

2024

Sustainability Statement

Executive Summary



Taking care of people for
a better world, together



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a better world, together

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Sustainability
Statement
Executive Summary

PREFACE

This document provides a summary analysis of the “Sustainability Statement”, a section of the 2024 Integrated Consolidated Financial Statements prepared in accordance with the European Sustainability Reporting Standards (ESRS) issued by the European Financial Reporting Advisory Group (EFRAG).

The complete document is available in the Sustainability section of www.realegroup.eu.

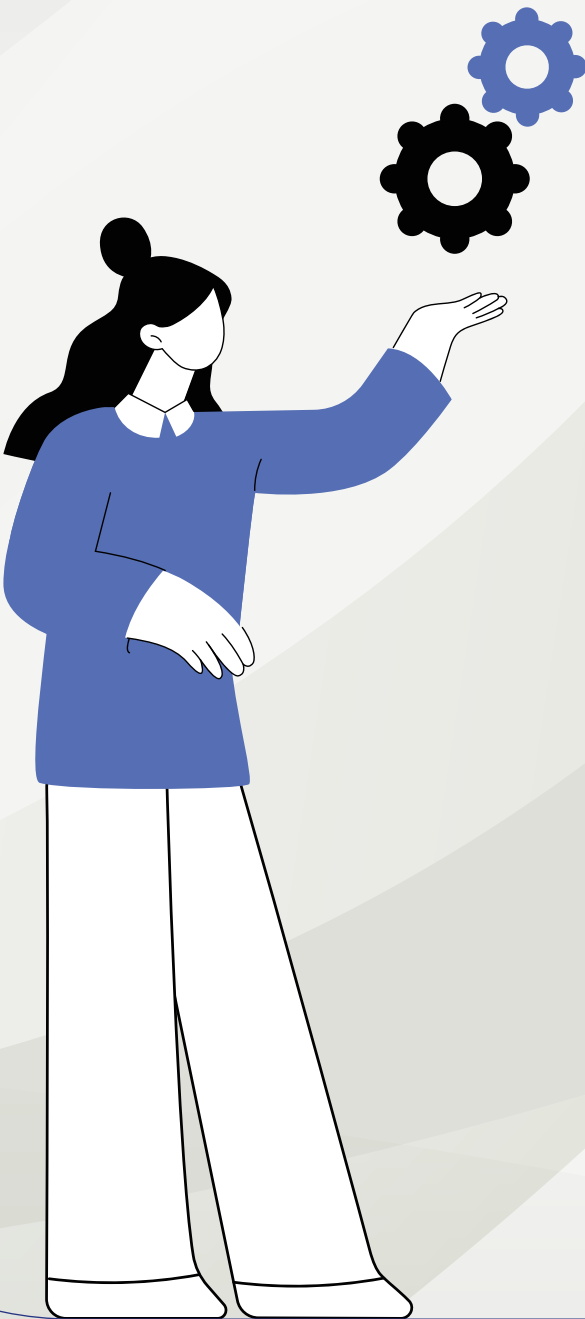
This document provides an in-depth analysis of Reale Group's commitment to sustainability, examining the integration of ESG (environmental, social and governance) criteria into its own operations and value chain.

It outlines policies, processes for assessing risks and opportunities and actions to mitigate negative impacts while promoting positive ones.

It covers various topics, from climate change to the workforce, from workers in the value chain to affected communities and consumers.

Specific targets and metrics for monitoring progress toward sustainability are also disclosed, along with detailed information about concrete actions taken to ensure ethical and responsible conduct in all areas of the Group's operations.

CORPORATE BODIES



BOARD OF DIRECTORS

CHAIRMAN

Luigi Lana

Board members

Massimo Arlotta Tarino

David Avino *(from 29/04/2024)*

Maurizio Baudi di Selve
(until 30/09/2024)

Mario Carrara *(until 29/04/2024)*

Graciana Diez *(from 29/04/2024)*

Giovanni Facchinetti Pulazzini

Roberta Gaspari *(from 29/04/2024)*

Enrico Michele Martino Genta
Ternavasio *(until 29/04/2024)*

Edoardo Greppi

Luigi Guidobono Cavalchini
(until 29/04/2024)

Elisa Luciano

Laura Morotti

Carlo Pavesio

Michele Siri *(from 29/04/2024)*

Vittorio Viora

Secretary to the Board

Filippo Manassero

BOARD OF STATUTORY AUDITORS

CHAIRMAN

Edoardo Aschieri

Standing Auditors

Mario Beraldi

Marco Levis

Substitute Auditors

Giuseppe Aldè

Daniela Bainotti

SENIOR MANAGEMENT

GENERAL MANAGER

Luca Filippone

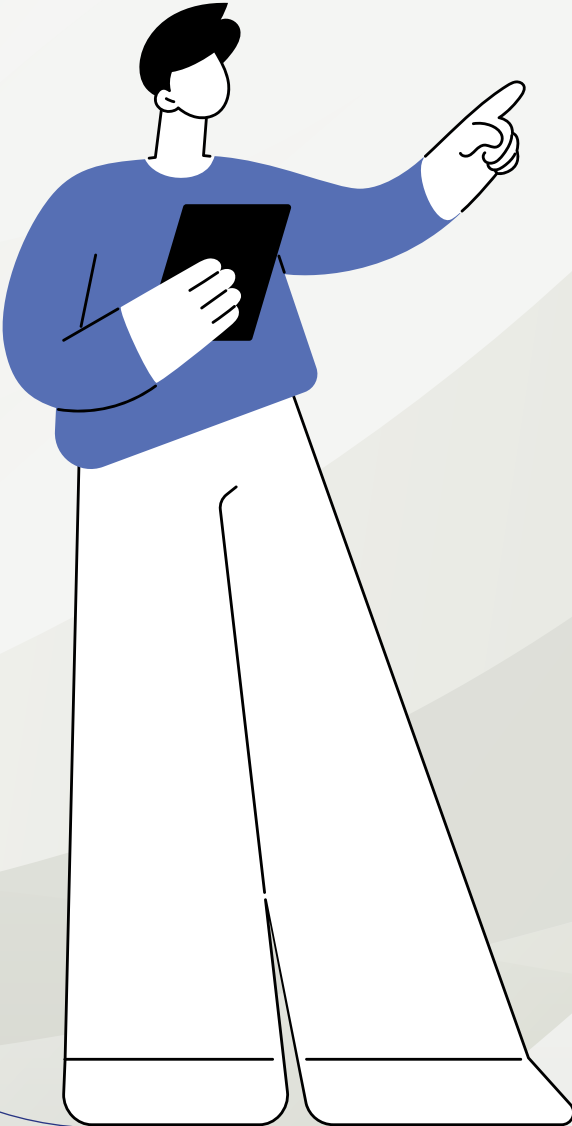
Co-General Manager

Massimo Luvìè

Deputy General Manager

Andrea Bertalot

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LETTERS TO THE STAKEHOLDERS



Dear Stakeholders,

For Reale Group 2024 was a year full of commitment and great satisfaction.

It was a year marked by success and events that accompanied our journey, firmly focused on the promotion of sustainable and balanced development.

Our history dates back to 1828 when Reale Mutua was founded in Turin by King Carlo Felice di Savoia based on the idea of the French lawyer Giuseppe Giulio Lorenzo Henry. It was founded in accordance with a mutual model in the Kingdom of Sardinia, where the “in mutuo auxilio securitas” concept - which is the base of mutual benefit societies - was still unknown. Therefore, Reale Mutua was established to respond to the need for protection to be granted to everybody with responsibility and fairness.

This mission, which has been embedded in the Group's DNA for almost two centuries, is still unchanged despite social and geopolitical changes.

For example, the past few months have been marked by an intense international debate on the validity of the political and regulatory choices concerning sustainability. At Reale Group we firmly believe that companies, in this context, can be powerful drivers of change, contributing in various ways to the development of business models that acknowledge the value of balancing impact and profit.

Our becoming a Benefit Corporation in 2022 confirms this direction. This decision, in line with the mutual nature of Reale Mutua, shows how the Company plans to achieve its social purpose/objective. This is just an element of a more complex framework in which sustainability, impact generation and - consequently - the pursuit of “common benefit purposes”, as set out in the By-laws, play a role in the road to their integration into the Group's strategy.

Meanwhile, the relationship with our Stakeholders remains a priority: indeed, at Reale Group, People have always played a central role in a communication process based on listening and exchange, which also includes transparency and authentic information flows.

I hope that reading this executive summary of the Integrated Consolidated Financial Statements will foster a broader knowledge and awareness of our efforts in the past few years to integrate sustainability matters into our business in a concrete and accountable manner and in line with the provisions of the most recent applicable regulations.

Enjoy your reading!

Luigi Lana
Chairman of Reale Mutua



Dear Stakeholders,

2024 was characterised by major political and institutional events that have strengthened our determination to continue along the path laid out by our Group, driven by our Purpose “Taking care of people for a better world, together”.

Today, companies are subject to innumerable pressures, which will be the challenges of the near future: environmental and social pressures, the growing need for careful risk management, and the expenses triggered by regulatory compliance requirements.

In this ever-changing scenario, companies should reflect on the strategic role to be given to sustainability matters in order to make them practical and significant.

For this reason, at Reale Group, we are working hard to take advantage of this great opportunity to create value and, to this end, we are integrating sustainability into our operational, management and governance processes, and we are incorporating it into our long-term strategic plans.

In 2024, we have launched major projects and made far-reaching commitments in the area of sustainability. We are confident that these will enable us to remain true to our unique positioning and to embrace change in an evolutionary way.

I hope that the analysis of this document will provide you with an understanding of the scale of this transformation.

Enjoy your reading!

Luca Filippone
Group & RMA General Manager

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ESRS 2 - GENERAL DISCLOSURES

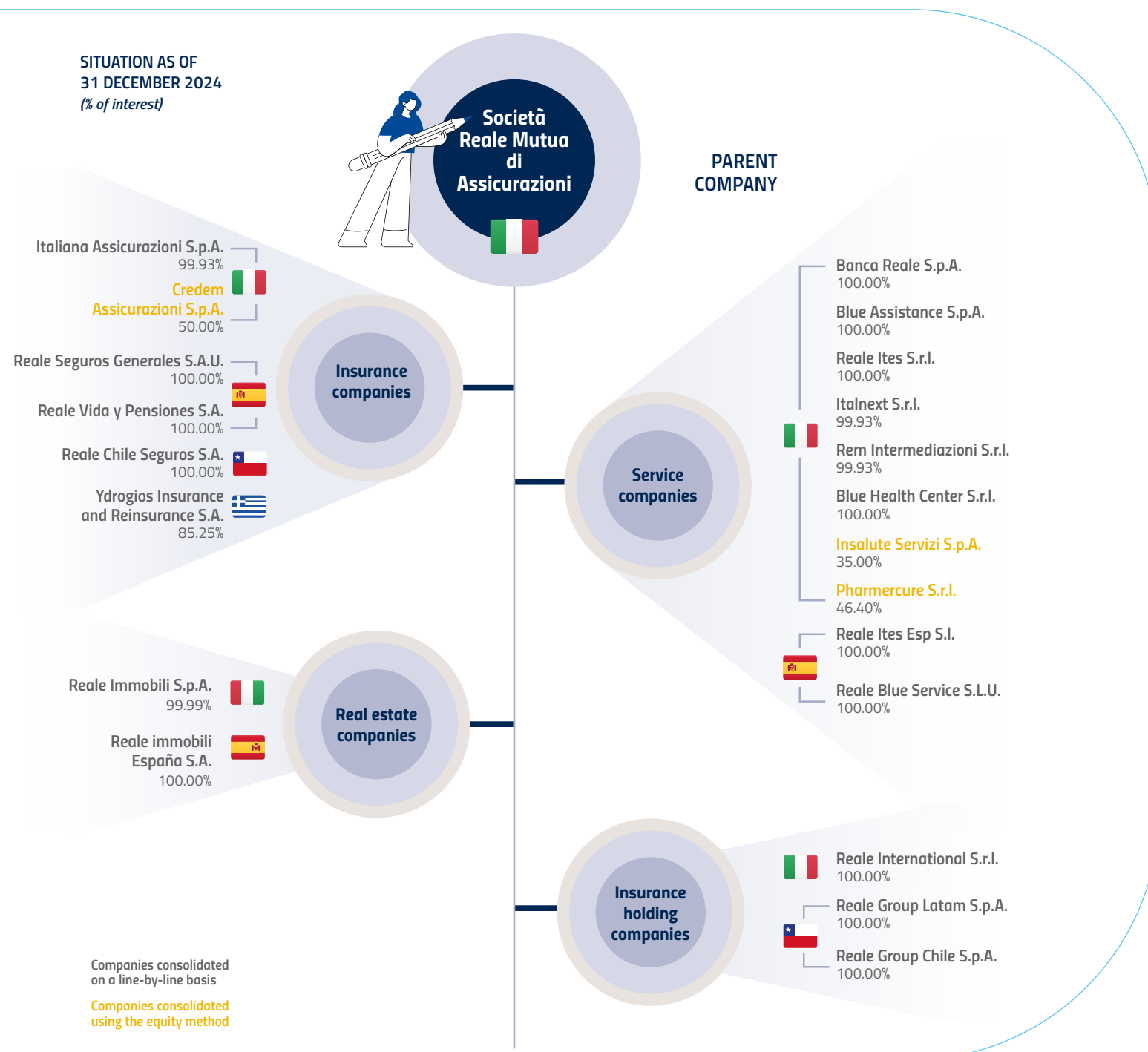
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Reale Group is an international group operating in Italy, Spain, Chile and Greece which offers its customers insurance, banking, real estate products and services.

It is headed by its parent company Società Reale Mutua di Assicurazioni, based in Turin which is Italy's main mutual insurance company. In 2022, it obtained the status of Benefit Corporation.

The other twenty-one Group Companies may be analysed by sector and geographical area as follows:



GOVERNANCE

Reale Mutua, the parent company of Reale Group, adopts the traditional administration and control model which includes a **Board of Directors** consisting of 12 members, including the Chairman, with no executive members and 4 independent members, and a **Board of Statutory Auditors**, consisting of 3 standing and 2 substitute auditors.

With respect to its composition, 33.33% of the Reale Mutua Board of Directors are female while 66.67% are male. When the Board was renewed in April 2024, all Board members were found to be eligible for office in accordance with current regulations.

Reale Mutua's Board of Directors is responsible for managing the company, in addition to managing and coordinating other Group Companies. It also performs monitoring activities and sets the strategic guidelines for the Group's **sustainability**. The Directors are responsible for preparing the Report on Operations in accordance with applicable regulations.

Furthermore, the Board of Directors checks the adequacy of **the internal control and risk management system**, considering the topics linked to ESG indicators. It is assisted by a specific board committee - the **Group Sustainability Committee** - which carries out the following tasks:

- promotes the increasing integration of environmental, social and governance factors in Reale Mutua's and the Group's operations, in order to generate positive impacts which, where possible, are measurable and intentional, benefiting the Stakeholders and the communities in which the Group Companies operate, over a medium-long term horizon;
- promotes the relationships with Reale Foundation and ensures its coordination;
- manages all activities related to Reale Mutua's status of **Benefit Corporation**.

As part of the double materiality assessment, the **Group Sustainability** department collaborates with other Organisational Units - in particular, **Risk Management**. These units identify the relevant impacts, risks and opportunities and define and coordinate the implementation of actions and policies for management purposes.

The **Board of Statutory Auditors** supervises the sustainability matters that fall within the scope of the control activities covering compliance with the law and applicable regulations, compliance with the principles of sound administration and the adequacy of the organisational structure.

The expertise of members of the Board of Directors and the Board of Statutory Auditors in respect of sustainability matters is constantly developed through specific training sessions on ESG matters. Training also enables them to consolidate their knowledge in this area, including through modules that are focused on the latest regulatory requirements in terms of impacts, risks and opportunities. Specific **training sessions on ESG matters** are provided to enable them to increase their knowledge in this area. In addition, there are modules focused on the development of skills and knowledge of the latest regulatory requirements, sustainability-related impacts, risks and opportunities for the insurance sector and, specifically, for the Group.



STRATEGY, BUSINESS MODEL AND VALUE CHAIN

During the year, Reale Group continued on the strategic path taken in 2023 by drafting the Ambition Letter, which is focused on the following aspects:

- **Integrating Sustainability into the business strategy**, business processes and the offering of products and services;
- **Identifying specific strategic guidelines**;
- **using “enablers”** in order to support and facilitate the implementation of the strategy, thereby contributing to achieving long-term goals.

The **Group is focused** on the following main strategic guidelines:

- **developing ecosystems** (Health and Living Property) **and Services**;
- **strengthening its international position**;
- **profitable development of the Non-Life and Life insurance business**;
- **Evolving the distribution reference models for services and ongoing support to the Group's insurance networks** during the sale process, accompanied by the possibility of offering new services;
- **increasing the value and profitability of the Group's real estate portfolio**, in line with the growing strategic importance of sustainability matters, also in compliance with European regulations;



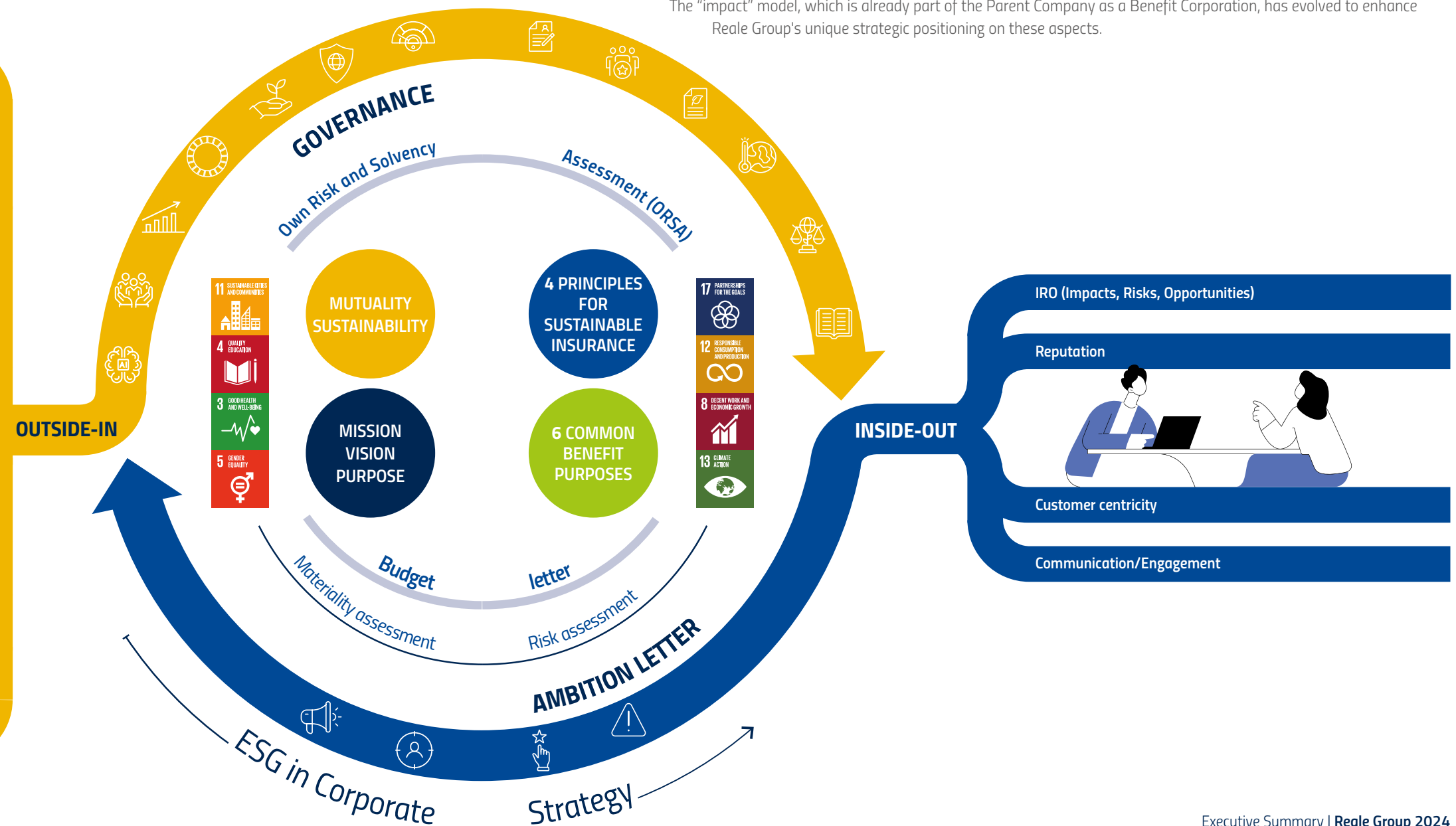
- **optimising the profitability of securities portfolios**, using a weighted, diversified approach, in line with guidelines and risk profile set out in the *Strategic Asset Allocation*, accompanied by the evolution of ESG strategies within the Group's financial management practices;
- **ongoing knowledge and proximity to our Members/Policyholders and Customers**, pursuing the in-depth study of their needs and expectations and customising our services;
- **consolidating brand communication**, with a focus on the positioning of the Group and its offering, enhancing its strong commitment to sustainability.

The following **enabling factors** enable the Group to achieve its goals:

- **People strategy**
- **AI Strategy**
- **IT Strategy**
- **Digital Transformation Strategy**

With respect to sustainability, in February 2024, the Group launched the “**ESG in Corporate Strategy**” project. The aim is to increasingly facilitate the comprehensive integration of sustainability matters into the business by gradually integrating an ESG Strategic and Operational Plan into the Business Plan. This approach is a strategic need in order to ensure the long-term soundness and competitiveness of a Group with the nature of a mutual insurer such as Reale Group.

The “**impact**” model, which is already part of the Parent Company as a Benefit Corporation, has evolved to enhance Reale Group's unique strategic positioning on these aspects.





REALE GROUP'S BUSINESS MODEL

Reale Group's Business Model is characterised by the mutual nature of the Parent Company Reale Mutua and characterises the *Purpose*, *Vision* and *Mission* that reflect and guide its operations, in line with the Values and Principles of the Code of Ethics.



Purpose

Taking care of people for a better world, together



Vision

Developing the well-being of people and communities, creating trust over time



Mission

Protecting and helping people with simple and sustainable solutions, inspired by our mutuality principles

MUTUALITY AND SUSTAINABILITY ARE THE FOUNDING PRINCIPLES OF REALE GROUP'S WAY OF DOING BUSINESS AND ARE EMBEDDED IN THE BUSINESS STRATEGY AND PROCESSES.

Because of its mutual nature the Parent Company must be strongly committed and guarantee its Members/Policyholders and Customers, special attention and “**mutual benefits**” allocated in a twofold manner:

- benefits granted immediately** to the Members of the Life and Non-Life businesses during the year subsequent to that of the shareholders' resolution. They may include a restatement of contributions or an expansion or improvement of the services to Members. In 2024, these **mutual benefits** were worth approximately **€ 9.8 million** (roughly € 6.5 million for the Non-Life business and about € 3.3 million for the Life business);
- deferred benefits**, as **refunds for € 12.5 million**, where the allocation system (as per the Regulation of the same name), entails the repayment of part of the contributions received during the year to which the income statement refers and ensures compliance with criteria that guarantee the fair allocation of surpluses, while promoting the stability and sustainability of the organisation. The total amounts that can be distributed to the Members by way of refunds shall not exceed the portion of the operating surplus as per the activity carried out with all Members. In their meeting on 30 April 2025, the Shareholders resolved to disburse the refunds in proportion to the results for 2024.

Through this mutuality model, Reale Mutua can provide its Members with clear added value, with interests and needs holding a central role.

ECONOMIC VALUE DIRECTLY GENERATED AND DISTRIBUTED

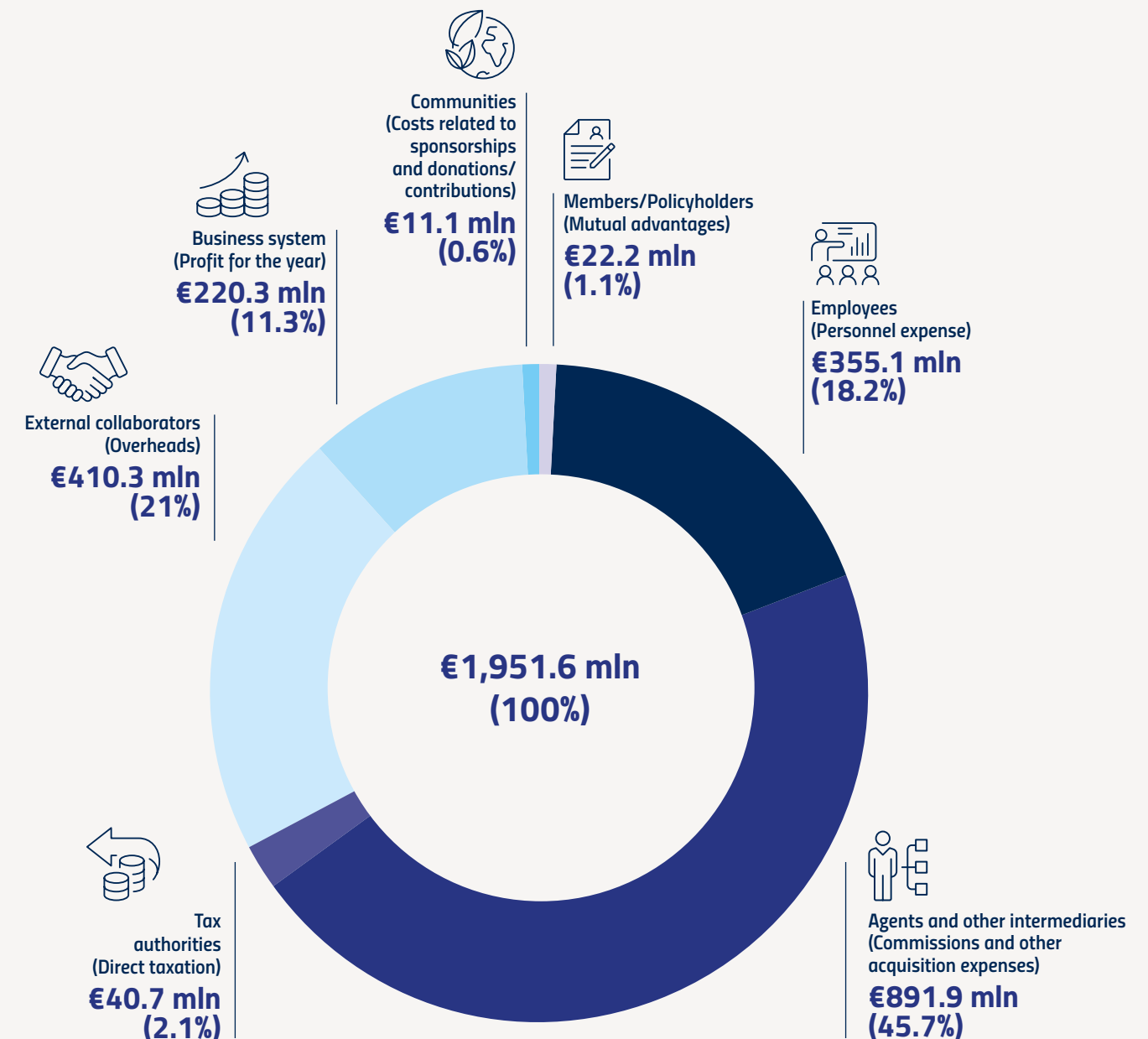
In general, the economic value generated by the Group is calculated based upon the consolidated income statement as the sum between the insurance services revenue, the net financial results and other expenses/income.

The 2024 calculation shows, at consolidated level, an economic value generated equal to € 1,951.6 million, compared with € 1,742.8 million at the end of the previous year.

The equitable distribution of the generated value that the Stakeholders contributed, directly or indirectly, **is one of the foundations of the sustainability of the Group's financial performance over time.**

The economic value is broken down in the graph on the next page.

VALUE DISTRIBUTION





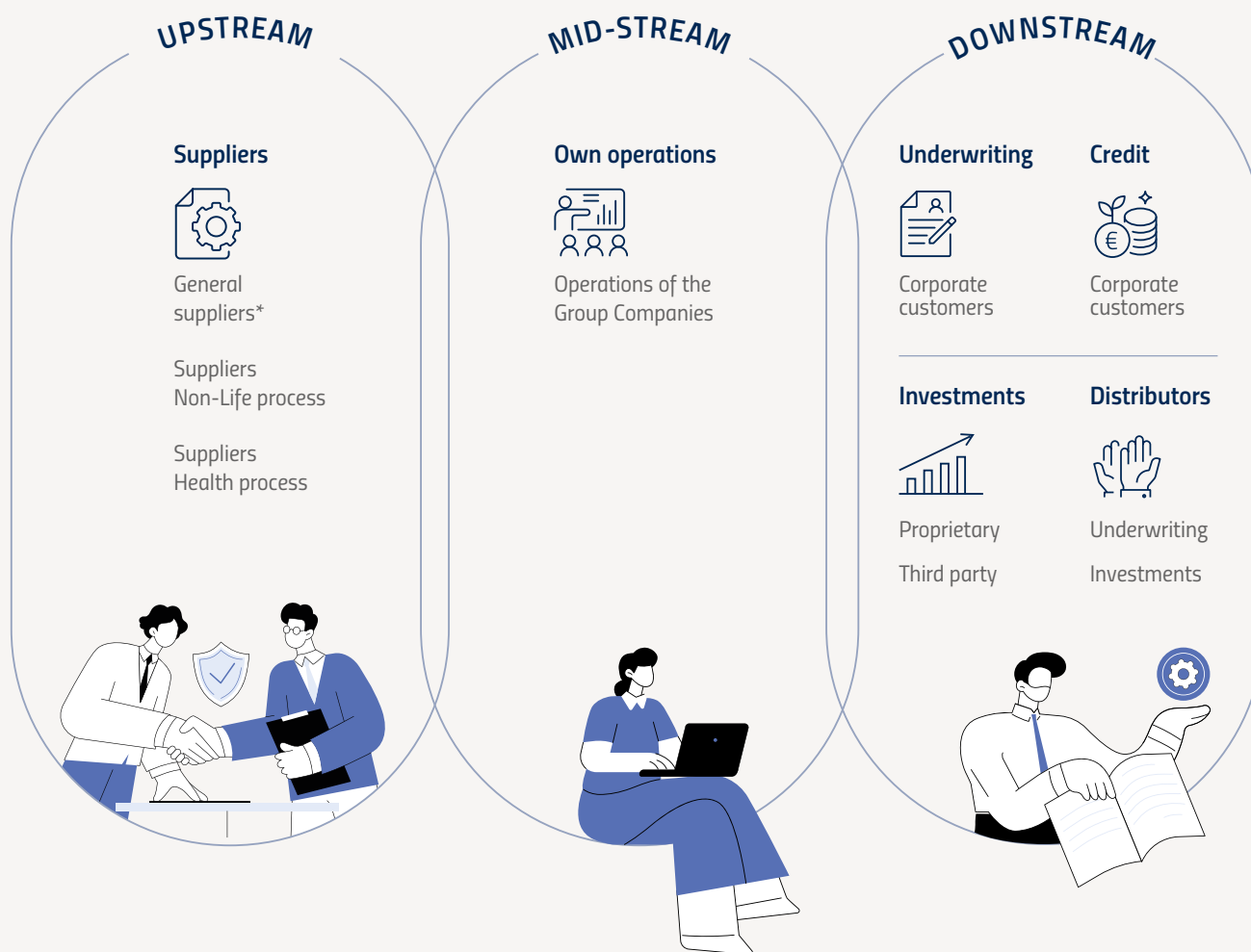
DOUBLE MATERIALITY ASSESSMENT

The materiality of impacts, risks and opportunities was assessed in accordance with the **double materiality** approach as per Directive (EU) 2022/2464. The assessment was carried out based on Own operations and the Group's upstream and downstream Value Chain.

Specifically, given the peculiar characteristics of the Group's business, the assessment also covered **the impacts, risks and opportunities (IROs)** that may arise from the business relationships established by the Group with suppliers, customers as underwriters of products and services, distributors and through investment activities.

In this respect, six **"key segments"** of the value chain were identified: the **Suppliers**, which represent the upstream component (upstream value chain), **Own operations**, which represent the mid-stream component, **Underwriting activities**, **Credit services**, **Investments** and **Distributors**, which comprise the downstream component (downstream value chain).

VALUE CHAIN



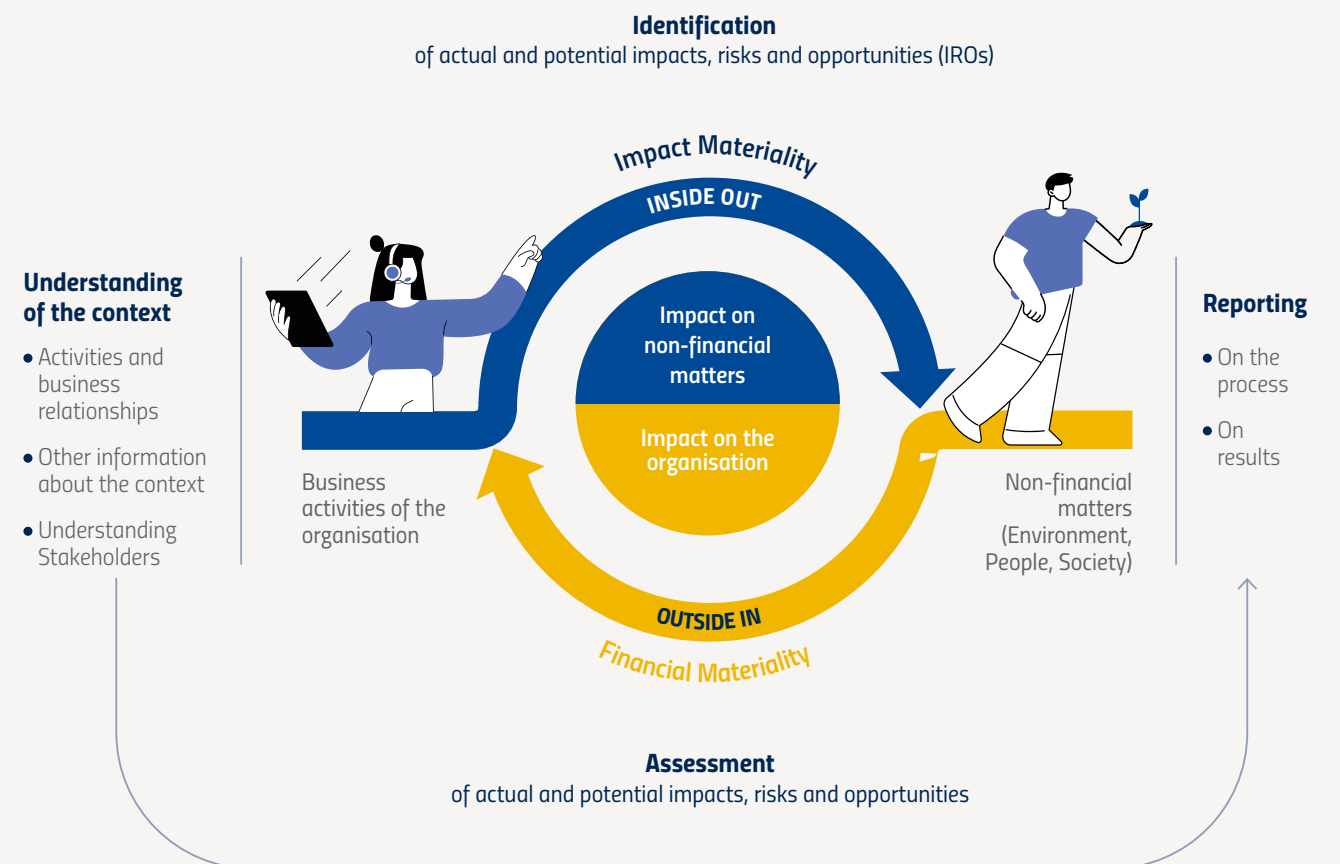
(*) General suppliers include own suppliers (e.g., supply of professional services, etc.)

In 2023 and 2024, Reale Group undertook several actions which included discussions and communications with its Stakeholders in order to improve the Group's accountability and engage Stakeholders in business decisions.

The constant engagement of Stakeholders is part of the Group's integrated approach towards a business conduct that aims to continuously improve the quality of the service offered, improve accessibility and guarantee maximum transparency of information.

The Group's main stakeholders are as follows: Employees and their representatives, Members/Policyholders and Customers, Corporate Bodies, Intermediaries and other Distribution Channels, Suppliers of goods and services, Community and the environment, Shareholders of subsidiaries, Supervisory Bodies.

DOUBLE MATERIALITY ASSESSMENT METHODOLOGICAL APPROACH





The process to identify and assess Reale Group's material impacts, risks and opportunities is based on a double materiality assessment which, in accordance with the ESRS, has a **double perspective: impact and financial materiality**.

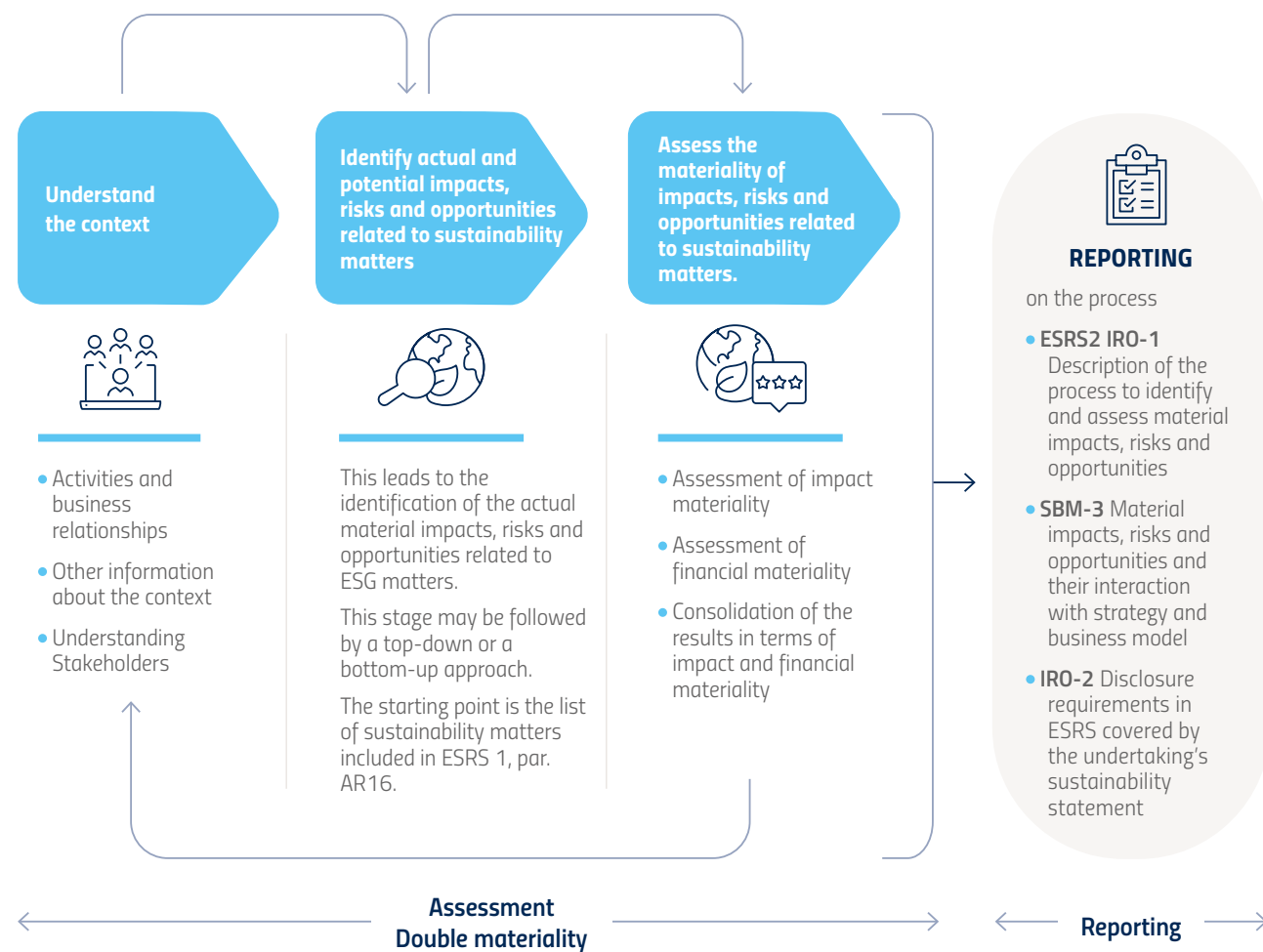
The impact materiality assessment envisages an *inside-out* approach and covers Reale Group's effects on people, environment and communities, both inside and outside the organisation across a short-, medium- and long-term time horizon.

On the other hand, **the financial materiality assessment envisages an *outside-in* approach** and considers how external factors can affect Reale Group and its financial position, financial performance and cash flows, considering factors both inside and outside the Group, along the entire value chain, across a short-, medium- and long-term time horizon. The sustainability matters considered during the process covered environmental, social, and governance topics for 2024.

The analysis performed considered Reale Group's entire value chain, in Italy and abroad, including its products, services and business relationships. Specifically, the following segments were analysed: **Own operations, Suppliers, Investments, Underwriting, Credit and Distributors**.

In accordance with the stages identified by EFRAG, Reale Group followed the logical process described below in order to identify and assess the material impacts, risks and opportunities related to sustainability matters.

IRO ASSESSMENT METHODOLOGY



The double materiality assessment is the final output of a complex assessment process which covers all ESG topics deemed material by the organisation and which, consequently, are to be disclosed in its sustainability statement.

MATERIAL TOPICS

	TOPICS	Impact	Financial
ENVIRONMENT 	ESRS E1 - Climate change	✓	✓
	ESRS E2 - Pollution	✗	✗
	ESRS E3 - Water and marine resources	✗	✗
	ESRS E4 - Biodiversity and ecosystems	✗	✗
	ESRS E5 - Resource use and circular economy	✗	✗
SOCIAL 	ESRS S1 - Own workforce	✓	✓
	ESRS S2 - Workers in the value chain	✓	✓
	ESRS S3 - Affected communities	✓	✓
	ESRS S4 - Consumers and end-users	✓	✓
GOVERNANCE 	ESRS G1 - Business conduct	✓	✓

Legend: Topics which may related to a material topic already reported by Reale Group New topic which cannot be related to a material topic already reported by Reale Group

Impact interaction with strategy and business model

The findings of the double materiality assessment have been considered by the Group when defining its strategy, both in the "Benefit Plan" developed by the Parent Company in accordance with Law no. 208/2015 (paragraphs 376-383 and annexes 4 - 5), and in Reale Group's Guidelines for planning for the 2025-2027 three-year period (the "Budget Letter").

Specifically, in order to manage material impacts, risks and opportunities, the Group has adopted policies and actions and, where possible, targets that guide the activities carried out as per its business model in relation to all segments of its value chain. In particular, the Group has considered material impacts, risks, and opportunities in defining its strategies for selecting investments, financing and insurance counterparties, and its suppliers.

Furthermore, the Group has also considered material impacts, risks, and opportunities in relation to own operations, particularly Employees, Members/Policyholders and Customers and Distributors.

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ENVIRONMENTAL INFORMATION

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EU TAXONOMY

In 2020, the European Parliament and the Council issued Regulation (EU) 2020/852 (the EU Taxonomy or the Taxonomy Regulation) on the establishment of a framework to facilitate sustainable investment. This Regulation introduced the taxonomy of so-called environmentally sustainable economic activities into European law: a classification method for businesses based on alignment with the European Union's environmental goals. With reference to the three ESG pillars of sustainability (Environmental, Social, Governance), currently the taxonomy concentrates on the environmental pillar. The European Taxonomy is part of an action plan published by the European Commission in March 2018 in order to fund sustainable growth, defining an ambitious global strategy on sustainable finance.

The application of the Regulation is occurring gradually. After an initial phase which includes reporting, by financial groups, of *Taxonomy-eligible* economic activities (with respect to 2021 and 2022 actual figures), from 1 January 2024, until 31 December 2025, *Taxonomy-aligned* activities are to be disclosed with reference to the first two environmental targets (climate change mitigation and adaptation), while reporting on Taxonomy-eligible activities shall cover:

- the activities relating to the two above environmental targets, introduced by Delegated Regulation (EU) 2023/2485;
- the four new environmental targets (sustainable use and protection of water and marine resources, transition to a circular economy, pollution prevention and control and protection and restoration of biodiversity and ecosystem) as per Delegated Regulation (EU) 2023/2486.

On 8 November 2024, the European Commission published In the Official Journal of the European Union the final version of the *Commission Notice on the interpretation and implementation of certain legal provisions of the Disclosures Delegated Act under Article 8 of the EU Taxonomy Regulation on the reporting of Taxonomy-eligible and Taxonomy-aligned economic activities and assets (third Commission Notice)*.

Compared to the draft version dated 21 November 2023, the final version confirms, inter alia, that the parent companies of “complex” groups, such as Reale Group, should report at group level the consolidated KPIs of their respective business segments.

In particular, as Reale Group companies operate in the insurance, banking and real estate sector, it reports the following KPIs:

- **KPIs of insurance companies** related to the insurance sector;
- **KPIs of credit institutions** related to the banking sector;
- **KPIs of non-financial companies** related to the real estate sector.

The findings at 31 December 2024 may be analysed as follows:

KPIs of insurance companies

- **Underwriting KPI:** the EU Taxonomy classifies non-life underwriting activity as a climate change adaptation activity. In order to be classified as taxonomy aligned, insurance products must meet a series of fundamental criteria envisaged by applicable legislation which define when climate risk underwriting activities contribute substantially to climate change adaptation by the policyholder. Despite the significant progress in adapting to the EU Taxonomy, Reale Group's underwriting KPI at 31 December 2024 is zero, having failed to identify any non-life product that comprehensively meets all the criteria required by the regulations.
- **Economic activities KPI:** the analysis was conducted on all assets of the insurance sector, net of exposures to central administrations, central banks and supranational issuers, and the sum of intangible assets, property, plant and equipment (excluding owner-occupied properties), insurance assets, other financial assets and other assets. At 31 December 2024, total **assets covered by the EU Taxonomy indicators** amounted to € 9,389 million. The alignment indicator based upon the turnover of the share of investments directed at funding, or associated with, Taxonomy-aligned activities amounts **to 2.7%** and the alignment indicator based upon the capital expenditure of the share of investments directed at funding, or associated with, Taxonomy-aligned activities **is 4.1%**.

KPIs of credit institutions

The GAR is the indicator recently adopted by the EBA in line with the approval of the European Taxonomy which measures the commitment of banks to sustainability and represents a classification of the economic activities considered sustainable as part of the European Green Deal.

At 31 December 2024, Reale Group, through its subsidiary Banca Reale, had an indicator of **2.88%**, based both on turnover and capital expenditure.

KPIs of non-financial undertakings

The analysis was conducted on Italian and Spanish real estate assets, comparing the alignment values of turnover, capital expenditure and operational expenditure against Reale Group's real estate assets.

- **Share of turnover derived from products or services associated with taxonomy-aligned economic activities:**
At 31 December 2024, Reale Group's real estate assets showed an indicator of **27.17%**.
- **Share of capital expenditure derived from products or services associated with taxonomy-aligned economic activities:**
31 December 2024, Reale Group's real estate assets showed an indicator of **18.76%**.
- **Share of operational expenditure derived from products or services associated with taxonomy-aligned economic activities:**
At 31 December 2024, Reale Group's real estate assets showed an indicator of **23.33%**.

Checking minimum safeguards pursuant to article 3, letter “c” of the Taxonomy Regulation

The Green Taxonomy (Regulation (EU) 2020/852) and the related Delegated Regulations (Climate Delegated Act - Regulation (EU) 2021/2139 and Disclosure Delegated Act - Regulation (EU) 2021/2178) describe the criteria for determining whether an economic activity qualifies as environmentally sustainable. These criteria also include compliance with minimum safeguards.

The inclusion of **minimum safeguards** in the Taxonomy framework **ensures that those that carry out Taxonomy-aligned economic activities meet certain minimum social and governance standards**, and thus prevent that activities and investments are considered “sustainable” if they breach basic social, human rights and labour rights principles or if they do not comply with minimum standards for responsible business conduct.

During the year, the Group drafted **specific Guidelines** (“Group Guidelines for minimum safeguards”) with the aim of formalising in a single document the approach and practices that Group Companies must comply with to **prevent negative social and environmental impacts and promote sustainable management of the businesses in which the Group operates**.



ESRS E1 - CLIMATE CHANGE

Transition plan for climate change mitigation

During the reporting period, **Reale Group** has not adopted a transition plan, **but it will develop a specific activity in order to strengthen its strategic positioning in terms of sustainability and implement its commitment to contributing to emissions reduction.**

Furthermore, the Group has already taken actions and made commitments in this respect.

Indeed, in 2012, Reale Mutua was the first insurance company to obtain **the ISO 14001:2015 certification.**

Specifically, the Group will use the logic underlying the Management System of the ISO 14001:2015 certification (DEMING cycle) to define its transition plan, in accordance with the following steps:

- 1. assessment or preliminary assessment** in order to gain a comprehensive picture of the context in which the Group operates and its emissions profile and to progressively extend the scope of measurement of emissions from its operations and along the value chain (Scope 1, 2 and 3) and determine the baseline;
- 2. identification of the company operations along the value chain** which have the greatest climate impact and define the emission reduction strategy (decarbonisation levers);
- 3. set decarbonisation goals** over the short-, medium- and long horizon based on the data collected and in line with international regulations and standards;
- 4. define an action plan** which includes the investments and financial resources necessary to achieve the set targets with the involvement of the Group's business lines.

POLICIES on climate change mitigation and adaptation

The following Documents/Policies have been formalised to date with respect to climate change mitigation and adaptation:

- Group Sustainability Risk Management Policy;
- Group Environmental Guidelines;
- Group's Underwriting and Reserving Risks Policy;
- Credit Risk Management Policy;
- Group Responsible Investment Policy;
- Design Brief in the Real Estate Sector.

ACTIONS related to climate change

For all actions forming part of Own operations, Investments, Underwriting and Real Estate, **the Group has not yet set a baseline for measuring GHG emission reductions.** This aspect will be defined as part of the implementation of the Transition Plan. **However, the Group carries out several actions aimed at reducing emissions from own operations and value chain.**

Own operations

The Group is committed to reducing its emissions by leveraging the transition to sustainable mobility. Also in 2024, it continued to gradually replace its corporate and commercial vehicle fleet with hybrid, electric or plug-in cars.

This transition, which has already led to **76% of the fleet in Italy and 100% in Spain** being composed of low-emission vehicles, will continue in future years until the entire fleet has been renewed, in line with the targets set out in the Group Environmental Guidelines.

The **“Agricoltura100”** survey, launched in 2019, continued in 2024, analysing, assessing, guiding and rewarding Italy's most environmentally sustainable agricultural organisations. This social and governance survey is sponsored by the Ministry of Agriculture, Food Sovereignty and Forests.

Finally, the **Hubfarm** collaboration between Reale Mutua, Confagricoltura and Microsoft continued in order to support **efficient and environmentally sustainable agricultural practices** that enable farms to gain a competitive edge in the market with the best available technologies.

Investments

In 2024, Reale Group consolidated the actions already taken to promote sustainable finance, considering it not only as a responsible decision, but as a powerful driver for long-term economic growth and the transition to a more sustainable and resilient future.

This belief is embedded into the Group's investment strategies, which are designed to balance financial returns with social and environmental benefits, in line with the Group Responsible Investment Policy.

- **Impact investing:** the Group Companies have invested in instruments which include **Green and Sustainability Bonds** to pursue the dual objective of generating strong financial returns and creating positive and measurable impacts on the environment and the community The percentage of portfolio invested in green and sustainability bonds amounts to **14.6% of the overall managed securities portfolio;**
- **Exclusion strategy** promoting the energy transition towards a low-carbon world, **excluding from the investment universe companies whose potential emissions derive for more than 10% from unconventional reserves** compared to the total potential emissions of companies.

As part of the Sustainable Finance Forum, to which Reale Mutua has participated since 2018, **soft engagement** activities are also carried out through dialogue with companies operating in sectors with a greater environmental impact, aimed at positively influencing their conduct and improving transparency.

The impact generated by investment decisions is assessed through the development, analysis and monitoring of 18 mandatory indicators (PAI) envisaged by the SFDR (Sustainable Finance Disclosure Regulation) and 2 additional ones selected by the Company among those proposed by Delegated (EU) Regulation 2022/1288, and leads to the annual **“PAI Statement”**.



Real estate

With respect to portfolio management, the Group plans to constantly strengthen the actions aimed at applying good ESG practices.

The actions already taken meet the objective set by the Group Environmental Guidelines in preventing pollution caused by its operations by adopting the best available technologies. Furthermore, with respect to the operational sites located in Italy, the following actions are planned with respect to climate change mitigation and adaptation:

- **intensify temperature monitoring in offices** to achieve a better relationship between people's comfort and energy savings;
- improve the level of detail of the data resulting from the remote audit of plants, strengthening the actions necessary to identify **savings measures**, while maintaining high energy performance.

Underwriting

Reale Group carries out significant activities geared towards the innovative management of climate risks by harnessing the power of **artificial Intelligence** (AI) and advanced data analysis.

The Group is aware of the increasing unpredictability and severity of weather events; therefore, it has invested in the development of a sophisticated data infrastructure: the “**Climate data mart**”.

Looking to the future, the Group has introduced “**Reale Risk Platform**”, a cutting-edge geo-spatial intelligence tool specifically designed for the non-life insurance sector, including agricultural insurance. This platform uses specifically developed data marts to assess both catastrophic (CAT) and non-catastrophic events.

With respect to **claims**, the Group has embarked on a process of digitalisation and improvement of operational efficiency and customer experience that will bring significant innovations to claims management. This process has significant implications on ESG topics, particularly with respect to the environmental impacts of the work carried out by appraisers and body shops.

1. Prioritise repairs rather than replacement of damaged parts

- Waste reduction: repairing instead of replacing reduces the amount of waste generated, thereby contributing to the more sustainable management of materials.

2. Prioritise remote appraisals

- Reduced CO₂ emissions: remote appraisals eliminate the need for physical travel, reducing greenhouse gas emissions associated with transport.
- Lower consumption of resources: digital management of expert reports reduces the use of physical resources such as paper and fuel.

3. Recommend assignments to experts and body shops near the injured party

- Reducing CO₂ emissions: using local appraisers and body shops reduces the need for long journeys, decreasing greenhouse gas emissions.
- Sustainability of local communities: supporting local businesses contributes to the economic sustainability of communities, reducing the overall environmental impact.

TARGETS related to climate change mitigation and adaptation

Reale Group has not yet defined GHG emission reduction targets.

However, it is aware of the importance of defining such targets and is committed to considering their definition in the near future, as part of the Transition Plan process.

The Group has already made commitments with respect to the environmental and, in particular, with respect to climate. After becoming a **Benefit Corporation**, Reale Mutua changed its By-laws and introduced **Common Benefit Purpose (CBP) 4 which includes mitigating environmental impacts, including those related to climate, and those of its own operations, in order to protect the environment and the ecosystem**. Specifically, with respect to Own operations, it is focused on:

- reducing CO₂ emissions;
- mitigating the depletion of natural resources;
- offsetting 100% of the CO₂ emissions produced.

In addition, the following activities are planned within the real estate business conducted by the subsidiary Reale Immobili Italia:

- **increase the number of buildings with green certificates** (Leed, Breeam, etc);
- **improve the Gresb Rating** (Global ESG benchmark for real estate assets compared to the previous one (2023));
- **launch the transition plan**, first steps to build a net zero carbon strategy to be applied to the portfolio based on the portfolio's energy performance and the results obtained from the CRREM analysis;
- greater dissemination and effectiveness of the **green clause in leases**;
- launch an awareness-raising campaign for monotenants aimed at **quantifying the waste produced**.

For additional information on benchmark metrics, reference should be made to the Annexes to this document.

GHG emission mitigation projects financed with carbon credits

During the year, the Group purchased carbon credits on the voluntary market with the aim of financing emission reduction projects outside the value chain.

In addition to mitigating and preventing emissions, each year, the Group undertakes to offset part of the emissions produced during the previous year.

With respect to 2023, **in 2024, Reale Group offset 100% of its carbon emission in the previous year**, equal to 4,318 tonnes of CO₂eq (calculated under the GHG Protocol standards, UNI EN ISO 14064), by funding projects that save the total production of CO₂ that is released into the atmosphere.

In 2024, Reale Group financed the “Santa Maria Landfill Gas” project, in collaboration with ClimatePartner.

Furthermore, the “We Play for Real” group convention held in June 2024 was awarded the “Carbon Neutral Event” certification. Indeed, the event offset 153 tonnes of CO₂eq (estimated) by supporting the international Carbon offset project “Lircay Run-Of-River Project”.

Specifically, the **total number of credits offset during the reporting period was 4,471 metric tonnes of CO₂eq** as confirmed by quality standards that guarantee its credibility and integrity.

At present, the activities related to the purchase of carbon credits for emissions generated by own operations are not accompanied by GHG emission reduction targets.

3

SOCIAL INFORMATION

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ESRS S1 - OWN WORKFORCE

As of 31 December 2024, Reale Group's workforce numbered 4,433 employees with an average of 4,254.50 during the year.

The **"centricity of people"** is one of Reale Group's values.

In line with the Group's purpose – "*Taking care of people for a better world, together*" – and the By-laws of the Parent Company as a Benefit Corporation, people are the focus of Group's scope and mission.

In order to improve the Group's accountability and facilitate the engagement

of the different stakeholders in the decision-making processes, during 2024, Reale Group undertook numerous actions of discussions and dialogue with all its stakeholders.



4,433 employees

of whom

2,743 in Italy

1,144 in Spain

224 in Greece

322 in Chile

Through listening, communication and engagement actions, the Group engages with its stakeholders in a logic of respective collaboration and responsibility. Stakeholders are the focus of corporate processes and are an important strategic element which can identify and influence the Group's "material" topics, i.e., those that can generate risks or opportunities.

The engagement actions are of different types, guided by goals and the need to inform and communicate, engage, request feedback and manage, where necessary, disputes and conflicts.

The focus on people, together with sustainability, service excellence and compliance with the national regulations governing these elements, prevent possible negative impacts (in terms of secure employment, adequacy of working hours and wages, work-life balance, health and safety).

Reale Group's decisions and activities are based on employees' perspectives, in particular when managing the impacts on its own workforce.

The engagement of the Group's own workforce is largely the result of agreements with trade union representatives in the countries where they are present, in the belief that sharing values and content is the most effective way of raising awareness and involving group employees, enhancing their skills and peculiarities, encouraging the achievement of goals through teamwork.

POLICIES related to own workforce

The Group is committed to formalising policies for its own workforce. Indeed, it is aware that its operations may directly or indirectly generate impacts, risks and opportunities in this area.

At present, the following documents on own workforce have been formalised:

- Code of Ethics;
- Gender equality policy;
- Remuneration policies;
- Occupational health and safety policy;
- Group Sustainability Risk Management Policy;
- Procedure for submitting and managing reports of breaches pursuant to Legislative decree no. 24/2023.

ACTIONS related to own workforce

For the Group, the follow up on policies and related objectives plays a fundamental role, defining actions aimed at managing material impacts on its own workforce.

In this respect, the following areas of action were identified in order to manage positive impacts by engaging Reale Group's workforce:

- **Attraction & retention:** Reale Group is committed to attracting talent to have **a workforce that represents diversity**, focusing on internal growth processes. Performance management was renewed and updated to fairly manage appraisals and development. Diversity, Equity and Inclusion initiatives have been implemented to address possible gaps, which led to the achievement of the **Gender Equality Certification** in 2024 for Reale Mutua, Italiana Assicurazioni and Blue Assistance. Furthermore, the Group promotes programmes and initiatives that guarantee equal opportunities and fairness among employees, including training programmes and specific initiatives aimed at eliminating the gender gap, as set out in the Group's People Strategy, which is monitored by the competent internal structures.

- **People & culture:** The Group is particularly focused on engagement in order to promote the perception and adoption of corporate values by its workforce, disseminating relevant documents and videos on the Digital workplace Really and covering this topic at corporate events, such as the 2024 Group Convention.

- **Smart organisation:** Reale Group has implemented flexible working time schemes: *remote work* is one of the most important ones. This work scheme was tested in Italy in the pre-pandemic period and was subsequently extended to the entire corporate population both in Italy and abroad.

With respect to the informed use of new technologies, the *AlCare* programme was developed, which aims to define, design and disseminate the responsible use and development of AI solutions within the Group, in Italy and Spain.

This *change management* process has accompanied the Group's people towards the use of AI to maximise the benefits that the Group intends to achieve. Furthermore, the Group carefully uses AI to encourage responsible and informed use, supporting operations rather than as a substitute for people, also by providing specific training.

- **Corporate Wellbeing:** in Italy, in 2024, after a year dedicated to its set-up, the Corporate Wellbeing function kicked off its operational programme in order to ensure People's wellbeing, responding to their need for support, with a holistic and sustainable interpretation. Accordingly, operations are developed around the different dimensions of life (individual, family, career) and with a focus on the different stages in life.

- **Health and safety:** the Group also promotes a culture of safety and healthy behaviour as an integral part of its business and as a strategic commitment and mission of social responsibility and sustainability. To this end, the Group Companies adopt organisational management models for health and safety, which are an integral part of the corporate strategy and are designed in compliance with the specific regulations of the countries in which they operate.

- **Training:** the Academy Function trains group employees, structuring a wide range of training offerings that are in line with the group strategy, regulatory requirements and the development of individual's skills. As part of its course catalogue, the Academy Function also provides training on health and safety issues. The structure, in cooperation with the competent office, provides specific training courses in this area. In particular, structured and continuous reminders are in place to ensure that employees take the required mandatory courses.

- **Communication and engagement:** Reale Group engages its workers through various channels and with a frequency that depends on the nature of the activity, objectives and resources. The Group uses effective internal communication tools to develop a common culture based on corporate values and foster a sense of belonging. The use of the digital workplace Really, which involves the entire workforce in Italy, Spain and Chile (and which will soon be implemented in Greece) allows, in particular, "bottom down" initiatives where everyone, regardless of their role, can receive information, comment on it, publish and share it. In order to extend the possibilities of direct listening, a climate survey was carried out by the independent third-party organisation Great Place to Work (GPTW) in Italy, Chile, Spain and Greece, in order to measure the level of employee satisfaction.



TARGETS related to own workforce

All the targets described below refer to own operations only and cover all the geographical areas in which the Group is active.

• Enhance attraction and retention by improving the gender mix

The level of the target to be achieved by 2024 is 50% of women in recruitment and promotions, confirming the same base value set in 2022, with no intermediate targets.

• Develop remote work schemes

The level of the target to be achieved by 2024 is 220 people operating under remote work schemes, starting from a base value of 188, calculated in accordance with an incremental process launched in 2023, with no intermediate targets.

• Monitor the work environment obtaining the Great Place To Work (GPTW) certification

The aim is to obtain the GPTW® certification with a *Trust Index* indicator of 60% in Italy, 65% in Spain and Greece and 70% in Chile. This figure confirms the base values set as of 2019 according to the reference measurements established by GPTW® third-party certification body, with no intermediate targets.

For additional information on benchmark metrics, reference should be made to the Annexes to this document.

ESRS S2 - WORKERS IN THE VALUE CHAIN

In 2024, Reale Group launched **several initiatives for dialogue with its stakeholders in order to communicate, gather feedback and manage any conflicts**. These activities led to the identification of risks and **material topics and to create shared value**.

Although “workers in the value chain” are not considered primary stakeholders, the Group acknowledges their importance and is committed to protecting their rights, considering the impact of its insurance, services and investment operations. To this end, the Code of Ethics, which protects these workers, is binding on Suppliers, which must formally accept it as part of the qualification process.

The Group checks **suppliers’ ESG compliance** in order to ensure the respect for workers’ rights. Furthermore, it adopts **investment exclusion policies** in order to avoid any problems. The **selection of service providers** is also subject to a **rigorous approach**, focusing on work conditions, safety, equal treatment and inclusion.

As part of its operations and trade transactions, **today, the Group has not caused or contributed to causing a material negative impact on workers in the value chain**.

POLICIES related to workers in the value chain

The Group is aware that its operations may directly or indirectly generate impacts, risks and opportunities on the workers in its value chain. Accordingly, it has committed to formalising specific documents/policies.

In particular, the following documentation has been formalised to date:

- Code of Ethics;
- Supplier Code of Conduct;
- Group Purchasing Policy and Regulations;
- Occupational health and safety policy;
- Group Responsible Investment Policy;
- Group Sustainability Risk Management Policy.

ACTIONS related to workers in the value chain

With respect to workers upstream the value chain, Reale Group is currently developing a **sustainable purchasing strategy** which applies to all Suppliers listed in the Register, regardless of their geographical origin, using a **ESG rating provider to assess suppliers**, while reducing the exposure to reputational and compliance risks.

The **ESG supplier rating questionnaire covers many aspects related to the workers in the value chain**, such as fair work, freedom of association and collective bargaining, adequate wages, work-life balance, prevention of occupational risks, etc. The aim of this approach is to mitigate risks and promote financial opportunities related to the supply chain identified through the double materiality assessment.

Project phases

2025

- Define supplier management policies (target qualification levels, minimum exclusions, etc.);
- Define the first improvement targets;
- Fine-tune the acquisition process.

2026

- Define the target model for the sustainability policies in the supply chain;
- Monitor ESG performance in the supply chain and supply chain risk management;
- Promote best practices, launch remediation and development actions for suppliers.

The action plan covers several key aspects related to the IROs (Impacts, Risks, Opportunities) identified. The aim is to ensure **increased compliance with regulations** and **mitigate reputational risks**, while creating a **more sustainable and transparent supply chain**.

For Reale Group, enhancing the value of virtuous suppliers as strategic “partners” is crucial, while respecting the exposure limits set by the Purchasing Policy. Furthermore, supporting underperforming suppliers with remediation actions helps build long-term relationships and fosters strategic alignment. In addition, implementing sustainable purchasing practices contributes to achieving the common benefits stated in the Benefit Corporation charter. These include supporting local suppliers, reducing environmental impact and improving working conditions in the supply chain.

The Group has also taken a number of actions with respect to **claims management** which generate positive impacts also for workers in the value chain. These include repairing instead of replacing damaged parts, supporting local expertise by promoting the training and employment of local specialists, encouraging remote rather than in-person appraisals, thereby reducing the need for physical travel and improving the health and safety of appraisers; and channelling activities to appraisers and body shops located near the damaged party.

In order to prevent or mitigate negative impacts on workers in the value chain related to **investments**, a framework of exclusions and limits is in place to avoid investing in counterparties that do not respect the Group's values by being involved in serious violations related to social issues and inherent to workers in the value chain (e.g., violations of ILO conventions, OECD guidelines, etc.).

The exclusions apply to all investments made by all Group Companies and ensure that the portfolio counterparties adhere to high standards of worker treatment, helping to improve working conditions and prevent abuse. Furthermore, the half-year update of counterparties (listed companies) covered by the exclusion criteria ensures constant monitoring and adjustment of the customer portfolio, confirming the ongoing commitment to improving working conditions.



TARGETS related to the value chain

The Group, at the preparation date of the financial statements, did not set any targets for workers in the value chain; however, **it adopted plans to monitor the policies and actions described earlier which are aimed at increasing supplies with ESG ratings and launching engagement/training plans benefiting the supply chain.**

Procurement activities are subject to specific audits/inspections whereby in-house personnel or third-party organisations engaged by the Group check compliance with the supplier code of conduct. In the future, once the sustainable procurement strategy is finalised, **the Group plans to implement processes for monitoring ESG performance and managing risks in the supply chain.** With respect to **investment, underwriting and credit activities**, the above-mentioned exclusion lists are updated every six months and effective compliance therewith **is checked** periodically.

ESRS S3 - AFFECTED COMMUNITIES

The mutualistic nature of Reale Group is a distinctive feature that characterises all operations and relations, including local ones. This approach translates into constantly listening to and engaging the communities where the Group is present and operates in order to promote sustainable development.

Since 2017, Reale Foundation has been active in Italy, Spain, Chile and Greece and, through its initiatives, it pursues general interest purposes focusing on culture, sports, environmental protection, civic welfare and social inclusion.

Reale Foundation is committed to pursuing the Sustainable Development Goals of the UN 2030 Agenda, implements programmes aimed at **combating chronic diseases** by promoting **the prevention of risk factors** (SDG 3), and **promotes the inclusion and socioeconomic development of young people in vulnerable circumstances** (SDGs 1 and 8). Furthermore, it frequently acts to **support communities affected by natural disasters**, activating its “Emergency Protocol” and planning initiatives that increase the ability to prevent and cope with the consequences of climate change.

In addition, the **strategic alliances forged with Local Authorities, Health Care and Emergency Facilities** enable Reale Foundation and Reale Group to contribute to Goal 17 “Partnership for the Goals” of the UN 2030 Agenda.

Actions are identified through several engagement channels:

- **Website:** the Foundation constantly receives requests for support from voluntary organisations which operate around the world. This tool has a dual function: on the one hand, it is used as a back end for collecting project documentation, and on the other it is a timely channel for listening to and assessing social needs in line with the development of major national and international events that have a significant effect on people’s lives and the environment;
- **Agencies’ and employees’ contests:** contests are organised to address all requests for support reported by the employees of the executive offices and the entire Reale Group Agency Network.

Furthermore, the Group also uses its distribution network to identify the needs of the affected communities, in particular those hit by natural disasters, in order to activate the **Emergency Protocol**.

In line with its By-laws, Reale Foundation’s Governance is managed by a **Patrons Committee** made up of representatives of all the companies that contribute to the Group’s profitability.

Institutional communication is crucial to building relationships with Stakeholders and strengthening Reale Group’s reputation.

Indeed, the Group closely monitors **reputation** as it is a significant indicator of its sustainability and credibility level.

In 2024, public opinion interviews were conducted in Italy and Spain, using the RepTrak® analysis model. They revealed the following:

- **Italy:** Reale Group’s Brand Reputation index at 31 December 2024 is equal to 68.6, unchanged from 2023 (+0.0). It exceeds the sector average (68.2) and is close to the threshold of 70, falling in the strong reputation band.
- **Spain:** Reale Seguros’ Brand Reputation index is 63.8, up slightly on 2023 (+0.5 points).

Reale Group has strengthened its competitive edge thanks to its **strong reputation** which is characterised by lower volatility compared to the other sector players. This advantage is the result of stability and also of visibility: **Reale Group stands out as a Group capable of providing an excellent working environment, ensuring ethical, transparent and fair conduct, and positively influencing the community by acting responsibly towards the environment.**

POLICIES related to affected communities

As part of the process to become a Benefit Corporation which the Parent Company Reale Mutua launched in 2021, **6 common benefit purposes (CBP) were identified and included in the Company’s By-laws. CBP 6 “contributing to implementing collective-interest projects, including in collaboration with public institutions, local authorities, companies and profit and non-profit parties, to create shared value for the region and community” covers, in particular, affected communities.** This purpose is common to all Group’s activities and it was not deemed necessary to adopt specific policies in this respect.

As part of sustainability risk management, **there are safeguards and commitments that indirectly protect the Stakeholder community.** Specifically, Group Companies and the Reale Foundation Group Corporate Foundation support the areas in which they operate with initiatives and projects that enhance differences among individuals and promote socioeconomic development. They are aimed at promoting health and welfare and contribute to re-building the communities devastated by natural disasters or other emergencies, helping to build resilient communities and protect the environment.

Support for vulnerable people, young people, communities and territories, as well as the promotion of the cultural and natural heritage of the countries in which the Group operates are key elements enshrined in the mutual identity of the Group.

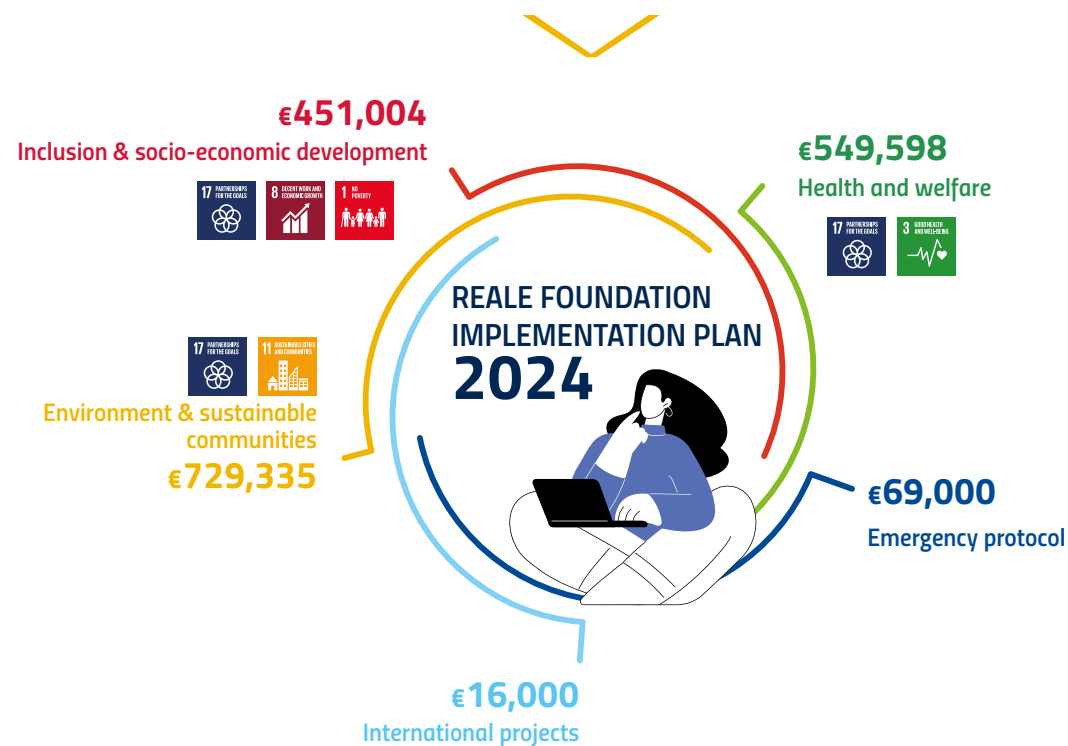
In addition, with respect to the Group Responsible Investment Policy, the Group policy on the management of underwriting and reserving risks and the Credit risk management policy, the exclusion strategies adopted prevent taking risks related to sustainability matters in listed companies that produce adult entertainment products, tobacco and controversial weapons. Furthermore, severe restriction criteria are applied to companies involved in gambling and tobacco sales.



ACTIONS related to affected communities

For the Group, undertaking actions and initiatives that generate a positive impact on the affected communities is extremely important. **Every year, 1% of the Group's consolidated net profit is allocated to Reale Foundation.**

In Italy, most of the supported projects relate to SDGs 3 and 8, namely, support for the prevention and treatment of chronic diseases and the inclusion of youth not in employment, education or training (NEET) or individuals with cognitive disabilities.



Reale Group actively participates in many **national and international alliances and associations** (Amice, Eurapco, UN Global Compact, SIA, Sustainable Finance Forum, Assobenefit, Torino Social Impact, etc.), with an approach aimed at creating a system in the belief that this is an effective way of grasping precious opportunities through the pooling of information, sharing of visions, and sharing and strengthening of skills in order to facilitate the development and innovation of the insurance, banking and services sector.

In 2024, Reale Group signed the **Manifesto "Business for People and Society"**, sponsored by the UN Global Compact Network Italy, the local network of the UN Global Compact. By signing the manifesto, Reale Group has committed to further enhancing

the social aspect in its business strategies, also generating long-term value in the supply chain and the communities in which it operates.

In 2024, Reale Mutua and ITAS Mutua, Italy's only two mutual insurance companies, launched once again the **"Premio Mutualità"** for Italian Foundations, Mutual Insurers, Associations, Cooperatives, and Social Enterprises, providing a financial contribution of € 100,000 to implement a mutual project.

In 2024, Reale Foundation financed the **"Refugees Labour Pathways"** pilot project. Launched by the Turin Industrial Union and the United Nations High Commissioner for Refugees (UNHCR), this project contributes to the creation of a network of public and private partners that, pursuant to Law no. 50 of 5 May 2023, which regulates the quotas of legal entry of foreign workers and the prevention and combating of irregular immigration, aims to train girls and boys aged 18 to 34 (currently refugees in Uganda and Jordan) to introduce them to the working world in the IT, goldsmithing and shipbuilding sectors.

During the year, Reale Foundation launched the first **Global contest** addressing all people of Reale Group: **"Together 4 a Better World"**. This contest addresses all requests for support reported by employees of the executive offices and the entire Reale Group Agency Network.

74 projects from voluntary organisations received a *grant* of € 10,000. Thanks to the recommendation of the Group's Agents and Employees, through Reale Foundation's contribution, the 10 winning projects (6 Italian, 3 Spanish and 1 Chilean) will provide direct support to more than 200 people and indirect support to 2,136 people.

TARGETS related to affected communities

In 2025, the Foundation will continue to implement **socioeconomic and cultural integration programmes**, including by developing activities that promote financial insurance education.

The aim of Reale Foundation is to **consolidate metrics for assessing the social impact of its initiatives**, integrating the application of methodologies such as SROI for more effective **monitoring of the economic return on social investments**.

For **2026**, Reale Group plans to **improve the sustainability index** through its local actions.

Furthermore, in **2027**, the Group is committed to reducing non-life, credit and investment exposures to counterparties that do not show virtuous behaviour **in terms of respect for the economic, social, civil, and political rights of the affected communities**.

ESRS S4 - CONSUMERS AND END-USERS

The Group's customer-centric vocation has always required careful **attention to the development of its relationship with its Members/Policyholders and Customers** both through innovation and the renewal of tools and processes and through internal organisational changes and business models.

Furthermore, the Parent Company's mutual nature enables the identification of mutual benefits for Members/Policyholders. These benefits can include immediate mutual benefits (mutuality benefits), such as improved performance and/or reduced premiums, and deferred mutual benefits (refunds), as a part of the Company's excess revenue from the core business.

Through its strategy, Reale Group can focus on the needs of consumers and end-users in order to improve their experience and develop new solutions that meet their expectations. This approach is also functional to the development of sustainable products. Finally, the Group adopts **transparent policies** which provide comprehensive information on prices, characteristics, terms and conditions of the products and services offered. **Its commitment goes beyond regulatory requirements and includes publication of sustainability statements and social impact reports** to foster better understanding and trust with customers. The implementation of social responsibility initiatives responds to consumers' concerns and awareness and translates into the Group's support of environmental and social sustainability projects in local communities. **This approach ensures an increased focus on consumers' needs** and is included in the company's commitment **to simultaneously promoting a positive impact on society and strengthening its relationship with the community**.



POLICIES related to consumers and end-users

The Group is aware of the impacts of its products and services on consumers and end-users and of the related business risks and opportunities. Accordingly, it has begun formalising specific documentation. To date, the following Documents/Policies have been formalised:

- Code of Ethics;
- Policy on product governance and control;
- Design Brief in the Real Estate Sector;
- Group guidelines for minimum safeguards;
- Group Sustainability Risk Management Policy;
- Banca Reale Sustainability Risk Management Policy;
- Policy for the Group's responsible investments;
- Data protection policy;
- Claims management procedure.

ACTIONS related to consumers and end-users

The Group has adopted several actions that **generate positive impacts for its Members/Policyholders and Customers**. These actions cover several lines, including the promotion of products and services with sustainability features to support social inclusion and the promotion of responsible products and services, information transparency on the products offered by Group Companies, data security, as well as mutual benefits related to the Group's mutual nature.

Listening and dialogue with **Members/Policyholders and Customers** were carried out through innovative, digital tools, dedicated to specific targets and aimed not just at informing, but also at actively engaging the addressee and enabling the rapid receipt and management of feedback.

For example, the **social network** ecosystem was one of the most effective tools for maintaining constant dialogue and communication with Members/Policyholders and Customers. Reale Group LinkedIn, Facebook and Instagram channels have developed an editorial plan aimed at promoting its brand and its business.

In particular, during the year, all Group Companies **carried out communication, education and awareness-raising activities for Members/Policyholders and Customers focusing on Health, Well-being, Savings and Prevention**, providing information linked to the goals of their respective business plans.

As part of the activities aimed at improving customer communications, such as contractual communications, Customer Care processes and **digital touchpoints** available to customers (Mobile App/Customer Reserved Area) were reviewed. With respect to retention, ad hoc **loyalty and retention** programmes have been developed that retained Members/Policyholders and Customers through discounting and customised programmes according to their insurance needs and based on their life cycle. Furthermore, **the Group measures the Net Promoter Score (NPS) to monitor consumer satisfaction and continuously improve its services**; the survey provides useful feedback in the pursuit of greater contractual clarity and reduced customer service wait times. These improvement actions, which are based on the NPS, show the Group's commitment to responding to consumers' needs and improving their overall experience.

With respect to insurance-based investment products (IBIPS), the "Survey to assess the contractual parties' demands and needs" is submitted to customers, and also includes a section on sustainability ("Information on sustainability") that identifies customers' preferences before purchasing a product, during a post-sale transaction (additional deposit, voluntary switch) for IBIPS products, during annual monitoring and when changing the contractual party (the party that signed the insurance contract). The results of the survey are taken into account during advisory activities in order to offer products that best meet the needs - including those related to sustainability - of Members/Policyholders and Customers.

In all its communications with customers and end-users, the Group provides clear and comprehensive information on all the methods and processes available to request support or make a complaint. To this end, it provides all the necessary tools and useful documentation for using these tools.

Also in collaboration with the national trade association (ANIA - Italy's insurance association), Italian insurance companies participate in the Contratti Semplici e Chiari (Simple and Clear Contracts) project with the aim of making the terms of insurance contracts increasingly transparent and understandable.

Furthermore, the Claims Handling department has launched a **digitalisation process** in order to make insurance services more accessible to a broad range of customers and consumers, while improving their experience through faster and more transparent claims handling (e.g., remote appraisals, which can be performed more quickly and flexibly)..

With respect to the development of new products for Members/Policyholders and Customers, by obtaining the status of Benefit Corporation in 2022, Reale Mutua has included in the six common benefit purposes covered by its By-laws: *"Offering products and services that constantly improve the relationship with members/policyholders that generate economic, social and environmental value and enhance the mutual nature of the Company"*.

In order to comply with this strategic direction, the Group has decided to increase the **number of products sold with sustainability** and integrated welfare features for the corporate target.



(in thousands of euro)		
Products that promote fair work		18,043
Products that promote an adequate standard of living and the wellbeing of consumers		158,056
Products that promote sustainable and inclusive communities		5,445
Premiums related to Non-Life products with environmental benefit		207,971



As already discussed in the “Strategy” section, **mutual benefits** were granted during 2024 as immediate **mutuality benefits** (**approximately € 9.8 million**, broken down into roughly € 6.5 million for the Non-Life business and about € 3.3 million for the Life business) and deferred mutual benefits (**refunds**) for **€ 12.5 million**.

The refund allocation system (as per the Regulation of the same name) entails the repayment of part of the **contributions received during the year** to which the income statement refers and ensures compliance with criteria that guarantee the fair allocation of surpluses, while promoting the stability and sustainability of the organisation. The total amounts that can be distributed to the Members by way of refunds shall not exceed the portion of the operating surplus as per the activity carried out with all Members. In their meeting on 30 April 2025, the Shareholders resolved to disburse the refunds in proportion to the results for 2024.

TARGETS related to consumers and end-users

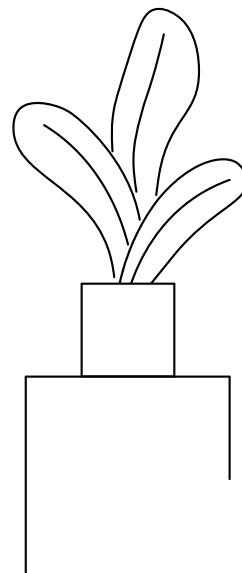
Reale Mutua intends to increase the positive impacts on its Members/Policyholders and Customers and, in line with the common benefit purpose of “Offering products and services that constantly improve the relationship with members/policyholders that generate economic, social and environmental value and enhance the mutual nature of the Company”, has set the following targets:

- **increase the percentage of premiums written from fully sustainable catalogue products** compared to the Company's total premiums written;
- **increase the number of customers purchasing products with sustainability features** compared to the number of customers who purchased at least one policy during the year;
- **increase the percentage of premiums written from supplementary welfare products in the catalogue**, including tailor-made contracts, compared to the Company's total premiums written;
- **increase the number of customers purchasing supplementary welfare products** (excluding tailor-made products) compared to the number of customers who purchased at least one policy during the year.

The **Group's** targets for **2025** are focused on strengthening the offering of products in the sustainability and healthcare sectors, such as increasing accessibility to products offered via digital channels through the evolution of digital touchpoints.

In **2026**, the Group will increase the offering of products and/or services with sustainability features, extend monitoring of cybersecurity, data quality and privacy incidents for a better understanding of customer needs.

In **2027**, the Group will strengthen its exposure to virtuous counterparties which respect the economic, social, civil and political rights of consumers and end-users.



GOVERNANCE INFORMATION

ESRS G1 - Business conduct

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ESRS G1 - BUSINESS CONDUCT

According to Reale Group, an efficient corporate governance structure contributes to increasing the Group's competitiveness and the sustainability of its development and acknowledges the importance of the administrative, supervisory and management bodies in promoting good business conduct practices.

Similarly to Reale Mutua, Reale Group's Ultimate Italian Parent Company (USCI) has a corporate governance system appropriate to its structure, business model and the nature, scope and complexity of the activities managed. This provides the Group with sound and prudent management which takes into account the interests of the Group Companies and the methods through which these interests contribute to the Group's common goal in the long term, including in terms of safeguarding assets.

The **Parent Company Reale Mutua**, due to its particular mutual nature, stands out for its autonomy and independence from external control centres.

Its mission **guides Reale Group's corporate strategies and policies and underpins its values and principles which are universally recognised and shared by everyone within the Group, a pillar for the development of the Group's corporate culture and a source of inspiration for every project and activity.**

Since 2001 Reale Mutua has adopted a **Code of Ethics**, which has now been extended to all Group Companies. This code sets out the Values and Principles of Reale Group and its aim is to guide those operating with and for the Group to behave correctly, loyally and in line with the Group's culture and Values.

Furthermore, the Group Companies have adopted or are currently adopting an **internal control and risk management system** to ensure the correct operation and satisfactory performance of each company, also in order to promote compliance with the Values set out in the Code of Ethics, operate correctly and prevent any breaches of the law.

The Group's governance model requires the allocation of specific responsibilities to boards and one-member bodies, such as the Board of Directors, the Board of Statutory Auditors (or similar body, when envisaged), the Supervisory Body pursuant to Legislative decree no. 231/2001 (or similar body), board Committees/Commissions and technical Committees/Commissions set up for specific matters, the Chairperson of the Board of Directors, the Managing Director (if present), the General Manager and, where present, the Co-General Manager and the Deputy General Manager.

The committees and commissions, each within their remit, report to the Boards of Directors and, where applicable, to the Senior Management of the USCI and the Group Companies.

The proper functioning of the internal control system contributes to preventing and mitigating risk situations that are not consistent with the Company's risk appetite, ensuring the performance of ordinary business operations.

Prevention and detection of corruption and bribery

The Group Companies, except for Greece, have, through the 231/2001 Model in Italy, the Modelo de organización, gestión y control in Spain and the Modelo de prevención de delitos in Chile, a set of rules for combating corruption and bribery, both in the public and private sector. These documents are available to all personnel and the distribution network on the Really platform.

The Group Companies have adopted their own Model based on the guidelines proposed by the Parent company. These are adapted to their needs and/or according to local regulations, the indications prescribed by the respective Supervisory authorities (where present) and/or Trade associations and, according to their size and activities carried out, the applicability of the various categories of predicate crimes in force.

The Supervisory Body of each Group Company is annually assigned a budget to be used for experts for in-depth analyses or as part of the need for operational technical support. It periodically receives information flows to check the use of financial resources by the Group Company and assess any anomalous behaviour, even if not necessarily unlawful.

During 2024, the Group Companies in Italy and in Spain updated their organisational models, adapting them to the new laws and suggestions formulated by external professionals appointed to assess their adoption and effective implementation in practical terms.

In 2024, Reale Chile Seguros has begun updating the Model based on the substantial rewriting of Law no. 20.393, which regulates the criminal liability of legal persons, implemented by Law no. 20.595, which has, inter alia, rewritten the list of crimes that form such liability.

The Group Companies have prepared specific contractual clauses in relation to service providers, suppliers, outsourcers, consultants, etc., through which the counterparty commits to operate legally and to comply, and ensure compliance, with the Group Code of Ethics and the Organisation, Management and Control Model of the company on whose behalf it operates. The mandate letters for Agents (Italy and Spain) contain a specific annex illustrating legal provisions and related models and compliance with the principles enshrined in the Group's Code of Ethics and the Model of the company to which they belong. In the agency mandate, there is a similar legality and transparency clause stipulated for service providers, consultants, and suppliers.

The Reale Group company models stipulate systems for reporting breaches right from their adoption.

Furthermore, since 2022, Reale Group has launched a project to implement an integrated IT platform to detect and manage risks (GRC) by all control functions. This platform has become operational for the Group's Italian companies in 2023 and will be operational in Spain and Chile from the first half of 2025.

The GRC platform enables tracking activities by defining and managing specific work flows, reducing and simplifying the tools used, and provides an overview in order to specifically check the effectiveness of controls and net risks and their evolution over time. In 2023, risk assessment activities on the liability of legal persons began in Italy, Spain and Chile with the progressive involvement of the corporate units.

This assessment, which is expected to be completed in 2026, will become a recurring activity. One of its objectives is training in the prevention of crimes, including those related to corruption and bribery.

POLICIES related to business conduct and corporate culture

The Group knows that business conduct-related issues can have direct or indirect impacts, risks and opportunities in respect of own operations and all actors in the value chain. Consequently, it has committed to formalising specific policies.

In particular, the following documentation/policies have been formalised to date:

- Code of Ethics;
- Group guidelines for minimum safeguards;
- Group Sustainability Risk Management Policy;
- Policy on the management of underwriting and reserving risks;
- Credit risk management policy;
- Whistleblower reporting mechanisms and Whistleblower protection policies;
- Anti-corruption policy;
- Group Responsible Investment Policy;
- Policy of the Parent Company Reale Mutua (USCI) on the coordination of the approval processes of the insurance products of the Group's insurance companies.

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ANNEXES

ESRS 2 metrics - General disclosures

Table GOV-1 Composition of the Board of Directors

GENDER	PERCENTAGE
Male	66.67%
Female	33.33%

Table GOV-1 Total members of the Board of Directors broken down by gender

GENDER	NO. OF MEMBERS
Male	8
Female	4
Not disclosed	0
Other	0

Table GOV-1 Number of members of the administrative, management and supervisory bodies

BODY	INDEPENDENCE	EXECUTIVE/ NON-EXECUTIVE
Administrative	Independent	Executive 0
		Non-executive 4
	Employee	Executive 0
		Non-executive 8
Management	Independent	Executive 0
		Non-executive 0
	Employee	Executive 0
		Non-executive 0
Supervisory	Independent	Executive 0
		Non-executive 3
	Employee	Executive 0
		Non-executive 0

Table FS7 Monetary value (€) of products and services with a specific benefit in the social context, per each business line and goal.

(in thousands of euro)

INDEPENDENT INDICATOR - FS7	2024
Products that promote fair work	
Vita Protection	0
Non-Life	18,043
Total products that promote fair work	18,043
Products that promote an adequate standard of living and the wellbeing of consumers	
Vita Protection	10775
Non-Life	147,280
Total products that promote an adequate standard of living and the wellbeing of consumers	158,056
Products that promote sustainable and inclusive communities	
Vita Protection	2819
Non-Life	2,626
Total products that promote sustainable and inclusive communities	5,445
Total non-mandatory insurance products sold (vita protection, non-life)	2,356,692
Total premiums related to products with specific social/environmental benefits	181,543
Percentage of premiums related to social products compared to to total non-mandatory insurance products sold (vita protection, non-life)	7.70%

Table FS8 Monetary value (€) of products and services with a specific benefit on the environmental context, broken down by goal.

(in thousands of euro)

INDEPENDENT INDICATOR - FS8	2024
Products that promote climate change mitigation (Non-Life)	16,015
Products that promote climate change adaptation (Non-Life)	189,679
Products that promote the transition to a circular economy (Non-Life)	41
Products that prevent and reduce pollution and protect biodiversity (Non-Life)	2,236
Total premiums related to Non-Life products with environmental benefit	207,971
Total premiums related to Non-Life products	2,376,520
Percentage of premiums related to Non-Life products with environmental benefits compared to total premiums from the sale of Non-Life products	8.75%



Metrics E1 - Climate change

Table E1-5 Energy consumption and mix [AR 34]

ENERGY CONSUMPTION AND MIX	31/12/2024
(1) Fuel consumption from coal and coal products (MWh)	0
(2) Fuel consumption from crude oil and petroleum products (MWh)	0
(3) Fuel consumption from natural gas (MWh)	14,672
(4) Fuel consumption from other fossil sources (MWh)	6,103
(5) Consumption of purchased or acquired electricity, heat, steam, and cooling from fossil sources (MWh)	14,705
(6a) Total fossil energy consumption in high climate impact sectors (MWh)	35,480
(6b) Total fossil energy consumption (MWh) of own operations	39,606
Share of fossil sources in total energy consumption (%)	72.67%
(7) Consumption from nuclear sources (MWh)	596
Share of consumption from nuclear sources in total energy consumption (%)	1.09%
(8) Fuel consumption for renewable sources, including biomass (also comprising industrial and municipal waste of biologic origin, biogas, renewable hydrogen, etc.) (MWh)	23
(9) Consumption of purchased or acquired electricity, heat, steam, and cooling from renewable source (MWh)	14,208
(10) Consumption of self-generated non-fuel renewable energy (MWh)	69
(11) Total renewable energy consumption (MWh) (calculated as the sum of lines 8 to 10)	14,300
Share of renewable sources in total energy consumption (%)	26.24%
Total energy consumption (MWh) (calculated as the sum of lines 6b, 7 and 11)	54,502

Table E1-6 Total GHG emissions disaggregated by Scopes 1 and 2 and significant Scope 3 [AR 48]

	31/12/2024
Scope 1 GHG emissions	
Gross Scope 1 GHG emissions (tCO ₂ eq)	6,517
Percentage of Scope 1 GHG emissions from regulated emission trading schemes (%)	
Scope 2 GHG emissions	
Gross location-based Scope 2 GHG emissions (tCO ₂ eq)	10,404
Gross market-based Scope 2 GHG emissions (tCO ₂ eq)	7,660
Significant scope 3 GHG emissions	
Total gross indirect (Scope 3) GHG emissions (tCO ₂ eq)	2,734,025
1. Purchased goods and services	-
1.1. Optional sub-category: Cloud computing and data centre services	-
2. Capital goods	-
3. Fuel and energy-related activities (not included in Scope 1 or Scope 2)	-
4. Upstream transportation and distribution	-
5. Waste generated in operations	-
6. Business travelling	2,340
7. Employee commuting	2,066
8. Upstream leased assets	57
9. Downstream transportation	-
10. Processing of sold products	-
11. Use of sold products	-
12. End-of-life treatment of sold products	-
13. Downstream leased assets	-
14. Franchises	-
15. Investments	2,729,562
Total GHG emissions	
Total GHG emissions (location-based) (tCO ₂ eq)	2,750,946
Total GHG emissions (market-based) (tCO ₂ eq)	2,748,202

Table E1-6 GHG intensity per net revenue [AR 54]

	31/12/2024
Total GHG emissions (location-based) per net revenue (tCO ₂ eq/millions of euro)	514.88
Total GHG emissions (market-based) per net revenue (tCO ₂ eq/millions of euro)	514.37



Metrics S1 - Own workforce

Table S1-6.50b Employee head count by gender (AR55)

GENDER	NUMBER OF EMPLOYEES (HEADCOUNT)
Men	2,247
Women	2,186
Other	0
Not disclosed	0
Total employees	4,433

Table S1-9.66a Top Management broken down by gender

GENDER	HEADCOUNT
Male	39
Female	14
Other	0
Not disclosed	0

GENDER	PERCENTAGE
Male	73.58%
Female	26.42%
Other	0.00%
Not disclosed	0.00%

Table S1-9.66b Breakdown of the Group's employees by age range

Employees under 30 years old	7.01%
Employees between 30 and 50 years old	54.66%
Employees over 50 years old	38.33%

Table S1-13.83b Average number of training hours per person (employees) by gender

GENDER	AVERAGE NO. OF HOURS
Male	28
Female	24
Other	0
Not disclosed	0

Table S1-13.83a Percentage of employees who participated in periodic performance and career development reviews

GENDER	PERCENTAGE
Male	95.81%
Female	93.05%
Other	0.00%
Not disclosed	0.00%

Table S1-14.88c Rate of recordable work-related injuries for own workforce

Employee	0.01%
Non-employee	0.00%

Table S1-16.97a Gender pay gap

Gender pay gap	28.93%
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Table S1-16.97b Annual total remuneration ratio

Annual total remuneration ratio of the highest paid individual to the median annual total remuneration for all employees	22.43
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Table S1-17 Human rights incidents

Number of severe human rights incidents within its own workforce	0
Number of severe human rights incidents connected to the undertaking's workforce which are cases of non-respect of the UN Guiding Principles on Business and Human Rights, ILO Declaration on Fundamental Principles and Rights at Work or OECD Guidelines for Multinational Enterprises.	0
Amount of fines, penalties and compensation for damages for severe human rights incidents within its own workforce	0
Amount of fines, penalties and compensation for damages for incidents of discrimination, including harassment and complaints filed	0



Table S1-6.50f Information on employees by gender and contract type, broken down by country (headcount)

EMPLOYEES (headcount)	ITALY	SPAIN	GREECE	CHILE	TOTAL
number of employees (headcount)	2,743	1,144	224	322	4,433
number of male employees (headcount)	1,425	566	85	171	2,247
number of female employees (headcount)	1,318	578	139	151	2,186
number of permanent employees	2,734	1,129	219	319	4,401
number of temporary employees	9	15	5	3	32
number of non-guaranteed hours employees	0	0	0	0	0

Metrics S4 - Consumers and end-users

Table S4-3 Customer retention rate

INDEPENDENT INDICATOR - 905	2024
Total number of customers at the end of the reporting period	5,281,801.00
New customers added during the reporting period	733,840.00
Customers at the end of the previous reporting period	5,247,064.00
Customer retention rate	87.00%

Table S4-3 (AR23) Number of customer complaints

Number of complaints received from consumers and/or end-users during the reporting period	7,434
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Metrics G1 - Business conduct

ESRS G1-4 Incidents of corruption or bribery

In 2024, there were no incidents of corruption or bribery, nor were there any convictions in this respect.

ESRS G1-6 Payment practices

In almost all cases (98.00%) the Group pays for the services received within the standard contractual payment terms (60 days), with an average of 10.05 days.



5. Glossary

A	ALM	(Asset Liability Management)	L	LB	(Location Based)
	AMICE	(Association of Mutual Insurers and Insurance Cooperatives in Europe)			
	ANIA	(Associazione Nazionale fra le imprese assicuratrici)			
C	CSDD	(Corporate Sustainability Due Diligence Directive)	M	MB	(Market Based)
	CSRD	(Corporate Sustainability Reporting Directive)			
E	EBA	(European Banking Authority)	N	NGOs	(Non-Governmental Organisations)
	ECB	(European Central Bank)		NPS	(Net Promoter Score)
	EIOPA	(European Insurance and Occupational Pensions Authority)		NFRD	(Non-Financial Reporting Directive)
	ESG	(Environmental, Social and Governance)	O	OECD	(Organisation for Economic Cooperation and Development)
	ESRS	(European Sustainability Reporting Standards)		OHSMS	(Occupational Health and Safety Management System)
	EURAPCO	(European Alliance Partners Company)			
G	GDPR	(General Data Protection Regulation)	P	PAI	(Principal Adverse Impacts)
	GHG	(GreenHouse Gas)		PSI	(Principles of Sustainable Insurance)
	GRI	(Global Reporting Initiative)	R	RLS	(Workers' Health and Safety Representative)
H	HR	(Human Resources)		ROE	(Return on Equity)
				RSPP	(Manager of the Prevention and Protection Service)
I	IMF	(International Monetary Fund)	S	SDGs	(Sustainable Development Goals)
	IVASS	(Italian institute for insurance supervision)		SROI	(Social Return on Investment)
K	KPI	(Key Performance Indicators)	U	UNGC	(United Nations Global Compact)
				UNHCR	(United Nations High Commissioner for Refugees)
				USCI	(Ultimate Italian Parent Company)

Preparation of the **Sustainability Statement 2024** Executive Summary

Workgroup comprised of the following functions:

- Consolidated Financial Statements and Solvency II ●
- Group Sustainability & Institutional Communication ●
- Group Sustainability department*

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