

Further embedding ESG to build a more responsible bank



Environmental: supporting the green transition

x1.7 Sustainable Finance
commercial banking volumes in H1'22

Green Value Proposition

Carbon footprint, ECO cards value proposition, Home retrofiting

New **public website**
for individuals and corporates

Carbon Footprint

new tool for customers c.200k visits, >24tCO₂ compensated



Social: building a more inclusive society

Top employer
2022 Award

30%
women in senior positions

Digital Gap
FinanzasXMortales Senior Edition >100 sessions in rural areas in H1'22

>560k
financially empowered people 2019-H1'22

Ukraine >€14.2mn
donations from Santander, customers and employees

Santander Natura
relaunch of activities after pandemic restrictions



Governance: doing business the right way

c.20k employees trained in ESG
including 3 levels of certification

Senior Customers

Reinforcing our service:
teller counter (from 9 am to 2 pm), senior ambassador, strengthened protocols, training and communications

Responsible Procurement
ESG topics analysed in suppliers onboarding

ESG
embedded in remuneration