



Further embedding ESG to build a more responsible bank



Environmental: supporting the green transition

Helping customers go green

Biodegradable & CarbonNeutral®

credit & debit cards, also for corporates

Participated in EDP's **issuance of EUR 750 mn green hybrid debt** and acted as joint bookrunner in the **EUR 300 mn green bond** for REN

708 photovoltaic panels placed at the Porto University

Environmental footprint

-45% carbon emissions in 2020.

Goal of **75%** reduction in prints

Carbon Neutral

in our own operations

100% of electricity

from renewable sources



Social: building a more inclusive society

Talented & diverse team

24% women in leadership positions

c. 2% employees with disabilities

Financially empowering people

>318 K people¹ since 2019

Supporting society

>84 k people helped in H1'21

>1.1k scholarships in H1'21

Support line for social sector

Santander Golden for clients >65 who have been with the Bank for over 50 years

150 blood collections

95% local suppliers & **300** suppliers certified last year



Governance: doing business the right way

A strong culture

Simple, Personal, Fair

Family-Responsible Company – certificate of excellence efrA.

An independent, diverse Board

43% women on the Board