

# Employees

## COMPOSITION

Group employee breakdown by country	30.6.2020			30.6.2019		
	Total	Men	Women	Total	Men	Women
Italy	64,694	31,638	33,056	67,164	33,118	34,046
Luxembourg	207	133	74	210	133	77
Ireland	29	17	12	31	17	14
Egypt	4,504	3,330	1,174	4,598	3,517	1,081
Albania	677	199	478	643	190	453
Croatia	5,045	1,400	3,645	5,213	1,484	3,729
Romania	570	163	407	590	164	426
Serbia	3,147	847	2,300	3,073	831	2,242
Hungary	2,294	714	1,580	2,285	714	1,571
Slovakia	4,094	1,175	2,919	4,189	1,166	3,023
Ukraine	836	186	650	966	194	772
Russian Federation	1,091	307	784	1,161	312	849
Brazil	37	25	12	39	28	11
Moldova	349	118	231	0	0	0
<b>Group</b>	<b>87,574</b>	<b>40,252</b>	<b>47,322</b>	<b>90,162</b>	<b>41,868</b>	<b>48,294</b>

The figures exclude employees with atypical contracts.

Employees from foreign subsidiaries of Italian companies are included in the scope of Italy.

The breakdown by country is based on the parent company head office for international subsidiaries (PBZ in Croatia, VÚB Banka in Slovakia and CIB Bank in Hungary).

Moldova was included in the consolidation area starting from the 2019 Consolidated Non-Financial Statement, therefore only the data relating to the first half of 2020 are available.

Employee breakdown by gender [%]	30.6.2020			30.6.2019		
	Italy	Abroad	Group	Italy	Abroad	Group
Men	48.9	37.6	46.0	49.3	38.0	46.4
Women	51.1	62.4	54.0	50.7	62.0	53.6

Employees by category and gender [% of total employees]	30.6.2020			30.6.2019		
	Italy	Abroad	Group	Italy	Abroad	Group
Executives	1.6	2.2	1.7	1.5	2.2	1.7
Men	1.2	1.3	1.3	1.2	1.3	1.3
Women	0.3	0.9	0.5	0.3	0.9	0.5
Middle managers	42.1	22.5	37.0	42.3	23.2	37.4
Men	25.5	12.7	22.1	25.7	13.6	22.6
Women	16.7	9.8	14.9	16.6	9.6	14.8
Professional areas	56.3	75.3	61.3	56.1	74.6	60.8
Men	22.2	23.6	22.6	22.3	23.1	22.5
Women	34.1	51.7	38.7	33.8	51.5	38.3

Employees - Breakdown by category and gender [% of the category total]	30.6.2020		30.6.2019	
	Men	Women	Men	Women
Executives	72.6	27.4	73.7	26.3
Middle managers	59.8	40.2	60.4	39.6
Executives + Middle managers	60.4	39.6	61.0	39.0
Professional areas	36.8	63.2	37.0	63.0

Part-time employees by gender	30.6.2020			30.6.2019		
	Italy	Abroad	Group	Italy	Abroad	Group
Number of part-time employees/total employees [%]	15.6	1.4	11.9	15.4	1.2	11.8
Breakdown of part-time employees by gender [No.]	10,094	322	10,416	10,355	269	10,624
Men	772	56	828	674	40	714
Women	9,322	266	9,588	9,681	229	9,910

Hiring by gender	30.6.2020			30.6.2019		
	Italy	Abroad	Group	Italy	Abroad	Group
Total	479	1,083	1,562	537	1,471	2,008
Men	276	412	688	297	561	858
Women	203	671	874	240	910	1,150

Termination by gender [No.]	30.6.2020			30.6.2019		
	Italy	Abroad	Group	Italy	Abroad	Group
Total	1,420	1,189	2,609	1,726	1,607	3,333
Men	838	411	1,249	985	591	1,576
Women	582	778	1,360	741	1,016	1,757

Turnover by gender	30.6.2020			30.6.2019		
	Italy	Abroad	Group	Italy	Abroad	Group
Total	-941	-106	-1,047	-1,189	-136	-1,325
Men	-562	1	-561	-688	-30	-718
Women	-379	-107	-486	-501	-106	-607

Turnover rate by gender [%]	30.6.2020			30.6.2019		
	Italy	Abroad	Group	Italy	Abroad	Group
Total	-1.4	-0.5	-1.2	-1.7	-0.6	-1.4
Men	-1.7	0.0	-1.4	-2.0	-0.3	-1.7
Women	-1.1	-0.7	-1.0	-1.5	-0.7	-1.2

## PROFESSIONAL DEVELOPMENT

Number of promotions by gender	30.6.2020			30.6.2019		
	Italy	Abroad	Group	Italy	Abroad	Group
Total	368	511	879	761	653	1,414
Men	185	170	355	355	213	568
Women	183	341	524	406	440	846

## TRAINING

Training by professional category [hours]	30.6.2020			30.6.2019		
	Italy	Abroad	Group	Italy	Abroad	Group
Executives	22,706	14,759	37,466	20,501	9,418	29,919
Men	18,236	8,819	27,055	16,660	5,889	22,550
Women	4,470	5,941	10,411	3,841	3,529	7,369
Middle managers	1,886,672	104,409	1,991,081	779,835	136,487	916,321
Men	1,094,166	45,830	1,139,995	489,891	64,362	554,252
Women	792,506	58,580	851,086	289,944	72,125	362,069
Professional areas	3,392,121	596,040	3,988,161	1,073,936	627,593	1,701,529
Men	1,256,708	140,203	1,396,912	440,588	158,656	599,244
Women	2,135,413	455,836	2,591,249	633,348	468,937	1,102,285
Total	5,301,499	715,209	6,016,708	1,874,272	773,498	2,647,771
Men	2,369,110	194,852	2,563,962	947,139	228,907	1,176,047
Women	2,932,389	520,356	3,452,746	927,133	544,591	1,471,724

The data are shown on the basis of a recalculation that takes into account training effectiveness parameters and does not include the hours of training provided to employees who ceased during the semester and the hours of training provided via Web TV.

Training by category and gender [average hours]*	30.6.2020			30.6.2019		
	Italy	Abroad	Group	Italy	Abroad	Group
Executives	10.5	19.7	13.5	12.0	16.2	13.4
Men	10.4	18.7	12.6	12.0	16.8	13.3
Women	10.9	21.2	15.8	12.1	15.2	13.7
Middle managers	24.0	11.6	22.0	11.0	17.6	12.0
Men	23.1	9.6	21.1	11.4	14.8	11.9
Women	25.3	14.3	23.4	10.4	21.6	12.2
Professional areas	31.7	18.0	27.3	11.0	23.8	15.0
Men	30.0	15.2	25.9	11.6	21.8	14.3
Women	32.9	19.2	28.1	10.6	24.7	15.4
Hours of training per employee [No.]*	28.1	16.6	25.1	11.0	22.2	13.9

\* Hours defined as the duration of the teaching units used.

Training by procedure	30.6.2020			30.6.2019		
	Italy	Abroad	Group	Italy	Abroad	Group
Classroom training [% of hours]*	1.5	29.6	4.8	9.3	48.9	20.9
Remote training [% of hours]*	98.5	70.4	95.2	90.7	51.1	79.1
Hours of training provided (classroom + remote learning) [No.]*	5,301,499	715,209	6,016,708	1,874,272	773,498	2,647,771

\* The data are shown on the basis of a recalculation that takes into account training effectiveness parameters and does not include the hours of training provided to employees who ceased during the semester and the hours of training provided via Web TV.

## FREEDOM OF COLLECTIVE BARGAINING

Trade union freedom	30.6.2020			30.6.2019		
	Italy	Abroad	Group	Italy	Abroad	Group
Employees registered with a trade union [No.]	46,639	7,228	53,867	51,267	7,208	58,475
Executives	155	66	221	172	57	229
Middle managers	18,852	2,515	21,367	20,287	2,574	22,861
Professional areas	27,632	4,647	32,280	30,808	4,577	35,385
Employees registered with a trade union [%]	76.1*	32.8	64.7	76.3	31.3	64.9

The National Collective Labor Agreement for the sector covers all employees in Italy and 52.9% of employees abroad.

\* The % of employees operating in Italy and covered by the collective credit agreement registered with a trade union is equal to 77.01%.

## HEALTH AND SAFETY

Injuries by gender	30.6.2020			30.6.2019		
	Italy	Abroad	Group	Italy	Abroad	Group
Total injuries in the year [No.]	211	35	246	391	60	451
Men	89	6	95	158	15	173
Women	122	29	151	233	45	278

Injuries at work and on the way to/from work	30.6.2020			30.6.2019		
	Italy	Abroad	Group	Italy	Abroad	Group
Injuries at work [No.]	84	17	101	98	22	120
Men	31	2	33	31	2	33
Women	53	15	68	67	20	87
Injuries on the way to/from work [No.]	127	18	145	293	38	331
Men	58	4	62	127	13	140
Women	69	14	83	166	25	191

Training on health and safety	30.6.2020			30.6.2019		
	Italy	Abroad	Group	Italy	Abroad	Group
Hours of training on health and safety*	117,242	1,971	119,213	36,833	11,986	48,818
Employees who have attended health and safety training [No.]	21,278	1,052	22,330	10,271	3,208	13,479
Employees who have attended health and safety training [%]	33	5	25	15	14	15
Hours of health and safety training per employee*	1.8	0.1	1.4	0.5	0.5	0.5

\* Hours defined as the duration of the teaching units used.

Robberies	30.6.2020			30.6.2019		
	Italy	Abroad	Group	Italy	Abroad	Group
Robberies	3	1	4	8	5	13
Robberies for every 100 bank counters	0.1	0.1	0.1	0.2	0.5	0.3