for Freedom".

In this context, our values are evolving in terms of their content and definition. We are moving from four values to five, which underpin all our behaviours and activities:

- › Freedom
- › Relationship
- › Responsibility (previously "Commitment");
- › Sustainable innovation (previously "Innovation")
- › Positivity (our new value)

This all reflects Mediolanum's intention to step up its corporate and social responsibility in fulfilling the role it sees for itself in contributing to bettering its own standing and that of its stakeholders and the community at large.

Vision

We believe in building a better world day by day, for humanity and for the planet. We believe in human relations, and in a deep-rooted relationship based on freedom. We believe that our informed, positive vision of the world and of life is what really makes the difference.

Mission

Building well-informed, long-lasting relationships with people, founded on loyalty, integrity and transparency. Providing unique, customised advice and effective solutions that cover the entire lifetime of our customers. Acting innovatively and sustainably for the wellbeing of the individual, families and the community at large. Banking for Freedom.

Values

POSITIVITY

Positivity means making the impossible possible.

This life and business philosophy is built on the knowledge we have gained, our experience and the certainty of what we are doing. It is about keeping true to this value and transferring this spirit to others. It is about seizing opportunities where nobody else sees them.

FREEDOM

There is no greater value than freedom.

This is the value which Mediolanum has used to change the very idea of banking. The freedom of a sincere, genuine relationship with people. Truly feeling free to reach goals and fulfil dreams.

SUSTAINABLE INNOVATION

We believe in constant improvement.

We anticipate and respond to people's challenges, backed by our history and roots. We develop innovative solutions that encourage sustainable behaviours in the interests of the community at large. Sustainable innovation is our commitment.

RELATIONSHIP

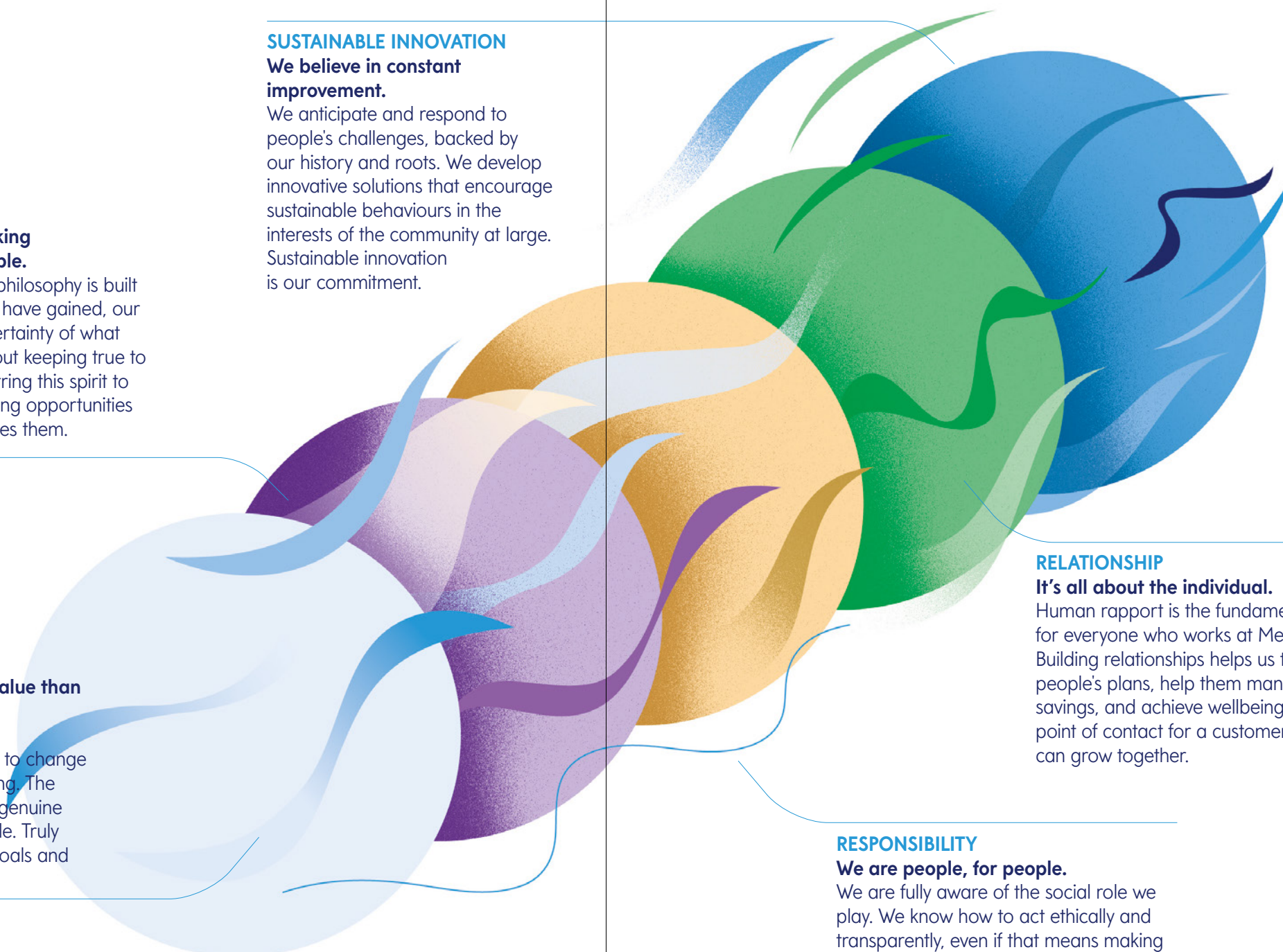
It's all about the individual.

Human rapport is the fundamental principle for everyone who works at Mediolanum. Building relationships helps us to understand people's plans, help them manage their savings, and achieve wellbeing. Becoming a point of contact for a customer means we can grow together.

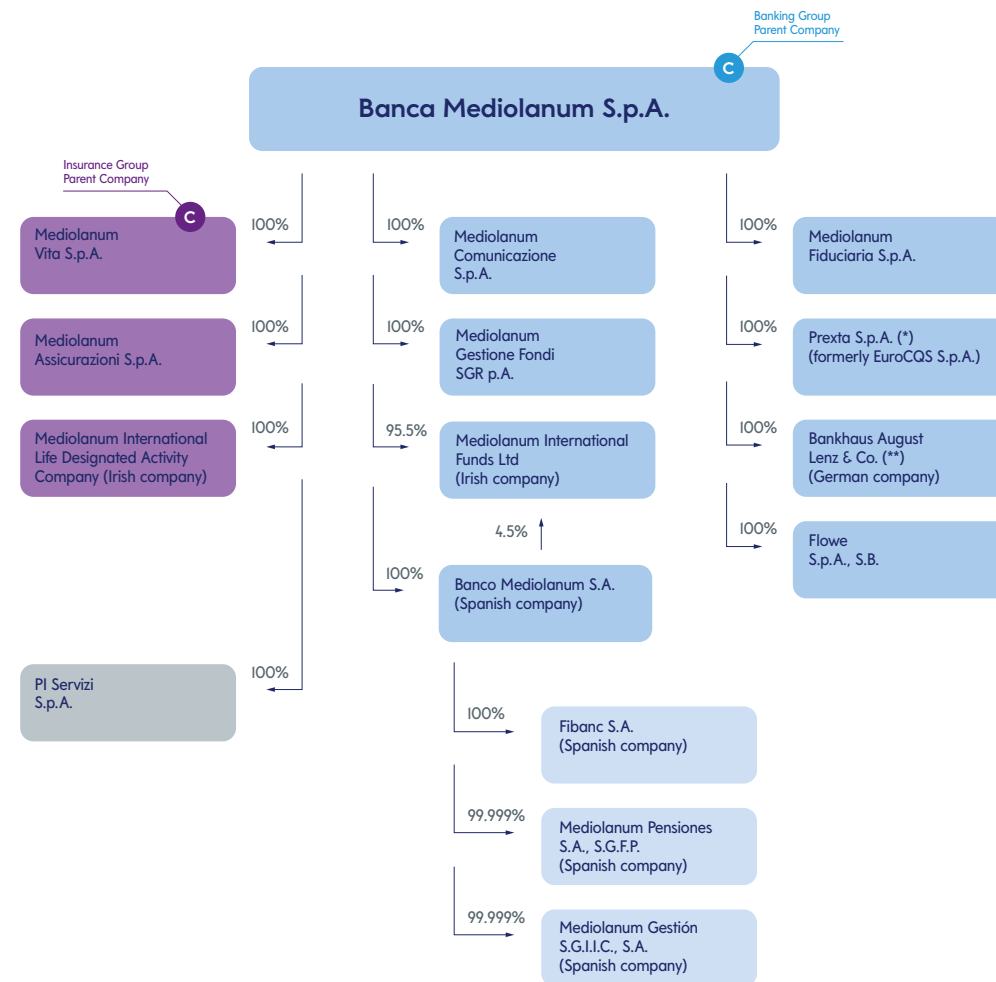
RESPONSIBILITY

We are people, for people.

We are fully aware of the social role we play. We know how to act ethically and transparently, even if that means making decisions that go against the trend. We are committed to solidarity, education and development projects that leave a tangible legacy and have a high social impact.



Group Structure



* The Extraordinary Shareholders' Meeting of EuroCQS on 16/06/2021 adopted the resolution to change the company name to Prexta S.p.A. with effect as of 12/07/2021.
 ** During the reporting period Bankhaus A. Lenz & Co. AG will complete the divestment of its retail operations on the German market.



“Banca Mediolanum’s activities are supported by a solid system of ethics. This system is a dynamic set of rules which always implements the best international practices. Everyone working with the Group is required to respect and apply these rules in their day-to-day activities”.



Code of Ethics and Code of Conduct

The Group's Code of Ethics and Code of Conduct set out the rules that govern our activity. Banca Mediolanum and its Group companies have had a Code of Ethics in place since 2002, with the aim of:

- › mitigating operational and reputational risks and promoting a culture of internal controls,
- › as well as preventing the crimes set out under Legislative Decree 231/2001. The Code contains a series of corporate governance rules designed to recommend, promote or prohibit certain behaviours, beyond and independently of the legal requirements. The **Code of Ethics**, which is the result of consultation and active participation on the part of our various stakeholders, aims to disseminate the Company's ethical values and provide clear responses to those same stakeholders – who include staff, suppliers, customers, partners, communities and local institutions – by indicating our specific commitments across the various areas of our relationship in terms of rules of behaviour and control. In a reciprocal relationship, our stakeholders are also asked to commit to the same values we have adopted. The Code is organised in four sections:
 - › Values
 - › Principles
 - › Rules of conduct
 - › Implementations and infringements

This structure is designed to emphasise the values that underpin the business activities of Banca Mediolanum S.p.A. and of its Group companies, as well as the rules through which these values are implemented in our day-to-day operations. The ethical values of our managerial actions were determined according to the entrepreneurial spirit which our Group has always had: "to strive to be a successful organisation by being useful to people". In 2021, the Code of Ethics was updated on the basis of three main concerns:

- › Its adaptation to the new system of values adopted by the Group, reinforcing the concept of the centrality of the Person, and of the relative responsibilities that entails, in all of Mediolanum's various dealings with people, while at the same time aligning the code to the current and future challenges Mediolanum is preparing to face.
- › The identification of the new principles inspiring and underpinning the expression of the new system of values.
- › The internalisation and consolidation of all the "rules of conduct" as a compass for steering action and doing business responsibly in relation to all our stakeholders. The ethical approach to business that underpins the Company's operations and is steered by the Code of Ethics is naturally promoted through training. During the year a new training course was created to explore, through the direct experience of managers, the areas of application of the principles expressed by the Code. Targeted at all employees, the video training course was launched at the end of 2021 and will continue throughout 2022. The Code of Conduct of Banca Mediolanum S.p.A. sets out in more detail the rules that the Parent Company Bank employees are required to observe in the context of their day-to-day activities.

These principles relate, among other things, to:

- › non-disclosure obligations concerning private, confidential or insider information;
- › specific limitations on personal transactions in financial instruments;
- › an obligation to disclose any situations or activities of significant personal convenience, in other words situations in which personal interests may conflict with those of the company, of existing or potential customers and/or of the assets under administration;
- › a prohibition on receiving benefits from third parties, which may by their nature or amount induce people to act in a way that conflicts with the company's interests;
- › online rules of conduct.

Human rights

The Mediolanum Group is committed to respecting and promoting human rights in the context of its activities, and to preventing any violation directly caused by its actions. The Mediolanum Group exercises its economic and business activities by prioritising the direct or indirect impact on human beings. The Group has defined the areas of responsibility towards employees, customers, suppliers and the community, and has always been committed to promoting - within its own organisation and towards its employees and contractors - a business culture that corresponds to current legislation and is aligned with international best practices, and which can also guarantee the satisfaction of its own employees and the attention paid to customers. This culture translates into the pursuit of respect for the rules, privacy and ethics, and is based on the value of the individual, while promoting behaviours that are inspired by cohesion, transparency, fairness and mutual trust in full accordance with the Group's Code of Ethics. A human rights training course for all employees was launched at the end of 2021 and will end in 2022. On 29 July 2020, the Board of Directors approved a "Policy on Human Rights" which sets out the commitment of Banca Mediolanum and its Financial Conglomerate to protecting human rights according to the highest international standards, specifically the **"2011 United Nations Guiding Principles on Business and Human Rights"**. Mediolanum respects people's fundamental rights, and protects their moral integrity while guaranteeing equal opportunities. In our internal and external relations we do not allow any behaviour that discriminates on the basis of political opinions or trade union membership, religion, race, nationality, age or gender, sexual orientation or health, or any other form of discrimination against any personal characteristic of a human being. Diversity is seen as an opportunity on a cultural, personal and professional level, and is promoted through dialogue and the exchange of opinions, ideas and experiences. The Mediolanum Group is also committed to reducing reputational, social and environmental risks by maximising the positive impact on human rights, in the awareness that our objective is not only to build value for customers and shareholders, but also to contribute to the growth of the communities and countries in which we operate. All employees and contractors operate in a workplace where no form of discrimination relating to personal qualities or opinions is permitted; there are appropriate measures in place to combat any behaviour constituting harassment and all employees and contractors are asked to play an active role in creating a workplace based on these values. The application

of laws and best practices in the countries in which our Group is operational, represent an adequate guarantee for the safeguarding of this issue, and mitigate the related risks. Together with the Risk Management team, periodic risk assessments are conducted on the basis of our mapped processes and the risks/controls matrix. The main risks which are identified and monitored pertain to legal affairs, employee health and safety, and reputation.

Sustainability governance

In addition to adopting a Code of Ethics and Code of Conduct, as described above, Banca Mediolanum has set up an ESG Commission with the task of assessing products and the overall positioning of its Management Companies. Within the Innovation & Value Strategy Department of Banca Mediolanum, the staff of the Chief Executive Officer includes the Sustainability Office, which is responsible for working on the company's sustainability projects relating to its Sustainability Programme. Its main areas of responsibility include coordinating all activities pertaining to sustainability, ensuring that the strategy is applied, in collaboration with all the group divisions and in particular, it is the point of contact for the control of non-financial risk (connected to the material topics); it manages the social and solidarity projects of Banca Mediolanum and prepares the Non-Financial Statement (NFS). Some of the policies enacted at a Group level in 2021 are described below.

Policies for sustainability

Sustainability Policy

Our sustainability policy encompasses the Group's strategy and goals in how it operates, shares its sustainability culture, and defines all the phases of the Non-Financial Statement reporting process, and it also serves as a compass in managing risks with an environmental, social or governance-related ("ESG risks") impact, or topics related to such risks.

The Sustainability Policy was updated in 2021 to cover the following two concerns:

- › the formalisation of sustainability commitments undertaken by Mediolanum Group and grouped under the four pillars of economic responsibility, responsibility towards customers, responsibility towards employees and responsibility towards the community and the environment;
- › the organic restructuring of certain steps in internal procedures for the identification, assessment and management of ESG risks, based on the corporate governance model adopted by the Bank.

Policy for the preparation of the Consolidated Non-Financial Statement (NFS)

The policy describes the principles of the NFS as defined in Directive 2014/95/EU, which was enacted in Italy by legislative decree 254 of 30 December 2016. The document was adopted by the parent company and by the fully consolidated entities in the financial conglomerate.

The aim of this policy is to:

- › Highlight the role of the players involved in the process whether they are internal or external to the bank;
- › Define the management activities and the interactions between the many players involved, as well as the timing of the various phases of the process and the related checking and approval steps;
- › Identify the tools used to support the process of logging, compiling, managing and archiving information.

Environmental policy

The Group has an environmental sustainability policy, which was approved by the Board of Directors in 2019. It is an operational document that relates to Mediolanum's responsibility for: the purchase and consumption of sustainable products; energy and climate change; the management of waste and the development of an internal culture of environmental sustainability.

Human rights policy

In 2020 the Board of Directors approved a **"POLICY ON HUMAN RIGHTS"**, which outlines the commitment of Banca Mediolanum and its Financial Conglomerate to protecting human rights according to the highest international standards, in particular the "2011 United Nations Guiding Principles on Business and Human Rights".

Diversity and inclusion policy

In 2021, Banca Mediolanum adopted a policy on diversity and inclusion which encourages the development of a company climate that values and includes people's diversity. The document provides an overview of the areas in which the Group wishes to ensure that the diversity that exists and/or may potentially exist within the company is properly valued. The diversification of competences, skills, cultural and social backgrounds and, at the same time, the creation of an inclusive space that favours constructive comparison between the many experiences found in the company, represent for Mediolanum an opportunity to enrich its business with new perspectives

and ideas and a prerequisite for growth and the generation of innovative solutions.

Policy on donations

The first version of a “**Donations Policy**” was issued in 2018 (for more on the concept of donation, see Book II of the Italian civil code) with the intention of setting out the principles governing the provision of donations by Banca Mediolanum, through the identification of roles, responsibilities and the areas in which such donations are envisaged. Donations can be made: to individuals, including customers, who find themselves in particularly difficult circumstances (for example, in situations arising from natural disasters or catastrophes); in support of solidarity projects covered by the scope of this policy; and to non-profit organisations or other charitable entities.

Policy on responsible products

In 2020 the **Operating Policy on Responsible Products** was issued. It defines the basic principles and guidelines on sustainability, and is designed to pursue the integration of ESG (environment, social, governance) criteria in investment decisions.

Responsible Investment Policy



This Policy treats responsible investing as a medium- to-long-term investment strategy, whereby companies and institutions are assessed not only in financial terms but also on their environmental, social and governance performance, with a view to creating value for both the investor and society as a whole. The Responsible Investment Policy requires the Bank to consider ESG criteria in the investment process, and thus when participating in financial markets, when selecting financial instruments and economic activities for investment and when screening financial partners, external management companies, that support it in its investing activities.

Financial Products Distribution Policy



Banca Mediolanum aims to:

- › understand, through ESG factors, the risks and opportunities not captured by conventional financial analysis;
- › monitor the possible contribution that products can make to generating significant, or potentially significant, adverse impacts on sustainability factors.



Operational policy on sustainable events management



Approved in 2020, the policy sets out the environmental, social and economic sustainability criteria that need to be considered at every stage of an event, and provides a description of the principles adopted by Banca Mediolanum S.p.A. with regard to the sustainable management of events according to the ISO 20121 international standard. Environmental, social and economic sustainability criteria need to be considered at every stage of an event.

Scoring of internal ESG projects using indicators

In 2019, Banca Mediolanum developed a tool for scoring the level of sustainability of its projects on the basis of a measurement of the related risks and benefits, using ANASF methodology. In so doing it has **increased the internal awareness of environmental ESG impacts, by integrating them into the process of evaluating an individual project.**

Sustainability at Mediolanum

Sustainability is an integral part of the values and culture of Mediolanum, with the aim of developing a solid business which is sustainable in the long-term.

This commitment is demonstrated by the intention to generate added value for all stakeholders. The success of our stakeholders guarantees the sustainability of the group's business. This approach to responsible business management materialises in our way of operating, in our focus on the centrality of the customer, and the way in which Mediolanum supports its employees, respect the environment and contribute to the development of local communities.

In 2019 a **multi-year sustainability programme** was launched with the aim of involving the company in supporting the evolution of Banca Mediolanum towards an increasingly sustainable approach. This programme, which involves **projects with a strategic, tactical and operational impact**, is built on material topics which are defined by means of the materiality analysis.

The projects that fall under this programme pertain to topics such as:

- › Responsible business and centrality of the individual, for example with regard to the project that led to the **evolution of the value strategy** with a definition of the Group vision, mission and values;
- › Responsible finance, with projects relating to the **offer of products and services** available to customers with a focus on the positive and negative impacts on the community at large and on the environment;
- › Community support with the creation of the **“Mediolanum Insieme”** project to support nonprofit organisations locally but also a project to develop the company volunteer programme;
- › Diversity and Inclusion, with further progress in **projects devoted to the promotion of female talent** such as “Donne Mediolanum” for employees, and the “Women in Med” project for our Family Bankers;
- › Direct environmental impacts, with the planning of **projects for the measurement of environmental impacts**;
- › Procurement and **supplier rating policies**, with a project to increase the level of knowledge of Mediolanum's partners, also with regard to their **ESG performance**.



This programme was supported by external communication activities so that stakeholders could be informed of new developments regard to new products and services; it was also supported by internal communications to increase awareness among the internal community (employees and Family Bankers) of the pathway undertaken by Banca Mediolanum and knowledge of the sustainable development goals (SDGs).

Banca Mediolanum's commitments: the UN Sustainable Development Goals (SDGs) and the UN Global Compact

On 25 September 2015, the United Nations approved the Global Agenda for sustainable development and the corresponding 17 Sustainable Development Goals (SDGs), which are divided into 169 Targets to be achieved by 2030. The deployment of Agenda 2030 requires a high level of engagement by all members of society, from businesses to the public sector, civil society and charities. It also requires concrete actions that will guarantee a stable future for the new generations.

For this reason, **Banca Mediolanum has also chosen to adopt more sustainable behaviours and to contribute to the implementation of SDGs.** Our mission, which is in line with our ethics and responsibilities, is based on values that are aligned to those promoted by the United Nations. Our approach to banking reflects the respect and commitment that Mediolanum has demonstrated through its actions and initiatives which are increasingly showing the path towards a sustainable future.

Flowe and its partners also actively support the 17 Sustainable Development Goals. For example, it is involved in reforestation projects (SDGs 13 and 15) and water procurement (SDG 6) in Asia and Central America; these goals contribute to economic support (SDG 1) and the provision of food (SDG 2) for families in these countries. For more details, see the 2021 Flowe Impact Report at www.flowe.com.

As of 2021, Banca Mediolanum has also joined **the UN Global Compact**, a United Nations initiative that encourages businesses around the world to create an economic, social and environmental framework able to promote a healthy and sustainable world economy that guarantees everyone the opportunity to share in its benefits.

To this end, Banca Mediolanum is committed to promoting, supporting and applying in its spheres of influence a set of ten fundamental principles relating to human rights, labour standards, environmental protection and anti-corruption.





In 2022, Mediolanum Group signed the United Nation's Principles for Responsible Banking (PRB)

The PRBs, backed by the United Nations, take the form of a policy document for sustainability in the banking sector, developed through a partnership of banks worldwide and the UNEP's Finance Initiative (the UNEP is the UN's environment programme).



SDGs	Material Topics	Banca Mediolanum initiatives
 <p>Ending world poverty in all its forms</p>	<p>Community support</p> <p>Financial inclusion</p>	<p>Rescue loan: by entering into agreements with foundations and local charitable associations, we act to provide assistance and charitable contributions in order to support anyone suffering from debt, in order to prevent usury. The purpose of the agreement is to identify and provide credit to low income families and/or those on the poverty line, to allow them to cope in an emergency.</p> <p>Casa+ initiative: offers of mortgages and subsidised loans aimed at property renovations.</p> <p>Initiatives for staff during the public health emergency.</p> <p>Collaborazioni with Foundations and Associations, in particular with the Mediolanum Foundation NPO which supports projects for disadvantaged children, and with Mediolanum Aproxima through partnerships and support for NGOs.</p>
 <p>Ensure healthy lives and promote well-being for all at all ages</p>	<p>Protection of human capital</p> <p>Community support</p>	<p>Inclusive company welfare policies designed to encourage a positive work-life balance and guarantee individual well-being. Services and projects aimed at all our people have been introduced, such as the company crèche, as well as subsidised services and partnerships.</p> <p>Collaboration with the <i>Irish Coolmine Therapeutic Community</i>, which is a centre for drug and alcohol rehabilitation for mothers and children.</p>
 <p>End hunger, achieve food security, improve nutrition, and promote sustainable agriculture</p>		<p>With the project "Let's stop poverty" Banca Mediolanum and the Mediolanum Foundation NPO have offered food and school support, health assistance and psychological support to 770 children and families in a situation of economic vulnerability.</p>
 <p>End poverty in all its forms everywhere</p>		

SDGs	Material Topics	Banca Mediolanum initiatives
 <p>Guaranteeing inclusive, equal education and promoting lifelong learning opportunities for all</p>	<p>Supporting communities</p> <p>Growth of human capital</p>	<p>Our work with Centodieci places human capital at the forefront. It takes the form of events held across Italy, specific training and educational opportunities featuring guest speakers who reflect the values of Banca Mediolanum. There is also an online magazine which explains all the projects and events run by Centodieci, and which offers an outlet for cultural discussion with a blog covering issues such as innovation, technology and common values.</p> <p>Training initiatives for employees and the Sales Network.</p>
 <p>Achieving gender equality and empowerment for all women and girls</p>	<p>Diversity and inclusion</p>	<p>Projects dedicated to the promotion of female talent such as "Donne Mediolanum" for employees, and the "Women in Med" project for our Family Bankers.</p> <p>The "Be Mediolanum: value of diversity" project aims to develop initiatives which promote diversity & inclusion in order to build on diverse expertise and attitudes and integrate them into the company.</p>
 <p>Assuring access to energy which is affordable, reliable, sustainable and modern for all</p>	<p>Direct environmental impacts</p> <p>Responsible Finance</p>	<p>Trigereneration plants allow the self-generation of electricity and energy used in heating and cooling. In 2021, these plants covered more than 44.61% of the electricity requirement, and further reduced CO₂ emissions.</p> <p>Global Impact funds, to generate a positive impact for the environment and the need for resources.</p> <p>Mediolanum Flessibile Futuro Sostenibile qualifies as an art. 8 product under EU Reg. 2019/2088. It is a fund that prefers investments in issuers with high ESG (Environmental, Social and Governance) standards, with particular attention to environmental ones (carbon footprint).</p>
 <p>Promoting durable, inclusive, sustainable economic growth, full and productive employment, and dignified work for all</p>	<p>Responsible Finance</p>	<p>SRI investments such as Best Socially Responsible Brand and Mediolanum Innovative Thematic Opportunities.</p>

SDGs	Material Topics	Banca Mediolanum initiatives
 <p>Building strong infrastructure, promoting inclusive, sustainable industrialisation, and promoting innovation</p>	<p>Cybersecurity and responsible data usage</p> <p>—</p> <p>Innovation</p>	<p>Privacy policies to safeguard the protection and management of customer data. Process activated to optimise the management of any Data Breach. Access to the company's IT resources is granted through Multi Factor Authentication.</p> <p>Development of innovative products that bring significant benefits for customers and influence the efficiency and efficacy of our internal processes.</p> <p>Mediolanum Digital Program training course launched to develop further knowledge and skills in digital and innovation.</p>
 <p>Guaranteeing sustainable models of consumption and production</p>	<p>Procurement and supplier rating policies</p>	<p>Responsible selection of suppliers, using an assessment that also includes social criteria.</p> <p>Global Impact funds: investing in companies that can generate a positive socio-environmental impact.</p>
 <p>Adopting urgent measures to combat the effects of climate change</p>	<p>Direct environmental impacts</p>	<p>In 2016, in order to disseminate an environmentally friendly culture within the company, the Group launched a project whereby a tree is planted whenever a Mediolanum employee has a baby.</p> <p>The list of company cars in the Policy and Operating Procedure on the Allocation, Use and Management of Company Cars comes with a set of maximum limits on CO₂ emissions and mileage. The fleet includes cars powered by alternative fuels and with hybrid, electric or green engines, and these models are preferred when the company fleet is upgraded.</p> <p>Global Impact funds: guaranteeing a focus on the environment and the need for resources.</p>
 <p>Promoting peaceful, inclusive societies for sustainable development, providing access to justice for all, and building efficient, responsible, fully inclusive regulatory and legal authorities</p>	<p>Responsible Business</p>	<p>Banca Mediolanum is committed to fighting all forms of corruption in the public and private sector, as defined in national legislation, which has implemented certain provisions of the UN Convention Against Corruption, the Strasbourg Criminal Law Convention on Corruption and the OECD Guidelines.</p> <p>Banca Mediolanum has its own 231/01 Model. One of the most important documents in the body of internal regulations is the Policy on the Fight Against Money Laundering and the Financing of Terrorism.</p>

Materiality topics and analysis

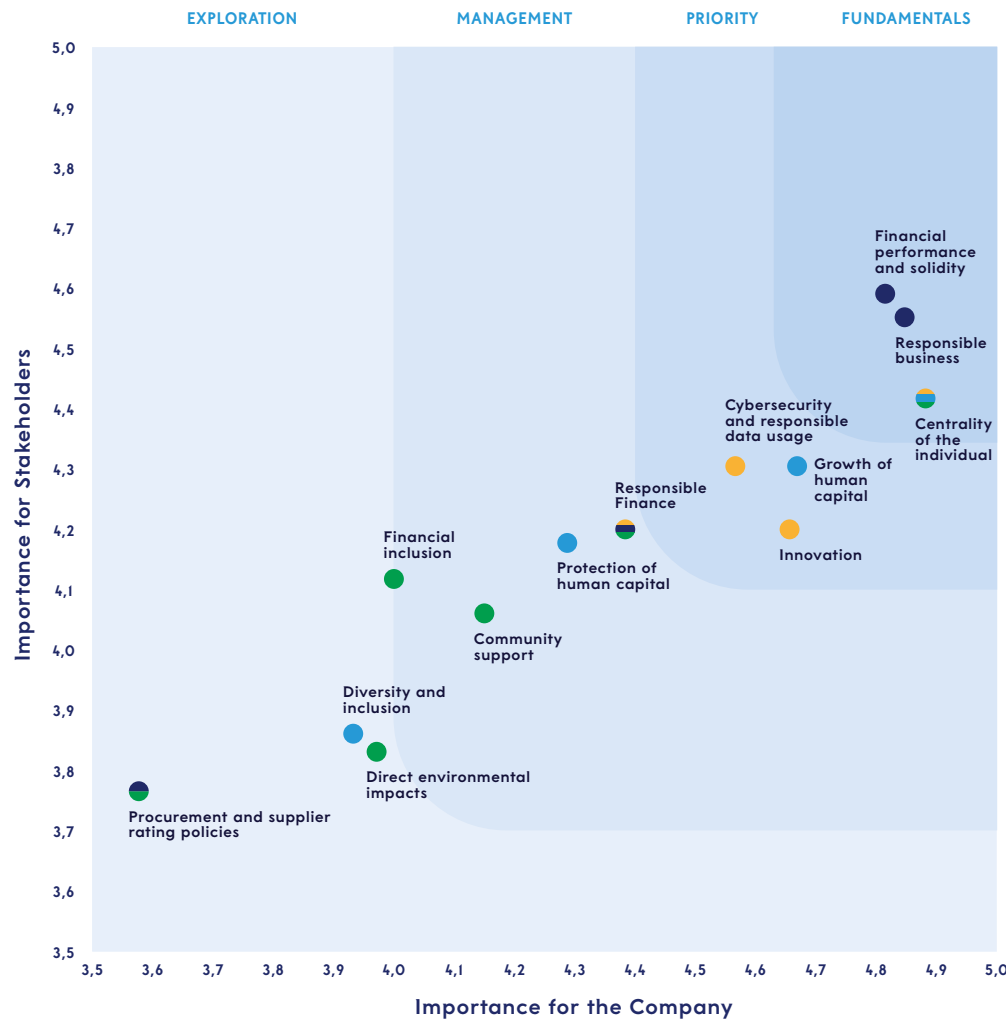
The Mediolanum Group, in line with its mission, has always placed its stakeholders at the forefront, with a service model based on its relationship with customers, Family Bankers and employees as catalysts in creating value. For this reason, opportunities for debate and feedback on sustainability are organised, to cover the issues which are considered to be most important and aligned with the objectives of the Group.

The 2021 Matrix, which is unchanged on last year's, combined with the groups business model, allows the identification of the strategic lines along which the company bases its sustainable business.

It is thus discussed by the Chief Executive Officer with the whole of Management and is then evaluated by the Risks Committee, then approved by the Board of Directors.

In conducting the 2019 material analysis, the **cross-company nature of certain material topics emerged**. This led to a regrouping of the previous six pillars (Governance and Compliance; Responsibility to the customer; Social Responsibility; Environmental responsibility; Responsibility to staff; and Economic Responsibility) into four pillars:

- › Economic responsibility, which in relation to the topic of responsible business, includes topics relative to Governance and Compliance;
- › Responsibility to customers;
- › Responsibility to our people, which relates to Mediolanum's commitment to its employees and to the Family Bankers;
- › Responsibility towards the community at large and the environment, which groups together social responsibility and environmental responsibility.

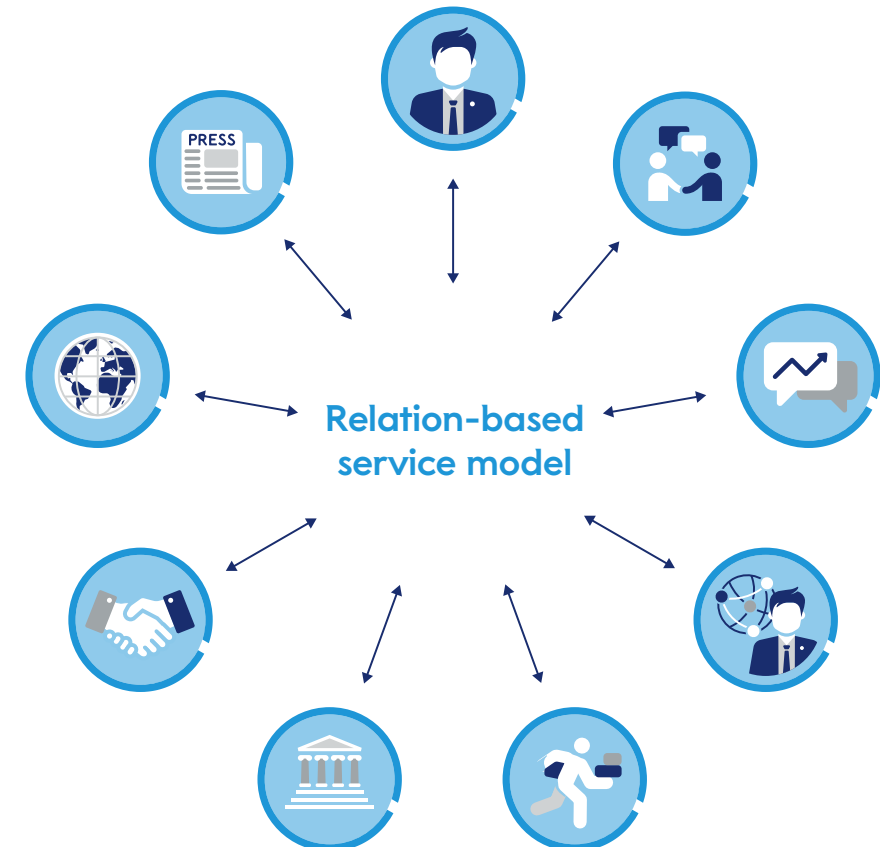


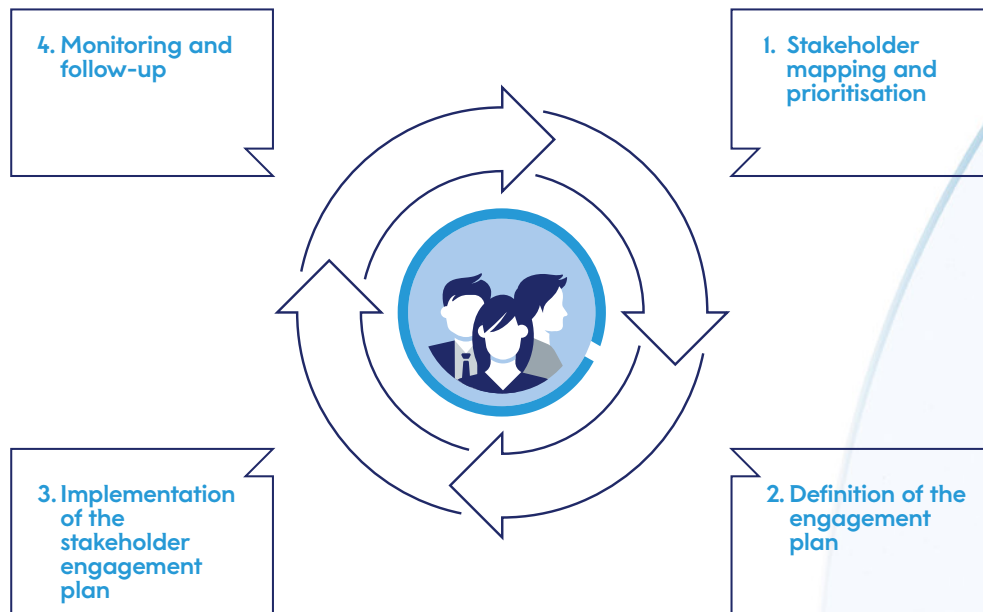
- Responsibility to Customers
- Responsibility towards the community and the environment
- Responsibility to our people
- Economic Responsibility

Dialogue with Stakeholders

The Mediolanum Group, in line with its mission, has always placed its stakeholders at the forefront, with a service model based on the relationship with customers, Family Bankers and employees, which serves as a catalyst in creating value. For this reason, their opinions on the most important sustainability-related issues are taken into consideration, in line with the Group’s objectives. In 2019 the Mediolanum Group launched a stakeholder engagement project with the collaboration of the internal company departments, who interacted directly with all stakeholder categories on a daily basis.

In 2020, our stakeholder engagement efforts evolved into stakeholder management, in order to manage our relationship with them on a continuous basis by using various engagement methods and ongoing feedback mechanisms.





SUSTAINABILITY IN THE WORK OF THE FAMILY BANKER

In 2021, a specific course was organised, consisting of two workshops, aimed at engaging a representative sample of Family Bankers on sustainability issues. In particular, the course had the objective of defining

the sustainability values of the Family Bankers, the behaviours to be adopted and any policies to identify the most effective methods for developing sustainability actions in the distribution network. On the basis of the initiatives identified, projects are due to be launched to integrate sustainability into the activities of Family Bankers.

Stakeholders and communication tools

Below are the communication tools periodically used to interact with the individual stakeholder categories.

Stakeholder category	Communication tools	Areas of the company involved
Customers 	<ul style="list-style-type: none"> - Assessment of customer satisfaction - Quarterly customer experience survey - Customer experience surveys on specific issues - Brand reputation survey - Local events - Social networks - MPM/Direct mail 	<ul style="list-style-type: none"> - Sales Department - Investment Banking - Asset Private & Wealth Management Department - Communication and Business Marketing - Innovation, Sustainability and Value Strategy - Chairman - Vice Chairman - Chief Executive Officer
Employees 	<ul style="list-style-type: none"> - Intranet - Periodic meetings - Good News - Internal social network - House Organ - Non-work activities - Informative events - Quick survey - Engagement survey - Welfare survey 	<ul style="list-style-type: none"> - Human Resources Department - Communication and Business Marketing Department - Innovation, Sustainability and Value Strategy Department
Shareholders and the Financial Community 	<ul style="list-style-type: none"> - Activities of the Investor Relations Office - Regular meetings - Telephone contact - Roadshows - Broker conference 	<ul style="list-style-type: none"> - Chief Financial Officer - Chief Executive Officer - Corporate Affairs Division - Chairman
Family Banker network 	<ul style="list-style-type: none"> - Regular meetings - Company portal (B.medNet) - Text and email campaigns - Network assistance and support (SAS and SARC) - Periodic customer satisfaction and specific brand reputation surveys for Family Bankers - Experience surveys on relationship channels, for Family Bankers - Events 	<ul style="list-style-type: none"> - Sales Department - Communication and Business Marketing Department - Innovation, Sustainability and Value Strategy Department - Investment Banking - Banking Operations Department - Chairman - Vice Chairman

Stakeholder category	Communication tools	Areas of the company involved
Media 	<ul style="list-style-type: none"> - Press conferences - Press releases - Regular meetings - Opening of corporate events to the media - Editorial features - Publishing products - Telephone contact - Social networks 	<ul style="list-style-type: none"> - Communication and Business Marketing Department
Industry associations 	<ul style="list-style-type: none"> - Institutional meetings - Group representatives in membership bodies 	<ul style="list-style-type: none"> - Institutional Relations Division
Institutions and regulators 	<ul style="list-style-type: none"> - Regular meetings 	<ul style="list-style-type: none"> - Legal and Compliance Division - Institutional Relations Division
Suppliers 	<ul style="list-style-type: none"> - Regular meetings - Telephone contact - Portal - Questionnaires 	<ul style="list-style-type: none"> - Chief Financial Officer - Purchasing and Corporate Services Division
Community at large 	<ul style="list-style-type: none"> - Media Relations - Public Relations - Periodic customer satisfaction surveys - Brand reputation survey - Brand equity survey - Survey on the efficacy of advertising communications - Meetings and events locally and at head office - Activities of the Mediolanum foundation NPO - Social networks 	<ul style="list-style-type: none"> - Communication and Business Marketing Department - Innovation, Sustainability and Value Strategy Department - Sales Department

Sustainability memberships, associations and partnerships

The individual companies are represented below in alphabetical order.

Memberships and associations

 **ABI** Associazione Bancaria Italiana
 Banca Mediolanum is a signatory of the **ABI “Women in Banking” Charter** for the enhancement of gender diversity.

 **AEB** ASOCIACIÓN ESPAÑOLA DE BANCA
 Collective climate action agreement with the Spanish Banking Association (AEB).

 **CEO LA DIVERSIDAD**
CEO for Diversity Banco Mediolanum is a member of the CEO for Diversity programme. Signed by more than seventy CEOs in Spain, the programme aims to promote and enhance diversity in companies.

 **FONDAZIONE ITALIA SOCIALE**
Fondazione Italia Sociale
 Banca Mediolanum is a member of Fondazione Italia Sociale, a national foundation set up by the state with the aim of increasing private resources for social initiatives and projects with a national scale and impact. Since 2018, it has been on the Management Committee upon appointment by the Board of Trustees. The desire to participate responds to the need to commit to the third sector in a network composed of multinational companies, universities, cultural and social foundations, banks, publishers, professional firms, international consulting firms and other important entities in the profit and non-profit sectors.



Forum for Sustainable Finance
 The Forum for Sustainable Finance is a non-profit association founded in 2001. its membership base is drawn from financial operators and other organisations interested in the environmental and social impact of investments. The Forum's mission is to promote the knowledge and practice of sustainable investment, with the aim of increasing the integration of environmental, social and governance (ESG) criteria into financial products and processes.



Regenerative Society Foundation
 Banca Mediolanum, together with other important private sector entities, institutions, academics and NGOs, has worked on the foundation of a non-profit organisation committed to promoting the transformation of society towards a regenerative socio-economic model, where regenerative is understood as a paradigm shift towards green-driven sustainability.



iaim
 Irish Association of Investment Managers
 Mediolanum International Fund also participates in the ESG subcommittee of the Irish Association of Investment Managers, established in 2019.



sustainability makers
 the professional network
 Sustainability Makers is an Italian association that brings together professionals responsible for the definition and implementation of sustainability strategies and projects at companies and other organisations.



As of 2021, Banca Mediolanum and Banco Mediolanum have also been signatories to the UN Global Compact (UNGC), a United Nations initiative that encourages businesses around the world to create an economic, social and environmental framework able to promote a healthy and sustainable world economy that guarantees everyone the opportunity to share in its benefits. For further details on the UNGC principles to which the Group contributes with its initiatives, please refer to the section: *"Banca Mediolanum's commitments: the UN Sustainable Development Goals (SDGs) and the UN Global Compact"*.



Banca Mediolanum has also joined **Women and Technologies**, an association that promotes female talent in technology, innovation and scientific research.

Partnership



To make services and projects available to all its employees through a specific platform, in order to implement welfare policies to stimulate work-life balance and ensure personal well-being.



Valore D to support female leadership.

Economic responsibility



Mediolanum seeks to build value by operating in an ethical, sustainable manner while pursuing positive outcomes and shared wellbeing.

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Financial performance and solidity

Mediolanum seeks to build value by operating in an ethical, sustainable manner while pursuing positive outcomes and shared wellbeing. At the core of its business, Banca Mediolanum has a solid system of ethics consisting of a set of rules which are constantly adjusted in order to implement the best international practices. Everyone working with the Group is required to respect and apply these rules in their day-to-day activities to ensure that the company acts in a way that guarantees that ethics form the cornerstone of its business and everything it does. In the context of good business management, the Group is committed to guaranteeing its financial performance and solidity by monitoring the quality of its assets, controlling costs and maintaining a balanced funding mix. Banca Mediolanum posted its best performance on record in 2021, as seen from several different perspectives. Structural growth in recurring operations, driven by the contribution of all business lines, led to a strong increase in the Operating Margin, which rose to €502.6 million, up by 29% compared to 2020. Coupled with substantial market effects, that performance drove Net Profit up to a record level of €713.1 million, a rise of 64% on the previous year, underlining once again the absolute value of the Group's business model. Net Inflows amounted to approximately €9.2 billion, of which €6.7 billion in Asset Management products, a sign of the Bank's strong ability to support customers in their investments even in the most complex market phases. **Assets under management and administration** as at 31 December 2021 reached **€108.3 billion**, up by 16% from the beginning of the year. Banca Mediolanum ended 2021 with a **CET1 Ratio of 20.9%**, also considering the payment of approximately €427 million in dividends, and with a **Leverage Ratio of 6.0%**.

Responsible business

Banca Mediolanum is committed to fighting all forms of corruption in the public and private sector, as defined in national legislation, certain provisions of which have implemented the UN Convention Against Corruption, the Strasbourg Criminal Law Convention on Corruption and the OECD Guidelines.



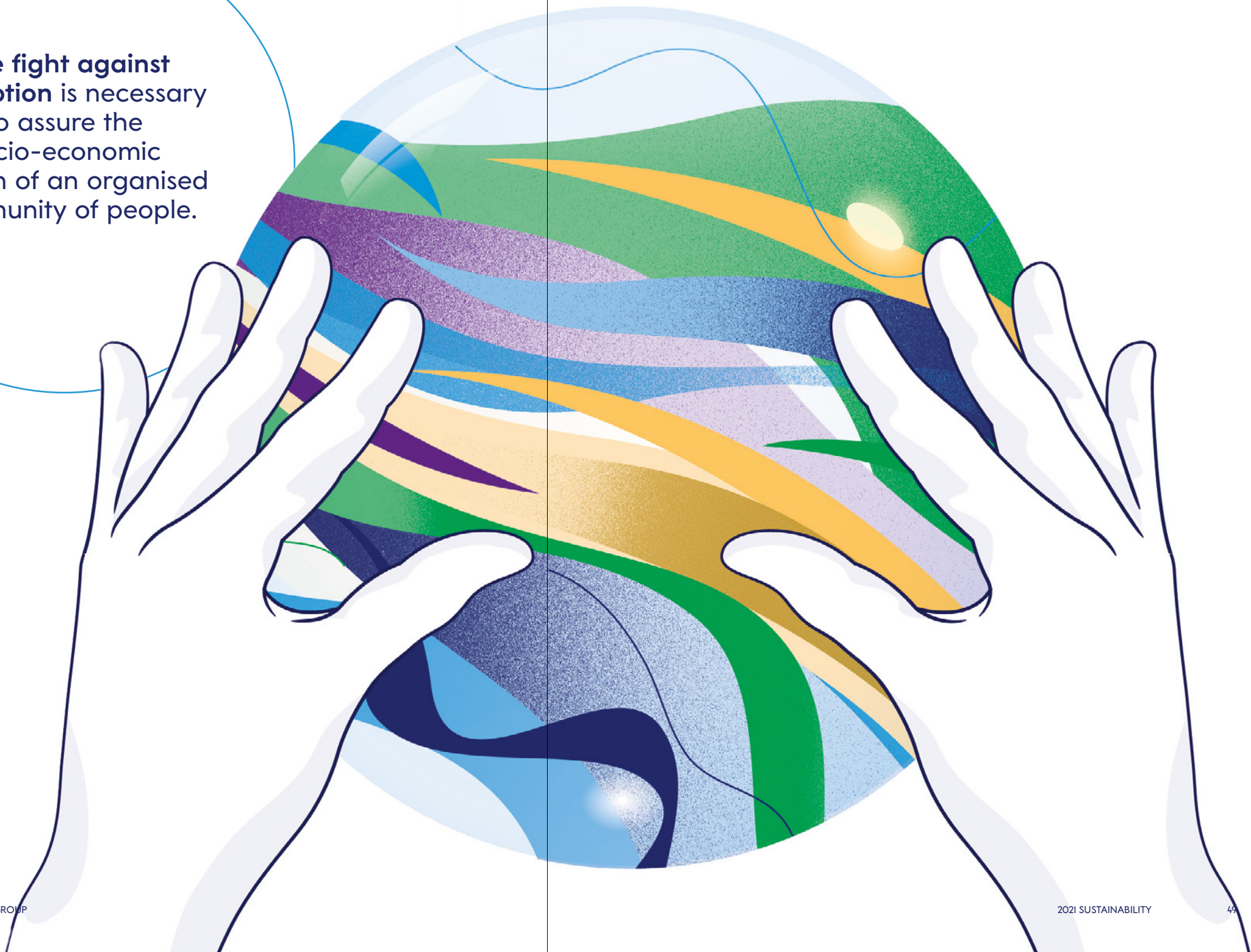
Banca Mediolanum has its own **231/O1 Model under the Italian Legislative Decree** which dictates that Italian companies must develop a management liability structure for a number of specific crimes or offences committed in their interest or by their representatives and/or contractors. One of the most important documents in the body of internal regulations is the Policy on the Fight Against Money Laundering and the Financing of Terrorism.



Banco Mediolanum prohibits any attempt at corruption, any inducement to give promised benefits, or the acceptance of any benefit if the aim is the omission of the duties of the relevant role, or the breaching of obligations of loyalty. **Banco Mediolanum** conducts an annual risk assessments with regard to criminal law compliance, in line with the Spanish Penal Code. Specifically, this takes the form of a list of activities that could result in the criminal offences. The results of this assessment are presented to the Ethics Committee, to the combined Audit and Risk Committee and to the Board of Directors.

Lastly, the **Group's taxation strategy** is set in line with sustainability objectives, in the awareness that the adoption of proper rules for the management of tax issues is essential for its shareholders and for all its stakeholders.

The fight against corruption is necessary to assure the socio-economic growth of an organised community of people.

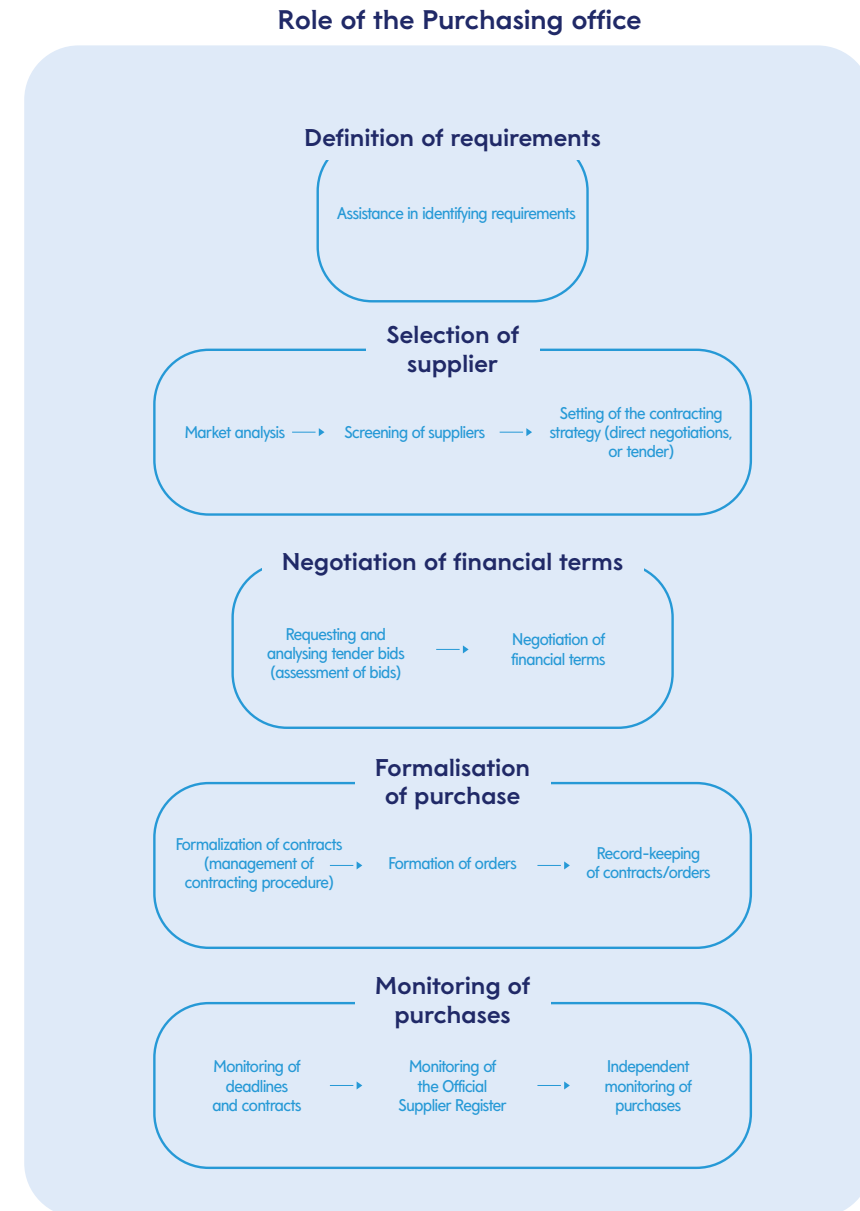


Procurement and supplier rating policies

Due to the importance of the responsible procurement policies as far as risk management is concerned, Banca Mediolanum **has enhanced the criteria used to screen suppliers** by extending the rating to include an analysis of their socio-environmental impact. Currently, the process used by the Group to source its suppliers covers an assessment of governance and ethics, as well as aspects connected to human rights, worker health and safety and environmental performance.

In March 2020, the Purchasing Division updated the screening process for Official Suppliers to include information on the social and environmental impacts of products and services provided and an assessment of their supply chains, including with regard to the respect and protection of human rights. The screening model used for sustainability criteria is also applied during the tendering phase, so that the tender specifications can be extended to include the socio-environmental impact of suppliers' products and services. The sustainability information provided in tenders is weighted and included in the scoring model. Furthermore, standard contract clauses require suppliers to warrant compliance with anti-corruption and anti-collusion regulations (Law 231), Mediolanum Group's Code of Ethics, and regulations governing contracting, subcontracting and the GDPR. In addition, a project is underway to expand the screening criteria for suppliers through the adoption of an ESG Score. The aim of the project is to improve our knowledge of our partners by expanding the ESG information collected by the screening model for Official Suppliers through the CRIF-certified rating.

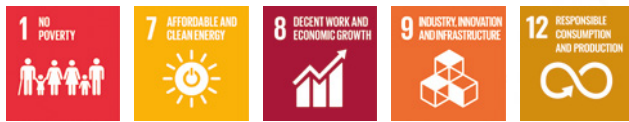
The various stages of the purchasing process are depicted below.



Banca Mediolanum favours innovative solutions that minimise the consumption of energy resources, or which require the use of low-environmental impact resources while maintaining high standards of efficiency and safety.

The Purchasing Division helps with selecting projects that can innovate our business processes in order to reduce the use of these resources, bringing particular benefits to the company and to our customers.

Responsibility to customers



Responsibility to customers

In line with its Vision, Mediolanum **has always offered its customers a relationship based on freedom and the human factor**, and places people at the heart of its business model through its resources, tools and services. Mediolanum offers a range of **sustainable products and services**, as described in more detail in **Responsible Finance**, where a comprehensive overview of our customer services is provided. Our commitment to the service offer is based on the importance of high customer satisfaction, by providing increasingly flexible, state-of-the-art services such as **digital** platforms that allow remote customer operations. Through the **innovation** of products, services and tools, our customers have instant access to their bank and to the Family Bankers, who are always on hand to provide guidance in their investment decisions.

Centrality of the Customer

Mediolanum was born as **“The bank built around the customer”** and has always placed the customer at the heart of its business model. This strong focus on understanding our customers’ needs is based on the **relationship between the customer and the Family Banker**, a dedicated advisor to help our customers to make the most of their finances and achieve their goals. With the main goal focused on the centrality of the person, customer care and outstanding service, the Group’s strategy is designed to guarantee the **transparency** and **clarity** of information and a service based on a **multi-channel** digital concept.

According to the 2021 Customer Satisfaction survey conducted by BVA Doxa, Banca Mediolanum is rated above the market average for overall customer satisfaction by customers who work with Mediolanum for their main services, with a **satisfaction rate of 97%** (score from 6–10). Beyond this, the bank was recognised for other significant achievements, such as its satisfaction rankings for its Family Bankers and their skills and satisfaction with the quality of its Banking Center.

Most
recommended
bank in Italy
by its customers



▶ 97%
Customer
satisfaction*

In **Spain**, since 2012 the independent consulting firm Stiga has been performing a **Customer Satisfaction Benchmarking** study in order to rank the financial institutions operating on the Spanish market in terms of customer satisfaction and involvement. The study looked at various parameters and gathered opinions from a customer base of seventeen banks. One of the factors that was considered was customer satisfaction with services such as mobile banking, and the propensity to recommend their bank.

* * Customers who voted for a score of 6–10.

Customer Satisfaction Italy 2021

%	2021			2020		
	Banca Mediolanum	Traditional banks	Online banks	Banca Mediolanum	Traditional banks	Online banks
A bank that offers a complete range of products and services*	84.0	73.0	80.0	85.4	74.3	79.8

* Source: 2021 Customer Satisfaction Survey, carried out in partnership with BVA-Doxa. CAWI surveys (online questionnaires) conducted in December 2021 and January 2022.



2021 STIGA* CUSTOMER SATISFACTION AWARD, NUMBER ONE IN 15 OUT OF 16 CATEGORIES

Banco Mediolanum ranked first place in 15 of the 16 categories considered. In particular, Banco Mediolanum topped the Global Satisfaction Index, with the highest percentage of satisfied customers.

* In Spain, since 2012 the independent consulting firm Stiga has conducted Customer Satisfaction Benchmarking surveys to rank the financial institutions operating on the Spanish market in terms of customer satisfaction and commitment. The survey covers various parameters and gathers opinions from the customers of seventeen banks.

Events

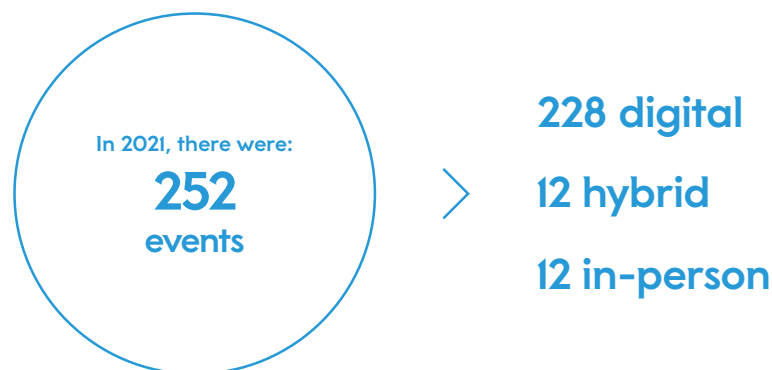
For the Group and the network of Family Bankers, events are an opportunity and channel for transmitting the value of the customer relationship, and a means to disseminate our financial culture. Also in 2021, a year characterised by the health emergency and related restrictions, activity was principally digital with HQ holding 3 nationwide events, broadcast on all the Bank’s social channels and involving over **95 thousand participants**. In addition to these, there are about **76 thousand participants involved in over 1,000 digital events** organised directly or in collaboration with Family Bankers in the area. In the last months of the year, with the resumption of normal activities, the improvement of the health situation and the easing of restrictions, it was possible to restart in-person events, albeit in a limited manner and with special protocols to ensure the safety of all participants.

ISO 20121 Sustainable events

Starting in September 2020, in collaboration with the Sustainability Office, a number of events arranged by the Events Organisation Office were analysed from the perspective of sustainability, at a qualitative level. The analysis assessed the ISO 20121 categories of interest, namely: environmental, social and economic impacts. In 2021, 252 events were run and qualitatively analysed, including:

- › 228 in a digital-only format;
- › 12 in a hybrid format: digital + in-person;
- › 12 in in-person format.

Specific aspects were allocated to each of the three categories (environmental, social and economic), and when added together they offer an overall picture of the events' sustainability levels.



Personalisation, security and innovation in financial services

Although the Covid-19 pandemic has been extremely dramatic, it has highlighted the foundational values and principles that underpin the existence and validity of the Banca Mediolanum model. The importance given to the customer relationship combined with everyone at the bank – management and employees alike – assuming responsibility helped, as far as possible, to mitigate the enormous impact of Covid-19. Against such a complex backdrop the Family Bankers have been able to maintain continuity for customers in total safety, thanks to the technology made available by our company. Our efforts to provide guidance and information to help customers understand the complex, congested and hyper-reactive dynamics of capital markets during lockdown restrictions led to greater awareness and confidence in the advisory we provide and the strategies we propose. This has all driven the year-on-year growth of the key indicators of Banca Mediolanum's performance: gross total funding, administered deposits, managed deposits, loans disbursed and the use of e-money instruments.

Multi-channel approach, digital services reduce inequalities

With the persisting emergency of the Covid-19 pandemic, in 2021 Banca Mediolanum continued its efforts to support customers through ongoing innovation, focused on digitalisation and sustainability issues. With reference to banking products and services, Banca Mediolanum continued to invest in digitalisation to serve the new needs of its customers, who are increasingly smart and digital. Digitalisation allows customers to access remote banking services, bringing their bank to them through telephone access, mobile apps or the Internet. Furthermore, a Family Banker is always available to help make investment decisions. Mediolanum's model is based on a multi-channel approach which proved to be particularly effective during the acute phase of the pandemic. Through digital services, we have been able to close gaps, overcome barriers and build a more sustainable world. With the **Mediolanum app**, which is **compatible with Apple's VoiceOver**, the goal was to promote ways to interact with banking services, thereby favouring inclusivity to the benefit of all, not only those with disabilities such as **visual impairment or blindness**. The new "Il Mio Bilancio" service was released to customers on the app. This new digital service allows customers to access information on payment accounts (including those held with third parties) from a single digital environment. The tools used to access services were designed to meet customers' various needs.

The increase in the use of the **mobile app** continued in 2021, with 8.4 million transaction carried out, an increase of 16% on 2020, confirming Mobile as the channel with the strongest growth.

In terms of devices, **the web site** is no longer the main access point compared to the Mediolanum app, with visits now apportioned equally, with a total of 20 million visits to bmedonline.it.

Similarly, our **over-the-phone banking line** worked with renewed commitment to support and assist our customers on a continuous basis.

Responsible finance

Some time ago, Mediolanum Group launched a programme of awareness on the role of conducting responsible business through a commitment to doing business in a way that respects people and the environment; by placing the customer in a central position; and by pursuing the growth of the communities in which it operates.

The key challenge of global proportions today is the fight against climate change. Many of the levers required to combat climate change and reverse the social and economic impacts it entails are in the hands of national governments. Such is the scale, however, of the investments needed to steer the transition towards a climate-neutral economy that it also requires the efforts and contribution of financial institutions, who, while continuing to focus on producing an economic profit, at the same time also look to create shared benefits for the community. Accordingly, Mediolanum Group, in line with the strategic and regulatory initiatives promoted at European level, such as the European Green Deal and the Action Plan for Financing Sustainable Growth, decided to chart a course aimed at:

- › consolidating its policies and processes related to responsible finance;
- › continuing to develop sustainable products and services;
- › incorporating environmental, social and governance (ESG) factors into risk management systems.

All Group companies involved in investing and consulting activities consider environmental, social and good governance (ESG) factors when deciding how to allocate financial resources to economic activities, thus adopting a responsible approach.

The link between sustainability and innovation also translates into new solutions designed to encourage sustainable behaviours among the community at large. And this was exactly the thinking behind the launch of Banca Mediolanum Group's benefit company Flowe, which offers an innovative banking platform that resonates with the younger generations and unites full-digital banking with sustainability, individual wellbeing and social evolution,

Sustainability-conscious products

In February 2020, Banca Mediolanum S.p.A., the parent company of the Mediolanum Financial Conglomerate, issued an "Operating Policy on Responsible Products". The policy sets out the basic principles and guidelines for sustainability, committing the Group to integrating ESG (Environmental, Social, Governance) criteria into the creation and management of all products (banking, loan, protection and investment) offered to its customers. In addition to considering ESG issues as a core value, Group companies promote a range of various products that specifically address sustainability issues. Investment services The various sustainable mutual funds featured in the range of products available to Group customers in 2021 are described below.



Mediolanum Best Brands Global Impact Fund by Mediolanum International Funds Ltd (Article 9 of EU Regulation 2019/2088): Mediolanum Global Impact Fund is a global multi-manager equity fund launched in October 2020 as a sub-fund of Mediolanum Best Brands.

It has two equally important objectives: to provide attractive long-term investment returns and to contribute to creating a more sustainable and inclusive world. Mediolanum Best Brands Global Impact does more than just select companies with responsible business practices or exclude unsuitable companies. The fund actively invests directly in companies whose products and services are providing concrete solutions to major social and environmental challenges, as well as in funds that generate a positive impact by investing in companies that support one or more of the United Nations Sustainable Development Goals.

Mediolanum Best Brands Socially Responsible Collection by

Mediolanum International Funds Ltd (Article 8 of EU Regulation 2019/2088): the Mediolanum Socially Responsible Collection is a sub-fund of Mediolanum Best Brands. As a multi-asset multi-manager fund, it mainly invests in socially responsible and sustainable global equities and, to a lesser extent, in fixed-income securities. The fund's portfolio concentrates on securities selected on the basis of a high free cash flow, an attractive return on investment and a constructive sustainability profile. The fund generally invests 80% of its total assets in the shares of companies from all over the world. Sustainability means striving for economic success while taking into account environmental, social and governance criteria and their impact on society and sustainable development. Areas such as corporate strategy, corporate governance, transparency and the range of a company's products and services are considered in the assessment.

Mediolanum Best Brands Innovative Thematic Opportunities

(Article 8 of EU Regulation 2019/2088)

Mediolanum Innovative Thematic Opportunities is a sub-fund of Mediolanum Best Brands. As a multi-manager fund, it mainly invests in global equities. Its investment style focuses on growth by selecting companies whose businesses are well positioned to take advantage of economic opportunities arising from long-term investment themes. These themes have the potential to drive long-term growth and positive economic impacts for economies, industries and the companies operating within them, and contribute to positive social and/or environmental change. They include, but are not limited to, changes and advances in information technology, demographic changes and consumer preferences, urbanisation and environmental and energy challenges.

**Mediolanum Flessibile Futuro Sostenibile**

Gestione Fondi SGR p.A (Article 8 of EU Regulation 2019/2088)

Mediolanum Flessibile Futuro Sostenibile is a fund from the Mediolanum Fondi Italia System and an Article 8 product under EU Reg. 2019/2088. It is a flexible fund that prioritises investments in issuers meeting high environmental, social and governance (ESG) standards, focusing in particular on their environmental performance (carbon footprint). In Spain, in addition to the sustainable products promoted by Mediolanum International Funds, Banco Mediolanum offers a selection of third-party funds, including both Article 8 and Article 9 funds, through the MyWorld service.

**Fondo Compromiso Mediolanum FI.**

Banco Mediolanum distributes the Compromiso FI Fund created by Mediolanum Gestión, the Spanish Group's asset management company. With this investment fund, customers can choose an NGO from those participating in the Mediolanum Aproxima solidarity initiative, and Mediolanum Gestión will annually donate 30% of its management fee to the organisation selected, according to the procedures described in the product prospectus.

Banking products and services

SelfyConto Banca

Mediolanum has confirmed its focus on digitalisation, dematerialisation and sustainability with SelfyConto, a current account aimed at smart customers and young digital adults who want to manage their savings independently. Signing up for the account is fully paperless, with no account-keeping fees charged for accountholders under the age of 30. SelfyConto allows customers to manage their daily banking needs wherever they are, online through the Mediolanum app. That includes applying for loans and obtaining approval in real time, managing mutual fund investments, accessing an advanced online trading platform and protecting what they hold dearest in just a few easy steps.

Conto Mediolanum - Young

The human touch is the principle on which Banca Mediolanum bases its relationship with customers. Family Bankers play a key role in this model, offering targeted, personalised advisory and all-round planning, which over time becomes financial education, to assist customers in making the most important decisions for their lives. Banca Mediolanum dedicates the same attention to young customers through the Conto Mediolanum - Young bank account, which gives them all the benefits of a Family Banker's all-round assistance and the digital banking services of the Mediolanum app. Young accountholders pay no account-keeping fees until they turn 30 and no issue fee for a Mediolanum Prepaid Card, reflecting how support for young people is a fundamental aspect of Banca Mediolanum products.

Conto Mediolanum - Natural Disasters

Banca Mediolanum has always been at the forefront in supporting customers affected by natural disasters with dedicated initiatives and special terms. To this end, Conto Mediolanum - Natural Disasters provides a whole series of banking benefits for two years from the opening of the account or from the change of agreement, including: no account-keeping fees, no annual credit card fee, no stamp duty and no charges for using the main banking services (bank transfers, utility bills, CBILL, etc.). The most recent initiative was launched in November 2021 to support customers affected by floods that hit Sicily in the last quarter of 2021.

Debit card

The Mediolanum Card is practical, convenient and sustainable. Alongside the numerous features it offers, the careful design of all its details and the use of biodegradable dyes, the Mediolanum Card is made of polylactic acid (PLA), a non-food corn derivative that reduces the use of fossil-based plastic by over 80% in the production process. The first plastic card on the market to adopt the solution, the Mediolanum Card is another example of Banca Mediolanum embracing ever more innovative and sustainable solutions.

Lending

Casa+

Banca Mediolanum is committed to meeting the needs of its customers and at the same time supporting the construction sector through an offer of mortgage loans and subsidised loans for property renovation. This is also in line with the regulatory framework, which provides tax breaks for property renovations, energy rating improvements and seismic risk improvement work on homes. The goal is to upgrade the energy rating of buildings and reduce their environmental impact by investing in alternative energy solutions and supporting sustainable building projects.

Mediolanum Eco+ mortgage loan

Since April 2019, the customers of Banca Mediolanum have been able to apply for mortgages with a special-rate spread backed by a first charge, on homes with high energy efficiency (energy classes B, A and A+), on purchases, sales and subrogation operations.

Mediolanum Young mortgage loan

The targets for the Mediolanum Young mortgage are under-35s planning to buy their first home with a mortgage that has a maximum LTV of 90%, an optional grace period of two years with no surcharge, and a gradual reduction of the spread every 5 years, if repayments are regular.

Mutuo Mediolanum Fondo di Garanzia Prima Casa Banca

In December 2021, Banca Mediolanum joined the Home Guarantee Fund, launching its own dedicated mortgage loan. As a medium-to-long term loan, it is dedicated to the purchase of a home, with a state guarantee from Consap's Fondo Prima Casa. Customers choosing the product can apply for a mortgage with an LTV ratio of up to 100% and benefit from slightly discounted pricing compared to ordinary pricing.

Superecobonus/Ecobonus Loans

In October 2020, Banca Mediolanum launched a series of loan products for home renovations taking advantage of the superecobonus/ecobonus tax breaks, for customers who choose to transfer the relative tax credit to the Bank. The series includes the following loans:

- › Mediolanum Superbonus 110+ loan for property renovations, covering work eligible for tax credits refunding 110% of the value of the work over 5 years.
- › Mediolanum Bonus+ loan for property renovations, covering work eligible for tax credits refunded over 10 years.
- › Mediolanum Bonus+ Top loan, reserved to Banca Mediolanum high-value customers, for property renovations, covering work eligible for tax credits refunding 100% of the value of the work over 5 or 10 years.

Mediolanum Eco+ Mobility loan

The Eco+ mobility loan, which has a special-rate spread to fund the purchase of new hybrid or electric cars, scooters and vehicles.

Instant Credit and Shop For You

In 2021, the "Selfy" project was expanded to include the digital loan products "Instant Credit", a personal loan product, and "Shop For You", a special purpose loan product. The project targets customers who choose Banca Mediolanum products on their own, without the help of a Family Banker. The "Shop For You" loan, which is a zero-rate digital consumer loan over a period of 24 months, also integrates some of the Instant Credit features and expands the range of loan products. In order to better characterise the Selfy customer segment, the products were renamed "SelfyCredit Instant" and "SelfyShop" respectively.



Banco Mediolanum ECO loan offers a subsidised spread for the purchase of a zero-emission vehicle (electric or plug-in hybrid) featuring the best pricing in its consumer credit offering.

Hipoteca Freedom Green

This product completes the Banco Mediolanum mortgage range and, more specifically, features the best pricing in its offering, normally reserved to "top" customers for the purchase of homes with a high energy efficiency rating ("A" or higher).

Integration of Next-Gen Fund state incentives

This is Banco Mediolanum's financing offer to promote the renovation of buildings for the purpose of improving energy efficiency. Leveraging the recent publication by the Spanish Government of the terms and conditions of subsidies facilitated by NEXT-GEN European funds, Banco Mediolanum is positioned as one of the first institutions to offer special financing conditions for customers who obtain such a subsidy. In particular, for customers requesting the subsidy through a loan, Banco Mediolanum offers its most competitive rate for loans to finance property renovations, and gives customers a grant matching 20% of the state subsidy received, up to a maximum limit of 500 euro.

Climate change

In consideration of all the recommendations and guidelines published by the various international bodies and European regulatory authorities in relation to this issue, in its assessment and consideration of risks Banca Mediolanum has identified and mapped out the risks of climate change, such as **physical risk and transition risk**. Physical risk refers to the economic impact felt by people who may be exposed to extreme weather events, while transition risk derives from the commitments taken by the international community to reduce the atmospheric concentration of greenhouse gases. As in 2020, in 2021 Banca Mediolanum conducted an analysis of the potential impact of physical risk on its lending portfolio. With regard to transition risk, Mediolanum Banking Group has already undertaken and adopted a number of organisational solutions and initiatives in order to anticipate the short- or medium-term requirements imposed by European and/or national regulators. In this area, along with the current offer of investment funds, lines of investment in managed products, mainly dedicated to eco-sustainable investments, are being developed.

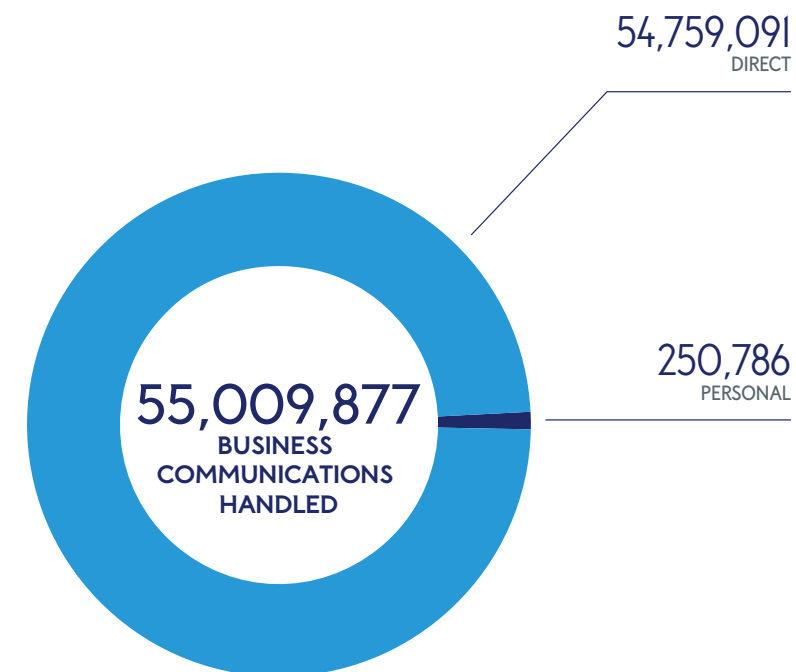
Communication

The quality of the Customer relationships is guaranteed by the widespread presence of the Family Banker network throughout Italy, by the Customer Service structures, and by the continuous digitisation of services and digital tools (such as websites and apps), which allow customers to interact at any time with the Bank using the right contact method for their specific needs. As regards the process of commercial, institutional and regulatory communications with customers, in 2021 the Customer Communication function continued to support the Sales Network by helping to consolidate relations with existing customers and acquire new ones. Communication has developed across several forms (direct and personal marketing e-mail, SMS, push notifications, site and app banners, digital and in-person events and television, radio and billboard advertisements).



2021 INTERACTIVE KEY AWARD BRAND ENTERTAINMENT AND WEBSERIES CATEGORY

At the Interactive Key Award, a festival dedicated to all-digital advertising on the web and mobile media, Banca Mediolanum won the Brand Entertainment and Webseries award for the campaign "Tell Me About Myself", a short film designed to raise awareness of the importance of financial and wealth planning for achieving goals in life and protecting the people and relationships dearest to us over time.



Customer support during times of hardship

In addition to the action taken in response to the Covid-19 emergency as illustrated in the introduction to this section, during 2021 Banca Mediolanum also assisted sections of the population who have been hit by natural disasters, including the adverse weather events in November and December 2020, with donations of **€30,400**. The usual benefits were also granted:

- › 12-month loan and mortgage holidays
- › special credit facilities
- › -1% reduction of spread on mortgages and 24-month loans
- › cancellation of all current account costs for 24 months

Innovation

Innovation is an extremely important value for the Mediolanum Group and for its stakeholders. **By promoting our digital services, we aim to improve our activities and processes.** This is why the Group is continuing to invest in payment services, by developing innovative technologies in order to offer customers an even more comprehensive user experience, with the accent on security, autonomy and efficiency.

2021's new projects included an instance of prototyping through applying accelerated computing and high throughput computing (HTC) to the management of the Unit Linked Liabilities Model (life insurance policies). The prototype demonstrated how a significant reduction in processing time can be achieved through code optimisation and the scalability of the accelerated computing architecture. The results of the activity showed a more than 35-fold increase in the speed of calculation for a computing-intensive application, with a reduction in time from 2 hours, 5 minutes to 4 minutes, 53 seconds.

The **“Bonus Pool” Call for Ideas programme**, run for the third time in 2020-2021, once again proved to be an important tool for involving and engaging everyone in the company, allowing each and every employee to develop and enhance their creativity, know-how and entrepreneurship. The programme was a source of great innovation, unleashed by the challenge set

for the edition, which was to approach the challenges of sustainability and the 17 goals of the 2030 Agenda through innovation, by making the intersection between Innovation and Sustainability more concrete and stronger.

In 2021, work continued apace on **blockchain activities**, in which there are three confirmed lines of activity that will impact business models, including in terms of sustainability:

- › **Dissemination** of a culture of innovation dedicated to different types of stakeholders.
- › **Scouting** for solutions, projects and start-ups that can utilise blockchain and distributed ledger technologies in various areas of application.
- › **Participation** in Italian and international projects for the implementation of blockchains and private permissioned distributed ledgers.



In 2021 Mediolanum Irish Operations (Mediolanum International Funds/Mediolanum International Life) obtained ISO 27001 certification, the international standard for information security management. The framework helps to implement a management system which establishes the best security practices and protect all financial and confidential information as effectively as possible. In turn this minimises the potential for illegal or unauthorised access.

Cybersecurity and responsible data usage

The Group is committed to guaranteeing **the confidentiality** of data and of customer transactions by assuring compliance with laws and regulations concerning the sale of financial and services, including **digital** services. Starting from a business model which has a strong digital imprint, Mediolanum will continue to invest in multichannel banking integration projects, maintaining its strong focus on **cyber security** and responsible data usage.

Responsibility to our people



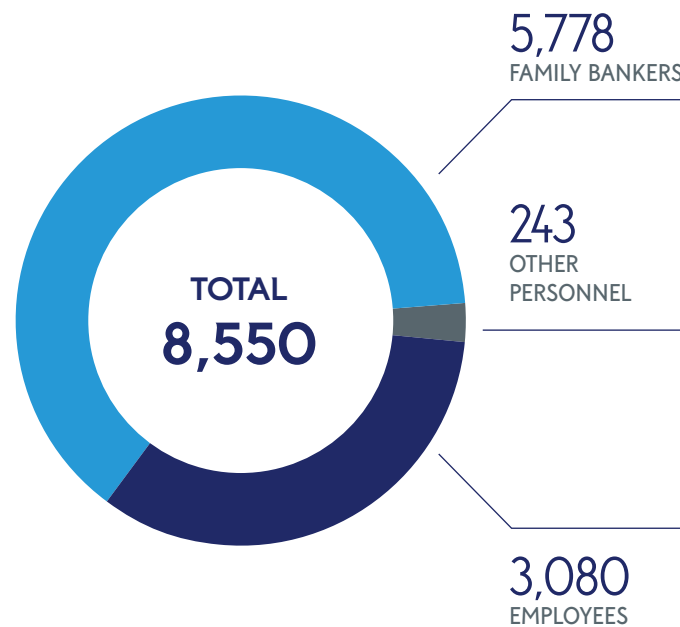
People are a company's biggest asset. This is why Mediolanum is committed to guaranteeing a positive, rewarding and well-organised working environment in which people can express their talents to serve customers and colleagues. Our Family Bankers also put into practice the values of Mediolanum, with which they strengthen the relationship of trust with their customers.

The Mediolanum Group believes in obtaining a contribution from everyone to ensure the successful outcome of business initiatives, the expression of ideas, and in the efforts of all its staff (employees and Family Bankers), as we consider the constant **promotion of the human factor** as a fundamental element for the solidity and growth of a business.



Growth of human capital

The Group's focus on the **central importance of people** also manifests itself in the form of full protection for workers' rights, with particular regard to the development of industrial relations, the protection of jobs, the value placed on personnel through the encouragement of training and the recognition of merit, the policies and measures taken to develop and strengthen a modern, integrated system of corporate welfare, and the introduction and consolidation of a number of new contractual instruments which are designed to create an efficient system of corporate welfare and a better work-life balance.



Employees

The Mediolanum Group, which has 3,080 employees in 4 different European countries, promotes a culture which is based on the values of integrity, and a policy of respect for people, by supporting aware, responsible behaviours and by implementing modern career development pathways.

Mediolanum is committed to optimising the management of staff at all group companies, by **promoting their growth and potential through high-level training programmes** offered by its own Corporate University, including several masters courses and certificates which are run in conjunction with leading Italian academic institutions.

The **sense of belonging and employee engagement are the primary drivers in building an innovative, growth-oriented company.**

A number of initiatives have been launched to support the continual transformation of activities and the deep, widespread process of change, including:

- › **“Mediolanum Employability & Empowerment Center”**, to help colleagues to qualify, requalify and support internal mobility;
- › **“Mediolanum Digital Program”**, to develop further knowledge and skills in digital and innovation areas, to be facilitators and drivers of the change process and the digital evolution within their respective parts of the business;
- › **“Data Value Management”**, a full-fledged catalogue of courses aimed at professionals managing data strategically;
- › **“Leadership4change”**, a programme aimed at middle management across the whole company to focus on the profound changes involved in managing human resources in current work structures (remote and hybrid), utilising individual and team coaching methodologies;
- › **“BE MEDIOLANUM: the value of diversity”**, to develop initiatives which promote diversity & inclusion in order to build on diverse expertise and attitudes and integrate them into the company.

Family Banker network

The family banker acts as a **point of contact between the bank and the customer**. The family banker studies solutions that best meet the savings, investment, pension, insurance or financial requirements of the customer, assisting them where necessary in using the multi-channel features of the bank. The training courses provided for the sales network adopt an **approach based on integrated methods and tools**, to make their learning more effective and practical. This integration involves digital learning platforms to encourage further study, and is supported by classroom

sessions, which instead focus on discussion, debate, interaction between the network and head office, and exchanges of experience. **These processes have always formed the basis** for the training model chosen by the Mediolanum Corporate University in order to guarantee outstanding quality and a lifelong learning approach, which accompanies the Family Banker throughout their personal and professional development. **In 2021, 760,311 training hours were conducted for 5,778 Family Bankers.**

Protection of human capital

Human capital is the Group's chief asset. It is comprised of the wealth of knowledge, skills, working methods and expertise that each individual brings to the company, to create value and deliver an outstanding service to the customer too. This is why Mediolanum works to protect the health and safety of its employees by adopting adequate health and safety measures and fostering the growth of a corporate culture by providing training and information programmes. In 2021, the Group maintained the various additional pandemic-related health and safety measures it had put in place the previous year to protect its staff, as well as to guarantee a work-life balance while working from home.

The Group has always focused on **actions designed to achieve a work-life balance for its personnel**, to promote their overall wellbeing.

Access to the Mediolanum Group's health care benefits is available through the fully digital **Wellmed platform**, and its **Wellmed Wallet**, which offers employees of the Mediolanum Group's Italian subsidiaries access to a range of goods and services.

Following on from the previous year, the "HEALTH CARD" scheme has been renewed – the card is handed out to all Group employees in Italy and allows them to obtain medical and health treatment at special rates, at the institutions and clinics of one of Italy's largest independent networks, which has 11,000 centres across the country.

The "BabyMed" nursery school in the Italian head office was set up 15 years ago.



In **Spain**, Banco Mediolanum has launched initiatives to promote corporate wellbeing; employees can convert part of their salary into products and services, which have tax advantages; coaching; and an academic excellence award for the children of employees.



In **Ireland**, Mediolanum Irish Operations offers all its staff private healthcare insurance, which is fully sponsored by the company, plus an annual physical for all staff. Annual flu jabs are also offered to all employees.



WELL@WORK 2021: SPECIAL MENTION FOR BEST INTERNAL COMMUNICATION

At Well@Work 2021 - Charge the Energy, the Community's eagerly awaited event on the topic of organisational wellbeing, Banca Mediolanum received a special mention for Best Internal Communication for its "HOMEdiolanum, putting you at the centre" project. The goal of the initiative was to propose an innovative solution for the well-being of employees and their families, promoting a proper work-life balance.

Diversity and inclusion

The role of Diversity Manager, held by a Company Manager, was created in 2021 and the Diversity and Inclusion Manifesto was drafted and distributed. The Manifesto promotes a culture of diversity and equal opportunities, designed to create an environment that places the greatest possible value on all the different elements it comprises.



TRAVEL



WELFARE VOUCHERS



HEALTH AND HEALTH SERVICES



TRANSPORT



TRAINING COURSES



SPORT AND WELLBEING



PREVIGEST FUND

SUPPLEMENTARY PENSION



DISCOUNTS AND DEALS



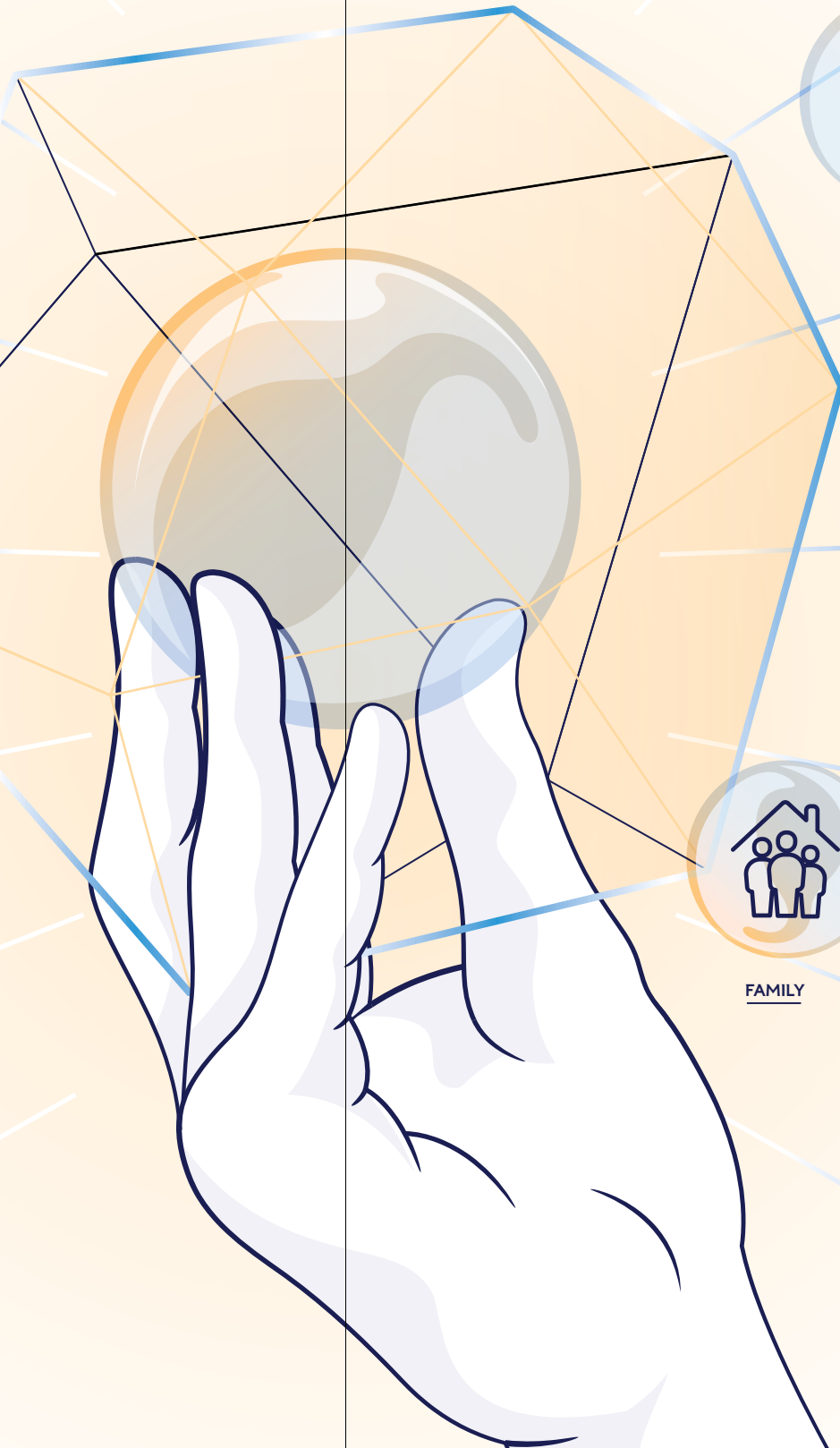
FREE TIME



FAMILY



HEALTH CARD



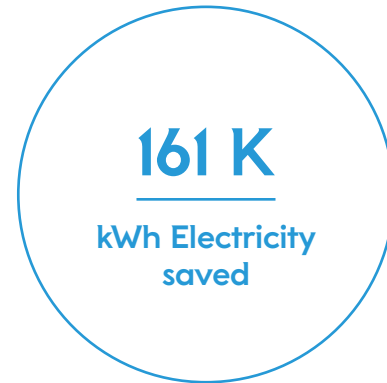
AWorld app

The AWorld app was selected by the United Nations to grow sustainability culture and teach people how to live more sustainably by altering their habits and taking action on a small-scale but daily basis.

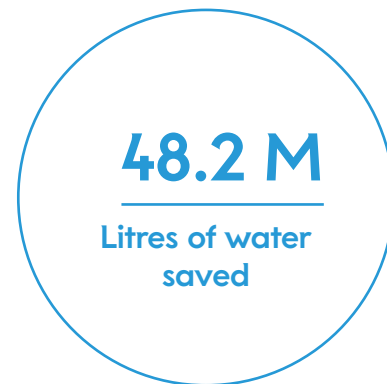
In 2021, Banca Mediolanum joined the project by setting up a dedicated community and an **Impact Engagement** and **Education** strategy which employees and Family Bankers were invited to participate in. The app offers training programmes and suggests sustainable actions that people can take every day to look after the planet, themselves and other people. The following savings were achieved:



equivalent to around
49,618,083
mobile top-ups



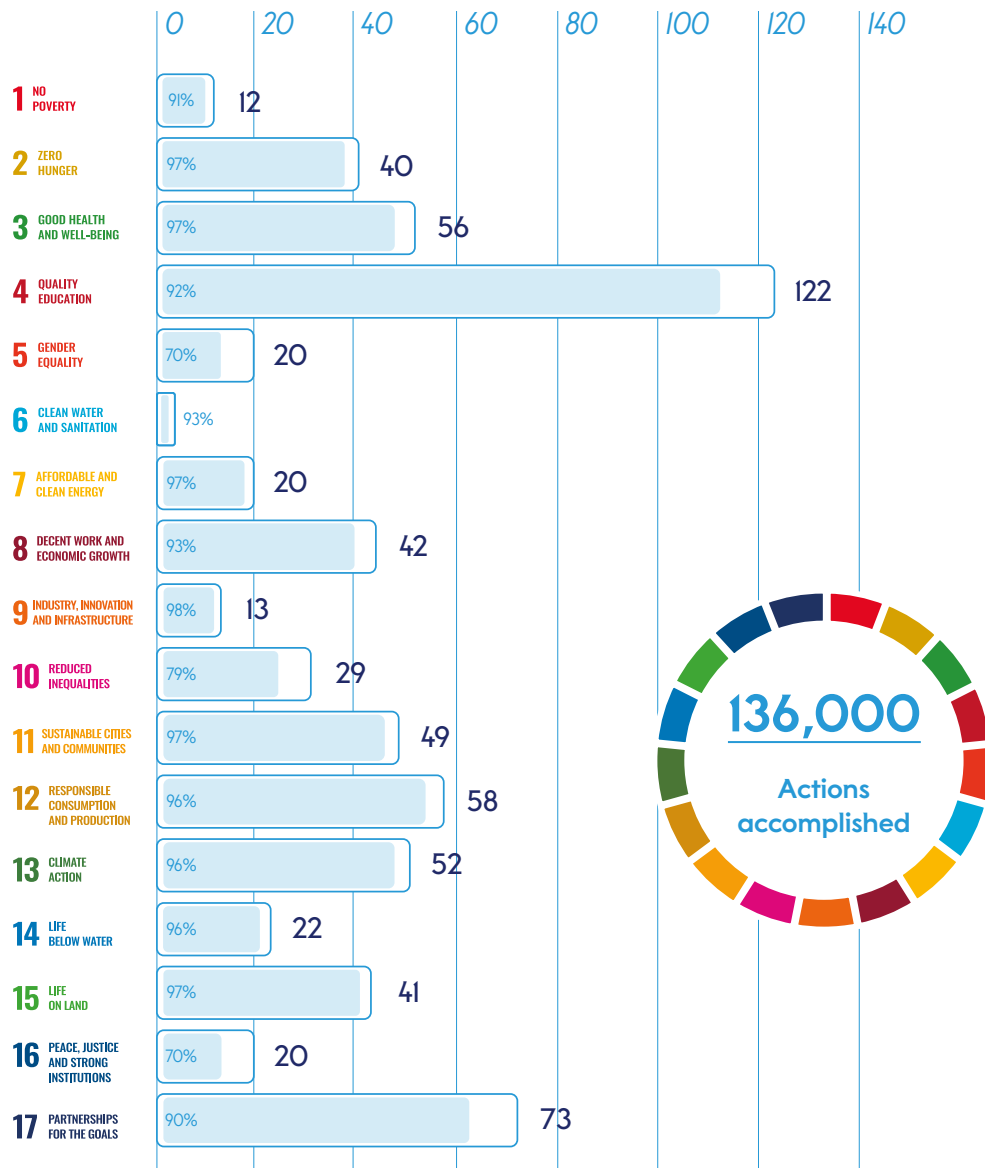
equivalent to
around **89,445** full
dishwasher loads



equivalent to around **301,250**
baths full of water

Individual SDG impact out of total impact.

The graphic shows how almost all topics (SDGs) were tackled and completed with a percentage above 90%.



Legend
Individual SDG impact out of total impact.

Initiatives for staff during the public health emergency

From the outset of the Covid-19 pandemic, the Mediolanum Group has implemented a number of initiatives, fully aware of its responsibilities during a long, drawn-out emergency situation such as the one we are still living through.

During these two years of the public health emergency, the Group focused all its efforts on protecting staff, both because they are part of the company and

because they are part of a community that has been particularly affected by this crisis. Many of the activities already carried out in 2020 were aimed at safeguarding the physical and emotional wellbeing of our staff, in order to guarantee business continuity.

Our focus has been on creating as calm a working environment as possible by constantly listening to people, including through monthly surveys. We have worked with partners, such as Istituto Clinico Humanitas (a

research hospital), to monitor the internal situation and provide video counselling and psychological support. Antibody testing and screening started mainly after the summer of 2020, and 3,500 tests were carried out in 2021, involving a total of 1,200 staff members; in the autumn of the same year, a flu vaccination campaign was opened to employees on a voluntary basis, with 550 people taking part.

In 2021, as per the previous year, the Company planned a gradual return to the office from the end of September, with the aim of bringing the number of people present at the Milan 3 campus to a maximum of 40% of the total. A gradual increase in the number of staff was planned for each week, with workers able to benefit from a smart working approach, alternating days spent in the office with days

spent working from home.

As an extra precaution, all colleagues with illnesses on the specific list communicated by the Ministry of Health were allowed to continue working on a remote-only basis. This option was also extended to all pregnant colleagues.

At regular intervals, staff received a specific communication outlining the main measures adopted by the company and the appropriate behaviour and best practices to follow in order to reduce the risk of infection as far as possible. The communication was also sent to staff returning to the office after the summer period.

The 40% limit on office attendance was never reached; in light of the increased national and local infection rate and in order to better reconcile the holiday period and work activity, as of the end of the year it was decided to further increase the percentage of smart working.

With regards to smart working, in October 2020 the Group also began offering employees individual agreements for agile working. In 2021, when the Italian government announced the end of the health emergency, two further extensions were offered to employees to allow them to maintain the work-life balance they had established over the past two years, even after the most critical phase of the pandemic had passed. At the last extension, an additional contribution of €150 was allocated to all members' wallets for spending on their Welfare Plan. In Spain, office equipment including office chairs, extra screens and keyboards was sent to employees' homes using a home delivery service. Staff who requested to come into the office were given blood tests or swabs. The office was adapted to the situation, with special work procedures being introduced.

Posters were put up, hand gel was provided, and improvements were made to the common areas to prevent contagion with a guaranteed distance of 2 m between workstations. Various staff engagement and support activities were also introduced. For example there were weekly coaching sessions, mindfulness sessions, live online events and periodic meetings with management. There were also counselling services and awareness sessions on issues regarding stress management etc. In Ireland, voluntary Covid-19 antigen and blood tests were provided to all staff. Directional signage was put up in all work areas, there were sanitised stations across the office, and facemasks and gloves were provided to all staff. In September 2021, a gradual de-escalation plan was put in place to avoid infections and resume normal operations. This involved a planned return to the office for 2022 and the option of asking the company for two days of remote work and three

days of office-based work.

At all Group offices, as required by law, the documents on health and safety risks were reviewed to reflect the Covid-19 risk. Suitable PPE and devices were provided to guarantee maximum safety in the workplace.

Initiatives for staff during the public health emergency

Responsibility to the environment and the community at large



Responsibility to the environment and the community at large

Mediolanum is committed to help create a better life for the community at large by focusing on people and on the planet, in all its decisions and strategies.

Our Bank promotes a global approach to supporting the development of the community at large, which is identified within the sociocultural realities with whom the company conducts its business relations. Banca Mediolanum organises and participates in various social, cultural and sporting **activities** in order **to promote and consolidate its relationship, and to provide support to the community at large**. Through the **Mediolanum Foundation NPO** which was set up in 2002, the Group is also committed to providing an organised response to requests and enquiries from the Third Sector. From an **environmental** perspective, the Group is committed to plans and activities designed to reduce its environmental footprint, through **projects aimed at the responsible use of resources**, which, in line with the company's strategy, can protect the environment and guarantee full adoption of national and international laws.

Financial inclusion

The Group is committed to **supporting the disadvantaged**, by creating a dedicated range of products and services, and through the presence of Family Bankers locally and the availability of digital tools so that customers can manage their finances independently. Banca Mediolanum and its Foundations in Italy and Spain are committed to **training programmes designed to increase financial knowledge and skills among the community at large**, thus encouraging a safe, responsible approach to finance.

Support through the products and services of Banca Mediolanum

Rescue loan

In the current economic climate, in which the areas of vulnerability are growing all the time, and with the aim of preventing recourse to unethical lenders, and of facilitating financial inclusion, the Bank and the Mediolanum Foundation NPO have continued their commitment, undertaken in 2009, to support Italy's anti-usury foundations and associations, with social projects geared towards providing financial support for the more vulnerable segments of the population. The decision of Banca Mediolanum to support the fight against poverty and unethical lending using the rescue loan now has support from 10 Church-affiliated anti-usury foundations in Lombardy, Piedmont, Veneto, Liguria, Emilia Romagna, Lazio, Sardinia, Sicily, Campania and Calabria. The anti-usury foundations operate through the local "Caritas" system, which relies on the parish charity centres to assist families in need. Under agreements made between Banca Mediolanum and the Mediolanum Foundation NPO, the Bank provides the anti-usury foundations with a credit limit, which they can use to grant loans to people in need, whether they be families or sole-trader businesses, at a symbolic interest rate which is currently approximately 1%. This lending activity is a concrete commitment by Banca Mediolanum to the UN sustainable development goals (SDGs), specifically with reference to the first item on Agenda 2030: combating poverty everywhere, in all its forms. The Bank bears the full credit risk for the loans granted, while the Mediolanum Foundation NPO is instructed to give preference to women with dependent children, as the beneficiaries of the loans, in line with its mission.

As of 31 December 2021 the revolving fund made available by Banca Mediolanum amounted to €2,450,000, with 318 loans disbursed, totalling €2,445,915.

Community initiatives during the public health emergency

Banca Mediolanum and the Mediolanum Foundation NPO, alongside Progetto Arca, have established a project to protect 1,000 children in Italy from poverty. Through the donation of neonatal products, the project prevents damaging consequences arising due to children's growth requirements being neglected.

The families that the project assists are mainly:

- › single-parent households, often consisting of a mother and child, without a family support network;
- › families with children who are fragile and lonely, and who have lost their homes in circumstances such as evictions due to financial difficulties, job losses or illness.

Thanks to the donation from Banca Mediolanum, which Mediolanum Foundation donated entirely to Progetto Arca Foundation, it was possible to distribute one kit containing children's products per month, for one year, to each of the children involved plus one educational kit containing teaching materials – a total of 13,000 kits.

Below are the results of the project:

The figures:

Mediolanum Foundation NPO fundraising for Progetto Arca transforms subscriptions by Banca Mediolanum customers into a concrete gesture of solidarity for families most in need

Help delivered

- › 1 early years kit per month with basic necessities
- › 1 extra kit for each child (also used by any siblings), with educational material
- › 1,000 children, with an average age of 1 year and 4 months, helped in one year

13,000

Total kits distributed

- › 12,000 early years kits;
- › + 1,000 extra educational kits.

Help delivered

425

Volunteers

16

Cities

48% north, 25% centre, 27% south and islands.

1,000

Families helped

- › **Single parent**
Single mothers without a family support network with an average of 2 dependent children;
- › **Large families**
With 5 (and up to 7) members, including grown-up children and dependent grandparents.

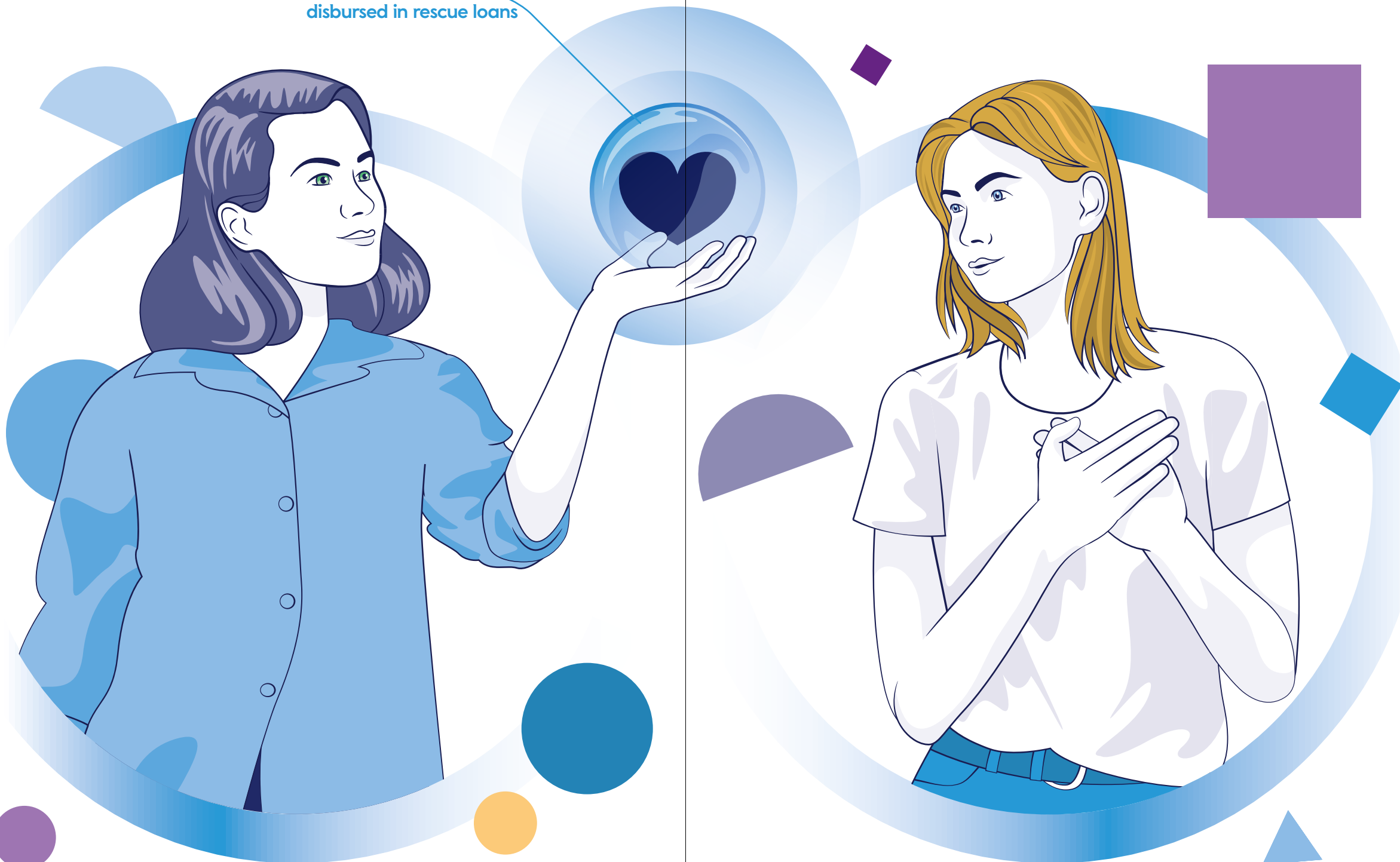
Target achieved

X3

Number of food parcels distributed in the last year tripled.

More than
€2.4m

disbursed in rescue loans



Financial education

In 2021, Banca Mediolanum continued its work on various financial education projects for existing and prospective customers. The content focused mainly on the importance of careful planning, based on individual needs, to achieve personal life goals and to take advantage of opportunities and benefits resulting from informed management of savings, and on the theme of protection to safeguard and maintain standards of living. In total, **more than 21,000 people participated**, including prospective customers and Family Bankers, in more than **230 digital events**.



In Spain, the Spanish Banking Association (Asociación Española de Banca, AEB), is running the financial education programme "Tus Finanzas, Tu Futuro" (Your finances, Your Future), for schoolchildren aged 13-15. The guest "teachers" are volunteers, who teach three one-hour sessions at the learning centres. The purpose of the programme is to make students think about the importance of taking responsibility for their own finances, and to give them the tools they need to start managing their budget and take financial decisions. It allows the students to learn basic and important concepts such as how to balance the budget, the difference between credit and debt and how to use loans responsibly, while they can discover the importance of having savings and of planning their personal finances properly. During 2021, Banco Mediolanum participated in the programme in different areas across Spain.

Focus on the environment



Banca Mediolanum and the Group's foreign companies are working steadily to minimise the environmental impact of their operations, **by adopting policies designed to optimise consumption and the management of natural resources and waste**. In addition to using certified management systems, renewable energies and adopting ways to save energy and resources in its offices, Mediolanum considers that **raising staff awareness about eco-friendly behaviours** is of central importance in reducing the environmental impact of their work activities.

Protecting the environment

Environmental protection is a fundamental part of corporate responsibility. In its business processes, Banca Mediolanum favours the use of innovative solutions that minimise the consumption of energy resources, or which require the use of green resources, while maintaining high standards of efficiency and safety.

The concrete actions taken by Banca Mediolanum over time, with a view to environmental sustainability, also require third parties **to adopt environmental strategies that reflect our environmental policy**:

- › the **supplier selection process** must favour those providers who have a sustainable environmental and social footprint;
- › the **partners** we select for waste management, which is an area that could adversely impact the environment, must have proven expertise and the necessary licences;
- › **employees** are required to follow instructions on the proper disposal of waste, and if questions arise they are invited to contact the relevant company authorities.

The **monitoring of environmental data** is included in the data and information we communicate to our stakeholders.

The importance of the environmental impact of the activities undertaken by the Group and its workers translates into a series of concrete actions, mainly aimed at reducing consumption and the waste of resources (energy, paper and water), and at making users aware of how they can make their behaviours even more sustainable.

Behaviours and actions aimed at reducing consumption and emissions

EFFICIENT AND OPTIMISED ENERGY CONSUMPTION



Saving the environment

In 2021, no specific projects were developed, but actions were taken to improve and optimise the operation of facilities, with a consequent reduction in consumption. During the pandemic, the absence of staff on the campus meant that the working of the heating and cooling systems in the buildings housing the bank's offices could be varied while maintaining minimum comfort levels in each facility. As a result of the measures implemented during the previous year (substituting lights with LEDs and taking into account the measures above), **energy purchases fell by approximately 554,700 Kw compared to 2020.**



At the UN Conference on climate change (COP 25) in Madrid, Banco Mediolanum and other leading Spanish banks signed a commitment to reduce their carbon footprint (the indicator that measures the impact on global warming) of their portfolios, in line with the objectives set out in the Paris agreement. In so doing, the company is aligned with the collective action for the climate, which is guiding the financial initiatives of the UN environment programme. It guarantees that the banking footprint is in line with the Paris and Spanish agreements on climate. The main objective of these environment agreements is to maintain the average global

temperature at below 2°C, above the pre-industrial levels, and to continue the efforts to limit the increase to 1.5°C.

Certified management systems

Banco Mediolanum has not only implemented an ISO 14001 environment management system, which attests to its respect for the natural environment and the prevention of pollution, but in 2018 it also implemented an ISO 50001 energy management system (renewed in November 2019) for the more efficient, sustainable use of energy. To control and monitor both these management systems, the energy committee set up in 2018 to guarantee respect for the energy policy of Banco Mediolanum has been merged with the environment committee. Two documents were approved in 2021:

- › a revision of the energy and environment management system document;
- › the integrated environmental and energy management system manual.

Actions to reduce energy consumption:

- › Thermographic testing of electrical panels to detect potential increases in electrical current loads, allowing upgraded systems which translate into reduced consumption.
- › Use of 100%-renewable electricity: contract with Iberdrola for the supply of renewable electricity certified by a "Guarantee of Origin";
- › automatic taps have been installed at the head office of Banco Mediolanum, to reduce water consumption.

Certification of the Energy Management System to ISO 50001 standard

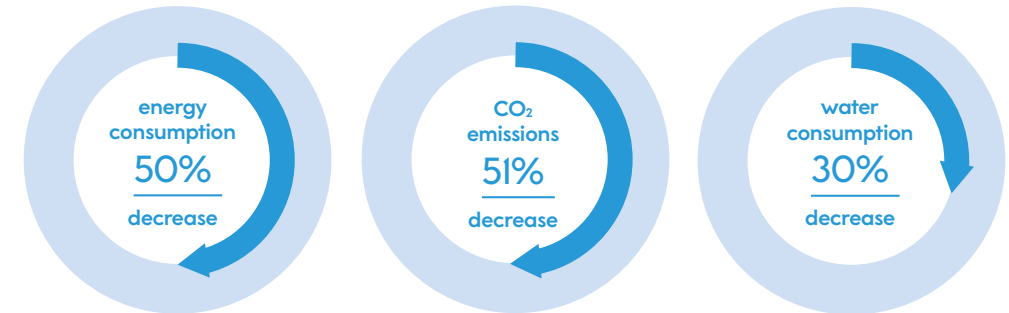
Through compliance to the ISO 50001 standard, Banco Mediolanum takes corrective measures to contribute to a more efficient and sustainable use of energy.

Use of 100%-renewable electricity: renewable electricity certified by a “Guarantee of Origin”;



Since April 2019, the Irish office has been housed in The Exchange Building in the IFSC (theexchangeifsc.com/), a building which is accredited with the LEED GOLD standard and a BERA3 rating, which translates into a **50% reduction in energy consumption, a 51% reduction in carbon emissions and a 30% reduction in water consumption**. Employees play an active part in the Environment Team, which was set up by the building’s management company with the aim of maximising the commitment to sustainability within LEED-accredited offices. Most areas of the office are fitted with LED lights, with a timeout movement sensor. The energy provider also guarantees that all the electricity comes from renewable sources. The office is also decorated with more than 365 plants, which are known to improve air quality. Finally, all electricity comes from renewable sources.

The Exchange Building’s reduced consumption



SAVING THE ENVIRONMENT

In 2021, a more efficient use of resources and reduction of waste, water, electricity and CO₂ emissions continued to be pursued through a number of initiatives:

- › more effective waste recycling;
- › minimising air travel;
- › encouraging employees to use more environmentally friendly forms of transport (such as the Bike to work and Tax Savers Public Transportation schemes);
- › use of renewable energy in the office;
- › modern and efficient lighting and heating/cooling systems;
- › reducing paper use, in particular by reducing printing and increasing digitisation of documents. Training on ESG and responsible consumption was undertaken by staff throughout 2021 using various methods and different providers.



In 2019, the Irish office moved into a new location in The Exchange Building. The new buildings are powered by electricity from renewable sources. The offices also feature LED lights with movement sensor timeout.

The building is accredited with the LEED GOLD standard and a BERA3 rating, which translates into a 50% reduction in energy consumption, a 51% reduction in carbon emissions and a 30% reduction in water consumption.

ISO 14001 certification

In 2020, the site obtained ISO 14001 certification: this international standard, which sets out the requirements for an environment management system, will guide Mediolanum's Irish office on its journey towards continuously improving sustainability through a more efficient use of resources and by reducing waste, the consumption of water and energy, its CO₂ footprint, and by increasing its ESG commitment. It represents a significant step forward towards a more sustainable business, and highlights the importance the company gives to the environmental cause.

SUSTAINABLE MOBILITY

Following the introduction of the decree by the Italian Ministry of Ecological Transition of 12 May 2021, the Mediolanum Banking Group has introduced a company Mobility Manager and developed a travel plan for employees. The latter must meet staff mobility requirements while taking into account guidance received from the respective local municipality. The **Mobility Manager's main responsibility is to raise awareness of sustainable mobility** through developing and monitoring the company travel plan, as well as promoting training and guidance measures to encourage sustainable mobility.



The Mediolanum Group continues to focus on its fuel consumption and the environment. The list of cars in the company fleet is set out in its corporate policy which lays down maximum limits on CO₂ emissions and mileage. The fleet includes cars powered by alternative fuels and with hybrid, electric or green engines, and these models are preferred when the fleet is upgraded. At present, **43% of the fleet is made up of hybrid and electric cars.**

The use of public transport to go to work in the Basiglio office is incentivised under a season ticket agreement with ATM - Azienda di Trasporto Milanese which offers commuters annual subscriptions at special rates. Tickets related to this offer are now managed via a mobile app, replacing the previous paper-based versions. Our attention to **sustainable transport** led to the installation in 2021 of further rapid charging stations (**total installed: 41**) for **electric cars**, with the objective of investing in a zero-environmental project and stepping up the scheme over the next few years.

A few years ago, the traditional fuel cards were replaced with a new DKV fuel card. By embracing the green strategy which is so important to our company, it makes an active contribution to realising certified eco-sustainable projects, of which all users will be informed during the year. With the DKV Climate Card, an agreement was sealed with the non-profit company MyClimate, with the aim of making an active contribution to reducing and offsetting the atmospheric emissions of CO₂; documents are issued, certifying the contribution made to reducing CO₂. Through this project, in 2021 Banca Mediolanum contributed to **preventing 363.56 tonnes of CO₂ from being released into the atmosphere.**



Banco Mediolanum uses “**Taxi Ecològic**” to transport employees and contractors working in the metropolitan area of Barcelona. Taxi Ecològic is a transport services company for individuals and businesses which guarantees sustainable mobility via ISO 14001 certification (Environmental Management Standard) due to all its vehicles complying with CO₂ emission standards set out by the EEC for 2020. Its entire fleet is made up exclusively of fully electric and hybrid vehicles. In regards to the company fleet for senior managers, Banco Mediolanum encourages vehicles with a low environmental impact, such as electric vehicles or hybrid plug-ins.



This year, the company increased its efforts in facilitating sustainable transport with the Bike to Work government travel programme aimed at encouraging employees to use their bikes to commute to and from the workplace.

DIGITALISATION AND DEMATERIALISATION

During 2021, following a number of dematerialisation and digitalisation projects, almost all customers adopted the digital channel, with a material threshold reached for dematerialisation of the banking sector, with adoption also increasing in the insurance and protection sector for stand-alone policies. This is a significant demonstration of the Mediolanum Group’s focus on the environment.

PAPER AND PRINTING OPTIMISATION PROJECT



In 2021, 10,082 kg of FSC paper was printed. If the same quantity had been printed with non-FSC paper, CO₂ emissions would have amounted to 3,894 kg. Using FSC paper (which produced 3,699 kg of CO₂) a **saving of 195 kg of CO₂** was achieved. A new line of **digital brochures** was also launched for our sales network, and this produced a further **saving of 12 kg of paper**. In 2021, Banca Mediolanum implemented several paper-saving measures:

- › encouraging the use of iPads by the Board of Directors and TV screens in the meeting rooms;
- › blank paper used in accordance with ISO 9001/140001 (FSC C008924, EU Ecolabel, Eco-Efficient -32% wood)
- › “My World” interactive PDF: new My World sales material was launched, eliminating the printing of Collective Investment Institution sales dossiers and files;
- › photocopiers must be unlocked with the partner badge each time they are used;
- › controlling and monitoring photocopy use through ad-hoc reporting by the company providing the printing service.



Commitment to using iPads by the Board of Directors and TV screens in the meeting rooms. This measure limits paper use in various work meetings.

- › Blank paper used in accordance with ISO 9001 / 140001 (FSC C008924, EU Ecolabel, Eco-Efficient -32% wood).
- › Digital welcome kit: as of May 2017, all account holders who use the Express opening of the SB Contract have received the new DIGITAL WELCOME KIT consisting of 2 SMS and an email. From January to October 2020, these accounted for 88% of the total number of kits shipped, with resulting savings in paper (welcome guide) and the containing folder.
- › “My World” interactive PDF: new My World sales material was launched, eliminating the printing of the Collective Investment Institution dossier and sales paperwork;
- › Interactive PDF on pensions: new sales material is being worked on that deals with the uncertain future of pensions, providing advice on a more effective retirement and Banco Mediolanum’s pension plans, thereby eliminating the printing of the sales material produced up to 2016.

- › Photocopiers must be unlocked with employee badges each time they are used.
- › Controlling and monitoring photocopy use through ad-hoc reporting by the company providing the printing service. Work by the internal Every Action Counts (CAC) group to raise employee awareness of this issue proved particularly useful.



The company has also increased its use of recyclable paper and other recyclable goods. An office recycling campaign was conducted, encouraging people to follow good practices. The company continues to use state-of-the-art printers, which result in measurable savings in paper consumption thanks to predefined settings requiring black-and-white printing, and by eliminating



unprinted documents after a certain period of time. The technology used also measures the effective annual savings in terms of CO₂, litres of water, or the number of trees saved.

The company also uses software to add digital signatures to documents, which saves CO₂. Similarly, moving the entire “Corporate IT Infrastructure” to cloud applications has resulted in further CO₂ savings.

TARGETED ENERGY SYSTEM UPDATES

The Mediolanum Group pays great **attention to energy consumption**.

Over the years, it has implemented targeted schemes from which we are still reaping the benefits. These projects have not only reduced our energy costs but have also benefited the microclimate. At our Italian Milan 3 City site, two trigeneration plants have been installed to allow the simultaneous auto-production of electricity, thermal and cooling energy thanks to cogenerators and absorption refrigeration units.

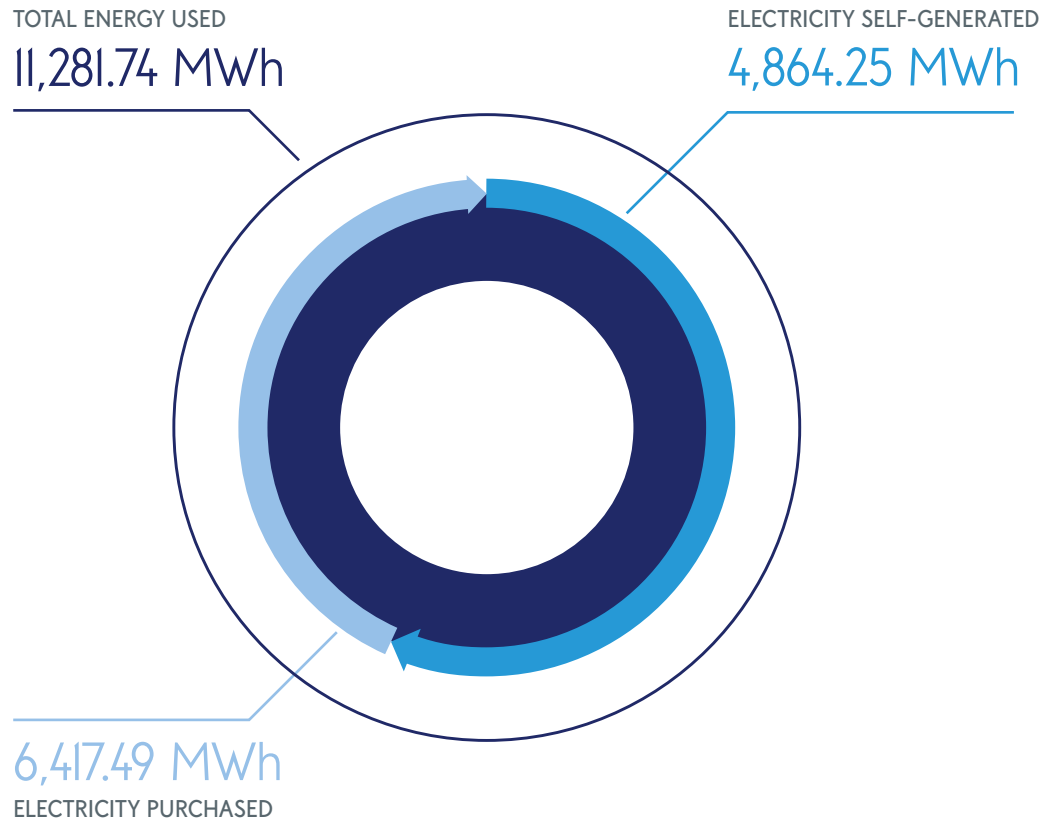
In 2021 alone, the system met the following requirements of the MI3 City campus:

- › **43.38%** of the necessary electricity;
- › part of the heating service;
- › part of the air conditioning service.

To make the systems more efficient, the two plants have been linked to the Archimede and Galilei-Volta buildings and also to the company creche. These connections not only provide self-produced electricity, but they also continuously cover 100% of the workstations’ electricity requirements. In 2021, the trigeneration plants at the MI3 City campus in Basiglio self-generated **4,864.25** MWh out of the 11,281.74 MWh used, and produced the hot water needed for heating. The estimated quantity not drawn from the heating system is **6,637** MWh_t produced for thermal energy, and **6,849** MWh_f produced for refrigeration energy.

All office buildings are fitted with microfiltered water systems and reusable bottles are given to all employees with a view to reduce single-use plastic.

Reduction of consumption due to Trigeneration plants in the Italian Milano 3 City office



Waste disposal and recycling

The following types of waste are recycled:

- › paper;
- › packaging (cardboard, polystyrene and wood);
- › toners and cartridges for printers and photocopiers;
- › PCs and electrical appliances;
- › batteries;
- › plastic and aluminium;
- › glass;
- › metal;
- › food waste;
- › wood;
- › fluorescent tube lights

Toner and paper recycling stations have been placed on each floor, close to the document copying area, while there are recycling stations in all the refreshment areas for plastic, paper, food waste, non-recyclable waste, plastic bottle tops and aluminium. Users are regularly reminded of the importance of using resources sparingly. This is in order to ensure that all waste is properly recycled and disposed of. During the year, disused computers, electronic equipment and furniture was disposed of by a specialist waste disposal firm.

Community support

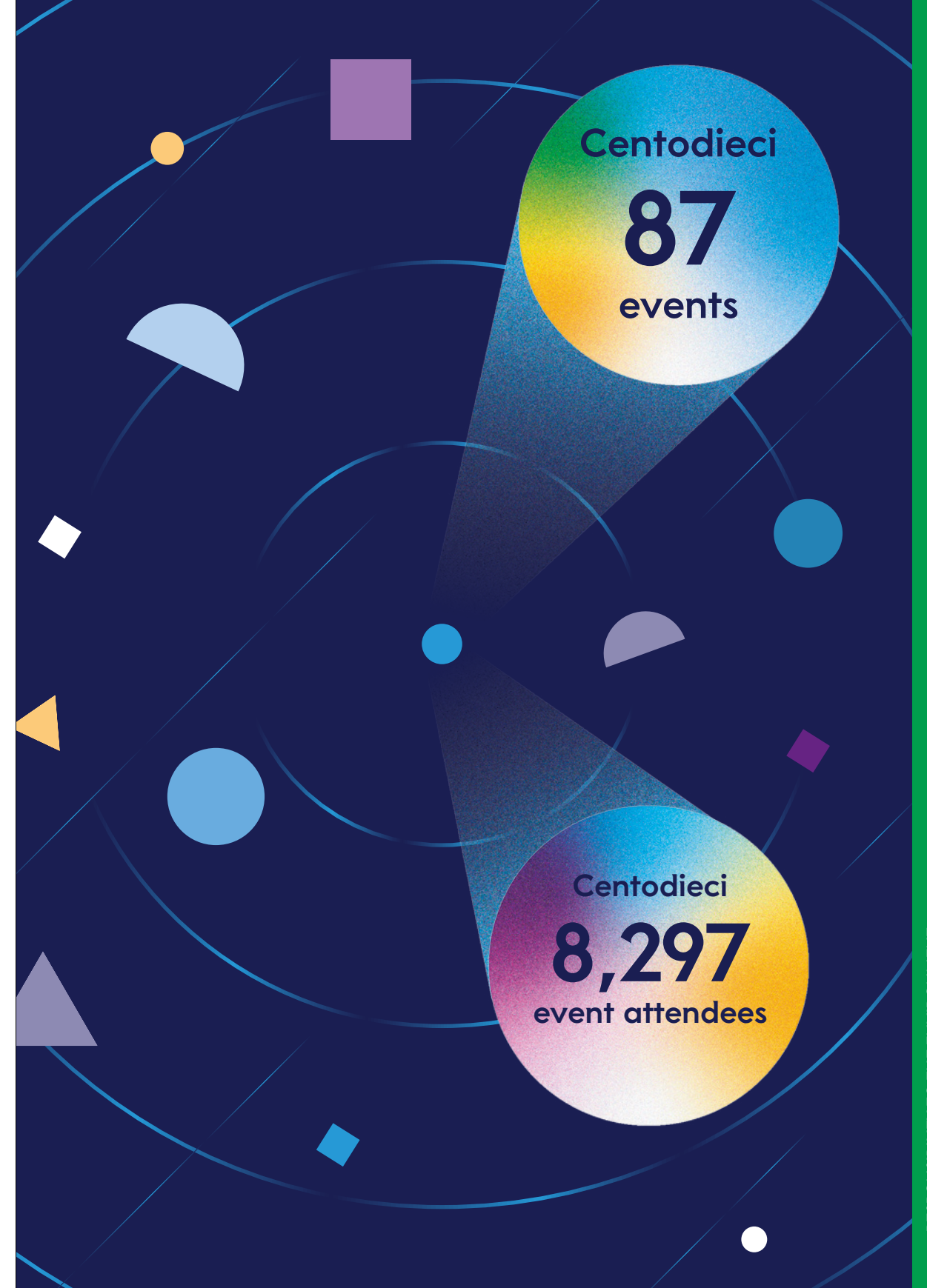


Mediolanum Group has always stood out for its **commitment to society** through the Mediolanum Foundation NPO, the non-profit organisation that supports socio-cultural projects, initiatives, fund-raising and multi-year partnerships, as well as training and education in the communities served by the Group and around the world. In the areas in which it operates, the aim is to have a **positive influence on the relative socio-economic fabric**, through growth, employment, innovation and the provision of services for the local communities.

Mediolanum's commitment to socio-cultural projects

Centodieci is a project designed by Banca Mediolanum to offer managers, business people and students but also Family Bankers and head office employees resources and tools they can use to innovate their business. It is an open space for discussion, learning, inspiration and encouragement which exports the values of the Bank outside the office, so that anyone can acquire them. The focus is on human capital, and the proposal is elaborated through local events with speakers and guests aligned with Banca Mediolanum values designed to promote and spread community awareness.

In 2021, the decision was taken to continue to use digital as a way of accessing events. This encompasses the various formats of Centodieci, which cover topics such as art, social media usage, tech innovation, global marketing scenarios and studies on communication and listening techniques, universal values and unique life stories thanks to the involvement of well-known personalities who represent a model of excellence for the world.



Collaboration with foundations and associations

There have also been many activities involving not only customers but also employees of the Mediolanum Group, in support of social projects. During 2021, Banca Mediolanum made donations to social and cultural support initiatives, to individuals in difficulty and to associations/non-profit organisations/foundations, for a total of €1,559,437.

Mediolanum Insieme

Mediolanum Insieme is a charitable project from Banca Mediolanum. It was launched with the aim of supporting the volunteers' associations who work with the community on a day-to-day basis. The project allows Family Bankers to recommend local non-profit organisations with which they have a connection.

In 2021 Banca Mediolanum collaborated with several associations, providing them with visibility on the bank's website and promoting their initiatives through direct e-mail marketing to customers. In particular:

- › Re-Use With Love, based in Bologna, pursues several important objectives, such as the conscious reuse and recovery of materials in various ways, including through the education of children and young volunteers. It also raises awareness of providing social support, not only through the final donation of proceeds from events organised (its solidarity market), but also through distributing free clothes throughout the year (its solidarity boutique);
- › The Rimini Association of Paediatric Haematology and Oncology is a voluntary organisation founded and run by volunteers and parents with the aim of improving the overall care and quality of treatment for children suffering from leukaemia, lymphomas and tumours, providing psychological support to children and their families, and supporting purchases of machinery, instruments and consumables for the ward;
- › I Sassi di Betania, based in Cologno Monzese, near Milan, is an association supporting children, pre-teens and teenagers in Cologno Monzese and the surrounding area by addressing their needs and difficulties. Utilising the experience of a group of psychologists, educators and volunteers, the Sassi di Betania association runs projects aimed at preventing children leaving school early and combating youth disaffection.

“Every cent counts”

“Centesimi che contano” (every cent counts) is a service offered by Banca Mediolanum that allows customers to make an automatic donation of “small change” on their account balance on the third working day after the start of the month, in favour of the Mediolanum Foundation NPO. At 31 December 2021, the service had grown by 12% on the back of greater participation compared to 2020 with **an overall donation of €406,476.40**. The greater availability of funds achieved due to increased numbers joining the “centesimi che contano” service led to the addition of a new recipient, La Lega del Filo D'Oro (joining existing recipients Dynamo Camp and the Benedetta d'Intino Centre), to improve the quality of life of deaf and blind children.

Community activities

In addition to the institutional donations received from the Mediolanum Banking Conglomerate and 5x1000 contributions (the Italian scheme allowing taxpayers to make charitable donations) for the Mediolanum foundation NPO, the most significant fundraising amounts, amounting to €3,064,342.20, come from the following types of donors:

- › Banca Mediolanum and Banco Mediolanum customers;
- › Banca Mediolanum and Banco Mediolanum Family Bankers;
- › Banca Mediolanum and Banco Mediolanum employees, Senior Managers and members of the Board of Directors;
- › Private donors not belonging to the Mediolanum Financial Conglomerate;
- › Companies and enterprises.

Charitable activities in Spain



In Spain, support continued for the community by means of a wide-ranging of initiatives based on the principles of sustainability and shared values.

Mediolanum Aproxima

Mediolanum Aproxima, Banco Mediolanum's charitable project, was established in 2014 to support local non-profit organisations through the direct involvement of Family Bankers and their customers. Family Bankers act as a link between their customers and local associations, reinforcing their charitable work. Another aim of the project is to create a network of social commitment.

In 2021, during the fourth edition of **Solidarity Week**, Family Bankers organised 60 online and offline events. The goal of Solidarity Week is to give visibility and obtain donations (of time and money) for the participating NGOs. **66 NGOs benefited from the initiative with €420,000 raised and 7,000 people participating.**

Christmas campaign

In 2021 Banco Mediolanum launched the second edition of its children's video contest. The finalists' videos were published on the company's YouTube channel and Banco Mediolanum donated €1 to Mediolanum Aproxima NGO to help children, up to a maximum of €6,000.



Charitable activities in Ireland



In Ireland, support for the community at large continued by means of a wide range of initiatives based on Mediolanum's principles of sustainability and shared values. The commitment took various forms.

Coolmine Therapeutic Community

Coolmine Therapeutic Community Mediolanum Ireland has been providing active support for Coolmine Therapeutic Community since 2016. The initiative, unique in Ireland, is a therapeutic and rehabilitation community for alcohol and drug addiction, with a dedicated programme for mothers and children. Its support entails a series of initiatives aimed at supporting the association's growth and service offering, through volunteering, coaching, mentoring and employees sharing their expertise, in order to create long-term value for the charity. In addition to financial support, several initiatives were implemented in 2021 to help the charity grow and boost its service offering such as:

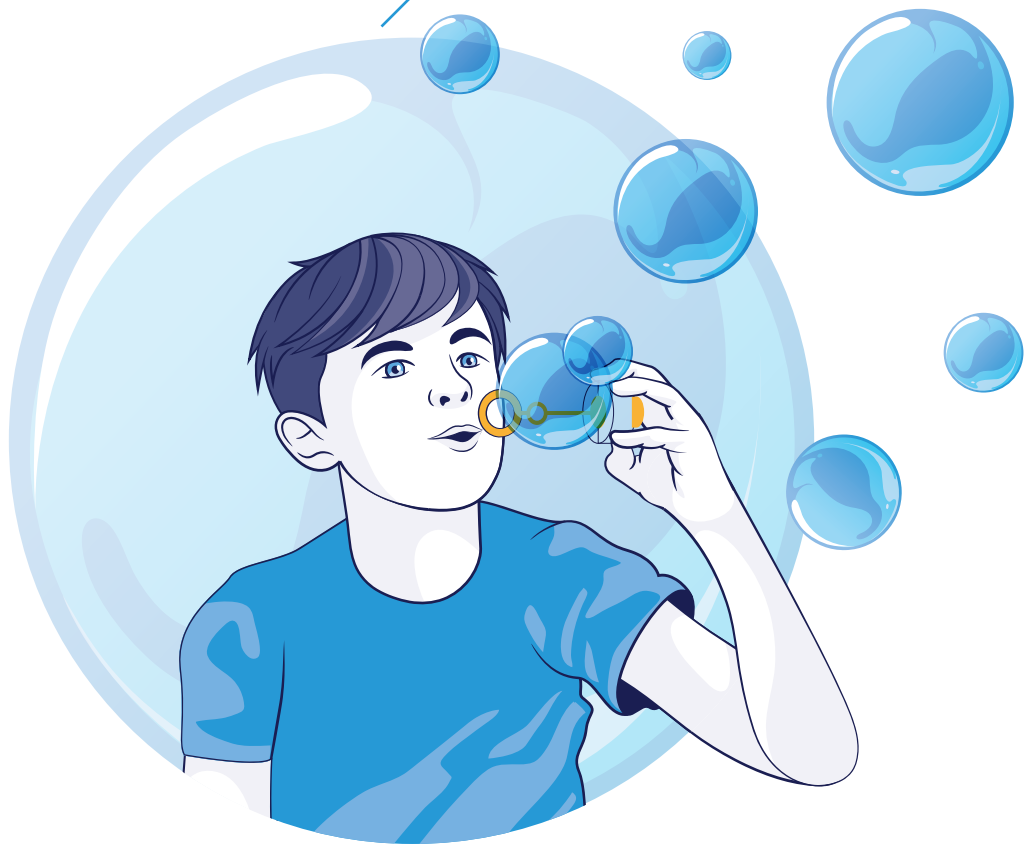
- › Marketing and communications support (newsletters and PR etc.);
- › Assistance with governance and general management;
- › Assistance with multimedia output (photos and videos) on various occasions;
- › Father Christmas gifts for the children of Ashleigh House;
- › Steering committee participation and fundraising;
- › Donation of computer equipment.

Irish Olympic Handball Association

In addition, in 2021, the company contributed to the improvement of the city of Dublin through financial support to the Irish Olympic Handball Association. This was for the development of the sport by supporting the association in involving the local youth population, thereby promoting a safe after-school environment and encouraging wider participation in team sports.

The Mediolanum foundation NPO

More than
€4.2m
disbursed in
2021



Selected and funded
149 projects
of partner
organisations



The Mediolanum Foundation was established in 2001 with the aim of developing the main social-interest activities of Mediolanum Banking Group. Since 2005, the Foundation has focused its work on initiatives targeted at children living in hardship. Children are often the weakest and most vulnerable part of society and it is important to provide them with equal opportunities to grow and develop their talents and to freely and independently develop and adapt to their own context and the realities of life. As well as providing aid for basic needs such as food, shelter and medical care, the Foundation has always been committed to providing basic education and the opportunity to learn a profession while always respecting local cultural and religious traditions. In 2021, the Mediolanum Foundation sought to make it possible for tens of thousands of children to become independent, so that they can live a life as free adults, in respect of the universal values of the individual.

the Mediolanum foundation NPO has continued to work to support disadvantaged children, by backing projects in a range of fields, including health, education, assistance, research and rights and **financed 149 projects** (+19% compared to 2020), **spending € 4,274,082.32 in doing so.**

Delegación de Fundación Mediolanum

In 2019, Mediolanum Foundation set up its Delegation in Spain to help children in need through NGOs based in Spain. The Delegation's convention for providing aid is to double the amount that Family Bankers raise from charitable events - between €2,000 and €5,000 per event. In 2021, the Mediolanum Foundation Delegation raised €278,757.09 through events (including those organised during the 4th Solidarity Week) to help 71 NGOs, donating a total of €511,899.71 to them.

Glossary

2011 UNITED NATIONS GUIDING PRINCIPLES ON BUSINESS AND HUMAN RIGHTS

A set of 31 guiding principles for companies designed to prevent, tackle and remedy human rights abuses committed during business activities.

2030 UN AGENDA

The UN's 2030 agenda, in place since 2016, contains 17 sustainable development goals and has become the global and universal framework for sustainable development. On 25 September 2015, the UN's 193 member states made a joint commitment to achieve the goals by 2030.

B CORP

Is a certification relating to sustainability, awarded by B Lab (a US-based non-profit organisation), that a company can achieve following an analysis of its performance. The analysis comprises financial, social and environmental parameters. To receive B Corp certification companies must achieve a minimum score of 80 points.

BLOCKCHAIN

The Blockchain is a digital register made up of shared and unalterable information. Information within the Blockchain is registered in blocks and each new set of information is linked to the previous set, forming a chain of blocks.

CARBON DISCLOSURE PROJECT

A non-profit organisation which provides a global system for environmental measuring and accounting. It currently holds the largest database of information on risks linked to climate change.

CARBON FOOTPRINT

The quantity of carbon dioxide produced by an individual's life style or an organisation's activities.

CARBON NEUTRAL

Where emissions produced by an entity (company, organisation, individual, product or service) have been "balanced" and therefore offset via other activities designed to absorb carbon emissions.

CIRCULAR ECONOMY

The circular economy is an economic system of production and consumption designed to be self-regenerating. The system organises all activities in such a way as to ensure waste can become a resource.

CLIMATE CHANGE

A term widely used to describe the significant changes in climate parameters, such as temperature, rain or wind, persisting over an extended period of time.

CONFERENCE OF THE PARTIES (COP25)

COP25 is the 25th Conference of the Parties held by the United Nations. Participating nations belong to the UN's Framework Convention on climate change agreed in 1992.

CSR (CORPORATE SOCIAL RESPONSIBILITY)

A company's social responsibility is an area within the overall strategic vision relating to the ethical implications of the activities it carries out.

ENERGY EFFICIENCY

Obtaining maximum output from a minimal use of resources. Efficiency however should not be confused with sustainability. Efficiency is a necessary but not sufficient pre-requisite for sustainability, given that sustainability is not only the result of a product or service that is created but concerns the project itself.

ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG)

ESG refers to the three factors necessary for measuring the sustainability of a project, investment or organisation (or something else): Environmental, Social and Governance. The environmental impact of an organisation is the sum of the changes it makes to the surrounding and wider environment;

reforestation, for example, is an example of environmental impact. An organisation's social impact is the sum of the changes it makes with an impact on the organisation's direct beneficiaries and/or the community at large; the company nursery, for example, is an activity with a social impact. Governance impact is the result of changes in the rules, policies and procedures regarding the management and governance of an organisation. A change in corporate regulations on transparency has, for example, governance impact.

EU TAXONOMY

The taxonomy is a European classification of economic activities which can be considered sustainable from an environmental (and shortly also a social) perspective.

FINANCIAL INCLUSION

Financial inclusion is the set of activities developed for the benefit of individuals and organisations not wholly integrated into the financial system and without access to the financial and banking services they require. Financial inclusion helps to reduce economic inequality and eliminate individual and national poverty.

FOREST STEWARDSHIP COUNCIL (FSC)

FSC certification of a wood-based product indicates environmental standards laid down by the FSC™ have been achieved. The FSC is an international organisation devoted to setting out standards for forestry activities, with the aim of promoting responsibility in this area for the benefit of the environment and society.

GREEN DEAL

The Green Deal is a European strategic plan for the adoption of political initiatives designed to combat current global warming and climate change and achieve climate neutrality by 2050.

GREENWASHING

A type of corporate communication designed to maintain a company's environmental reputation without being supported by genuine and credible results in terms of the impact of its production processes or products.

HUMANOVABILITY

Humanovability is a discipline combining innovation, sustainability and human-centricity. Innovation for innovation's sake is pointless; real innovation on the other hand is applied to sustainability so that it improves people's lives, building a future with value around them.

ISO 14001

Standard applied to environmental factors, guaranteeing that a business carries out its activities with respect for the natural environment and prevents pollution.

ISO 20121

ISO 20121 is an international standard which sets out requirements for a sustainable events management system.

ISO 27001

The international standard for managing information securely. The framework helps to implement a management system which establishes the best security practices and protect all financial and confidential information as effectively as possible. In turn this minimises the potential for illegal or unauthorised access.

ISO 50001

ISO 50001 ("Energy management systems - Requirements with guidance for use") sets out the requirements of implementing and improving an energy management system. It provides organisations with management strategies which aim to improve energy efficiency and reduce costs.

ISO 9001/14001

The benchmark standard for any organisation wishing to perform cyclical quality control on their production process, beginning with customer requirements through to monitoring the entire production phase/process, while always taking into account the respect of such processes for the environment.

LOW ENVIRONMENTAL IMPACT

A company has a low environmental impact when, energy consumption being equal, the CO₂ produced by burning natural gas is less than 25-30% compared to oil products and 40-50% less compared to coal.

MATERIAL TOPICS

Material topics are the most relevant sustainability-related factors for the company and its stakeholders. The material topics are identified as part of the materiality analysis process.

MATERIALITY ANALYSIS

Carrying out a materiality analysis means identifying a company's material topics, i.e. the most relevant sustainability-related elements for the company and its stakeholders. The term "materiality" is used to underline the importance, practical nature and measurability of these elements. The aim is to map out the company and its stakeholders' position on material topics

and use this analysis to communicate its commitment to sustainability to an external audience.

STAKEHOLDER ENGAGEMENT

The goal of stakeholder engagement is to identify stakeholders, assess their expectations and consequently implement measures to satisfy them.

SUSTAINABILITY REPORT

The non-financial statement sets out for stakeholders and the community at large non-financial information regarding environmental and social sustainability. It is based on the Triple Bottom Line and therefore takes into account economic sustainability (the ability to generate income, profit and work), social sustainability (the ability to ensure wellbeing and growth that is distributed equally and the ability to respect human rights and workers' rights) and environmental sustainability (the ability to safeguard natural resources and the possibility of the ecosystem to absorb and tolerate the impact).

SUSTAINABILITY REPORTING GUIDELINES (GRI)

An independent international association whose mission is to develop and disseminate global guidelines on sustainability reporting. The latest version is: "Sustainability Reporting Guidelines", version 3.0. These guidelines show the principles and indicators that organisations can use to measure and publish data relative to their financial, social and environmental performance.

SUSTAINABILITY RATING AGENCIES

"Sustainability or ESG rating agencies" (see ESG definition) are research agencies specialising in collecting and analysing environmental, social and governance-related information of companies, with the aim of providing investors with the means to take conscious investment decisions.

SUSTAINABLE DEVELOPMENT GOALS

The SDGs comprise 17 points identified by the UN in 2015 with a timeframe for accomplishing them of 2030. The 17 points refer to various areas of social, financial and environmental development, which must be considered in an integrated manner. Each goal has sub-goals to achieve by 2030.

SUSTAINABLE AND RESPONSIBLE FINANCE

The application of the concept of sustainable development to financial activity, encompassing a set of investment strategies which, in assessing companies and institutions, considers not only financial criteria but also ESG factors to create value for the investor and society overall.

SUSTAINABLE DEVELOPMENT

The first definition of sustainable development, and the most widely known, is the one contained in the Brundtland Report: "Development meeting the needs of the present without compromising the ability of future generations to meet their own needs." In 1992, the UN set out another definition: "Sustainable development means improving the quality of life, without overloading the ecosystems at its foundation." The ICLEI provided yet another one in 1994: "Development that provides basic environmental, social and financial services to all members of a community without threatening the functioning of the natural, built and social systems which such services depend on."

SUSTAINABLE BUSINESS MODELS

Sustainable business models are business models structured in such a way as to achieve corporate goals while considering the impact of business activities on society and the environment.

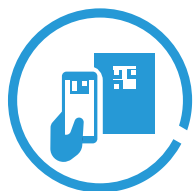
UN GLOBAL COMPACT

The United Nations Global Compact is the broadest strategic initiative of corporate citizenship worldwide. It is the result of the wish to promote a sustainable global economy: respectful of human rights and work, the protection of the environment and the fight against corruption.

Find out more

If you wish to find out more about Sustainability or the 2021 Consolidated Non-financial Statement, visit <https://www.bancamediolanum.it/sostenibilita>

The 2021, 2020, 2019 and 2018 Consolidated Non-financial Statements were



Scan the QR code with your smartphone to open the link.



notarised using the blockchain, which proves that a document is authentic, observes transparency, and will remain unchanged.

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Please note: The data in this document refers to the 2021 Consolidated Non-Financial Statement for the financial year ended 31 December 2021. Additional information can be found under <https://www.bancamediolanum.it/sostenibilita>

