

# Social and Relationship Capital

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

## MATERIAL CLUSTER

-  INNOVATION FOR CLIENTS
-  POSITIVE IMPACT ON SOCIETY
-  LEAN AND SOLID BANK
-  ETHICS
-  SYSTEMIC TRENDS

## RELATED LINK

-  Supplement chapter

## 2022 RESULTS

**>442,000**

feedback provided by stakeholders

**€36.5m**

contribution to communities

**€4.8bn**

production of Social Lending

## TARGETS

**€10bn**

new production (2022-2024) Social Lending



“

UniCredit is setting a new benchmark for banking: one that delivers for all stakeholders. Group Stakeholder Engagement exists to ensure we understand and engage with every single one of those stakeholders - internal and external - so that our success is a shared success.

**Joanna Carss**

Head of Group Stakeholder Engagement



Sustainability is an evolving topic and we invest to provide our colleagues with state of the art ESG skills and knowledge.

**Remo Taricani**

Deputy Head of Italy



Financing transformation is key for society. With our expertise we drive sustainable and fair change with our clients and communities.

**Marion Hoellinger**

Head of Germany



In Central Europe we embed sustainability in all that we do. We aim to lead by example and adopt the right tools to support our clients and communities to navigate the just and green transition.

**Gianfranco Bisagni**

Head of Central Europe



The three S to successfully implement our UniCredit's ESG Roadmap in Eastern Europe are Structure, Simplicity and Speed. And our timeline is ASAP - as soon, but also as sustainably, as possible.

**Teodora Petkova**

Head of Eastern Europe

As Europe is facing the enduring energy crisis and the conflict in Ukraine, **we have an opportunity to improve our economies and societies**. The financial industry plays a vital role in this process. Banks should be closely tied to their local communities, acting as drivers of growth to enable individuals, groups and countries to reach their potential.

We will contribute to unlocking the potential of people, businesses and communities throughout Europe. Our people will work together with the shared Purpose of **empowering communities to progress**, central to all our actions.

## OUR APPROACH TO SOCIAL AND RELATIONSHIP CAPITAL



# Invest in long-term stakeholder relationships

**Connecting with stakeholders** on a deeper level represents a crucial building block for a relationship based on trust.

## ENGAGING WITH OUR CUSTOMERS

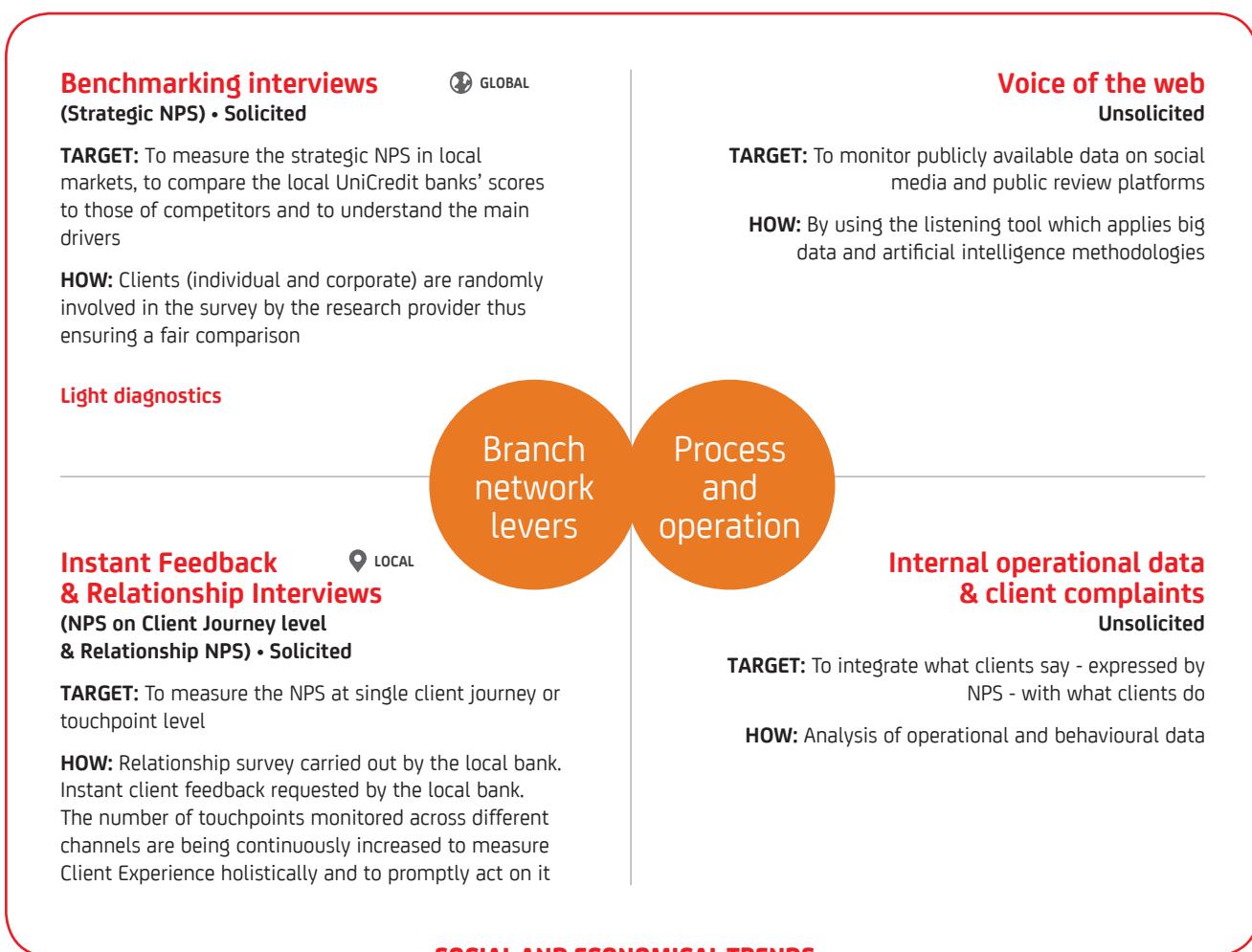
While capturing new business opportunities and facilitating stakeholder engagement, the service we provide is measured by identifying and prioritising interventions in areas where improvement is required. Since the beginning of the Covid-19 pandemic the importance of this activity has become even more significant. Our strategic plan relies on the **Net Promoter Score (NPS)** as a key performance indicator, fundamental in understanding the degree of clients' recommendation and experience of our banking

services and guiding our interventions accordingly. 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.

In 2022<sup>21</sup> UniCredit achieved an NPS of 22, +3 ahead of competitors at Group level. The positive result is mainly driven by Italian retail business as well as our banks in Germany and Eastern Europe.



## HOW WE LISTEN TO OUR CLIENTS: THE NET PROMOTER SCORE



<sup>21</sup>NPS data not comparable with 2021 due to the change in interview method for individuals from telephone to web-based in Central and Eastern Europe, the implementation of core revenue in the overall calculation, and the new threshold definition among corporate clients.

**Design thinking** and **process mapping** are important tools for heightening client experience. In this way, we analyse processes from the client's perspective, e.g. identifying complexities to be removed and enhancing experience through all channels. All the data and feedback thereby collected are observed in order to redesign processes and improve operations to better meet client needs.

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

ACTIVITY

PROCESS

2022



### GERMANY

Integrate public **external feedback** platforms in our **customer experience approach** (e.g. Google ratings or Trustpilot). Combining both internal surveys and public external feedback to build an **encompassing picture** of customer feedback

Feedback on public external platforms is monitored and clustered to identify **areas of improvement/beneficial client services**. Furthermore, feedback on Trustpilot is responded to in order to provide customers with **prompt solutions**

Over **3,000 feedback** items were received on both Google and Trustpilot and analysed for business improvements. A **continuous monitoring** of the feedback was installed in order to **integrate** public **external platforms** into the **customer experience** approach



### CENTRAL AND EASTERN EUROPE (CE-EE): HUNGARY

Introduction of a **new Customer Experience Framework**, launched mid-year, that supports the evolution of a **customer-centric culture** and effective **customer experience development** in the bank

Launching programmes/activities which support **customer-centric thinking and doing** and **knowledge of customer and employee needs and expectations**

**>25 solved customer pain points** out of 70 in the Action Programme

Operational and relationship metrics were linked and altogether **36 KPIs were defined, monitored and communicated monthly** on a dashboard

Extended **Management Board members visited** each of our **50 branches and**, gathered **>200 ideas** on 7 specific issues related to the branch experience, together with branch colleagues



### CENTRAL AND EASTERN EUROPE (CE-EE): ROMANIA

Several actions developed in order to address one of the **main pain points in branches**, the **waiting time**, several actions have been taken to improve the onboarding process enabled through the Genius application (tool used for the management of current accounts)

Launch of listening moments through a **series of surveys** aimed at understanding how **colleagues** dealing directly with **clients are perceived**. Reflecting on the results, further focus was placed on Genius, introducing a **dedicated Task Force Programme** to tackle the **application's performance/efficiency**, with main challenges on the **speed of operation** and the **stability of the application** and its connected sub-systems

The migration of branches on the new Genius infrastructure with a **higher processing capacity** brings the expected benefits of **greater stability and speed** in the onboarding of new customers

A **recurrent survey** was launched (and will continue to be conducted in 2023) in order to measure the **success** of the **actions** implemented

Our Group remains committed to **strengthening consumer protection** and improving **awareness**.

## NOI&UNICREDIT: A LONGSTANDING PARTNERSHIP WITH CONSUMER ASSOCIATIONS IN ITALY



**Partnerships with**  
**14**  
—  
different associations  
since 2005



**Information and awareness campaign in 2022 focused on**

- sustainability
- sustainable consumption
- over-indebtedness
- cyber security
- data protection

## INTERACTING WITH STAKEHOLDER GROUPS

In 2022 we were reconfirmed as one of the thirty **Global Systemically Important Banks (G-SIB)** and consequently subject to a tighter regulatory, supervisory and resolution failure regime. At EU level, we are registered in the EU Transparency Register of the European Commission, the Council of the European Union and the European Parliament.

We continue to be committed to managing relations with EU authorities and carry out advocacy based on the highest standards of integrity, transparency, professionalism and cooperation. Political contributions in any tangible or intangible form are forbidden.

In order to facilitate the transition to a low-carbon economy, in 2022 we continued to proactively communicate

and engage with regulators at national, European and international levels regarding the enhancement of the EU sustainable finance framework.

We have actively taken part in discussions with EU institutions (EC, EP, EBA and ECB) and banking trade associations in pursuing the development of a sustainable financial system that will meet the needs of all stakeholders for comprehensive and comparable ESG data to facilitate the capital allocation towards sustainable economic activities.

We have engaged with relevant stakeholders, highlighting the importance of global alignment on the use of prudential tools to address ESG risks and to avoid the risk of fragmentation and maintain the risk-based approach of the capital framework.

## THE KEY REGULATORY DEBATES IN WHICH WE WERE INVOLVED IN 2022



Corporate Sustainable Reporting Directive



ESG amendments included in the Banking Package legislative proposal



Corporate Sustainability Due Diligence Directive



Development of a regulatory framework for an EU Green Bond Standard to stimulate the transition to a fair and green economy

## OUR INVESTOR ENGAGEMENT IN 2022

**322**  
meetings

**30**  
roadshows

With  
investors,  
analysts  
and rating  
agencies

**Investors are increasingly integrating ESG factors in their investment decisions.** ESG ratings and scores are therefore becoming more and more relevant, triggering sustainable investor and fund decisions and strategies. For this reason we have strengthened our relationships with external stakeholders such as ESG investors and analysts and ESG rating agencies.

Dedicated meetings with ESG investors and ESG rating agencies took place in order to increase disclosure and improve the positioning of the Group. A proactive management of ESG rating agencies has been adopted through a comprehensive and regular disclosure tracking on the progress of ESG strategies.

Tangible results on the Group ESG rating are reflected in the key external ratings we received in 2022.

» More information in the Strategy chapter

## OUR RELATIONS WITH NGOs UPDATE

Following our strengthened engagement with NGOs and civil society at large, we have planned dedicated initiatives with the most significant organisations in order to assess any gaps identified by them in our ESG strategic positioning and to highlight the Group's improvements in areas of sustainability, focusing on material topics such as the just and fair transition, Net Zero, Biodiversity and policy updates (e.g. weapons).



### Engagement initiatives:

quarterly or half-yearly calls, one-to-one or collective, depending on topics to be discussed

# 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.

## OUR CONTRIBUTION TO COMMUNITIES IN 2022

€36.5m

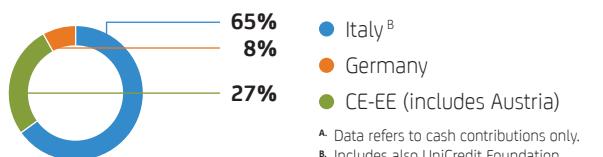


as measured by the former London Benchmarking Group (LBG), now Business for Societal Impact (B4SI) reporting framework

## COMMUNITY CONTRIBUTIONS

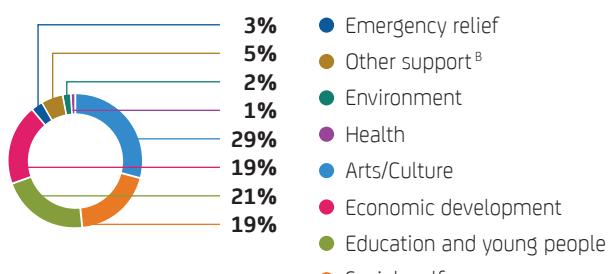
### BY GEOGRAPHY, 2022<sup>A</sup>

100% = €29.5m



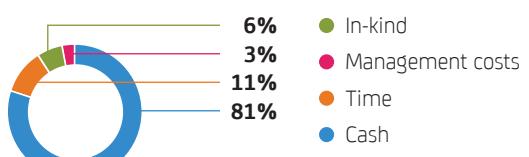
### BY FOCUS, 2022<sup>A</sup>

100% = €36.5m



### BY TYPE, 2022<sup>A</sup>

100% = €36.5m



## 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 people and businesses improve their financial skills, enabling them to make responsible choices.

## COMMITMENT ON FINANCIAL INCLUSION AND HEALTH

In December 2021 we signed the **Commitment on Financial Inclusion and Health** under the Principles for Responsible Banking (PRB).

## BEING A RESPONSIBLE BANK: A NEVERENDING JOURNEY

April-September  
2022

We participated in the UNEP FI working group for setting common indicators to measure financial health and financial inclusion

During  
2022 and  
1H 2023

Among the 20 core indicators defined, we will select those relevant to our strategy and involve all countries in which we operate to collect feedback on the respective context and priorities

June  
2023

In June 2023 we will report on baseline and ambitious targets of the selected indicators, focusing on prioritised groups of the most vulnerable beneficiaries at risk of exclusion: unbanked, formerly banked and underbanked individuals, households, micro, small and medium-sized enterprises

## OUR CUSTOMISED SOLUTIONS OFFER

### LOW-INCOME INDIVIDUALS AND FAMILIES

- Discounted accounts with basic functionalities and debit card 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)
- Only for citizens coming from Ukraine or clients of Ukrainian nationality - ordinary current account for consumers, with economic benefits for refugees/asylum seekers

NEW

### YOUNG PEOPLE

- Opening process simplification for single parents, free savings account and student account with cards and student loans

Our inclusive offer  
for specific  
beneficiaries

### PEOPLE WITH DISABILITIES

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

### MICROCREDIT

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

### MICROCREDIT<sup>A</sup>

**7,800**disbursed loans for a total amount of **c.€151m****c.31%**

beneficiaries are female micro-entrepreneurs (Italy only)

**>49%**

beneficiaries are start ups (Italy only)

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

<sup>A</sup> Cumulated data, from 2017 until the end of 2022.

### FINANCIAL EDUCATION

In 2022 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 fragile individuals, also using new communication channels such as social networks and web platforms.

#### AT GROUP LEVEL

**>239,400**

beneficiaries of financial education initiatives (of which more than 143,900 are young people and 85,800 are women)

**>49,700**

beneficiaries of financial and ESG awareness initiatives (of which more than 34,700 are young people and students)

<sup>A</sup> Key financial literacy topics.

#### IMPACT OF SAVE4YOUNG PROGRAMME INVOLVING OVER 62,000 UNIVERSITY STUDENTS IN ITALY

**+86%**knowledge level improvement in % (pre vs post intervention assessment) on the topic of **Diversification of financial instruments**<sup>A</sup>**+92%**knowledge level improvement in % (pre vs post intervention assessment) on the topic of **Interest rates**<sup>A</sup>**+77%**knowledge level improvement in % (pre vs post intervention assessment) on the topic of **Risk/Reward**<sup>A</sup>

## EMPOWERING WOMEN: BANKING ACADEMY INITIATIVES IN ITALY

- Con Me al centro:** entrepreneurial education programme offered to women who have decided to start an economic activity by placing themselves at the centre of their work and paying close attention to the social and environmental impacts generated by their business
- Save4You Social Workers:** educational programme for **female social workers** to enhance their skills in recognising the relationship that exists between financial skills and social inclusion of citizens and between financial skills and female empowerment

**3. Save4Women** - update on second edition: financial education programme that makes use of the contribution of opinion leaders such as lawyers, psychologists and economists with the aim of helping women understand the impact that financial skills have on careers, couple relationships, children's education and on female empowerment, explaining in a simple way the main concepts underlying the management of savings and investments.



## TEACH FOR ALL

A new partnership empowering communities in **seven core markets**, designing an **innovative, global**

**initiative to re-imagine education systems post-COVID**, engaging UniCredit employees across Europe.

## Encouraging social inclusion

We continuously endeavour to improve the **social welfare** and **well-being of our communities**; our efforts include the promotion of fundraising activities and culture in all its forms.

## SUPPORT FROM UNICREDIT FOUNDATION

In 2022, the UniCredit Foundation relaunched its **Purpose: to unlock the potential of Europe's next generation by providing it with equal education opportunities**.

With the aim of creating equal opportunities in education, the UniCredit Foundation leverages its extensive educational network, partnerships and in-depth knowledge of our geographies to help build a better future for our young people and their communities across Europe.

## THE GOALS OF UNICREDIT FOUNDATION



Combating school dropout



Enhancing employability



Encouraging university attainment



Supporting university study and research

The UniCredit Foundation is not just a funding organisation. It plays an active role in the communities in which we operate and is a reliable partner along the entire development journey of the individual.

c.€1.9m



to counteract educational poverty across Europe focusing on School, Job and University

c.€1.5m



for scholarships and fellowships

## UNICREDIT FOUNDATION FOR EMERGENCIES

### Supporting the post Covid-19 effect

€5.1m



donated to 69 non-profit organisations across Italy (the equivalent of 3.8 million meals)

### Charitable initiatives for Ukraine

c.€846,000



final contribution (donated by more than 4,300 employees and doubled by UniCredit Foundation) to three non-profit-organisations

**c.5,000**  
donations by  
colleagues, matched  
by UniCredit  
Foundation

**c.€1m** donated

## The 20th edition of the Gift Matching Program

supporting non-profit organisations' activities for young people<sup>A</sup>, with a particular focus on education

## PROMOTING CULTURAL INITIATIVES

The Group initiated new partnerships, such as with the **Teatro San Carlo in Italy**, as well as renewing its support to national examples of excellence including the **Filarmonica della Scala and Arena Foundation in Italy**, **Bavarian State Opera** and **Kunsthalle Munich in Germany** and **Kunstforum Vienna in Austria**. In addition to these, long-standing collaborations continue, such as the ten-year collaboration with the **Osservatorio Permanente Giovani-Editori**. UniCredit Foundation also confirmed its commitment to '**Prove Aperte della Filarmonica della Scala**'.

<sup>A</sup> Up to the age of twenty-four.

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

Increasing access to our art collection

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

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

### DEEP-DIVE

#### UNICREDIT AND CARIVERONA FOUNDATION ARRANGED THE EXHIBITION FUORI, NELLA TERRA DELL'UOMO

For the **17th edition of the ArtVerona** modern and contemporary art fair, UniCredit and Cariverona Foundation, with the cooperation of **Urbs Picta**,

launched an exhibition on the themes of the environment: where we live and what we feel, the natural environment rebelling against excessive human interference. This engaging experience for international guests **promoted Italian art in the name of innovation, sustainability and accessibility**.

## Supporting competitiveness and contributing to community growth

A continuous interaction with stakeholders is fundamental for community growth.

As partner in the Italian Alliance for Sustainable Development (Alleanza Italiana per lo Sviluppo Sostenibile Or AsviS), we contributed to organising the **Sustainable Development Festival** in Italy to help raise awareness on ESG topics. This initiative constitutes a single, widespread

and inclusive campaign comprising hundreds of events organised online and with hybrid formats throughout the country.

An ongoing interaction is necessary if we are to understand the urgent needs of our corporate clients and address them with appropriate initiatives.

## 360° ESG ADVISORY APPROACH

In **Germany** we have developed a **360° ESG advisory** approach for our corporate clients.

This means that we have built up our ESG competence internally, e.g. by training employees to become **Sustainable Finance Experts**, and that we can also offer our clients the competence of other industry-specific experts such as the hydrogen expert team or the Real Estate Competence Centre.

Moreover, we have different banking products in the financing and investment area for each client segment that support the client's transformation. This 360° consulting approach is completed by a **holistic ecosystem of external advisory companies**.

The ESG positioning of a company goes far beyond purely financial and regulatory aspects. It starts with the analysis of the carbon footprint of companies and their products, the design and implementation of measures in the supply chain in their own production, in the social area and, where appropriate, in the implementation of compensation projects where no suitable means are available.

**>2,400**

ESG pitches

**>360**

Sustainable Finance Experts

## SUSTAINABILITY BAROMETER

This year the **ESG Barometer**, an advisory tool for an effective and structured customer conversation on sustainability, was also launched in the **Czech Republic and Slovakia** after its successful implementation in Germany and Austria. The tool will provide the Relationship Manager with a **transparent orientation in the client's field of business** and facilitate a **structured dialogue with the client**.

It contains specific issues related to Environmental, Social and Governance for 19 industries and **evaluates the client's position in a specific sustainability category**, expressing the result with a graphic based on a colour coded scale.

Developed in collaboration with an ESG rating provider as a light version of an ESG rating for medium and small companies that do not achieve an ESG rating, the tool is able to identify areas of development, provide recommendations or measures and also detect opportunities for **clients to develop their ESG positioning**.

Out of **22 available industries**

**40 companies**

have been assessed

## PARTNERSHIP FOR SOCIAL IMPACT

In **Croatia** we developed a business cooperation agreement in **social impact business** with Feelsgood Capital Partners (Fund Manager of Feelsgood Social Impact Investment Fund).

Feelsgood Social Impact Investment Fund is designed to invest in Croatian and Slovenian ventures that have typical private equity/venture capital for-profit-aims like commercial business models, led by strong management teams and ready to scale, but in addition can and will **deliver measurable social impact**.

The partnership includes financial courses related to projects and cooperation in tenders as well as the promotion of **responsible entrepreneurship** and **business with**

**a positive social impact** for students of primary and secondary schools, faculties, entrepreneurs, professional and similar associations, and the general public.

The partnership has also been extended to a cooperation in **financing projects** that are able to **make a measurable impact** and which demonstrate a purposeful **sustainable strategy** in their business model.

**9**

companies involved, of which 3 financed for a total of **c.€0.4m**

## START UP & CIRCULAR ECONOMY

UniCredit plays a strategic role in fostering the **transition** towards a **circular economy**, a building block of the European Green Deal.

In 2022 UniCredit became a **Member of the Ellen McArthur Foundation** international charity network with the aim of **accelerating** the **circular economy transition** across our countries.<sup>A</sup>

In Italy, since 2009, we supported highly **innovative start ups and SME's** 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**.<sup>B</sup>

Of the newly supported companies, we have identified **those linked to the main categories of circular economy** in the Categorisation System for the Circular Economy of the European Commission.<sup>C</sup>

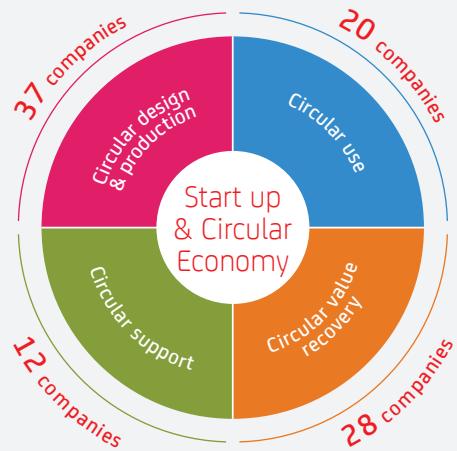
<sup>A</sup> Refer to Strategy chapter for more information.

<sup>B</sup> Refer to 2021 Integrated Report for more information.

<sup>C</sup> <https://op.europa.eu/en/publication-detail/-/publication/ca9846a8-6289-11ea-b735-01aa75ed71a1>.

<sup>D</sup> In the classification by Circular Economy pillar, some companies could be linked to more than one pillar.

**70 Start ups supported - of which 20 onboarded in 2022<sup>D</sup>**



**25**

Start ups are now UniCredit clients  
o/w 7 new clients in 2022

**c.€91m**

as investments raised by the start ups  
in the innovation ecosystem  
o/w c.€58m in 2022

## UNICREDIT PER L'ITALIA

In **Italy**, to alleviate the negative impact that the increase in energy and raw material costs, the surge in inflation and lower GDP growth has on local communities, and so as to continue to foster the country's growth, UniCredit has developed a **set of targeted initiatives aimed at supporting the disposable income of households and the liquidity of Italian companies**.

More in detail, the concrete actions taken by the bank are:

### FINANCIAL SUPPORT

**€5bn of new finance**, disbursed through the dedicated **CreditPiù facility**, with **maturities from 3 to 36 months and a grace period of up to 6 months**, made available to businesses to support their liquidity needs in the face of rising commodity and energy costs.

### PAYMENT FLEXIBILITY

Plan for purchases and utilities: **possibility to defer/pay in installments using Carta Flexia** for individual purchases, or for the expenditure of an entire month, for up to 6 months with zero rates and fees.

### BUSINESS MORTGAGE MORATORIUM

A **dedicated moratorium of up to 12 months** launched for companies who have not already benefited from government guarantees, upon evaluation of the bank.

### MORTGAGES FOR FAMILIES AND INDIVIDUALS

UniCredit has offered the **400,000 Italian families** who are clients and mortgage holders **an up to 12-month suspension of payment of the principal amount**, the option to reconfigure monthly instalments by reviewing the repayment plan or the postponement of the instalment payments for up to 3 instalments. This will be done via the flexibility module of family/individual mortgages.

## MAIN INITIATIVES TO SUPPORT COMPANIES THROUGH PUBLIC FUNDS



### ITALY

Fondo Garanzia PMI and Garanzia Italia SACE

€8.8bn

31,079

Beni Strumentali - Nuova Sabatini supporting new investments and Resto al Sud initiative and funds for systemic events (e.g. earthquakes)

€500.6m

2,816

European Investment Bank (EIB) funds support the material and immaterial investment projects and finance the working capital of SMEs and MID-CAP companies and EIB risk sharing

€1.1bn

309



### GERMANY

Pro-active advisory and granting of all relevant lending programmes

€2.1bn

17,829



### CENTRAL AND EASTERN EUROPE (CE-EE)

InnovFin SME Guarantee Facility for the financing of innovative companies

€54.6m

23

COSME, programme for the competitiveness of enterprises

€131.5m

1,299

SME Initiative-EaSi Umbrella-European Guarantee Fund

€745.3m

2,582

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

€710.0m

155

#### LEGEND



COMPANIES



DISBURSEMENT

We have long been dedicated to helping businesses find solutions in key sectors of the countries in which they operate. It is our purpose to increase competitiveness in these sectors by providing sound advice products aimed at improving productivity, efficiency and prospects for growth.

## SNAPSHOT: OUR SUPPORT TO SECTOR-SPECIFIC COMPANIES

### START UPS



#### ITALY (START LAB)

670 participating companies

>€80m contributed by stakeholders

61 supported companies

>€125m since 2015



#### GERMANY

1,551

€142.9m



#### CE-EE (HR-HU-RO-RS)

255

€13.2m

### TRAVEL AND TOURISM



#### ITALY

3,435

€407.4m



#### CE-EE (BG-HR)

69

€9.4m

### INFRASTRUCTURE



#### ITALY

13

€1.2bn



#### GERMANY

13

€1.1bn

### AGRICULTURE



#### ITALY

5,133

€750m



#### CE-EE (BG-CZ-HR-RO-RU)

2,792

€929.1m

### REAL ESTATE



#### SOCIAL HOUSING CE-EE (AT)

17

€243m

### THIRD SECTOR



#### ITALY

1,660 new clients

€139.5m

#### LEGEND



COMPANIES



DISBURSEMENT



PROJECTS

## 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.295 projects



for a total amount of

**c.€456m**

of cumulated disbursed loans focused on the following sectors:



- Welfare sectors
- Health and medical assistance
- Social housing

- Education and training
- Promoting job integration
- Conservation and recovery of cultural and artistic heritage, and other

### PROJECTS WITH PAY FOR SUCCESS<sup>A</sup> (PFS) IN ITALY



**61%**

of projects matched with PFS mechanism

**c.€1,624m**

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

### ANNUAL RESULTS ACHIEVED

#### DIRECT IMPACTS<sup>B</sup>

- 96% of organisations which achieved or exceeded the **social objectives** of their projects
- 92% of reporting organisations have strengthened their **economic and financial sustainability** and carried out their initiative thanks to our loans
- 86% of reporting organisations have strengthened their **skills** by improving their ability **to measure the impact they generated**

<sup>A</sup> The recognition of further economic benefits, in terms of donations or repayment of interest, to clients who demonstrate they have achieved a clear, shared and measurable social impact.

<sup>B</sup> Data refers to 132 initiatives that during 2022 provided the social reporting related to 2021 results.

<sup>C</sup> Were reached in the following sectors: 53% health, 44% welfare, 3% education and training.

### INDIRECT IMPACTS<sup>B</sup>

All financed projects have almost reached, reached or exceeded their output targets:



**2,860**

beds  
(95% of target)



**1.5m**

medical health services  
(164% of target)



**1,584**

social houses  
(107% of target)



**>2.9m**

beneficiaries<sup>C</sup>



**83%**

of **beneficiaries** reached in **welfare** are **vulnerable people**

at risk of exclusion, with disabilities, in fragile conditions or poverty<sup>C</sup>



**95%**

of beneficiaries have **experienced some positive change** regarding one or more social dimensions (vs a target of 88%)<sup>C</sup>



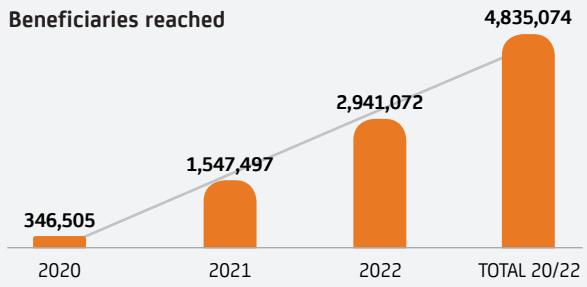
**85%**

**1,692 jobs created**

(representing 85% of final target at the end of the project), of which **564 job inclusions** of disadvantaged people

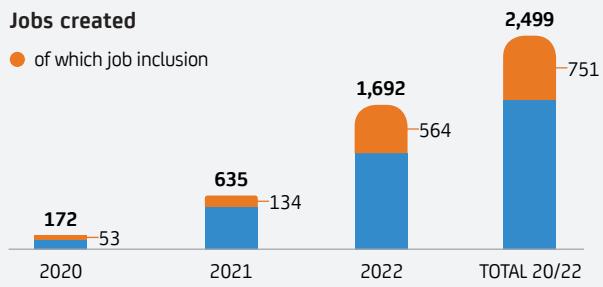
### CUMULATIVE RESULTS ACHIEVED

#### Beneficiaries reached



#### Jobs created

- of which job inclusion



# Our Story, Your Story



**Category:** Clients



**Country:** Serbia



**Values:** Integrity, Caring

## A dedicated credit line for vulnerable groups

Going beyond our duty as a financial institution only means we have a commitment to providing tools and resources to those who need it most. In 2022, **UniCredit Bank in Serbia** and the **European Investment Bank (EIB)** launched a dedicated credit line totaling **€30 million**, aimed at supporting the employment, professional training, and long-term retention of people from vulnerable social groups.

These funds have enabled UniCredit to on-lend to Serbian companies that are committed to improving the social impact of their businesses and creating long-term leadership and employment opportunities for women, youths and segments of the population that face higher entry barriers in the labour market. As a bank, it is essential that we look to supporting companies who **empower their people**, in-line with our bank's commitment to empowering our communities.

In addition to funding, Serbian companies will receive a performance-based financial reward if they meet specific targets. This is with the aim to foster leadership, employment and professional development opportunities for women, youths and groups who currently tackle these barriers head-on in the current market, such as people with disabilities, refugees and more. The financial reward is provided as a grant under the **EIB's Economic Resilience Initiative (ERI)**, aimed at boosting job creation and sustainable private sector growth. This was the first EIB private sector loan in the **Western Balkans under ERI**, which contributed to the most important goals of promoting sustainable development.





**Category:** ESG



**Country:** Germany



**Values:** Caring

## UniCredit HypoVereinsbank grants social loan to GESOBAU for new affordable and intergenerational housing in Berlin Pankow

**UniCredit HypoVereinsbank** has granted a social loan to our client **GESOBAU** for the construction of a new square in **Berlin Pankow**, with the aim to make intergenerational living a tangible experience for the general population. On the Idunastraße/Neukirchstraße site, GESOBAU is building

**425 flats** spread across a total of **14 buildings**, 50% of which are for tenants with a housing entitlement certificate. A total of 317 flats are barrier-free, including four wheelchair-accessible units. Furthermore, shared flats for senior citizens and residents in need of care as well as a day-care centre are being built.

Founded in 1900, GESOBAU AG is one of the six major municipal real estate service providers in Berlin. GESOBAU plans to increase its housing stock from the current 46,000 to approximately **52,000 flats** by 2026. In doing so, it is making an active contribution to meeting the growing demand for affordable housing in Berlin in the long term, as well as supporting the different housing needs of the population. Housing offers for special needs groups are fully integrated into the company's development plans. In addition, GESOBAU actively focuses on climate protection, implementing targeted measures on energy-efficient construction and energy modernisation in their projects while always taking social compatibility and economic efficiency into account.



[Watch the video](#)