

Letter to the stakeholders

In preparing the Consolidated Non-Financial Statement, our first thought goes to the People, for everything that all of us have been forced to deal with over the last year. The pandemic has made our lives difficult, forcing us to change our habits and, unfortunately in many cases, to see our certainties disappear before our eyes.

The year 2020 was extraordinary for the entire world, from innumerable points of view, and Banks have also been faced with an emergency that we never could have expected, with effects that we never could have estimated. The new social conduct that we have had to learn and adopt, unfortunately for us, has influenced and will continue to affect social, economic and financial trends in the future as well.

As a Group, we reacted promptly, doing our part to handle the emergency. We quickly activated remote working arrangements and enacted safety precautions for our essential in-person jobs from the very first weeks of the lockdown, making everyone's health a top priority. To protect our roughly 450 thousand Cooperative Partners and more than 2 million Customers, we organised our work into shifts, with meetings and advisory services provided over the phone or online, demonstrating - aside from an excellent capacity to react - that we know how to be local Banks, even "remotely". All of this would not have been possible without everyone's commitment, so once again, I feel the need to extend my personal thanks to every one of our 11,300 Employees.

Once safety and business continuity were guaranteed, we worked in accordance with the new context. We took measures to concretely respond to the requirements of our Communities and opened a collaborative dialogue with institutions. We developed immediate support procedures to quickly get businesses the loans guaranteed by the Fondo Centrale, established by the government measures. All of these initiatives are the result of an effort made by each of the Group Banks, with the support of Cassa Centrale Banca and the Group Companies. Practically speaking, we granted more than 110 thousand specific moratoria on outstanding loans to households and businesses, also providing credit facilities with dedicated resources under preferential conditions. We often went beyond legislative provisions and sector agreements and, with

a great commitment at an administrative level, we were able to significantly expand the scope of beneficiaries.

The moratoria and brokerage of facilitations were accompanied by the structuring of a set of proposals on the Superbonus which, with an approach attentive to the specific needs of the Territories, enabled us to provide new lifeblood to local economies. The very positive feedback gathered enables us to affirm that the Group is tangibly contributing to the redevelopment of our country's real estate assets, with a significant focus on the environment.

The pandemic also contributed to promoting remote tools in relationships with the Bank. Inbank, our virtual banking platform, reached 1.6 million users and an increasing usage frequency, including through the app made available to our customers.

The very positive trend recorded in asset management is a tangible recognition of the Group's capacity to understand how to support its customers. We have made a considerable commitment to limiting the evident uncertainty and the fear of the initial months of the pandemic and thanks to our continuous monitoring, we have identified an important difference in the approach of savers, particularly in asset management, which made it possible to record good responses in terms of returns over the year. Growth was driven by sustainable sub-funds, which marked +48% (Euro 1.11 billion) with respect to 2019, demonstrating the growing interest, on our part and on the part of our customers, in environmental and social aspects.

We supported ordinary banking activities with a number of solidarity initiatives in response to the specific needs of the Territories. Of the overall 14 thousand initiatives undertaken by the Group, more than 9 thousand are directly linked to the management of the pandemic emergency, both through direct donations and through fundraising dedicated to providing healthcare materials or basic goods.

In terms of solidarity linked to the pandemic, Cassa Centrale Banca - along with Allitude, Assicura and Claris Leasing - decided to provide concrete support to new people in difficulty by allocating Euro 1 million to the Caritas chari-

table organisation (specifically supporting 9 Diocesan Caritas, in the areas of the registered offices of the Parent Company and the Group Companies, and the National Caritas).

We are a Group strongly distinguished by the values of mutual credit cooperation, and our way of banking, now more than ever, represents a response to the needs of people and communities by combining our roots in the Territory with the efficiency and competitiveness of the products and services we offer.

We have attributed even greater importance to a crucial factor in today's world and for years to come: sustainability. In December 2020, we formed the Board Steering Committee on Sustainability and Identity, two nouns which, considering our principles, values and characteristics, are highly interrelated. We would like to enhance them jointly, combining compliance obligations with a completely cooperative interpretation that places People and relationships at the centre.

In updating strategic objectives in light of the pandemic context, we therefore considered sustainability as part of a path that promotes cooperative Values, a distinctive and unifying feature of the Cassa Centrale Group. In this context, several initiatives already started have resumed, which are referred to within the Statement and will be implemented in the next Sustainability Plan, such as a focus on People, the environment and Communities.

Over this last year, we have met the needs of our people while also working to improve internal processes and respond in an increasingly efficient manner to *compliance* and risk management requirements, preparing a broad range of structured and coordinated services for Banks.

We continue to be convinced that our model, with the BCC-CR-RAIKAs that are key players in their Territories, is necessary to guarantee the "biodiversity" which has always distinguished Credito Cooperativo from the rest of the banking industry.

We have come a long way, and we strive to continue and to strengthen the prerequisites to ensure that the head and heart of the Group Banks are able to remain in their Territories. Our unique cooperative features represent a distinctive and increasingly relevant added value.



The Chairman
Giorgio Fracalossi