

UniCredit Company Profile


Data as of 31 December 2023

Who we are, What we do

UniCredit Spa – Company Profile

Milan, February 2024

UniCredit - Public

Empowering
Communities to Progress. | 

Who we are

About us



A pan-European Commercial Bank

UniCredit is a pan-European Commercial Bank with a unique service offering in **Italy, Germany, Central and Eastern Europe**. Our purpose is to empower communities to progress, delivering the best-in-class for all stakeholders, unlocking the potential of our people and our clients across Europe.

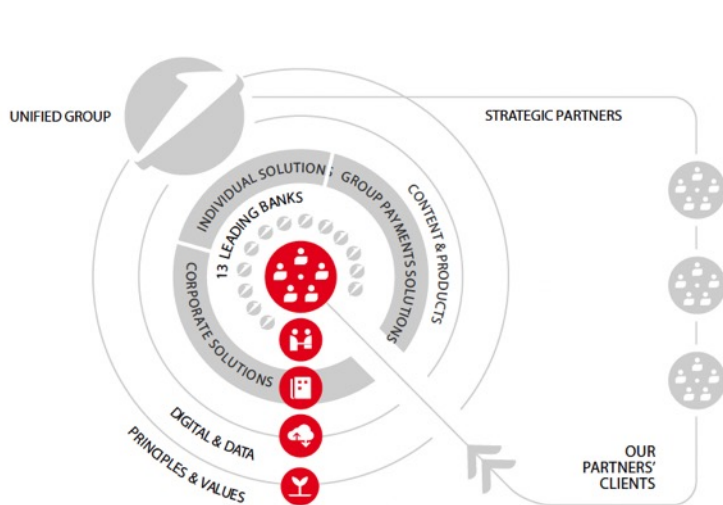
We serve circa **15 million customers** worldwide. They are at the heart of what we do in all our markets. UniCredit is organized in four core regions and three product factories, Corporate, Individual and Group Payments Solutions. This allows us to be close to our clients and use the scale of the entire Group for developing and offering the best products across all our markets.

Digitalisation and our commitment to **ESG** principles are key enablers for our service. They help us deliver excellence to our stakeholders and creating a sustainable future for our clients, our communities and our people.



At a glance: a pan-European Group¹

A pan-European Commercial Bank connecting with clients in a unified way across Europe



13 
leading banks

4 
coverage
regions

 ~77k
people



1 
leaner Corporate Centre
embedding Digital & Data

3 
product factories
serving all regions

¹Data as of 31.12.2023



Who we are

The Bank for Europe's Future



Connecting across Europe
c. 15m clients ...



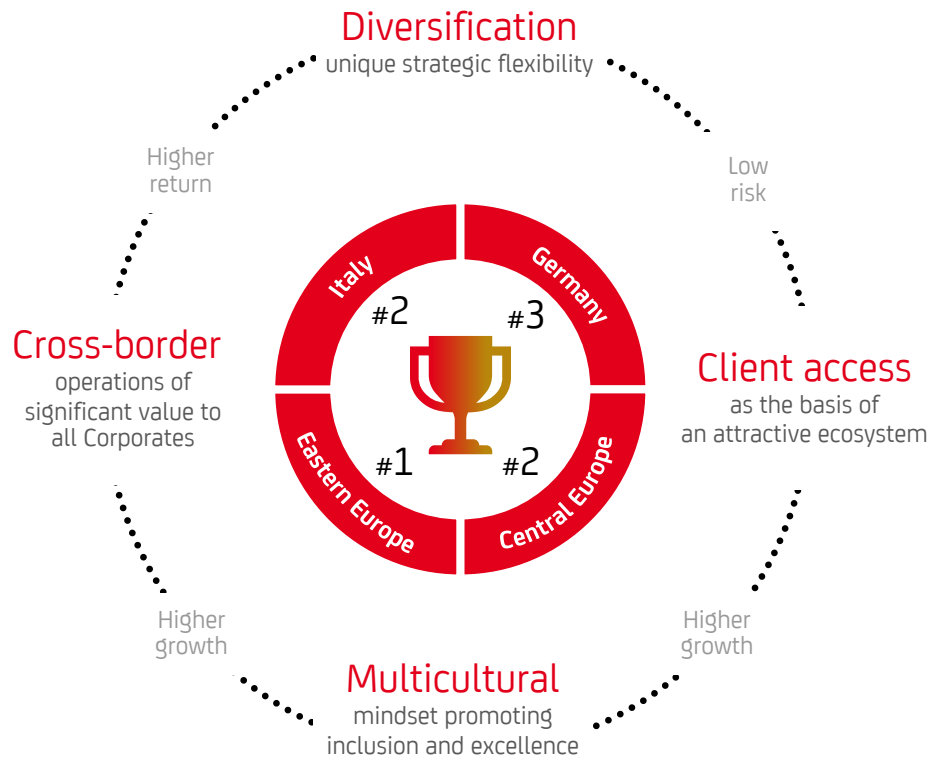
... through a unique and
diverse talent base ...



... with 13 leading banks
embedded in the fabric of Europe ...



... leveraging synergies
from each region



Who we are

13 leading banks in 4 European regions

A pan-European
Commercial bank

Italy —●● UniCredit
Germany —●● HypoVereinsbank
Member of UniCredit

CENTRAL EUROPE:

Austria —●● Bank Austria
Member of UniCredit
Czech Republic & Slovakia —●● UniCredit Bank
Hungary —●● UniCredit Bank
Slovenia —●● UniCredit Bank

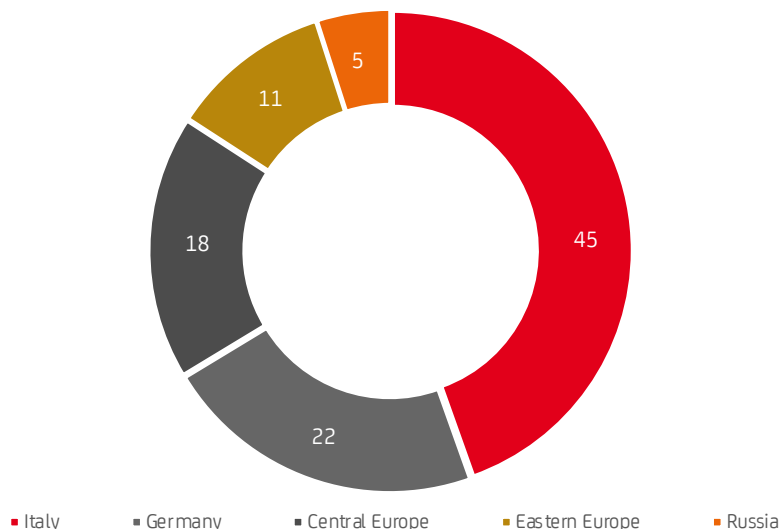
EASTERN EUROPE:

Bosnia and Herzegovina —●● UniCredit Bank
UniCredit Bank Banja Luka
Bulgaria —●● UniCredit Bulbank
Croatia —●● Zagrebačka banka
UniCredit Group
Romania —●● UniCredit Bank
Serbia —●● UniCredit Bank
Russia —●● ЮниКредит Банк

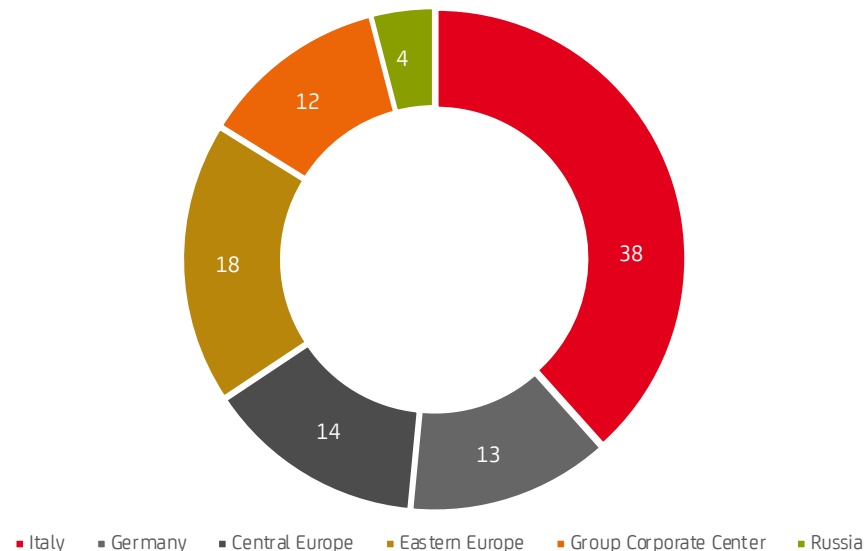


A solid European identity, a well-diversified footprint¹

Total Revenues by Division (%)²



UniCredit Employees³ by Division (%)



¹Data as of 31.12.2023. ²FY23 Revenue by division: excluding Group Corporate Center. ³FTEs from Divisional Database

Please note that all numbers (%) have been rounded up.



Who we are

Our Purpose: Empowering Communities to Progress

Unlock the full potential

We are driven by our **Purpose**: to unlock the full potential of individuals and businesses across Europe, and to **empower communities to progress**.

Our **ambition** guides our daily actions to become **the Bank for Europe's future**. At UniCredit, we are creating something that is built to last, that is beneficial to all our stakeholders and that is greater than the sum of its parts.

We will put the **Values** of **Integrity, Ownership and Caring** at the heart of our decision-making and in everything we do. We will do it together, as one team of people acting as true partners to our clients.





The Bank for Europe's Future



PEOPLE

Win.
The Right Way.
Together.

INVESTORS

Quality Growth.
Operational and Capital Excellence.
Best-in-class Sustainable Returns and Capital Generation.

COMMUNITIES

Empowering Communities to Progress.



What we do

Our Strategy: UniCredit Unlocked

EMPOWERING AND UNIFYING

A common vision, a unifying culture, and a winning mentality: promoting ownership and learning from our mistakes

SIMPLIFYING AND DELAYERING

A new way of working in a lean, fast and efficient organisation cultivating empowerment within a clear framework

RATIONALISING AND STRENGTHENING

Partnerships and procurement leveraging Group scale and bargaining power, to rationalise supplier contracts and build long-lasting Group relationships

INVESTING AND GROWING

In our people on the frontline and our distribution channels, in our franchise and building our product factories, to deliver an unmatched and fully-fledged product offering

MODERNISING AND ENHANCING

Digital and data, taking back control of core competencies, streamlining and enhancing our digital organisation, and standardising and modernising our digital technology



UniCredit Unlocked

**UniCredit Unlocked is a unique strategy
which delivers for the present while
transforming our bank for the future.**



Our Values are more than just words. They are **actions. Mandates. Pledges.**



INTEGRITY

**We act in the best interest
of our customers.**

We are honest, straightforward,
and transparent.

We do the right thing,
even when no one is watching.



OWNERSHIP

**We deliver on our promises
and take accountability for our
actions and commitments.**

We are empowered to make
decisions and learn from failure.

We speak up - to express an idea,
an opinion, or when we see
something wrong.



CARING

**We care about our customers,
communities and each other.**

We are eager to help one another
and for our people to thrive.

We treat each other with respect
and value our differences.





OUR UNICREDIT CULTURE

Culture is a set of **beliefs, Values and behaviours** that become the way of living and operating in an organisation. It is what **enables us to deliver on our Purpose**, ambition, and strategy.

Our UniCredit Culture is based on three Values: **Integrity, Ownership and Caring**. Our Values are more than just words. They are the actions and behaviours that will guide us in all that we do.

A strong Culture, with highly engaged employees, provides us with a **competitive advantage** that is inherently difficult to copy.

And our Culture is the **single most powerful lever** that we must deploy. It will both **unite** us, but also **define** us.

It is what differentiates a good company from a great company. A place to work from a great place to work. A bank that supports its communities to a bank that **empowers its communities**.



Our People

Our promise to our people

At UniCredit, we release the full potential of individuals and strive to **Unlock a Better Tomorrow** for our colleagues, customers and communities. This is the promise UniCredit makes to our current and future employees, and the way in which we take care of our communities.

At UniCredit, we are:

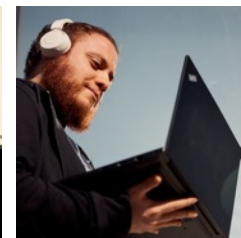
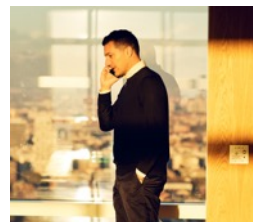
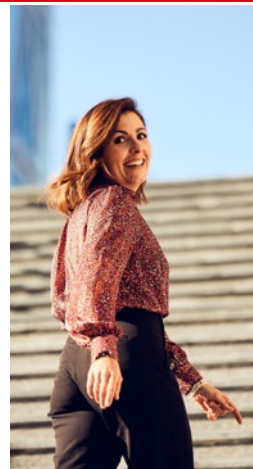
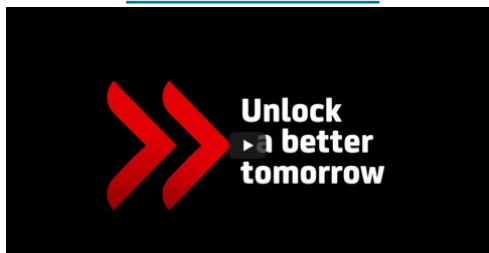
ACCELERATORS OF AMBITION

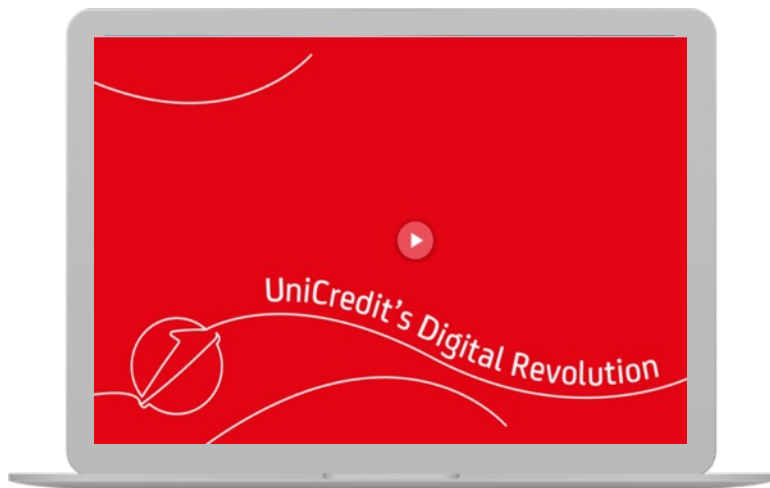
CHALLENGE SEEKERS AND CHANGEMAKERS

CHAMPIONS OF DIVERSITY

DRIVERS OF SUSTAINABLE CHANGE

[CLICK HERE
TO WATCH THE VIDEO](#)





[UniCredit Unlocked: our Digital revolution](#)

Continuing our Digital Transformation

As a key part of our vision to become the Bank for Europe's future, we are putting **Digital & Data at the heart of everything we do**.

To better meet the daily needs of our clients and colleagues, we are continuing to modernise our digital infrastructure and build a strong digital culture throughout the Group. At the same time, we also continue to roll out new digital solutions and refine our cybersecurity measures in the face of evolving threats.

As part of this we are working to:

- **Optimise our investment model**, reducing complexity and implementing leaner governance while simplifying our Digital services.
- **Bring core competencies in house**, upskilling our workforce and hiring top talent to develop strong technical competencies.
- **Establish a new way of working**, increasing efficiency and lowering costs while delivering for our stakeholders.
- **Implement a fresh client approach based on value creation**, aligning our services around products and functions that are closely aligned to our clients' needs.



Environment

Promoting sustainable financial instruments

10

own Green Bonds
issued since 2021

c.5.6bn

of total amount



3 Senior Green Bonds: 2 issued in Jun 21 and Nov 22 for **1bn each** + 1 issued in Nov 23 for **0.75bn**



2 Green Mortgage Covered Bond issued in Sep 21 and Sep 22 for **0.5bn each**



2 Green Mortgage Covered Bond: 1 issued in May 22 for **0.5bn** + 1 issued in Feb 23 for **0.75bn**



2 Green Mortgage Covered Bond: 1 issued in Sep 21 for **0.06bn** + 1 issued in Sep 23 for **0.047bn**



1 Green Mortgage Covered Bond issued in Jun 23 for **0.5bn**

Advancing to operationalise our Net Zero 2030 targets

Set Net Zero target for Steel sector transition

Social

Promoting sustainable financial instruments



1 Own Social Bond
issued in Sep 21 for
155m

Corporate citizenship and philanthropic initiatives (FY23)

59.6m

contribution to communities¹
vs 36.5m in FY22

UniCredit Foundation (FY23)

20m

contributed to empower
Youth through equal
Education opportunities

o/w 12m

3-year partnership with
Junior Achievement
Europe and Teach for All
to enhance education

Education and awareness (FY22+FY23)

442k

Financial Education
beneficiaries

196k

ESG Awareness
beneficiaries

Governance

CEO & Top Management remuneration²

20% weight of long-term performance linked to
ESG business, DE&I ambitions, Climate risk

Solid diversity, equity and inclusion framework

- **DE&I Global Policies and Guidelines** on inclusive
language, recruitment, gender transition &
pronouns in e-mail signature (on voluntary basis)

- **Training** on DE&I, ESG and Climate change

42%

female
BoD

46%

female
GEC

35%

female
Leadership team

33%

international
presence in
BoD

62%

international
presence in
GEC

40%

international
presence
Leadership team

- **1000+ Employee Networks active members**
on several diversity traits³ across Group countries





“

UniCredit's presence across 13 markets in Europe is a huge source of both **pride and responsibility.**

Our ambition is to be the bank that best serves all of those markets and gives their communities what they need to succeed: **the bank for Europe's future.**

We are doing so by acting as a better bank and setting a new benchmark for our industry across Europe, which means consistently striving to deliver for all our stakeholders.

Andrea Orcel
Group Chief Executive Officer and Head of Italy





Contacts

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