

MAIN RESULTS

TOTAL IMPACT OF THE THEMES

Cybersecurity and data protection; and financial strength and long-term profitability are the two themes with the greatest impact on the consolidated stakeholder and business results.

Also, three other key issues are identified as having a very high impact: **Ethical and responsible conduct, integration of ESG criteria in asset management and customer experience.**

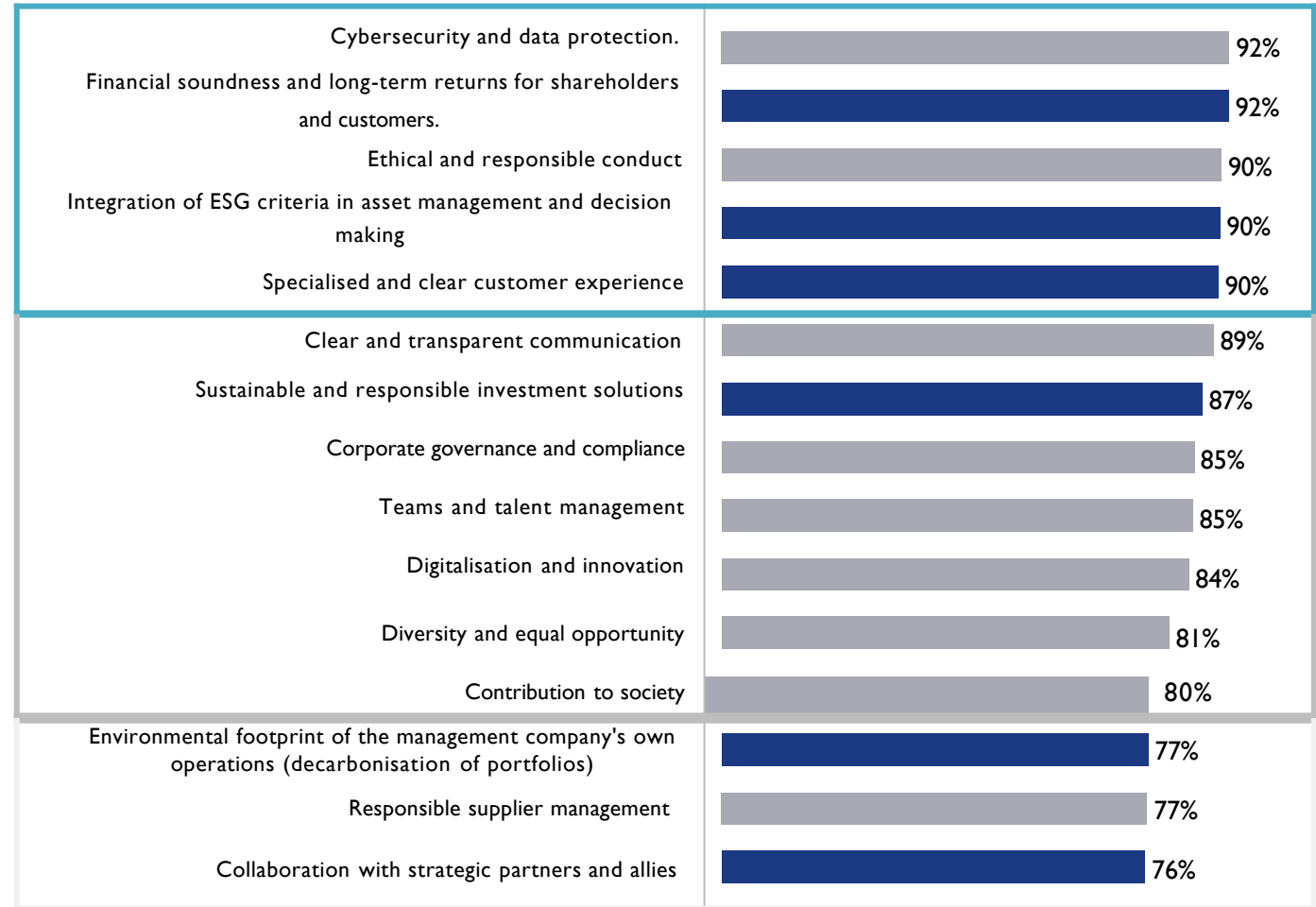
With a high impact rating, most of the topics are related to the responsible management of the management company (topics related to internal management and people management).


Environmental footprint, supplier management and collaboration with partners are at a medium impact level.


Impact levels (defined in the matrix)

- Very high: 90%-100%
- High: 80-89%
- Medium: 70-79%

% total impact



 Strategic management of investment solutions

 Responsible conduct of the management company