



Corporate Volunteering report 2018

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Our approach to responsible banking

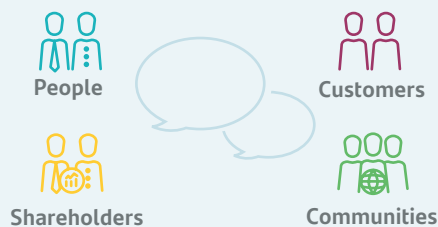
“ By delivering on our purpose, and helping people and businesses prosper, we grow as a business and we can help society address its challenges too. Economic progress and social progress go together. The value created by our business is shared – to the benefit of all.

Communities are best served by corporations that have aligned their goals to serve the long term goals of society. ”

Ana Botín



By being responsible, we build loyalty



... Santander treats **me** responsibly

In our day-to-day businesses, we ensure that we do not simply meet our legal and regulatory requirements, but we exceed people’s expectations by being Simple, Personal and Fair in all we do.

I’m loyal to Santander because...

... Santander acts responsibly in **society**

We focus on areas where, as a Group, our activity can have a major impact on helping people and businesses prosper.

2018 Corporate Volunteering report

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Overview

Volunteering builds a strong team spirit and a sense of purpose – whilst also helping the communities in which we operate. Thanks to our corporate volunteering policy, employees are entitled to spend a certain number of working hours volunteering each month or year

2018 highlights

Over **66,000** employees participated in social initiatives

+ 130,000 working hours dedicated

360,148 people helped

Corporate volunteering, a driver for internal management and community support

Through corporate volunteering, company employees can take part in promoting, developing and managing the social programmes as part of its strategy to invest in communities.

A Global Commitment

The way global challenges such as climate change or social development are addressed have also been affected by the phenomenon of economic globalisation and the associated expansion of companies' activities. Multinationals are now able to act with more resources, capacities and methods than many governments.

Companies and society form part of the same world and their future is a shared one. One of the most recent consequences of this shared function was in 2015, when global leaders adopted the United Nations Sustainable Development Goals (SDGs), a new sustainable development agenda where everyone - governments, the private sector, civil society and people - has to do their share.

Against this background, small, medium and large companies are aware, more than ever, that they must play the role of citizens, each in their sector, with their dimension, risks and impacts. Responsible companies in the twenty-first century engage in dialogue with their different stakeholders, accept their own local and global commitments, include processes to allow for control or improvement in their management, and are accountable in a transparent way, innovating and observing good practices of other companies, and taking part in joint initiatives with other similar agents.

The most important sign of a company's show of solidarity towards society's needs is its most valuable asset: its human capital. A well-trained, organised workforce with a spirit of solidarity has an enormous potential for talent, skills and enthusiasm, and Corporate Volunteering is a perfect way for it to help communities.

Corporate volunteering initiatives combine social actions with human resources management, and are usually aligned with culture and organisational values. A proper corporate volunteering policy has advantages for the three agents which take part in the process: the group of people who benefit, the companies, and the volunteers (employees). Changes are constantly happening in the workplace due to many different economic and technological variables, new spaces, but above all due to people. New generations entering the labour market are beginning to demand new ways of working. When looking for work, the millennial generation is not only interested in becoming part of business structures which can guarantee them economic stability. These young people actually look to work in places where they can have a good work/ life balance, and they are also interested in joining organisations with values and commitments towards the environment and the communities where they operate.

Creating a culture of volunteerism in the workplace may boost morale, workplace atmosphere, and brand perception.

→ 77% employees say company-sponsored volunteer activities are essential to employee well-being.

→ 89% employees believe that companies who sponsor volunteer activities offer a better overall working environment than those who do not.

Deloitte's "2017 Volunteerism Survey" of working Americans

How volunteering contributes to UN Sustainable Development Goals

Many of the Sustainable Development Goals call for long-term attitude and behaviour changes. Volunteers facilitate changes in mindsets by raising awareness or championing those changes and inspiring others. The 2030 Agenda for Sustainable Development explicitly recognises volunteer groups as stakeholders to achieve the 17 SDGs.

As we seek to build capacities and to embed the new agenda, volunteerism can be another powerful and cross-cutting means of implementation. Volunteerism can help to expand and mobilise constituencies and to engage people in national planning and implementation for the Sustainable Development Goals. Volunteer groups can help to localise the new agenda by providing new spaces of interaction between governments and people for concrete and scalable actions.

Volunteerism allows people and communities to participate in their own growth. Through volunteering, citizens build their resilience, enhance their knowledge base and gain a sense of responsibility for their own community. Social cohesion and trust is strengthened through individual and collective volunteer action, leading to sustainable outcomes for people, by people.

In addition, volunteerism strengthens civic engagement, safeguards social inclusion, deepens solidarity and solidifies ownership of development results. Importantly, volunteering has a ripple effect. It inspires others and advances the transformations required for the SDGs to take root in communities.

“ Volunteering fosters creativity, draws strength from our passions and connects us to those who need us most. Volunteerism is a global phenomenon that transcends boundaries, religions and cultural divides. Volunteers embody the fundamental values of commitment, inclusiveness, civic engagement and a sense of solidarity [...] The newly adopted Sustainable Development Goals offer another opportunity for individuals to show solidarity through volunteerism. All of us can contribute to realizing the 2030 Agenda's vision of ending poverty ”

UN Secretary-General Ban Ki Moon, International Volunteer Day 5 December 2015

Main SDG impacted by volunteering activities



Volunteering in Banco Santander

Volunteering is part of Banco Santander’s corporate culture, and a crucial part of its social investment strategy to help people and communities prosper. The Group encourages corporate volunteering as a way of promoting commitment, motivation, solidarity and a sense of pride of belonging to Santander.

Our Corporate Volunteering Policy approved by the Board of Directors in 2015, is aligned with the Sustainability Policy, and defines the Bank’s corporate strategy as regards to volunteering and its employees’ participation in the different social initiatives promoted in line with the SPF culture (Simple, Personal and Fair).

The Volunteering Policy sets aside a certain number of hours a month/year (this will vary from country to country), for employees to participate in volunteering activities. Alternatively, staff can choose to receive some form of recognition for volunteering in their free time.

Based on the corporate framework, each country plans its volunteering activities, targeting their own communities’ social and economic needs.

In countries such as Brazil, Spain, the United States, Poland, Portugal, and the United Kingdom, our employees have devoted working hours to promoting financial education and teaching people to manage their finances in an effective and organised way.

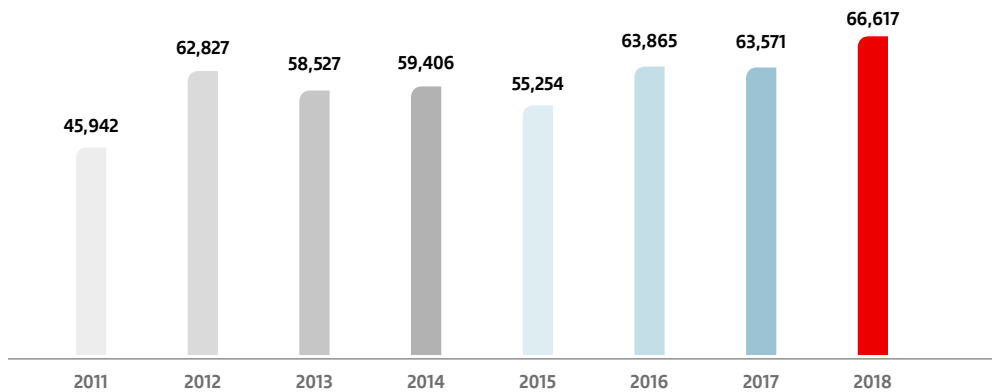
European Pro-Bono Summit 2018

Our Group Headquarters hosted the European Pro-Bono and Skills-Based Volunteering Summit, the leading international congress in this field. The gathering was attended by over 130 people from around 20 countries across five continents, addressed by more than 35 international speakers on how to leverage employee talent and generate a positive social impact.



Corporate volunteering policy

Employees taking part in social initiatives



83%

believe Santander acts responsibly and make a positive contribution to society

84%

find they can contribute on the purpose of helping people and businesses prosper

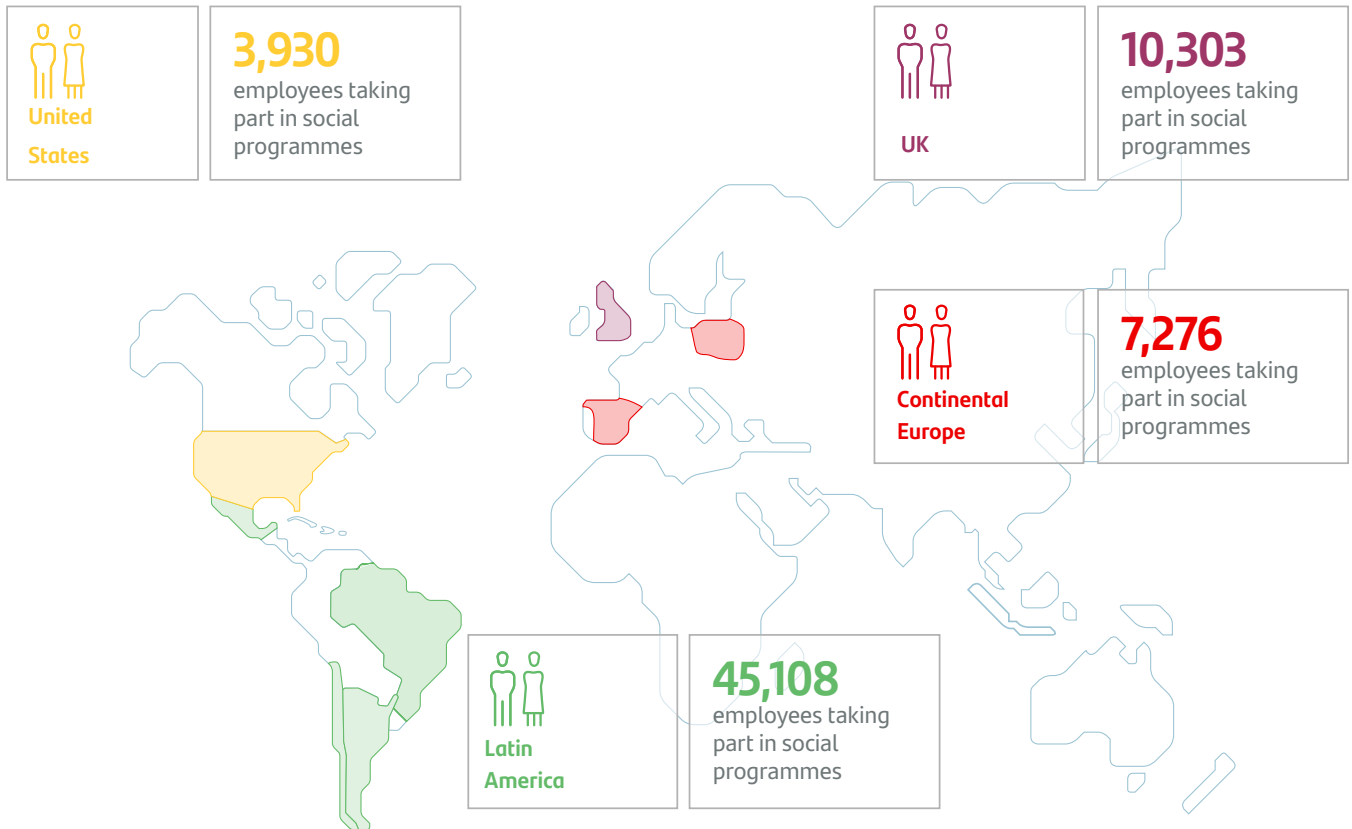
(Global Engagement Survey 2018)

Santander received Top Employers Europe 2018 certification, and ranked in the top 3 of the best financial institutions to work in Latin America, according to Great Place to Work.



Volunteering actions in social initiatives in 2018

Banco Santander arranges different volunteering programmes at both Group and local level, thus helping the communities in which it operates to prosper.



2,897
partnerships with social institutions and entities

66,617
People taking part in social programmes

132,555
Hours of community service

460,265
People helped through corporate volunteering initiatives



Volunteering builds a strong team spirit and a sense of purpose while also helping the communities in which we operate. Thanks to our Corporate Volunteering Policy, employees in our countries across the globe have the opportunity to spend a number of their working hours every month helping society.

Banco Santander arranges activities designed for employees to take part in common international campaigns that operate in all our geographies. At Group level, these programmes culminate at two important moments during the year: Our “We are Santander Week” and the International Volunteering Day.

Our “We are Santander Week” is held in all Group countries at the same time. Our 202,000 employees can take part in this event to celebrate their sense of pride belonging to a global,

leading, diverse organisation with a common culture and a clear purpose and aim. During this week, countries arrange different volunteering initiatives in which employees can take part.

In addition, the Bank celebrates in December the International Volunteering Day. Most local units support this International Day through the organisation of volunteering initiatives to support social welfare of most vulnerable people and their families.

At local level, the Group’s subsidiaries, within their community investment commitments, organise multiple volunteering programmes in which employees can help resolve some of the main problems affecting their communities.

Santander Legal Probono

In 2018 our legal services, in line with the strategy and culture of the Group, have launched Santander Legal Pro Bono.

This challenge requires our lawyers to provide voluntary and unpaid work, using all their knowledge and professional skills to support non-profit social, cultural or educational organisations that cannot afford legal services, and whose aim is helping people in a situation of social vulnerability.

We are Santander Week

As previous years, during one week we celebrate “We Are Santander Week”, where our people are the protagonists. It is a moment for all the employees of Santander to remember that they are part of a leading, global, diverse organisation, with a common culture.

More than 200 thousand employees in Banco Santander all over the world participate in special activities, many of them related to volunteering: food collection for Cruz Roja, blood donation, mentoring young children, tree plantation, etc.

These activities help people to be proud of working in Santander, and employees can learn more about our culture and the fact that we are all members of an organisation whose mission is to help people and businesses prosper.



86%

feel proud to work for Santander

(Global Engagement Survey +2 vs 2017)

Main initiatives in which employees take part at local level

Argentina

Network of Financial Educators

Made up of employees who train young people, adults and the elderly in the use of basic financial tools through theoretical and practical courses and workshops that enable the use of money, new banking operation technologies, and their advantages, among others.

Centro Educativo Pescar

A centre which provides personal and professional training to public school students in Buenos Aires. Employees act as mentors to help students boost their employability potential.

Food Bank Foundation

Santander Rio organises food drives in collaboration with the Food Bank Foundation. Our employees collaborate to control, ensure and store food so that it can subsequently reach the recipients in optimum conditions.

In addition, employees also participate in beach-cleaning and tree-planting activities.

Brasil

'Programa Escola Brasil'

Programa Escola Brasil offers employees opportunities to take part in social activities.

In partnership with public schools, volunteers organise activities for the common purpose of disseminating the Sustainable Development Goals, thus promoting the inclusion and empowerment of communities across the geography. Each activity works a different aspect of the SDGs and seeks, in a fun and enjoyable way, to promote:

- The integration of the school community.
- An integral citizen training of children and young people.
- The empowerment and mobilisation of these audiences to contribute to the achievement of SDGs.

In 2018, more than 400 voluntary actions were carried out in 87 public schools in different regions, in which participated more than 1,200 employees.

'Parceiros em Ação' (Partners in Action)

The Partners in Action Program offers free content management and financial education for small businesses. The goal is to support microentrepreneurs to strengthen their skills, their business and thus, empowering the local economy.

In 2018, our volunteers trained +2,000 entrepreneurs in 17 locations across the country. Since the start of the programme in 2013, +4,100 people have benefitted from this initiative; 80% of participants reported that they felt improvements in the management and dissemination of their business.



For more information



For more information

Chile

In 2018, more than 1,200 collaborators participated in diverse initiatives that contributed to the well-being of the community. They benefitted children, young adults and the elderly and took place in foundations, hospitals and schools from areas at social risk throughout the country.



“Un Techo para Chile”

Banco Santander has been a partner of TECHO Chile for many years. This organisation tackles the situation of poverty affecting thousands of people who do not have a proper roof over their heads, and who live in very precarious conditions in camps. The Bank and its employees support TECHO Chile's activities through funding, building homes, and healthy community areas. The main activity in 2018 was the construction of learning centres, with the collaboration of 113 Santander employees as volunteers, with 1,430 voluntary hours computed.



For more information



“Fundación Belén Educa”

Through its partnership with the Fundación Belén Educa, the Bank has an active cooperation reflected by grants, internships, funding of workshops, lectures and tutorships for middle school students, among other initiatives. Employees also participated in this initiative as mentors for some of these students. In 2018, 40 high-school senior students received tutorship from 39 Santander volunteers.



For more information

Foundation/ Institution	Number of Volunteers	Number of Recipients
TECHO Chile	564	2,669
Belen Educa	80	2,063
Amor y Esperanza	20	775
School and kindergartens	83	534
Hogar de Cristol	143	497
Novo Milenio	52	300
Pequeño Cottolengo	122	300
Sename	92	130
Church and Parishes	47	90
Hospitals	43	70
Mujer Levántate	16	50
Hogar Oncológico Valdivia	10	47
Fundación Las Rosas	10	24
TOTAL	1,282	7,525

Uruguay

In Santander Uruguay, more than 70% of the workforce has participated during last year in volunteering activities.

Financial Education Workshops

In Uruguay, the financial education ratio is only 30%. For this reason, this type of volunteering is extremely relevant. Our teams move to low-income centres to talk about savings and credit, small enterprises, domestic planning and access to the labour market.

Blood donation campaign

The Blood Donor Club is comprised by staff members whose beneficiaries are their immediate family members.

Teletón

Santander Uruguay is the official bank of Teletón: a marathon of donations that is broadcasted on TV. Last year, thanks to this collection, two rehabilitation centres were opened.



 Mexico

Donation campaign of school supplies

Collection organised with Contact Centre employees to donate school supplies to different NGOs in Mexico: APAC Querétaro I.A.P., Project of VIDA I.A.P. and the Santa María del Mexicano house I.A.P. In 2018 we managed to deliver 111 kits with basic items for primary and secondary students.

Fundación QUIERA-ABM

This volunteer work is carried out in collaboration with Foundation Quiera, the Foundation of the Banks of Mexico. 31 volunteers from Santander participated in a project with the Guadalupeño Children's Boarding School A.C., benefiting 130 children with 3 hours of volunteer work. The project consisted of care and maintenance of the building.

Other initiatives

- **DGA Finanzas - Tuiio Volunteering.** 69 employees participated on the reform and improvement of a school at the Ocuilán Community Centre, State of Mexico.
- **FUNFAI Volunteering - Infrastructure and Risk innovation.** Fundraising through a raffle for winter clothes and gifts for 37 beneficiaries of the FUNFAI Children's Family Foundation.
- Likewise, employees from the area of risk supervision and control participated in the delivery of breakfast and blankets to relatives of children who are hospitalized in various hospitals.



For more information



 USA

Corporate volunteering initiatives fall into two areas: Financial Education and Social Welfare. Into Financial education, Santander and EVERFI have partnered together to deliver high-quality, unbiased financial education to schools in the highest need communities. Social Welfare initiatives are volunteering projects with local NGOs.

In 2018 over 2,600 employees in labour hours, and over 600 employees through off-hours events participated in more than 1,200 actions and dedicated more than 13,000 hours to help most vulnerable people.

In addition, Bank employees can also enjoy the Volunteer Paid Time Off (VPTO) scheme, whereby employees have up to 16 hours a year to take part in volunteer programmes which are aimed at improving the communities where they live and work.

Spain

Finanzas para mortales

Bank employees, with the collaboration of educational centres and institutions, offer financial education to different communities. This way, they help them to expand their knowledge of economic and financial matters.

In 2018, over 1,000 in-person sessions were held all over Spain, with more than 25,000 attendances and more than 30,000 hours of training time.

Tus finanzas tú futuro

Employees also participated during 2018 in Tus Finanzas Tu Futuro programme of the Spanish Banking Association (AEB) in collaboration with Junior Achievement. Through this programme, Bank employees act as financial education instructors for secondary school pupils, helping them learn basic concepts of everyday finance through games and didactic activities. A total of 40 workshops were sponsored by the Bank,

in which 76 employees gave financial basics knowledge to more than 930 children.

In addition, the Bank also collaborated in Cataluña, Spain, with EFEC (Educació financera a les escoles de Catalunya) to provide basic financial education to third-party students. A total of 2,915 workshops were held in the last edition, of which 123 were held by 29 Santander volunteers.



In Headquarters in Boadilla del Monte, over 1,500 employees dedicated more than 3,750 labour hours to volunteering initiatives, focusing on financial education, coaching for young disadvantaged people and mentoring for women at risk of exclusion.

Likewise, the Bank has completed the first year of its professional volunteering programme at the corporate centre, in which more than 75 volunteers took part, with a total of 400 hours helping eight NGOs to improve their management and resolve specific problems. In December, we developed 'ideas marathons', at which our team helped various NGOs to improve their identity and brand image, their presence on social networks and branding, as well as their organisation and analysis of data.

Portugal

Collaboration with LIGA Foundation

Liga Foundation, in Lisbon, is dedicated to the training people with physical or social limitations. From their childhood, they help them to achieve autonomous lives through professional courses, practical training, motivation and psychological help.

In 2018 Santander launched, together with LIGA, a Christmas campaign. Through the acquisition of blocks, dolls and labels for Christmas gifts by LIGA users, the Bank's Employees were able to support this Foundation. For each purchase made by the Employees, the Bank contributed an equal amount, up to a maximum of € 15,000. Thanks to the contribution of the Employees and the Bank's support, Santander has donated € 22,000 to the LIGA Foundation, which will enable the implementation of a new project at the Center for Occupational Activities (CAO).

Terra dos Sonhos

In 2018 the dreams of four children with 'Terra dos Sonhos' association came true. Four teams of volunteers from Santander were involved in making the dreams of these four children come true, three of them with a chronic disease and one institutionalised.

The volunteers were in charge of the logistics, organisation and preparation of the activities necessary to achieve the children's dreams. For example, a trip to Disneyland, meeting a famous person or getting a new computer.

Volunteer action at Casa da Luz

A group of 77 volunteers participated in a volunteer action which mainly cares for young women who are in an emergency situation or in need of follow-up.

Tapada de Mafra park

The largest ever volunteer clean-up operation in the Tapada de Mafra park. Santander Totta participated with a group of about 20 volunteers.

Reforestation action in the Porto Hills Park

A group of the Bank's employees participated in a corporate volunteer action that involved around 150 volunteers from 24 different companies and 3 academic institutions. The volunteers performed tasks related to the maintenance of planted areas, removal of eucalyptus regrowth, as well as cutting and removal of invasive species.

United Kingdom

Our volunteering and fundraising in 2018 focused on building skills, developing knowledge and supporting innovation. Our people had the opportunity to volunteer for local community organisations, and we saw over 11,500 colleagues engage with this programme during 2018.

Discovery days

Every year, Group employees in the United Kingdom can take part in over 600 community projects which are part of Discovery Days. They include educational projects in schools, providing support services in soup kitchens, painting community buildings or clearing forests, for example.

In 2018, over 6,100 employees dedicated 43,300 labour hours to support social entities from all the country.

Educational workshops

We further developed our popular in-school mentoring programme, 'Wise workshops', where Santander volunteers teach students about topics such as responsible money management or career planning, to include a new module around staying safe online. These workshops soared in popularity in 2018, with enthusiastic uptake by colleagues.

SCF UK

In 2007, our employers manifested through the engagement survey their will to be more involved with local communities on the context of their work in Santander. Since then, we have supported several charities: Young Epilepsy, London Youth, The Children's Trust, Lindtner Retirement Homes, St George's School, Rocking Horse Reigate, Lineham Farm Yorkshire and Splash Community Projects.

With the latter, we have developed our biggest project: "Big Build", which started during 1 day

and involving 20-30 employees and has evolved to 7 days involving 250 staff.

It consists on the building of several facilities for the Lingfield residential school which directly benefit their students and staff.

Our employees see this activity as an opportunity to develop positive corporate behaviours, gain new skills and get involved with the community. It also improved their engagement and pride to work for Santander.

Poland

Finansiaki

The aim of the project is to promote financial education of children aged less than 13. The Bank's employees engage in skill-based volunteering activities and run classes in schools and kindergartens based on the specially prepared scripts.

Between April and June 2018, 20 employees of the Bank ran classes for 350 school and

pre-school children under the age of 13. During the classes, children learned basic facts about saving and spending money presented in a friendly and easy to understand way. Learning by playing is a strategy which brings long-term effects. Children get to understand that money is not the goal in itself but a tool to make various goals and dreams come true.

Other initiatives in which employees take part: Matching giving & Fund-raising.

The Bank also organises a number of different programmes to support and promote various Fund-raising initiatives for employees, in order to help the most disadvantaged sections of communities.

Some of the most significant programmes are Amigo de Valor in Brazil, Mexico's Fideicomiso por los niños (Children's Trust), the 'Euros from your payslip' Fund, Convocatoria de proyectos (Call for projects) in Spain, and the Matched donation Scheme in the UK. In all of them, the Bank complements the funds raised with its own contributions.

In many of these programmes, the employees themselves come up with the funds out of their own pockets, either through their payslip, income tax or with one-off contributions through transfers. In other cases, employees, with the Bank's support, promote charity activities in the community such as street markets, or charity marathons that they use to raise funds from customers, suppliers and society at large.

Employees managed to raise a total of 5.7 million euros through these programmes in 2018. On top of this, the Bank made its own contribution of 3.7 million euros, making total raised funds of over 9.4 million, with which the Bank and its employees have been able to help over 70,000 people over the course of the year.

Main matching giving & fund-raising programmes in which employees take part

Country/ Programme	Employee contribution	Others' contribution*1	Bank Contribution	Total contribution
UK • Staff Matched Donation	--	2,139,138 €	2,139,138 €	4,278,277 €
• Age UK and Barnardo's	--	1,130,407 €	313.812 €	1.444.219 €
Brazil • Amigo de valor	1,119,256 €	820,316 €	823,213 €	2,762,785 €
Spain • "Euros from your payslip" Fund	236,470 €	--	236,470 €	472,939 €
Mexico • Children's trust in Mexico	266,039 €	--	141,041 €	407,080 €
Total	1,621,764 €	4,089,861 €	3,653,674 €	9,365,299 €

*1 Customers, suppliers, society in general.

2,421
entities which
the Bank
collaborates with

9.4
million euros
raised

> 70,000
People helped

Staff matched donation (UK)

In the UK, Santander encourages Bank employees to take part in raising funds for charity organisations in the country through the Staff Matched Donation programme. This programme is organised by the Santander Foundation in the UK, which matches donations made by employees and companies. In 2018, the Foundation donated over £2.1 million to support our employees' fundraising for charities of their choice.



Age UK and Barnardo's partnership

In 2016 our colleagues chose to support Age UK and Barnardo's with a three year partnership designed to help our communities prosper. In total, over £3.2 million were raised in these three years for both charities. Together, we've supported 57,533 people to have the skills, knowledge and resilience to face the future with confidence.



Fideicomiso por los niños de México

Over 24 years, the Bank and its employees supported this programme, a trust fund aimed at supporting children from socially and financially vulnerable groups through the financing of civil society organisations and projects that seek to improve education, health and nutrition.

In 2018, 11,133 employees joined forces with Fideicomiso Por los Niños de México to tackle the major problems face by children from vulnerable backgrounds and MXN \$9,236,000 was donated to benefit over 18,100 children.



Amigo de valor (Brazil)

Since 2002, the Amigo de Valor programme has helped to support the Municipal Councils of Children's and Adolescents' Rights in Brazil by providing funds for their activities. It channels employees' and customers resources through Brazilian income tax to support children's rights. In 2018, over 31,000 employees - roughly 62% of the Bank's total staff in Brazil - took part in the programme helping over 8,000 children living in a socially precarious situation.

The programme has already supported over 660 initiatives in more than 200 municipalities, and over 54,000 children and adolescents have benefited.



Bank's 11th Social Projects call

This initiative allows Group employees in Spain to present projects of social entities that carry out activities aimed at helping to improve the community in some way. The winning projects are funded using the "Euros from your salary" fund, into which employees pay a small fraction of their salary every month; the Bank then itself pays out the same amount as the total raised by employees.

In the 11th edition of the Call, the Group's employees in Spain presented more than 300 projects. And among them, over 4,000 employees of the Group chose by online voting the 12 winning projects of this edition. Each charity received EUR 40,367 from the "Euros From Your Salary" fund.



See video

