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Birthdate, 1962/06/21  
Nationality, Italian  
Mother tongue, Italian  
Other languages, English

## PROFILE

Graduated in Computer Science, I am a social entrepreneur and since April 2020, Director and member of the Internal Control, Risk and Sustainability Committee of Banco BPM, with the task of supervising the Bank's ESG activities.

In 2017 I founded KnowAndBe.live, a tech start-up that promotes health and prevention through digital and transmedia content and through analytical models for self-assessing oncological risk profile and personalized checkups.

From 2014 to 2022 I was a lecturer of IT Strategy, Innovation, Agile project management at the Catholic University of the Sacred Heart, teaching at the CETIF Academy.

Previously, I held managerial and executive roles in Olivetti, Accenture, Gartner and MPS Group, dealing with digital innovation, IT governance and fintech.

I was a member of the Board of Directors of ASP Città di Siena, Docutel, ABILAB Consortium.

## PROFESSIONAL EXPERIENCE

### Since April 2020

Banco BPM, listed banking group

Independent Director, member of the Internal Control, Risk and Sustainability Committee with the task of supervising the Bank's ESG activities.

### Since January 2017

Prevention For You SRL, tech Startup in the health/welfare sector

Founder and sole director.

The digital services developed by the startup - commercialized under the KnowandBe.live brand - use algorithms for assessing the person's oncological and cardiovascular risk and provide a personalized checks list, which can be integrated into health insurance check-up programs. The platform reached 40,000 users in 2022, of which 50% carried out risk profiling. It is also natively integrated into the offer of a health insurance company that assists over 400,000 people in Italy.

### From 2014 to 2020

CETIF Academy – Catholic University of Milan, School of higher education

Lecturer, IT Strategy & Innovation for Finance

### From May 2014 to December 2018

Public Company Services to the Person City of Siena, Public Administration- Social and health services

Board member, appointed by the Municipality of Siena

### From 2003 to 2007

Docutel S.p.A., subsidiary of Postel (Poste Italiane Group) and Banca MPS – Industrial printing and distribution services

Board member, appointed by Banca MPS

### From 2002 to 2007

ABI Lab Consortium, Consortium of banks and technology providers

Board member, appointed by Banca MPS

Initially developed as a project within the Technology and Security Sector of Italian Banking Association, ABI Lab was established in 2002 in the form of a Consortium and established itself as the Research and Innovation Center for the Bank promoted by the Italian Banking Association in a perspective of collaboration between banks and technology providers. It promotes and coordinates various research activities, which take place in a context of meetings and discussions between 180 banks and over 70 consortium technology partners.

### From 1999 to 2013

MPS Group, listed banking group

Executive, with executive duties in the ICT Governance area and, subsequently, in the Retail Banking Department:

**From July 2011 to April 2013** – Banca MPS, Head of Customer Market and Channel Analysis Service, reporting to the Deputy General Manager for Retail Banking

Responsibilities: customer insight, monitoring of branch commercial activities, aggregate analysis of customers' financial portfolios.

Among the results achieved in the period:

- Strategic innovation of customer/branch intelligence databases from an advanced analytics and big data perspective.
- Development and implementation- for the first time in an Italian bank- of methodologies for analyzing the commercial potential of customers and tools for analyzing the potential of investment products to support regulatory commitment with Consob. The project, called "CRM Full Potential" was awarded a special prize by the jury as "best technology- customer insight" at the Innov@retail Award 2012 of IlSole24Ore and was presented as best practice at the EFMA- European Financial Marketing Association, Customer Intelligence & CRM 2012.

**From July 2008 to June 2011** – Banca MPS, Executive Officer, reporting to the Deputy General Manager for Retail Banking

Responsibilities: strategic development of the group's distribution channels, with responsibility for commercial supervision of the digital channels and the Family Office channel; strategic planning of new commercial initiatives for retail banking.

Among the results achieved in the period:

- Creation of the Family Office centers network (Ultra High NetWorth Individuals market).
- Optimization of the branch network, using an innovative quantitative methodology for positioning branches according to market potential.
- Renewal and integration of digital services for web and mobile customers.

**From January 2006 to June 2008** – Consorzio Operativo Gruppo MPS, Head of Project Management Office, reporting to the Chief Executive Officer

Responsibilities: coordination of digital innovation projects of the Banking Group. Continuous monitoring of the MPS Group's ICT projects and spending, through the annual planning of the ICT Master Plan and budget negotiation.

Among the results achieved in the period:

- Migration of the Banca Antonveneta information system to the Banca MPS system.
- Development and implementation of a system of indicators for monitoring the results of all the Group's ICT and Back Office projects (balanced score card).
- Implementation of main ICT projects such as the implementation of credit processes in a Basel II perspective, the development of the Group's MiFID compliant financial advisory platform, the makeover of the information system of the Group's life and non-life insurance companies, the makeover of the information system of the Group's leasing & factoring company.

**From July 2001 to December 2005** – Banca MPS, Technology Service Manager reporting to the Organization Area Manager

Responsibilities: Continuous monitoring of the MPS Group's ICT projects and expenditure, through the annual planning of the ICT Master Plan and budget negotiation.

Among the results achieved in the period:

- Consolidation in the Group's IT services company of approximately 85% of ICT expenditure (from 45% in 2001), coordinating the IT activities of more than 30 Group companies.
- Alignment of the Group's ICT expenditure with the reference benchmarks of the Italian banking sector, through the migration to the Group's IT services company of all the IT activities of Banca MPS, Banca Toscana, Banca Agricola Mantovana, MPS Banca Personale, Cariprato, Montepaschi AM SGR and the facility management activities of MPS Assicurazioni Vita e Danni and Consum.it.
- Development, with the ABI's Technology and Security Sector, of the taxonomy of organizational processes in banks and the methodology for benchmarking ICT spending in banks.
- Foundation of the ABI Lab Consortium.

**From September 1999 to June 2001** – Banca del Salento, Head of WEB Strategies, reporting to the General Manager

Responsibilities: business development on digital channels.

Among the results achieved in the period:

- Launch of the "I-am.it" start-up, which designed and built, among the first in Italy, a service portal aimed at bringing together the offer of bank's corporate customers with the demand of the bank's consumer customers. The project started from the strategic definition of the business, marketing and commercial policies of the web site and continued with the commercialization of new services up to the spin off of the unit, concluded in June 2001 with the establishment of a corporation. The project required the selection and coordination of a team of more than 100 resources. The company was established with a share capital of 25 million euros, and merged in 2002 into the MPS.net company of the MPS Group.

## 1999

Gartner Inc., Technology Research & Strategic Advice

Director – Gartner Consulting Europe

Director of the consulting business in central-southern Italy, with responsibility for profit&loss.

Customers and projects in the Telecommunications, Energy and Banking sectors.

## 1998

Accenture, Strategic and Management Consulting

Senior Manager Technology Practice.

Customers and Projects in the Telecommunications and Energy sectors

### From 1986 to 1997

Olivetti, IT services

Research and Development Director- Banking market

All the experience is gained working in Ivrea, in collaboration with international partners, or at the main European and North American offices of Olivetti. Among the major results achieved:

- Development in the mid-1990s of an integrated management system for a bank branch, adopted by Credito Italiano.
- Complete renewal of the branch management system of Iberjaca, the largest Spanish savings bank in Zaragoza, deployed in July 1995.
- Design and implementation of the Olivetti offer for banking call centers and the first internet banking tools, coordinating around 100 resources in Ivrea, Milan and Spokane (WA-USA).
- Release on the market of the offer developed, directly managing some of the most innovative projects for the creation of the first Italian banking call centres.

## EDUCATION AND TRAINING

### 2006 – 2007

MBA - Master of Business Administration

MIP School of Management of the Milan Polytechnic

### 2001

Executive education

Columbia University- New York

“Valuing technology and internet ventures”

“eBusiness: creating strategic advantage”

### 1997

Executive education

MIT-Sloan School of Management-Boston

“Short Course for Chief Network Officers”

### 1981- 1986

M.Sc.- Master of Science (Master degree in Computer Science)

Polytechnic of Bari

## FURTHER INFORMATION

### Publications

Living Network- The intelligence of things at the service of people. The impact of the technological revolution

Il Sole 24 Ore- May 2007

### Awards

- *Innov@retail award 2012* – Il Sole 24 ore and Accenture Italia
- *Donne ad alta quota* (Award to the 100 Italian Women Board Member of Public Companies)- Marisa Bellisario Foundation 2014
- *10 Female Founders to watch 2019* – SheTech Italy
- *1000 women that are changing Italy: Unstoppable Women* (List of women to follow in innovation in Italy: founders, managers, activists, researchers who stand out for what they do and who could be an example for having many others) – StartupItalia 2019
- *"YouCamera" 2019 award for the best corporate video* (the award, aimed at encouraging the use of video storytelling as an element of corporate communication and more generally at promoting the use of digital technologies as a strategic lever to face the challenges of competitiveness, was delivered by Mayor of Milan, Giuseppe Sala, in the prestigious setting of the Teatro alla Scala)- Chamber of Commerce of Milan Lodi Monza Brianza

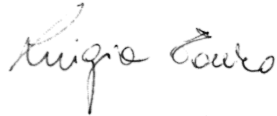
### Volunteering

- From 2011 to 2022, volunteer rescuer and fundraiser, Archconfraternity of Mercy of Siena.
- From 2013 to 2017, member of the Board of Directors of the Europa Donna Italia Association. The movement, founded in 1994 by Prof. Umberto Veronesi, representing women's rights in the prevention and treatment of breast cancer in national

and international public institutions.

- In 2009, first Chairwoman of the Program Committee of the 2009 ICT Meetings of Finaki (the community of Italian Information Systems Directors, of which I was a member from 2003 to 2010). As chairwoman, I organized the national conference "Growing with the crisis: simplifying, changing, transforming IT".
- From 2005 to 2013, regional representative for Tuscany of Marisa Bellisario Foundation. In 2012 I organized the XIII international conference Donna, Economia e Potere in Florence.

2023/04/20

A handwritten signature in black ink that reads "Luigia Tauro". The signature is written in a cursive style with a large initial 'L' and 'T'.