

Material topics and GRI-G4 aspects

MATERIAL TOPICS	IMPACTS BOUNDARY: WITHIN THE GROUP	IMPACTS BOUNDARY: OUTSIDE THE GROUP
Attracting talent and development of human capital	All the Group	
Business innovation for the digital customer	All the Group	Clients
Climate change and natural disasters	All the Group	Clients, Community, Environment
Creating jobs and the responsible management of reorganisations	All the Group	Community
Debt crisis and volatility of the financial markets	All the Group	Clients, Community, Financial community
Demographic and social change	All the Group	Clients, Community
Diversity, inclusion and equal opportunities	All the Group	
Employee engagement and promotion of a common culture	All the Group	
Engagement and development of communities	All the Group	Community
Excellence in the management of claims	All the Group	Clients, Community, Sales force
Fair remuneration and incentives	All the Group	
Financial education	All the Group	Clients, Community
Financial inclusion	All the Group	Clients, Community
Increase of regulatory complexity	All the Group	Clients, Community, Sales force

CATEGORIES/SUB-CATEGORIES AND GRI-G4 ASPECTS
AND OTHER REFERENCES

Labor practices and decent work

Training and education

Sustainability Report 2015, [p. 48-53](#)

Economic category

Economic performance

Product responsibility

Product portfolio

Sustainability Report 2015, [p. 96-115](#)

Labor practices and decent work

Labor/management relations

Annual Integrated Report and Consolidated Financial Statement 2015, p. 31; 77-80; 256-272

Product responsibility

Product portfolio

Labor practices and decent work

Training and education

Sustainability Report 2015, [p. 44](#); [50](#); [74](#)

Labor practices and decent work

Diversity and equal opportunity

Labor practices and decent work

Employment

Sustainability Report 2015, [p. 61](#)

Sustainability Report 2015, [p. 57](#); [83](#); [86-95](#)

Sustainability Report 2015, [p. 32-34](#)

Labor practices and decent work

Employment

Equal remuneration for women and men

Sustainability Report 2015, [p. 35](#)

Society

Sustainability Report 2015, [p. 37](#); [81-82](#)

Annual Integrated Report and Consolidated Financial Statement 2015, p. 30

MATERIAL TOPICS	IMPACTS BOUNDARY: WITHIN THE GROUP	IMPACTS BOUNDARY: OUTSIDE THE GROUP
Insurance solutions promoting sustainable and responsible behaviour	All the Group	Clients, Community, Environment
Internationalisation of employees	All the Group	
Prevention of corruption	All the Group	Community
Product and service development	All the Group	Clients
Quality of the customer experience	All the Group	Clients
Relations with business partners	All the Group	Sales force
Responsible investments (ESG investing)	All the Group	Financial community
Responsible management of personal data (data security)	All the Group	Clients
Transparent business management	All the Group	Community, Financial community

CATEGORIES/SUB-CATEGORIES AND GRI-G4 ASPECTS
AND OTHER REFERENCES

Product responsibility

Product portfolio

Economic category

Market presence

Sustainability Report 2015, [p. 55; 63](#)

Society

Anti-corruption

Product responsibility

Product portfolio

www.generali.com/what-we-do

Product responsibility

Product and Service Labeling

Sustainability Report 2015, [p. 26](#)

Sustainability Report 2015, [p. 36-37](#)

Product responsibility

Active Ownership

Product responsibility

Customer privacy

www.generali.com/our-responsibilities/responsible-business
