



# Further embedding ESG to build a more responsible bank



## Environmental: supporting the green transition

### Helping customers go green

**Widening our sustainable offering**

- New retrofitting loan
- New EU Funds Support Platform

**ESG Funds**  
**EUR 4.9 mn**  
AUM SAM ISR  
H1'21

### Going green ourselves

**100%** renewable energy consumption  
**Carbon Neutral** in our own operations

Single-use **plastic free**  
ISO **14,001** and **Zero Waste** buildings



## Social: building a more inclusive society

### Talented & diverse team

Top **1<sup>1</sup>** company to work for  
**26%** women in leadership positions  
**Mujeres con S** mentoring program

### Financially empowering people

**73 k** people H1'21  
**Correos Cash** service launched in H1'21

### Supporting society

**33,000** people helped during H1'21  
**>12,000** scholarships granted during H1'21



## Governance: doing business the right way

### A strong culture

Simple, Personal, Fair  
**Ethical Channel** channel

Taking ESG criteria into account when determining **remuneration**

### An independent, diverse Board

**20%** women on Board

**Governance embedded** to deliver on **ESG**