



# Social and Relationship Capital

Close relationships with our main stakeholders create long-term value and support individual and collective growth.

**Material topics:**

- Digitalisation and innovation
- Value to clients
- Positive impact on society
- Lean and solid bank
- Business ethics
- Political and societal changes
- Climate and environmental impacts
- Digital security

Page **S.78** Read more in the Social and Relationship Capital supplement

## 2023 Results

**€8.7bn**

social lending since beginning of 2022

**€59.6m**

contribution to communities

**428,513**

feedback comments provided by stakeholders

## Targets

**15%**

ESG lending penetration at 2024<sup>1</sup>

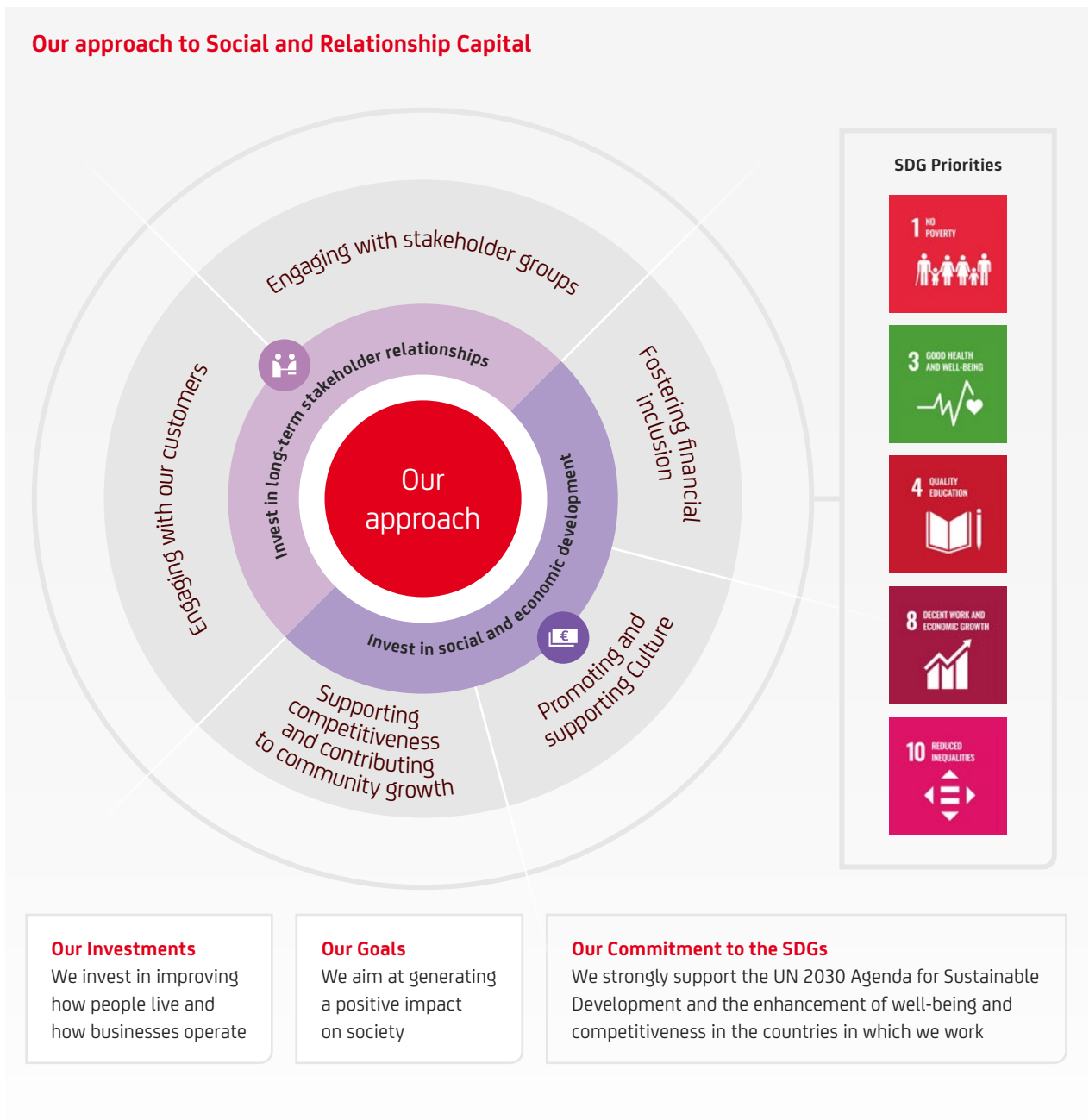
1. KPI calculated as ESG new production including environmental, social and sustainability linked lending, divided by MLT loans new production in given year.

# Our approach

Europe continues to be characterised by economic and social challenges, including inflation, conflict and a cost of living crisis. Our industry is a key enabler of change – and we have a valuable role to play in improving the lives of people across the continent.

At UniCredit, we believe that banks should forge close bonds with their local communities, using their detailed understanding of local practices, economies and cultures to enable individuals, groups and countries to realise their potential.

Our goal is to work together with our partners and our customers to empower communities to progress.



## Investing in long-term stakeholder relationships

Engaging with our stakeholders on a deep and meaningful level represents a crucial building block for a relationship based on trust.

### Engaging with our customers

While capturing new business opportunities and facilitating stakeholder engagement, the service we provide is measured by identifying and prioritising interventions in areas where improvement is required. Since the beginning of the Covid-19 pandemic, this activity has become even more significant.

Our strategic plan uses the **Net Promoter Score (NPS)** as a key performance indicator. NPS is fundamental to understanding the degree of clients' recommendation and experience of our banking services and this guides our interventions. Starting with key client journeys and touchpoints, the NPS is regularly measured, monitored, analysed and discussed and any written feedback from clients on specific areas is examined.







At Group level in 2023 UniCredit achieved an NPS of 16 among SME, more than two points ahead of competitors.

Among Individuals the NPS across countries was 13.

Germany and Eastern Europe kept the advantage, while in Central Europe we are working on catching up with the competition in Austria and Czech Republic. Italy was impacted by a change in methodology.

#### How we listen to our clients: The net promoter score

##### Social and economic trends

Branch Network Levers	<b>Benchmarking interview (Strategic NPS)</b>   Global	<b>TARGET:</b> To measure the strategic NPS in local markets, to compare the local UniCredit banks' scores to those of competitors and to understand the main drivers  <b>HOW:</b> Clients (individual and corporate) are randomly involved in the survey by the research provider thus ensuring a fair comparison  <b>Light diagnostics</b>
	<b>NPS and ad-hoc Interviews (NPS on Client Journey level, Relationship NPS, Jobs to be done – JTBD)</b>   Local	<b>TARGET:</b> To measure the NPS at the moment of truth and highlight specific points of improvement (JTBD)  <b>HOW:</b> NPS Relationship and instant feedback requested by the local bank from clients. Jobs to be done (JTBD) interviews carried out by the local bank to investigate specific room for improvement on core client needs to define actions
Process and Operation	<b>Voice of the web</b> 	<b>TARGET:</b> To monitor publicly available data on social media and public review platforms  <b>HOW:</b> By using the listening tool which applies big data and artificial intelligence methodologies
	<b>Internal operational data and client complaints</b> 	<b>TARGET:</b> To integrate what clients say – expressed by NPS – with what clients do  <b>HOW:</b> Analysis of operational and behavioural data



## » Customer relationship in Bulgaria

In 2023 we developed several major initiatives aimed at ensuring we put our clients at the centre of our thinking and processes, based on relevant feedback received from employees, current clients and prospects of the Bank:

### **Gamified Client Experience training for Retail employees**

Gamified training approach in the Code of Talent platform aimed to create and share knowledge and proper professional habits among employees for bringing better customer satisfaction to our clients

### **Close-the-loop functionality for the NPS of the branches**

Well-established working process of action, escalation and track in the system, in which branch managers contact all customers with negative feedback/intention to decrease/intention to leave the Bank

### **Client Experience Coach**

- Our Client Experience Coach continued to visit branches with lower NPS, or branches that requested this support
- The aim was to support employees' behaviours and in understanding the power of Client Experience
- 15 branches were visited with a positive trend monitored in eight of them after the visit from the Client Experience Coach

All initiatives had an immediate impact on reinforcing the importance of the client experience among branch employees. Webinars for the close-the-loop were conducted, explaining the importance of the process. Both initiatives led to an increase of the level of NPS of the branches.



**Design thinking** and **process mapping** are important tools for improving the customer experience. In this way, we analyse processes from the client's perspective, for example by identifying complexities that could be removed and ways in which we could enhance the customer experience through all channels. All the data and feedback collected are analysed to help us redesign processes and improve operations to better meet client needs.

Group-wide, our complaints management system allows us to identify sources of concern and promptly resolve them to the satisfaction of our clients.

Our Group remains committed to strengthening consumer protection and improving awareness. In 2023, for example, Noi&UniCredit – the longstanding partnership in Italy with national consumer associations, which aims to strengthen consumer protection and build customer trust – focused on three key issues: cybersecurity, ESG and prevention of over-indebtedness.

In 2023 we used innovative communication channels such as social networks, web platforms and videos to launch initiatives including:

- “Recognise the Scam” to prevent IT scams, in partnership with Casa del Consumatore
- “SURF – Sustainability, social utility and financial responsibility” to enhance the culture of sustainability, in partnership with Adiconsum

### Engaging with stakeholder groups

UniCredit is committed to managing relations with EU authorities and performing our advocacy activities following the highest standards of integrity, transparency, professionalism and cooperation. At EU level, UniCredit is registered in the EU Transparency Register of the European Commission, the Council of the European Union and the European Parliament. Political contributions, including donations and other political spending, in any tangible or intangible form are forbidden.

### Regulators

In 2023, we continued our proactive communication and engagement with **regulators at national, European and international levels** in order to enhance the EU sustainable finance framework, increase its usability and facilitate the transition to a low-carbon economy.

We have offered our contributions to the discussions held by EU institutions (EC, EP, EBA and ECB), both on a standalone basis and jointly with banking trade associations, and also contributed to the development of a sustainable financial framework that can meet the needs of all stakeholders.

We have engaged with relevant stakeholders highlighting: the importance of global alignment on the use of prudential tools to address ESG risks, avoid the risk of fragmentation and maintain a risk-based approach to the capital framework; the need for comprehensive and comparable ESG data to support investors' decision-making processes and facilitate banks' risk assessment and disclosure obligations under different pieces of legislation; and the need for a framework that facilitates rather than hinders the financing of the transition to a green and sustainable economy.

#### 2023 Initiatives for regulators



EU Green Bond (EuGB) framework



Corporate Sustainability Due Diligence Directive



ESG provisions in the Banking Package legislative proposals



Transition finance



European Sustainability Reporting Standards (ESRS)



Disclosure standards for the EU Taxonomy environmental objectives

## Investors

Investors are increasingly considering ESG factors in their investment decisions. ESG ratings and scores are therefore very relevant, influencing sustainable investor and fund decisions and strategies. Furthermore, many more investors are using internal scoring models to assign ESG scores to define the investable universe.

For this reason, we have strengthened our relationships with external stakeholders such as ESG investors and analysts and ESG rating agencies. We hold dedicated meetings with ESG investors and ESG rating agencies to increase disclosure, the understanding of our ESG approach and improve the positioning of the Group. The proactive management of ESG rating agencies has been achieved through comprehensive and regular disclosure tracking of the progress of ESG strategies. Tangible results of the Group's ESG Strategy implementation are reflected in the key external ratings improvements we received in 2023.

Page 46 Read more in the Strategy chapter

### Our Investor Engagement in 2023

# 284 meetings 25 roadshows

with institutional investors





Deep dive

## » Engaging with NGOs

We have strengthened our engagement with NGOs and civil society at large, carrying out dedicated initiatives where appropriate to assess any gaps identified in our ESG strategic positioning and highlight the Group's improvements regarding sustainability material topics such as just and fair transition, Net Zero, biodiversity, policy updates (e.g. weapons), STEEL principles and decarbonisation.

During the year, we continuously engaged with NGOs in order to:

- Receive their feedback to update our sector policies
- Share our targets on official commitments before disclosure (for example, Net Zero)
- Participate in and contribute to banking surveys and engagement questionnaires
- Interact on relevant reports and roundtables
- Involve them in our stakeholder engagement initiatives (in particular the ESG Day)



# Invest in social and economic development

Our goal is to grow by offering development opportunities to communities, clients and the local area. We do this through our work and by building financial and social inclusion with corporate citizenship and philanthropic initiatives.

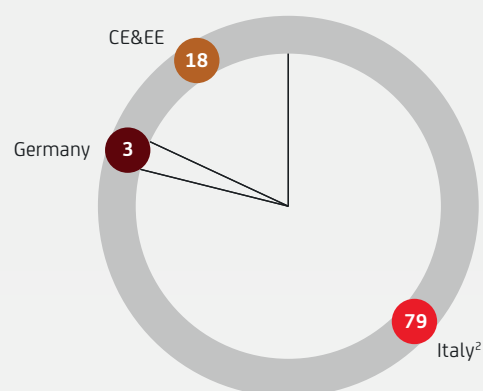
## Community contributions

### Our contribution to communities 2023

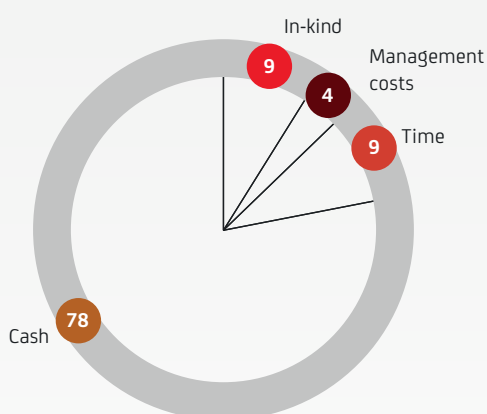
**€59.6m**

As measured by the Business for Societal Impact (B4SI) reporting framework

### By geography, 2023 (%)



### By Type, 2023<sup>3</sup> (%)



### By Focus, 2023<sup>3</sup>(%)



2. Includes also UniCredit Foundation.  
 3. Management costs are attributed proportionally based on contributions by focus.  
 4. Other support refers to emergency relief, health, and other activities that cannot be classified.



### Fostering financial inclusion

We offer a broad range of customised solutions to enable individuals and businesses to gain ready access to financial products and services. At the same time, we are strongly committed to helping improve personal financial skills, enabling people and businesses to make responsible decisions.

## » The Principles for Responsible Banking Commitment on Financial Health and Inclusion

**As a signatory bank of the PRB Commitment on Financial Health and Inclusion, we have also set new targets for 2025 related to the group of clients we have identified as the most relevant strategic target, namely young people (meaning people aged 17 to 30).**

In the first data collection of actual data for the selected indicators in 2023, we reviewed in detail figures and processes, also implementing specific tools and reports to collect and consolidate it.

To align figures and ensure consistency across all the countries, some adjustment was required, thus resulting in a change of the official targets previously communicated.

New targets are more challenging for both indicators, estimating a greater growth compared to the baseline.

### Our strategic PRB indicators of financial inclusion for young people

**New customers from young people, per month (2023)**

**35.5%**

Target



**Young customers with two or more active UniCredit financial products, from different categories (2023)**

**12.6%**

Target



 Group



## » Our customised solutions offer

### Low income and vulnerable individuals and families

- Discounted accounts with basic functionalities and debit cards for people with reduced personal financial management abilities and clients who have basic banking needs (transactional products such as BasisKonto, Libretto One, My Genius Green, My Genius Base)
- Dedicated product for citizens coming from Ukraine or clients of Ukrainian nationality – an ordinary current account for consumers, with economic benefits for refugees/asylum seekers
- NEW: 'MicroCredito di Libertà' (Italy only): an agreement signed between the Minister for Equal Opportunities and the Family, ABI, Federcasse, Ente Nazionale per il Microcredito (ENM) and Caritas Italiana, to facilitate the granting of financing, in the form of social microcredit, in favour of women who are victims of gender-based violence.
- The Project aims to emancipate these women from forms of economic subordination through guaranteed financing – at 100% of the amount disbursed – by a specially established guarantee fund with public resources from the Department of Equal Opportunities called the Guarantee Fund for Social Microcredit.

- Social microcredit financing is intended for the purchase of goods or services necessary to meet one's own basic needs or those of household members, excluding an abusive spouse or partner, and including, but not limited to: medical expenses, rental fees, expenses for retrofitting one's main home and energy upgrading, fees for access to essential public services such as transportation and energy services, expenses necessary for access to schooling and training

### Young people

- Simplified opening process for single parents, free savings account and student account with cards and student loans, guaranteed first home mortgages for young people

### People with disabilities

- Special credit offer for physically and visually impaired people (ATM accessible without using the standard touch-screen and via wheel chair, debit card with Braille, cash delivery home service) and barrier free branches
- Improving digital channels and accessibility, including for elderly clients

### Microcredit

- Offer with a tailored-made service model supporting individuals at risk of financial exclusion, micro-entrepreneurs and start-ups

#### Microcredit<sup>5</sup>

Our microcredit service model supports micro-entrepreneurs and strengthens their skills with an end-to-end process, from business plan development to support during the first period of the business activity, and leveraging local and international partnerships.

## >9,300

disbursed loans for a total amount of c.€177m

## 76%

of cumulative inclusiveness index<sup>6</sup> representing the product level of financial inclusion (Italy only)

## c.52%

beneficiaries are start-ups (Italy only)

#### Financial education

In 2023 we continued to carry out several financial education and awareness initiatives across our countries, focusing on priority target beneficiaries such as the young, women and vulnerable individuals, while also using new communication channels such as social networks and web platforms.

#### Group level results 2023

## >202,300

beneficiaries of financial education initiatives (of which more than 75% are young and more than 20% are women)

## >146,100

beneficiaries of financial and ESG awareness initiatives (of which more than 60% are women)

5. Cumulative data, from 2017 to the end of 2023.

6. It represents the microcredit's beneficiaries who have at least one of the following vulnerability characteristics: high risk (Standard & Poor's vulnerable risk clusters from B to CCC), NewCos (three years of life or less on the date of disbursement of the loan), young (less than 30 years old), compulsory school education level, foreigner, unemployed or inactive.

# » Banking academy initiatives 2023

#### Impact of Startup Your Life:

the financial, entrepreneurial and sustainability education programme that aims to develop the employability of Italian high school students

## >26,200

students involved in 430 schools

## +34%

average increase in knowledge compared to when beginning the programme

## 77%

of the female students involved declared that they had approached economic and financial subjects thanks to this programme

## 75%

of participants showed greater awareness of environmental and social sustainability issues at the end of the course



### Empowering Women: Conversazioni Sul Denaro (Money Talks)

An innovative financial education project in its third edition aiming at overcoming gender stereotypes and supporting the financial empowerment of women

The Conversazioni sul Denaro programme has involved over **41,000** participants in Italy. The project's goal is to improve financial skills and education on money management, by using different levers such as in-person and online talks held with relevant stakeholders, and online financial education courses.

## +64%

average increase in knowledge compared to when the programme started

## +49%

knowledge level improvement (pre- vs post-intervention assessment) on the topics of risk-return tradeoff and interest rates

## +108%

knowledge level improvement (pre- vs post-intervention assessment) on the topics of insurance policy and supplementary pension

**Stakeholders' Capacity Building On Sustainability Road To Social Change (third edition)** is a project in collaboration with Politecnico di Milano/ Tiresia, POLIMI Graduate School of Management, AICCON, Fondazione Italiana Accenture ETS and TechSoup. Its aim is to support SMEs and Non-Profit Organisations in integrating the three ESG dimensions in their sustainability journey to generate both an environmental and social impact, in line with advanced governance models

As with previous editions, a new professional profile, certified by the POLIMI Graduate School of Management, the **Social Change Managers**, has been developed, creating a unique community of change enablers with sustainability at their core and a clear focus on ESG issues such as ecological transition, the generation of positive social impact, evolved governance models, measurement systems, taxonomies, digitalisation, and impact finance.

## >1,800

participants representing Profit, Non-Profit and Institutions, have been involved in the Impact of Road To Social Change programme

## +61%

knowledge level improvement on the topic of generating social impact

## 69%

of the Social Change Managers trained declared an increase in their skills





Deep dive

## » UniCredit Foundation: equipping Europe's students with the essential tools to build a better future for themselves

In line with UniCredit's overarching social Strategy, the UniCredit Foundation is fully committed to equipping Europe's students with the essential tools to build a better future for themselves and their communities. This commitment is underscored by the Group funding allocation to the Foundation increasing from €4m in previous years to €20m for 2023.

This increase has enabled the Foundation to make important progress in turning its strategy into action – making a real difference in more ways than ever before.

As education is a long-term process that requires sustained commitment and support, alongside greater responsibility, this enhanced budget has given greater confidence to plan ahead and target support to the Foundation's priorities (School, Job and University) via four distinct channels of action:

» **Establishing partnerships**

Entered three-year partnerships with global education network organisations to deliver sustainable outcomes across our operating countries.

» **Working at grassroots level**

Supported grassroots initiatives through a dedicated Call for Education, thanks to an in-depth knowledge of our teams and networks in individual countries and regions to address local educational issues.

» **Creating opportunities**

Offered scholarships, research grants, and awards to provide young people with opportunities for high-level specialisation abroad, fostering a research environment that contributes to advanced knowledge, impactful initiatives and quality publications.

» **Engaging with our people**

Encouraged our people to take advantage of a range of opportunities available to enhance their own lives and those of others across the world.

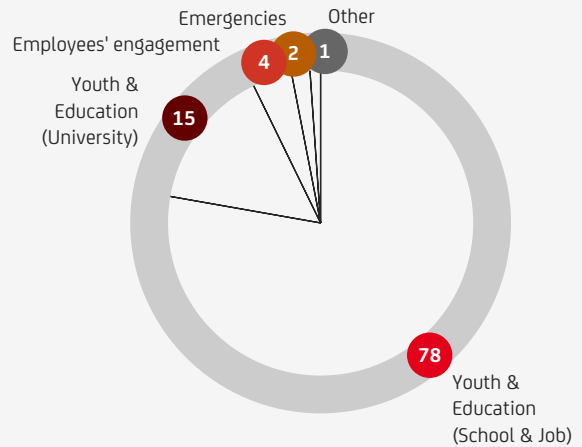
**€20m**

Total resources committed in 2023

**+600,000**

Targeted students being trained over the period 2023-26

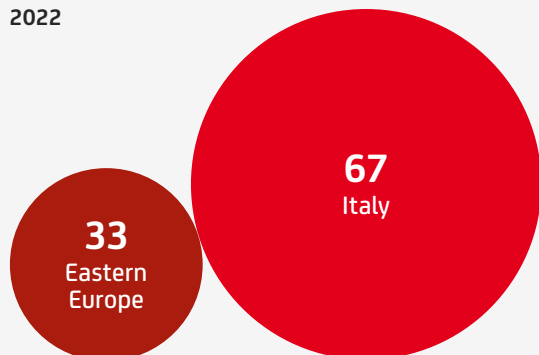
**Investments by intervention area (%)**



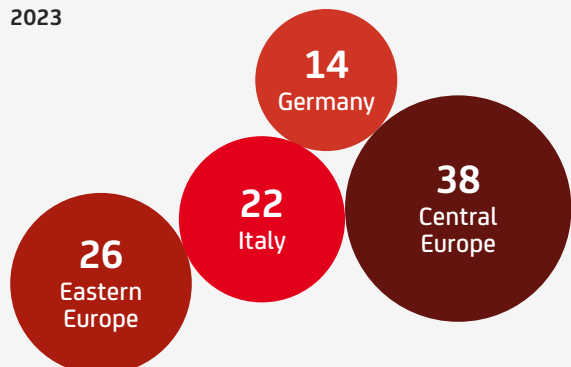
**Expansion in geographical distribution reached in 2023. Focus on School and Job investments (%)**

- **Italy** ● **Germany** ● **Central Europe** (Austria, Czech Republic, Slovakia, Hungary, Slovenia)
- **Eastern Europe** (Bosnia and Herzegovina, Bulgaria, Croatia, Romania, Serbia)

2022



2023



# » Main initiatives of the Foundation



## School & Job

In 2023 UniCredit Foundation launched two three-year partnerships with global educational networks to promote educational equality and tackle early school leaving, and supported grassroots initiatives through a dedicated Call for Education.

### Junior Achievement (€6.5m)

The partnership covers 10 countries where we operate (Austria, Bulgaria, Czech Republic, Germany, Hungary, Italy, Serbia, Slovenia, Slovakia and Romania). It aims to equip the most vulnerable youth with the skillset and mindset to build thriving communities, with early interventions in order to reduce school drop-out and to support their transitions from learning to earning. Adolescents and young adults (age 10-19) will be inspired, empowered and mobilised to see new possibilities for themselves and increase their awareness about the long-term benefits of education, while being inspired to find careers they are passionate about.



### Teach For All (€5.5m)

The partnership operates in six UniCredit countries (Italy, Germany, Austria, Slovakia, Romania and Bulgaria). It recruits and trains promising teachers who are committed to teaching in marginalised schools for at least two years. Through ongoing training and development, these teachers become strong classroom leaders and determined advocates for their students. Through this commitment and boosted support, UniCredit Foundation and Teach For All will combat educational disparities experienced by children throughout Europe and prevent early school drop-out rates among youth, by giving young people the quality of education they deserve to seek new opportunities and fulfil their career ambitions. UniCredit Foundation and Teach For All's partnership builds upon the strong relationship between the network of independent partner organisations and the UniCredit Group, first established in 2022.

### Call for Education (€3.2m)

The call is aimed at identifying and supporting programmes combating educational disadvantage in 10 different European countries where UniCredit operates (Austria, Bosnia and Herzegovina, Croatia, Czech Republic, Germany, Hungary, Italy, Serbia, Slovakia and Slovenia). Out of a total of 175 candidates, 18 programmes dedicated to secondary school students (age 11-19) implemented by non-profit organisations have been awarded almost **€3.2m**.

The selected projects will focus on the following goals:

- tackling early school leaving
- encouraging university attainment
- acquiring adequate skills to enter the job market



## University

The Foundation strives to support the best talents in the fields of economics and finance by launching scholarships, research grants and research awards in the countries in which the Group operates.

Through the scholarships, the Foundation finances the specialisation abroad of talented students, funding PhD programmes, masters and summer schools (also for UniCredit employees) at the top international universities. The research grants also encourage the best brains to return home, retaining young talents in Europe and supporting research in the field of economics and finance. In 2023 UniCredit Foundation invested around **€2.0m** to support European students with scholarships and fellowships at the most prestigious international universities.

**In 2023 the Foundation established an Educational Lab to carry out research on education in our operating countries. Under this framework, we launched:**

- a Visiting Researcher Programme to bring seven researchers from locations in the Bank's extensive European network to Harvard University in 2024–2025 (**€0.5m**)
- two Education Research Grants on education and the first Annual Report on Education (**€0.5m**)



## Employees' engagement

In line with UniCredit's values, the Foundation is also dedicated to involving Group employees in social initiatives.

Among these:

- The 21st edition of the **Gift Matching Program (GMP)** to engage employees in charitable initiatives across all Group countries. This is an historic initiative for the Foundation, aimed at promoting the development of a culture of solidarity within UniCredit and boosting colleagues' engagement and a sense of belonging. Groups of UniCredit employees promote projects of their choice run by non-profit organisations – and the Foundation doubles their donations. During the 2023 edition, the GMP continued to make an additional contribution to initiatives aimed at fostering educational equality.
- A framework through which our people can donate funds to help communities affected by **humanitarian emergencies**.
- **Summer school scholarships** that can improve employees' skills and knowledge, with the number of scholarship schemes doubling from 10 to 20 in 2023.

# €0.9m

allocated to employees' engagement activities for 2023



## » UniCredit and Cariverona Foundation: Tomorrow's UniCredit Award

For the 18th ArtVerona modern and contemporary art fair, UniCredit and Cariverona Foundation, with the cooperation of Urbs Picta, launched a prize which contributes to the achievement of an artistic residency in Italy or abroad for a creative space that allows the winning artist and/or collective of artists the opportunity to come into contact with different cultural, artistic and scientific experiences, to develop a research project focused on biodiversity and urban regeneration, with the production of a work (or cycle of works) as the final output.



**c.€9m**

invested in cultural initiatives by UniCredit, in 2023

### Promoting and supporting culture

UniCredit is proud to support arts and culture as an engine of social, economic and sustainable development, with a focus on youth and education. Our collaborations are built on a shared commitment to social issues, embodying UniCredit's pan-European aim to strengthen bonds with its communities, helping to improve quality of life and togetherness.

The Group has continued to support its established partnerships, such as with the Teatro San Carlo in Italy, as well as renewing its support for national examples of excellence including the Filarmonica della Scala and Arena Foundation in Italy, Bavarian State Opera and Kunsthalle Munich in Germany.

The partnership with Teach for All is empowering communities in seven core markets, designing an innovative, global initiative to reimagine education systems, engaging UniCredit employees across Europe. This is complemented by continued cooperation with other bodies, such as our 10-year relationship with Osservatorio Permanente Giovani-Editori.

#### Launch of the new UniCredit Art Collection website

Bring art collection to a wider audience through **digital innovation**

Develop **educational programmes** on art for children and adults to learn

**Increase access** to the art collection through an ongoing programme of short- and long-term loans across Europe

## » UniCredit Start Lab: A strong shift towards ESG ambitions

In Italy, since 2009, we supported highly innovative start-ups and SMEs through UniCredit Start Lab, a business platform operating in Italy, with the aim of identifying and supporting the business growth of the best innovative Italian businesses

### Impact innovation vertical

Vertical Selection Board to strengthen the social component of ESG

# 300

Scouting of high potential start-ups, of which 300 with impactful ambitions out of the 560 part of the platform

### Examples of start-ups with a social purpose

**Digital platforms:** to strengthen skills and development of employees, women and younger generations leveraging on individual caring experiences

**Digital health:** digital health solutions supporting modern fragilities of people

**Fighting unemployment:** solutions to fight Italian youth unemployment with a focus on women and underdeveloped territories

**Supporting migration:** solutions offering support, training and job matching opportunities to migrants

### Women leaders

Two days to strengthen the Governance component of ESG. Support young women founders and managers in growing their tech projects through workshops and investor meetings

# 20

Women-led start-ups involved in 2023

# 18

Funds

# 42

1-to-1 Meetings

### ESG Tech Day

"Il futuro sostenibile" – to strengthen energy transition projects

### Part of a series of ESG Tech Days, to support:

- start-ups with high ESG standards through investors and corporate connections
- corporate and investors in scouting business opportunities on sustainability

# c.80

Investor and corporate participants

# 5

Start-ups and scale-ups involved



Italy

[Read more on the microsite](#)



### Supporting competitiveness and contributing to community growth

Continuous interaction with stakeholders is fundamental for community growth. Only by remaining close to our stakeholders can we truly understand their needs and evolve our efforts to meet them.

For example, as a partner in the Italian Alliance for Sustainable Development (Alleanza Italiana per lo Sviluppo Sostenibile (ASviS)), we contributed to organising the Sustainable Development Festival in Italy to help increase awareness of ESG topics, in line with issues raised by our stakeholders. This initiative constitutes a single, widespread and inclusive campaign comprising hundreds of events organised online and with hybrid formats throughout the country.

## » UniCredit per L'Italia: we care for our clients

**UniCredit put in place a new plan for tangible and effective measures to support Italian families grappling with inflation and, at the same time, enterprises providing new resources for the development of specific sectors and territories, Unicredit remains committed to the country and its communities.**

### Close to families and individuals

Offering cost control on current accounts, flexibility on mortgage repayments for Individuals, free instalments on credit card payments based on ISEE and bonus to families to cope with a newborn.

### Close to enterprises

New plafond to support Italian enterprises on tourism and ZES areas, a moratorium on loans to enterprises, POS commissions reduced to zero for one year for merchants on all transactions less than €10.

### Families and individuals

#### 1. Mortgage flexibility

The client holder of Mutuo UniCredit and other mortgage loans with a flexibility module, having exercised the option, are still granted the possibility to re-determine the client's mortgage instalment on an ongoing basis. These clients can suspend the re-payment of the principal for 12 months, postpone payment up to a maximum of three instalments and reduce the monthly instalment extending the repayment plan up to a maximum of 48 months. Our clients can submit their requests to our branches to benefit from these measures.

UniCredit branches are always available to find the best and most suited solution to meet and further needs of our clients.



## 2. Support to incomes less than €25k with free of expenses installment

In order to cope with their daily expenses, holders of a Flexia Card with an Equivalent Economic Situation Indicator (ISEE) of less than €25k – or clients that open a new card – will be granted the opportunity to ask at their branch or through UniCredit Direct by 30 September for a remodelling of their Flexia Credit Card payments by an instalment charge up to 31 December, 2023 with no commissions and a zero interest rate.

The ISEE certification will be required in order to grant the discount starting from the month following the client's request.

## 3. A €500 bonus for new borns from 1 January, 2023 until 30 September, 2023

UniCredit offers a €500 bonus to all clients who will open a new loan of at least €10k, in UniCredit branches or through UCD, to cope with their daily family expenses.

To obtain the bonus the clients just have to submit the New Born Certificate when submitting their requests.

## 4. Current account cost

Since 1 April, with increasing interest rates in the market, UniCredit has maintained its commitment to reducing the current account cost to roughly 4.5 million of clients, restoring previous conditions and allowing clients an average estimated saving of around €50 per year.

## Enterprises

### 5. Support tourism and ZES areas

UniCredit will allocate a dedicated €6bn Plafond (upper limit) of new financing to all enterprises (Retail and Corporate) to support tourism and ZES areas.

The enterprise will be able to request a loan and repay only the interest during a pre-depreciation period of 36 months.

### 6. Moratorium for enterprises

Extension of UniCredit moratorium. Enterprises that have not benefited from public guarantees, with a MLT loan with UniCredit, will be eligible to benefit from a moratorium for the principal share up until 31 December.

### 7. POS commissions zeroing

Due to the steady increase of card payments, we are supporting retailers with a turnover less than €1m by offering zero POS fees for 12 months on payments of less than €10 through a POS machine.



Italy

**Main initiatives:**  
To Support Companies Through Public Funds



Fondo Garanzia PMI and Garanzia Italia SACE Beni Strumentali – Nuova Sabatini European Investment Bank (EIB) programmes – Eventi calamitosi/Sisma, Resto al Sud initiatives

**€8.1bn**

granted

**27,871**

supported companies



COSME, SME initiative, Easi Umbrella, Linked risk sharing

**€73.1m**

granted

**429**

supported companies

Invest EU

**€101m**

granted

**49**

supported companies

Cooperation with Austrian Promotion Agency, European Investment Fund, Austrian Export Credit Agency (OeKB)

**€1.26bn**

granted

**175**

supported companies

**Snapshot:**  
Our Support to Sector-Specific Companies

**Start-up**



**690**

participating companies

**68**

supported companies

**>€21m**

contributed by stakeholders

**>€99m**

since 2017



**464**

supported companies

**€36.2m**

granted



**328**

supported companies

**€15.36m**

granted

**Social housing**



**12**

supported companies

**€228m**

granted

## Project Finance



**11**

projects

**€630.3m**

granted



**10**

projects

**€909m**

granted



**2**

projects

**€140m**

granted

## Third sector



**1,700**

new clients

**€108.3m**

granted

## Tourism



**3,856**

supported companies

**€455.4m**

granted



**17**

supported companies

**€3m**

granted

## Agriculture



**4,816**

supported companies

**€632.1m**

granted



**2,656**

supported companies

**€880.3m**

granted

## Impact on communities

### Social and Relationship Capital

#### Impact financing

Our support to enterprises and organisations that are committed to achieving a positive social impact that address the main social needs of our community.

##### Highlights on main outputs

**c.351**

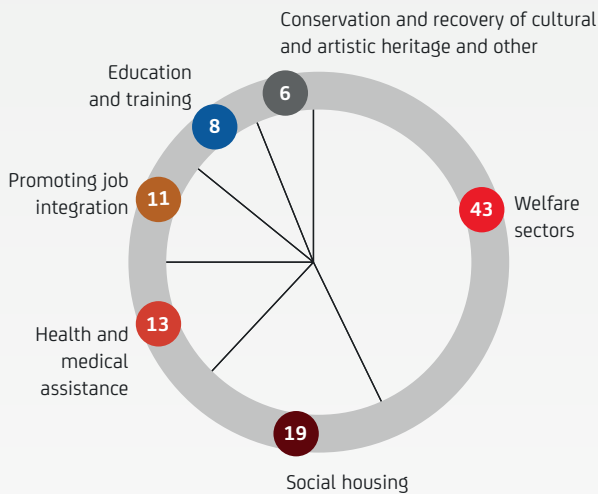
projects for a total amount of

**c.€572.1m**

cumulative disbursed loans

##### Loans disbursed by sector (%)

In Italy 256 projects received loans totalling €373.3m



##### Projects with pay for success<sup>7</sup> (PFS)

**58%**

of projects matched with PFS mechanism

**c.€2.8m**

of allocated amount for PFS since the launch of Impact Financing in 2017

7. The recognition of further economic benefits, in terms of donations or repayment of interest, to clients that demonstrate they have achieved a clear, shared and measurable social impact.

##### Direct impacts achieved in 2023<sup>8</sup>

**89%**

of reporting organisations which achieved or exceeded the social objectives of their projects

**88%**

of reporting organisations have strengthened their economic and financial sustainability and carried out their initiatives thanks to our loans

**79%**

of reporting organisations have strengthened their skills by improving their ability to measure the impact they generated

**86%**

of reporting organisations would recommend UniCredit as a lender

### Indirect impacts achieved in 2023<sup>8</sup>

All financed projects reached or exceeded targets of their achievements (output):

**1,858**  
beds (117% of target)

**383,141**  
medical health services  
(130% of target)

**4.9m**  
meals (243% of target)

**1.36m**  
beneficiaries reached<sup>9</sup>

**100%**  
of beneficiaries reached in welfare are at risk of poverty

**92%**  
experienced some positive change on one or more social dimensions (vs a target of 80%)

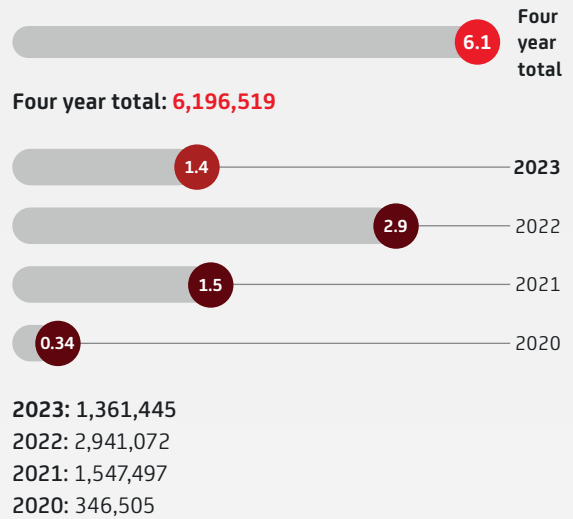
**1,863**  
jobs created, of which 633 job inclusions of disadvantaged people

8. Data refers to 106 initiatives that during 2023 provided reporting related to 2022 results.

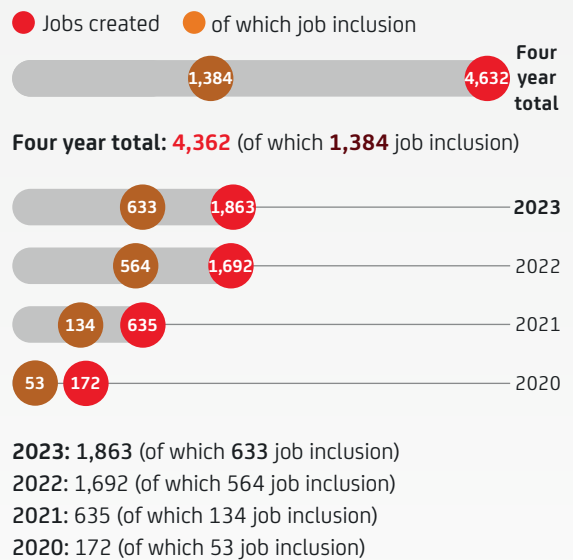
9. Were reached in the following sectors: 7% health, 88% welfare, 5% education and training.

### Cumulative achieved results 2020-2023

#### Beneficiaries reached (m)



#### Jobs created (000)







**216,000+**

Total cumulative students  
trained over the period  
2022–2026

**2,000+**

Total cumulative teachers  
selected and trained over  
the period 2022–2026

# Unlocking transformation, together.

## For the teachers who are changing futures

More than any other single intervention, education has the power to reduce inequalities and transform lives.

Our three-year **€5.5 million** partnership with global education network **Teach For All** aims to promote **fairness in education – nurturing collective leadership in young people** and, in the long term, transforming society. **Teach For All** is a global network of 61 independent, locally led and funded partner organisations whose stated shared mission is to “expand educational opportunity around the world by increasing and accelerating the impact of social enterprises that are cultivating the leadership necessary for change”.

Active in six of our operating countries – Austria, Bulgaria, Germany, Italy, Romania and Slovakia – **our partnership focuses on training educators to work in underserved schools in order to alleviate educational disparities and cut dropout rates.**

Building on the robust existing relationship established between Teach For All and the UniCredit Group in 2022 – which has already trained and supported 592 teachers and improved the educational experiences of over 40,600 students – our new and extended partnership will train over **2,000 extraordinary teachers**, providing education to over **216,000 students** by 2026. In addition, Teach For All’s network partners will develop the leadership skills of more than **3,600 alumni** and more than **10,870 system-wide teachers**. In 2023, our employees also played their part by volunteering their time and expertise to support Teach For All’s efforts, and many more will be engaged in the years to come.

“We are proud of this partnership with UniCredit Foundation. Its support will be instrumental in helping us to scale our work and develop a pipeline of teacher-leaders who continue to change educational outcomes for some of the most marginalised students in Europe. Together, we are committed to ensuring that every child has access to opportunities to fulfil their potential and shape better futures for themselves and the world.”

**Wendy Kopp**  
Co-Founder and CEO, Teach For All

