

# novobanco

## SOCIAL DIVIDEND PERFORMANCE REPORT



**É agora.**  
Agora é o nosso tempo.

DECEMBER 2024

# Novobanco’s ESG vision is built-in in its “Shaping the Future” strategy, and tracked by our Social Dividend commitments

## Customer-centric Bank

Reflecting evolving customer expectations through **distinctive value propositions**

Leveraging **digital and omnichannel approach** as drivers of **service** and **proximity**



Support our **clients transition** and maximize positive **impact on society and environment**



## Simple and efficient operations

**Simplifying the banking experience**, through superior usage of **technology and data**

Improving **internal processes** to upgrade **productivity and efficiency**



Improve **efficiency**, enable **own transition**, ensure **systems readiness for ESG**



## Developing people and culture

Attracting and developing a team of **skilled and fulfilled professionals** that actively **live the bank’s values**

Developing a **dynamic collaborative culture** in an environment adapted to the **new ways of working**



Strengthen **capabilities, inclusiveness, diversity** and the **engagement** of our people



## Developing sustainable performance

Delivering **sustainable returns** through disciplined risk, capital and funding management

Strengthening the integration of **ESG across business** to support sustainable growth and key stakeholders



Build a robust **ESG governance & risk management framework**



# Our Dez'24 Social Dividend KPIs performance in each of novobanco's strategic pillars versus our medium term commitments

## Customer-centric Bank

### Green production<sup>1</sup>

Target 2026  
2.000 M€<sup>1</sup>



## Simple and efficient operations

### Own emissions<sup>2</sup>

Target 2030  
-54% vs 2021



## Developing people and culture

### Equal pay<sup>3</sup>

Target 2026  
Maximum 5%



## Developing sustainable performance

### Financed emissions reduction<sup>4</sup>

Target 2030  
100% targets realized by sector



## ESG investment products<sup>5</sup>

Target 2026  
60% of invest. products



## Renewables share<sup>6</sup>

Target 2026  
100%



## Employee engagement<sup>7</sup>

Target 2026  
At least 65%



## Women in management<sup>8</sup>

Target 2026  
At least 40%



1. Loans and investments considered under novobanco green financing policy with a 650 MEUR target for 2024; 2. Scope 1 and 2 Greenhouse Gas (GHG) emissions; 3. Equal pay gap calculated per function; 4. Achieving GHG emissions intensity targets in bank's loan and investment's portfolio for Power generation; Cement and CRE (Commercial Real Estate) sectors – value to be calculated by EoY 2024; 5. % of investment products (investment funds, financial insurances, structured notes or deposits) with ESG characteristics/ concerns – Art.8 and 9; 6. Net renewable energy share consumed (in locations where service is available); 7. Assessment of the level of employee engagement carried through the Pulse survey (average % of employee engagement level); 8. Previously Senior Leadership; 9. Calculated with annualized 2024 1<sup>st</sup>H data as compared to 2021.

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