

# Doing business in a responsible way



## Continue embedding our Culture in all Stakeholders...

- Adhesion to **Pride Connection** Mexico network
- **LGBT+ actions:**
  - 205 allies of the initiative and Academia sprint in LGBT+ topics.
  - Director included in **41+1** Most Influential Executives (Expansion)
- **New Normal actions:**
  - Loan deferrals for employees.
  - Behealthy (webinars, exercise classes, nutrition talks, etc.)
  - Covid-19 daily newsletter
  - Medical assistance programme



## ... supporting our customers in their transition to a low carbon economy...

- Issuance of **1 Green Bond** and **1 Sustainable Bond** in 2020
- **Purchase Power Agreement (wind power)** to reach 24% of renewable energy in 2020 and 30% in 2021
- Reduction in business travels in approximately **97%**



## ... and investing in the communities while continue supporting higher education

- **+48 million pesos** invested in Covid-19 community programmes in alliance with Zurich Santander
- Members of the new **S&P/BMV Total Mexico ESG Index** (Mexican Stock Exchange)



## ... promoting financial inclusion and empowerment ...

### Tuiio:

- **72,210** microcredits loaned in 2020
- 24,428 new customers in 2020
- 134,363 cumulative customers since beginning of operations in 2017
- **Santander has distributed more than 136 k of the 333 k total loans** to support small family businesses as part of a Mexican Government Programme in the context of Covid-19
- **10,087** people benefited through **financial education** online courses in our financial education site

