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.
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 Dec. 2020. FTE “Full Time Equivalent” = number of employees counted for the rate of presence
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 footprint in Environmental, Social and Governance. Revised coal policy

**Figures as of 2020**

### Environmental
- 64.4bn of green/sustainable/ESG-linked loans for our customers, 43 deals in 2020
- 31.6bn of green/sustainability bonds and Schuldschein for our customers, 43 deals in 2020
- 6.1bn in renewable projects
- 2.2bn of energy efficiency loans to individuals and SMEs in 2020 in Western Europe
- Stop financial support to controversial sectors like coal, Arctic and non conventional oil & gas

### Social
- 23.7bn social bonds for UniCredit customers, 11 deals in 2020
- Support to Europe SMEs and Individuals for Covid-19 emergency through >20.8bn of State Guaranteed loans and > 34.8 bn of moratoria
- 225m of loans from Social Impact Banking to >4,300 beneficiaries through Microcredit and Impact Financing
- >61k beneficiaries at 433 schools and 61 educational initiatives trained with financial education programmes
- 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

### Governance
- Strong involvement of top management and BoD on ESG topics
- Strengthening of managerial team to continuously update UniCredit ESG strategy and embed it further in the DNA of the company
- Chief Ethics Officer position created in 2019
- 10% of Senior Management LTIP connected to 3 Sustainability criteria:
  - Sustainalytics ESG relative rating ranking
  - People engagement
  - Customer experience
- Global policies in place against harassment, sexual misconduct, bullying and retaliation

1. Moratoria include both outstanding (22.8 bn) and expired (12 bn) volumes.
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; 73pts in absolute People engagement; +3pts in relative Customer experience, which is based on Strategic Net Promoter Score (NPS)
FY20 underlying net profit of 1.3bn on lower costs and better provisions

FY20 underlying net profit\(^1\) 1.3bn, ahead of guidance of >0.8bn thanks to better costs and LLPs.

FY20 stated net loss of 2.8bn driven by Yapi deconsolidation\(^2\), integration costs in Italy\(^2\) and CIB goodwill impairment\(^2\).

FY20 stated net loss of 2.8bn driven by Yapi deconsolidation\(^2\), integration costs in Italy\(^2\) and CIB goodwill impairment\(^2\).

FY20 stated CoR well within guidance at 105bps, including 46bps (2.2bn) of overlays to anticipate future impacts.

Non Core rundown fully on track with FY20 gross NPEs down to 3.7bn, well ahead of target.

FY20 Group gross NPE ratio at 4.5\(^3\)%, down 0.5p.p. Y/Y.

Balance sheet strength with very strong capital and liquidity position:

FY20 pro-forma CET1 ratio at 15.08\(^{(a)}\) with CET1 MDA buffer at 605bps\(^{(a)}\), FY20 LCR at 178\(^{\text{a}}\)%.

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1. Underlying net profit is the basis for the ordinary capital distribution policy. See page 43-44-45 in annex for details. For 2021, as an exception, the ordinary capital distribution will comply with the ECB’s payout recommendations published on 15 Dec 20.

2. Non operating items related to Yapi deconsolidation equal to 1.6bn, integration costs in Italy equal to 1.3bn, CIB goodwill impairment equal to 0.9bn.

3. As at 31 Dec 2020, the Non-Performing Exposures do not incorporate the New Definition of Default classification. However, if the new classification criteria were implemented, the UniCredit Group gross Non-Performing Exposures (NPE) ratio - which at 31 Dec 2020 amounts to 4.5 per cent (5.3 per cent UniCredit S.p.A. ratio) - would have been slightly higher (approximately 4.8%, and 5.8% for UniCredit S.p.A.).

(a) Including deduction of ordinary share buyback of 179m, subject to supervisory and AGM approval. Stated CET1 ratio at 15.14% and stated MDA buffer at 611bps.