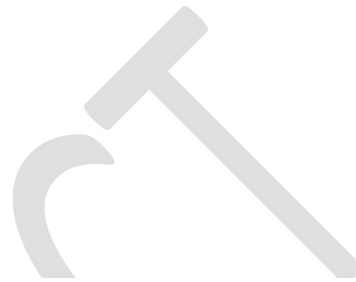


Document type: *Procedure* (v.3)



Facility Management Procedure



The purpose of the Procedure is to define and regulate the management and maintenance of real estate used by both the Bank and the Group's companies under lease (right to use real estate, including garages and the risks associated with its use) or owned, plant and any attached equipment, with particular attention to the protection of health and safety in the workplace, impacts on the environment and the management of natural resources, providing for the promotion of concrete attention and individual conduct consistent with the principles of proper corporate management and sustainable development.

The Procedure responds to the need to regulate Facility Management activities, consistent with the Parent Company's strategic guidelines and with the overall regulatory framework, with particular reference to the provisions on health, safety and hygiene in the workplace as well as environmental protection established by EU regulations and national and/or regional laws in force. The document, in relation to the management of the aforementioned properties and items, expresses the Group's commitment to:

- maintaining the attention of all employees to the principles of health and safety in the workplace and environmental protection;
- meeting legal requirements, ensuring appropriate levels of control and monitoring;
- adequately dealing with any emergencies that could impact health and safety in the workplace, the natural resources used or the surrounding environment;
- avoiding waste by reducing the use of toner and paper, favouring recycled paper and encouraging dematerialization whenever possible;
- reducing the amount of waste produced by promoting separate collection and recycling points;
- optimizing the environmental performance of the building stock, in order to minimize emissions into the atmosphere, soil and subsoil, alongside reducing noise and the consumption of natural resources;
- assessing in advance the possible environmental effects of new activities or processes, adopting appropriate operational measures with the lowest environmental impact;
- optimising energy supply and consumption.

In addition to the identification of those involved in the management of real estate and the consequent roles and responsibilities assigned in the various areas of intervention (i.e. health and safety in the workplace, access control, procurement of resources and services, responsible use of resources and employee awareness, performance improvement of buildings), the Procedure regulates the monitoring of performance - through, for example, quantitative indicators relating to its environmental health and safety practices or sustainability key performance indicators (KPIs) - in order to create greater awareness in the pursuit of the Group's improvement objectives.