UniCredit Company Profile as at 31 March, 2021

Group Brand Management & Digital Governance

Milan, May 2021

Banking that matters. | UniCredit
UniCredit is a simple successful pan-European Commercial Bank, with a fully plugged in CIB, delivering a unique Western, Central and Eastern European network to its extensive and growing client franchise.

We meet real client needs with real solutions which harness synergies between our business: CIB, Commercial Banking and Wealth Management. The way in which these solutions are developed and provided is as important as the solutions themselves, which is why everything we do is based on our two core values: Ethics and Respect.

By focusing on banking that matters, we offer local and international expertise, providing unparalleled access to market leading products and services in 13 core markets through our European banking network.

Leveraging on an international network of representative offices and branches, UniCredit serves clients in another 16 countries worldwide.
Our values
Ethics & Respect: Do the right thing!

Ethics and Respect: these two values unite us and define our Group culture – how we make decisions and how we act on them. Do the right thing! is a simple, guiding principle to help us live these values every day, everywhere.

Applying these will help us become the bank we want to be because "Ethics and Respect"
  • Guide interactions amongst all our colleagues
  • Promote diversity and work-life balance
  • Strengthen our “speak-up culture” and protect against retaliation
  • Apply to all Group business policies of sustainability and client interaction
  • Mean fairness towards all stakeholders, at all times, to achieve sustainable results

“Ethics and Respect: Do the right thing!” clarifies expectations about how to work as One Bank, One UniCredit and supports us in the fulfilment of our five fundamentals, which guide our daily operations and actions.
How we act
Our Five Fundamentals

Our top priority, every minute of the day, is to serve our customers the very best we can (Customers First). To do this, we rely on the quality and commitment of our people (People Development) and on our ability to cooperate and generate synergies as One Bank, One UniCredit (Cooperation & Synergies). We will take the right kind of risk (Risk Management) while being disciplined in executing our strategy (Execution & Discipline).
Pan-European commercial bank
We have a solid European identity with well-diversified revenues

1. 31 March 2021. FTE “Full Time Equivalent” = number of employees counted for the rate of presence
2. *Italy excl. CEE Countries & PCM
Local and international expertise (1/2)
We are a pan-European group, with a strong presence in our core markets...
Local and international expertise (2/2)
...and an extended network around the globe
Strong commitment in Environmental, Social and Governance dimension.

Figures as of 1Q21

**Environmental**
- 32.6bn of green/sustainable/ESG-linked loans for our customers, 13 deals in 1Q21
- 13bn of green/sustainability bonds and Schuldscheine for our customers, 20 deals in 1Q21
- 6.4bn in renewable projects
- 2.5bn of energy efficiency loans to individuals and SMEs in 1Q21 in Western Europe

**Social**
- 11.2bn social bonds for UniCredit customers, 5 deals in 1Q21
- Support to Europe SMEs and Individuals for Covid-19 emergency through 24.7bn of State Guaranteed loans and > 34.4bn of moratoria
- >260m of loans from Social Impact Banking with >4,800 disbursements through Microcredit and Impact Financing
- >71k single students trained with Financial Education Programme and >16K beneficiaries through 268 educational events

**Governance**
- UniCredit Foundation's strong role:
  - >5,800 projects supported with ~120m donations
  - >19m for >300 scholarships and fellowships granted to more than 1,000 students and researchers

- ESG Board Committee introduction, as spin-off of the former Corporate Governance, Nomination and Sustainability Committee
- Formalisation of the ESG Strategy managerial committee with appointment of >40 ESG key reference points (across geographies and functions) and >300 ESG experts
- 2021 top management short term incentive plan (STIP) further strengthened with inclusion of ESG quantitative KPIs within scorecard
- 10% of Senior Management LTIP connected to 3 sustainability criteria:
  - Sustainalytics rating relative ranking
  - People engagement
  - Customer experience

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1. Moratoria include both outstanding (18.9bn) and expired (15.5bn) volumes. State Guaranteed loans are as of 02 Apr 21. CEE figures only as of 31 Mar 21. Moratoria are as of 31 Mar 21
2. Long Term Incentive Plan (LTIP) has a 9-year duration, of which 4 performance years (plan horizon), 4 years deferral, 1 additional year of holding of the shares
3. Targets end of 2023: 3rd in Sustainalytics relative rating ranking; 71pts in absolute People engagement; +3pts in relative Customer experience, which is based on Strategic Net Promoter Score (NPS).
**Strong 1Q21 underlying net profit**

<table>
<thead>
<tr>
<th>1Q21 CET1 ratio at 15.92% (^2) with CET1 MDA buffer at 689bps (^2), 1Q21 LCR at 183(^2)%</th>
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<tbody>
<tr>
<td>FY20 dividend per share of €0.12 paid on 21 Apr 21</td>
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<tr>
<td>Ordinary share buyback of €179m approved by ECB and AGM and expected to be completed by end 3Q21</td>
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1. Underlying CoR: defined as stated CoR excluding regulatory headwinds.
2. Including deduction of ordinary share buyback of 179m, but not yet including extraordinary share buyback of 652m already approved by AGM and subject to ECB approval (provided that on 30 Sep 21 the ECB will repeal the recommendation of 15 Dec 20).