

Photo: Andrea Cherchi

# 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. | 



## 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.

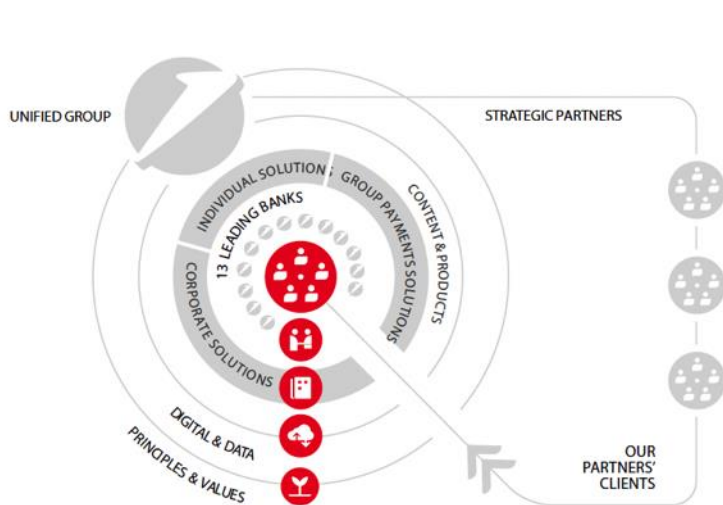
We serve circa **15 million customers** worldwide. They are at the heart of what we do in all our markets. UniCredit is organized in four core regions and three product factories, Corporate, Individual and Group Payments Solutions. This allows us to be close to our clients and use the scale of the entire 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 Group<sup>1</sup>

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

<sup>1</sup>Data as of 31.12.2023



# Who we are

## The Bank for Europe's Future



Connecting across Europe  
c. 15m clients ...



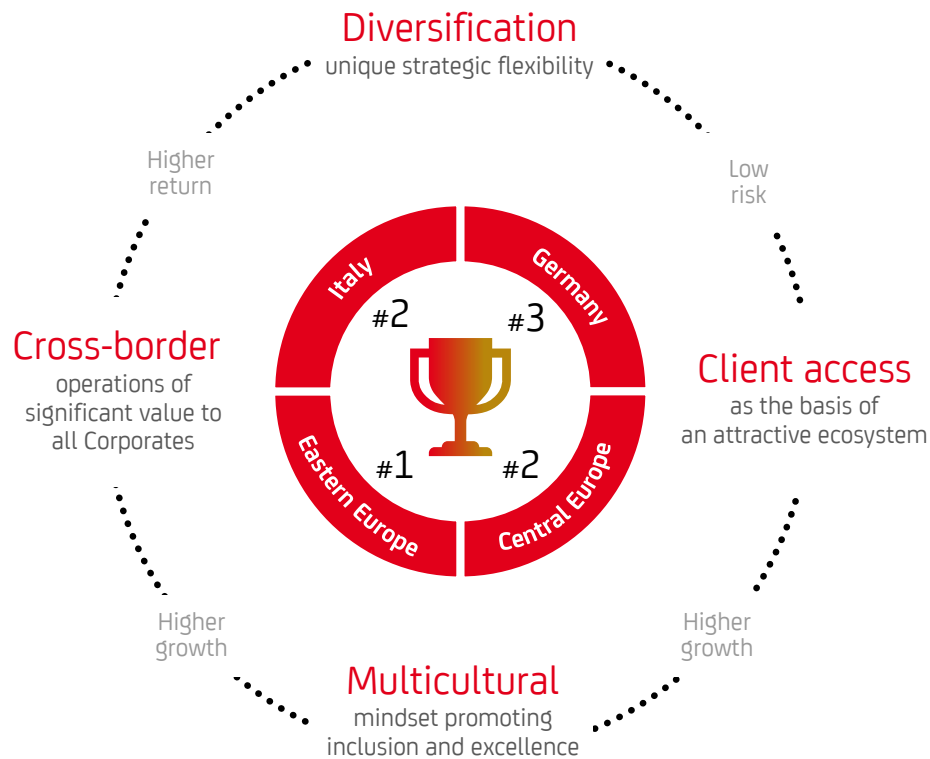
... through a unique and  
diverse talent base ...



... 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

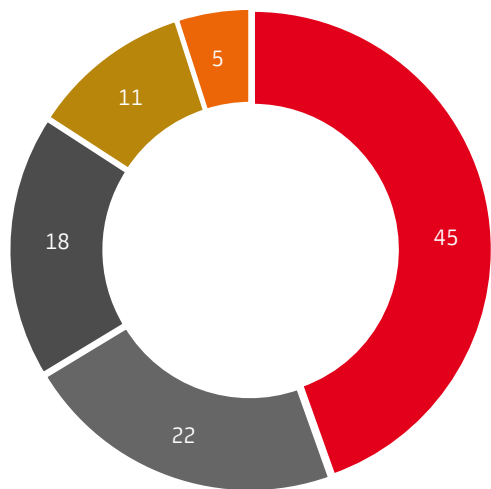
## EASTERN EUROPE:

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



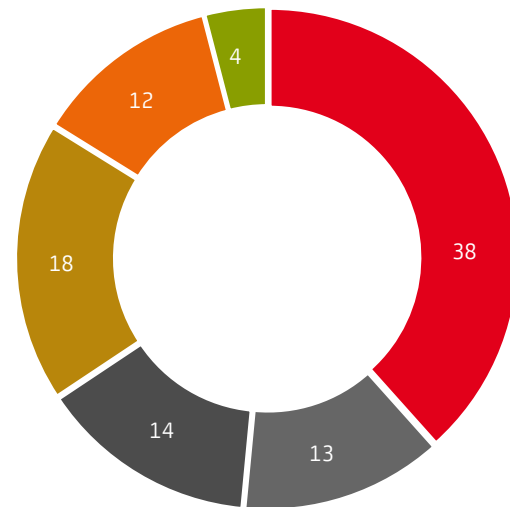
# A solid European identity, a well-diversified footprint<sup>1</sup>

## Total Revenues by Division (%)<sup>2</sup>



■ Italy ■ Germany ■ Central Europe ■ Eastern Europe ■ Russia

## UniCredit Employees<sup>3</sup> by Division (%)



■ Italy ■ Germany ■ Central Europe ■ Eastern Europe ■ Group Corporate Center ■ Russia

<sup>1</sup>Data as of 31.12.2023. <sup>2</sup>FY23 Revenue by division: excluding Group Corporate Center. <sup>3</sup>FTEs 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.



# Our Vision



## 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.





## 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 Employee Value Proposition

Unlocking is our mission: we unlock careers and the fullest potential of our candidates through our transformed and innovative bank.

[CLICK HERE  
TO WATCH  
THE VIDEO](#)



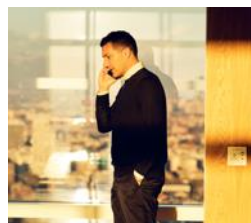
At UniCredit, we are:

ACCELERATORS OF AMBITION

CHAMPIONS OF DIVERSITY

CHALLENGE SEEKERS AND CHANGEMAKERS

DRIVERS OF SUSTAINABLE CHANGE





[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.




## Leading by example and supporting our clients' green and social transition

### 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 communities<sup>1</sup>  
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 remuneration<sup>2</sup>

**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

<b>42%</b>	<b>46%</b>	<b>35%</b>
female BoD	female GEC	female Leadership team

<b>33%</b>	<b>62%</b>	<b>40%</b>
international presence in BoD	international presence in GEC	international presence Leadership team

- **1000+ Employee Networks active members** on several diversity traits<sup>3</sup> 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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