

POSITIVE SOCIAL IMPACT STATEMENT

novobanco

2022



Background

As part of its business model, novobanco's purpose is to generate value for society by creating a positive impact, paying special attention to social issues and playing an active role in the socio-economic development of the Portuguese businesses and society.

Today's complex social issues are central to our private and corporate customers and other stakeholders, including our employees and their families. Our approach to these issues is focused on two key areas: **Social and financial well-being** and **Responsible banking**.

To this end, novobanco has voluntarily assumed important social sustainability commitments. These go beyond its legal obligations and embody its role in society and the positive impact it aims for in its relations with all its stakeholders, with a view to developing a culture of respect for human beings in all the communities in which the bank operates.

Commitments

Through the adoption of socially responsible measures, we are committed to positively impact our internal and external stakeholders.

Our guiding principles

- Boost the national supplier ecosystem;
- Adapt spaces to promote accessibility for all people, including those with reduced mobility;
- Integrate elements of national cultural heritage into the design of new buildings and into the commercial (branch) network;
- Support the education of our employees' children during the various school cycles, as well as those requiring special treatment, either in terms of educational needs or special development;

- Provide opportunities to develop technical and professional skills which not only improve performance and productivity but also raise individual employability levels
- Promote and monitor workplace conditions;
- Encourage community development through initiatives to support entrepreneurship, financial products with social considerations and the promotion of financial and digital literacy;
- Preserve, promote and share our important cultural and artistic heritage with Portuguese society and the communities we serve, facilitating the access to and allowing artistic communities, students, researchers and the general public to enjoy the various collections.

novobanco is also committed to fair and inclusive working conditions for all employees, particularly with regard to their holistic well-being and gender equality, as embodied in the following initiatives:

- Promote and value diversity in novobanco's employee base as a strategic lever for transformation, innovation and growth, encouraging an inclusive culture that allows its employees to fully realise their potential;
- Ensure that leadership and management always include the least represented gender, with the goal of achieving gender balance.

Areas of activity

In line with its sustainability strategy, novobanco has selected the following as its main areas of activity:

- **Social and financial well-being** - managing our business based on social criteria, promoting the social and financial well-being of our stakeholders including our employees and customers, and contributing to the well-being of the communities that we serve.
 - I. **Financial and digital literacy** - activities carried out by the bank that seek to raise the level of financial and digital literacy through the development of financial skills and the use of digital channels and related security features;

- II. **Humanitarian support** - activities that seek to immediately and efficiently minimise the effects on the population directly affected by situations of socio-economic need or various types of disasters;
 - III. **Access to culture** - supporting the activities of institutions that promote national cultural progress and community access to Portuguese cultural heritage;
 - IV. **Social well-being of employees (5+ programme)** - benefits and initiatives that promote conciliation between personal and professional life, employees mental health and well-being, support employees' and their families educational and financial needs, among others.
- **Responsible Banking** - conducting our activity with a responsible business model based on the values of equity, equal opportunities, and including sustainability in our value chain;
 - I. **Equal opportunities and gender equality** - basing its relationship with all its employees and customers within a framework of equal opportunities and gender equality, repudiating any discriminatory practices based on gender, race, colour, creed, socio-economic conditions or sexual orientation, thus safeguarding the principle of equal opportunities and the duty of non-discrimination;
 - II. **Sustainability in the value chain** - establishing a relationship based on a set of Supplier Relationship Principles that describe the minimum requirements with regard to business practices, health and safety at work, ethics and environmental management, which are aligned with the OECD guidelines for Multinational Companies and with the United Nations Global Compact.
 - III. **Responsible investment and financing** - novobanco does not invest in or finance companies that conduct their business in a manner that is repudiated by the novobanco Group or that fails to comply with the Fundamental Principles and Rights at Work established by the International Labour Organisation and the International Bill of Human Rights, including: forced or child labour, or any type of inhumane treatment or threat of such treatment.

Our partners

Cooperation between different entities who seek to achieve goals and management models incorporating environmental sustainability is essential for streamlining and leveraging the impact of individual and collective action. Hence, in order to adopt best practices, expand our impact and disseminate our commitments and performance externally, we take part in national and international conventions, initiatives and protocols, such as:

- **United Nations Global Compact (UNGC)** - United Nations initiative dedicated to sustainability, founded on ten fundamental principles in the areas of human rights, labour, the environment and anti-corruption, also responsible for helping to achieve the Sustainable Development Goals (SDGs);
- **BCSD Portugal** - organization which congregates and represents leading companies in Portugal who are proactively committed to the transition to sustainability;
- **GRACE** - non-profit public utility association involved in the areas of social responsibility and sustainability. It is part of the European network of CSR Europe, a leader in corporate responsibility and sustainability, supporting industrial sectors and companies on a global scale in their transformation and search for practical solutions for sustainable growth;
- **APB - Portuguese Banking Association** - the main representative of the banking sector in Portugal, with the aim of strengthening the financial system and helping develop a sounder banking sector. With a work group specifically dedicated to sustainable financing, to which all associated financial entities belong.