

# Sustainability

## Responsible management In three dimensions

### The new sustainability strategy is included in the Plan 2021-2023

The new 3D Plan 2021-2023 sets out Bankinter's sustainability strategy, the objective of which is to develop the responsible management of the three business dimensions (economic-governance, social and environmental) to generate triple value wherever the group operates.

This plan is based on the Sustainability Policy approved by the board of directors in March 2021, which aims to contribute to sustainable, inclusive and healthy development based on the bank's three strategic pillars (quality, innovation and technology).

The Sustainability Policy is complemented by the bank's other internal policies, and considers references such as:

- The United Nations Sustainable Development Goals (SDGs) challenges.
- Regulations such as the Law on non-financial information and diversity and the CNMV's Good Governance Code of Listed Companies.
- An analysis of the results of the evaluations of the most prestigious environmental, social and governance (ESG) performance analysts and rating agencies.

- International standards and frameworks related to sustainability management (GRI, IIRC, ISO 26000, SGE 21, etc.).
- Consideration of the best practices of global sector leaders.
- Analysis of the results of satisfaction surveys filled in by stakeholder groups such as customers and employees.
- Analysis of reputation measurement models, such as RepTrak.

The 3D Plan 2021-2023 has 20 strategic lines, which are distributed according to environmental, social and governance (ESG) criteria (see graph).

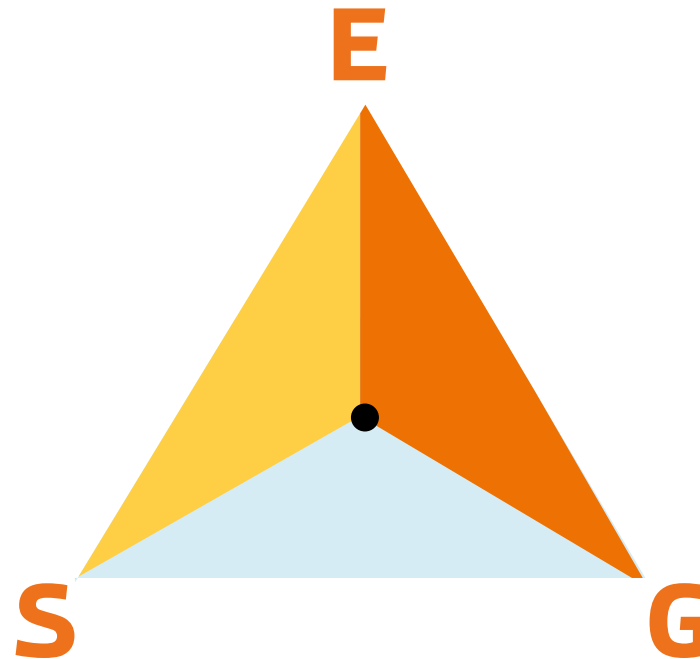
The bank establishes an annual Sustainability training plan. Some of the aims of this training plan are knowledge and application of human rights in the company, the specific qualifications of employees in key areas (such as Risks or Asset Manager), who must be familiar with and apply the ESG criteria in decision-making in the field of financing or investment.

Climate commitment  
 Climate change opportunities  
 Climate change risks  
 Stakeholder involvement  
 Environmental footprint  
 Biodiversity



Financial inclusion  
 Human rights  
 Advanced employee management  
 Innovation Foundation  
 Volunteering  
 Citizenship

Corporate governance  
 Responsible business practices  
 Sustainable finance  
 Non-financial risks  
 Stakeholder engagement  
 Tax strategy  
 Customer-centric services  
 Information security



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## Materiality analysis

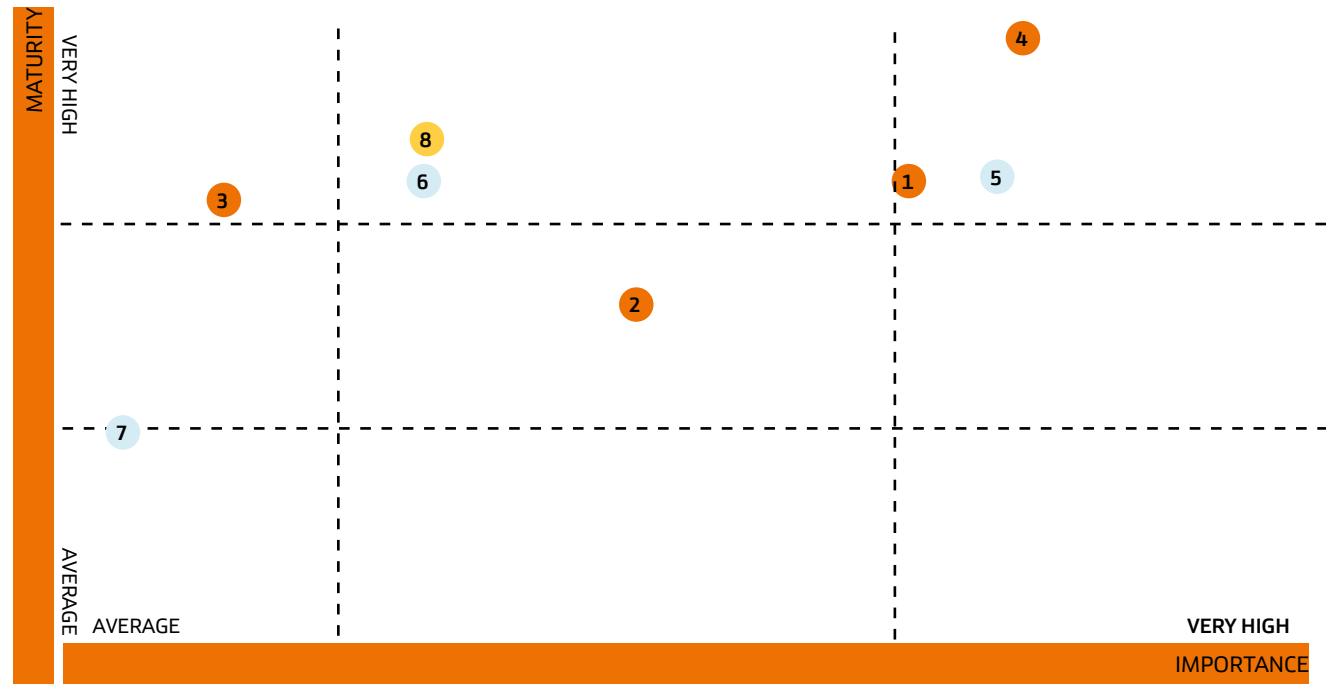
Bankinter periodically carries out materiality studies, which allow it to identify the relevant aspects for its stakeholders according to two parameters: the maturity of aspects related to financial activity according to sustainability analysts, and the importance assigned to these aspects by the main stakeholders, such as customers, employees, suppliers, social and sector opinion leaders, the media and society in general.

In order to design the bank's 3D Plan, Bankinter carried out a materiality analysis, by sending a questionnaire to its main stakeholders, with the following aims:

- Get them to take part in drawing up the Plan.
- Understand their needs and expectations.
- Identify the sustainability issues they consider most relevant and incorporate these into the new Plan.
- Obtain suggestions and comments to continue the continuous improvement of the management of environmental, social and good governance aspects, and on the generation of shared value.

The maturity of aspects related to financial activity was also taken into account, in accordance with leading analysts.

The matrix below shows the aspects considered of medium, high and very high importance by stakeholders, and the degree of maturity shown by the bank in managing these aspects according to leading sustainability analysts. In addition, the related topics within each of these major aspects have been ordered by their importance for stakeholders.



### Economic dimension

1. Customer relationship management (Economic)
2. Business strategy (Economic)
3. Corporate governance (Economic)
4. Ethics (Economic)

### Social dimension

5. People management (Social)
6. Relations with the community (Social)
7. Supply chain management (Social)

### Environmental dimension

8. Climate change and natural capital strategy (Environmental)

The initiatives being developed within the framework of Bankinter's Sustainability Plan 2021-2023, in relation to the SDGs and the specific goals they contribute to, are described below. This alignment has been validated by the EQA certification, inspection and verification authority.

Material issues	Strategic lines in the 3D Plan.	Sustainable Development Goals
Related to ethics	Responsible business practices Risk management with ESG criteria Tax strategy Human rights	SDG.10. Reduced inequalities SDG 16. Peace, justice and strong institutions SDG 17. Partnerships for the goals
Related to people management	Advanced employee management	SDG 3. Good health and well-being SDG 4. Quality education SDG5. Gender equality SDG 8. Decent work and economic growth
Related to customer relationship management	Customer-centric services Information security/cybersecurity Financial inclusion: a Bank for all	SDG 10. Reduced inequalities SDG.12 Responsible consumption and production SDG.16 Peace, justice and strong institutions
Related to business strategy	Risk management with ESG criteria Sustainable finance Information security/cybersecurity Financial inclusion: a Bank for all	SDG 7. Affordable and clean energy SDG 8. Decent work and economic growth SDG 9. Industry, innovation and infrastructure SDG 10. Reduced inequalities SDG 11. Sustainable cities and communities
Related to climate change and natural capital strategy	Climate Change Strategy Environmental footprint Biodiversity	SDG 9. Industry, innovation and infrastructure SDG 12. Responsible consumption and production SDG 13. Climate action
Related to the community	Innovation Foundation programmes Volunteering. Mueve.te Citizenship	SDG 4. Quality education SDG 8. Decent work and economic growth SDG 10. Reduced inequalities
Matters related to corporate governance	Corporate governance Risk management with ESG criteria Stakeholder engagement	SDG 16. Peace, justice and strong institutions
Related to the supply chain	Responsible business practices Risk management with ESG criteria Human rights	SDG 10. Reduced inequalities SDG 12. Responsible consumption and production SDG 16. Peace, justice and strong institutions SDG 17. Partnerships for the goals



## Governance

In 2021, Bankinter continued to be listed in the most prestigious sustainability indices, such as the Dow Jones Sustainability Index World, which recognises it as one of the twenty-five most sustainable banks in the world, and the Dow Jones Sustainability Index Europe, which recognises it as one of the five best in Europe.

The bank is also listed in other leading sustainability indices and rankings (FTSE4Good, MSCI or CDP); it was included in the Euronext Vigeo Eiris Eurozone 120 ESG Index and in the STOXX Global ESG Leaders for the first time, and was highlighted in the Sustainability Yearbook 2022, the yearbook produced by the S&P Global analyst firm.

### Responsible business practices

Bankinter has also signed up to the United Nations Environment Programme Financial Initiative (UNEP FI) and has signed the Principles for Responsible Banking. This involves a commitment to align its business strategy with the Sustainable Development Goals and the Paris Agreement (See appendix ODS).

In 2021, the bank joined the Net Zero Banking Alliance, sponsored by UNEPFI. Bankinter is committed to the goal of reaching zero net emissions by 2050 due to the direct impact of its activity, and aligns its loan and investment portfolios with this goal.

### Non-financial risks

Bankinter has defined Investment Sustainability Principles, as part of its Risk Management and Control Framework. It has established financial guidelines for industries with potentially greater impact on the environment that allow it to develop measures and references that must be followed in its decision-making process, considering the best practices and international standards.

Bankinter's sustainability strategy rests on the core principle that its business goals must be compatible with sustainable development and environmental and social objectives, preserving environmental and cultural resources for future generations, respecting diversity, and promoting the training and recognition of social groups that need specific support.

The Bank adheres to the Equator Principles, a leading international initiative for responsible investment in the financial sector with the objective of evaluating and managing the environmental and social risks of the projects. In 2021, 32 projects to which these principles apply were financed, all in Spain and Portugal and the renewable energy sector. 21 were graded B and 11 C. Investment came to 315.12 million euros.

Renewable energy projects financed in 2021

32



Loans

€315.12  
mn

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## Sustainable finance

The transition to a more sustainable and inclusive economy in line with the Sustainable Development Goals offers new windows of opportunity to deliver innovative products and services that, in addition to being profitable, generate a positive impact on our community and environment.

Bankinter offers a wide range of sustainable products:

- **Bankinter Sustainability Fund.** This fund invests in equities included in the main social and environmental responsibility indexes.
- **Eficiencia Energética y Medio Ambiente fund.** Invests in equities of companies involved in improving the efficiency of energy use and transport, the storage of electricity, automation and the improvement of industrial productivity, reduction of the environmental impact of using fossil fuels and renewable energies.
- **Bankinter Ethos fund.** The fund promotes social and environmental issues applying financial and non-financial criteria based on an exclusion strategy consistent with principles inspired by the social doctrine of the Catholic Church, in accordance with an ethical approach defined by an ethics committee.
- **Responsible investment funds.** The Bank makes more than 1,900 funds of international prestige that invest with responsible criteria available to its customers. They invest in companies dedicated to renewable energies, innovation and technology, and reducing the impact of climate change, or that are included in the main sustainability indexes.
- **Green bonds.** Bankinter coordinated the first green bond programme on the alternative fixed income market (MARF), registered by the company Grenergy Renovables with a value of 50 million euros. It has also published a Framework Agreement for green bonds, which is accredited by Sustainalytics (second-party opinion company). In January 2020, the first of these green bonds worth 750 million euros were issued. The positive environmental impact of this equated to 267,628 tonnes of CO<sub>2</sub> last year.
- **Venture capital funds or companies that invest in sustainable products.** The fund held 4.3% and 4.6% interests, respectively, in Ysios Biofund I and II (biotechnology and life sciences), 10% in Going Green (electric automotion) and 2.5% in CPE Private Equity LP (clean technologies).
- **Helia Renovables.** Since 2017, the bank has been working with Plenium Partners to set up the company Helia Renovables as a venture capital fund. Four funds have been created with total investment (debt plus equity) of more than 2.0 billion euros.
- **Other alternative venture capital funds.** The Titan fund, launched at the end of 2019 and which invests in infrastructure (renewables, energy, transport, social infrastructure, etc.), and the VStudent fund, which focuses on student residences.
- **Pension fund managed with sustainability criteria.** This is a mixed equity plan that will invest between 50% and 75% of its assets in the equities of companies around the world that meet environmental, social and good corporate governance standards. It will invest the rest in green bonds issued by private companies and the public debt of OECD countries.
- **Green/sustainable loans.** In addition to incorporating sustainability clauses in credit facilities, green loans have been granted and linked to sustainability performance.
- **InnovFin agreement.** The bank continues to support the InnovFin2014 programme, under the framework of Horizon 2020. Its aim is to support the financing of Spanish companies with fewer than 500 workers that conduct research and innovation activities and projects. Bankinter has signed an agreement with the European Investment Bank to provide 400 million euros to SMEs and mid-caps to finance their investments in Spain and Portugal.
- **Efficient home mortgage.** It offers financing for both new and second-hand properties that are highly efficient in terms of energy.
- **Popcoin sustainable portfolios.** Bankinter's digital manager offers sustainable portfolios that invest in funds from the world's leading managers that meet ESG criteria. Popcoin seeks to reinforce the bank's commitment to sustainability, while offering a bespoke option for investors who prefer to invest in securities that champion sustainability.
- **Green Hydrogen financing agreements.** Bankinter has signed agreements with business associations that aim to foster access to financing for their member companies to develop projects related to the production, marketing and distribution of hydrogen as a form of sustainable energy. The bank has provided financial coverage for investment amounting to almost 800 million euros.

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## Stakeholder engagement

Bankinter continuously engages with its stakeholders to identify, analyse and respond to their expectations and needs by implementing a management system. The model is based on the guidelines set by the Global Reporting Initiative (GRI).

Stakeholders	Engagement channels	Parties responsible for management
Shareholders	Shareholders Office Annual general meeting	Head of Shareholders Office
Investors and analysts	Roadshows Meetings Questionnaires	Director of Investor Relations Director of Committee
Customers	Quality surveys Customer Service area External ombudsman Banco de España Multichannel banking	Director of Quality Director of Legal Counsel
Regulatory bodies (Banco de España, CNMV, ECB)	Circulars	Director of Regulatory Compliance Relations with supervisors
Employees	Meetings with workers' representatives Global surveys Assessment Whistleblowing channel. Queries mailbox Intranet	Director of People management Director of Audit Director of Quality Director of Internal communication Director of Committee
Suppliers	Procurement portal Follow-up meetings Questionnaires	Director of Efficiency and Transformation Director of Committee
Partners Universities and business schools	Meetings Forums Workshops	Director of Foundation Head of Communication and CSR
Third (voluntary) sector	Social engagement mailbox Meetings	Director of Committee
Media	Press conferences Press releases Social media Press room External mailbox	Director of Communication and corporate social responsibility
Society (others not previously included)	Social media Corporate website RepTrak survey	Director of Communication and corporate social responsibility Director of Reputation

## Social dimension

Bankinter has implemented mechanisms to identify the needs, expectations and motivations of its internal and external stakeholders, with a view to providing them with a response through a wide range of advanced occupational and social management programmes.

### Financial inclusion

Its inclusive strategy is set out in the 'Bank for all' programme, which reflects its firm commitment to making all its relationship channels with stakeholder accessible. The Bank takes into particular consideration disabled and elderly people by aiming to offer them a quality service adapted to their needs. The accessibility strategy covers physical accessibility, as well as digital and cognitive accessibility.

Bankinter has a UNE 170001 certified Universal Accessibility Management System (SGAU), which is implemented in: the head office in Madrid; the Alcobendas building, which also has LEED Platinum certification; the Corporate University, located at Tres Cantos, and eight bank branches. In 2021, this was extended to the Madrid office, where the bank's new branch model was implemented. New accessibility criteria were introduced into workflows for future reforms.

In terms of digital accessibility, the objective is that both the contents and the services offered through the Bankinter websites are accessible for all its customers, in line with the recommendations of the World Wide Web Consortium (W3C) through its WACG 2.0 guidelines.

The bank offers coordinate cards with Braille so transactions can be performed over the phone, and offers monthly statements in audio format and large print.

With regard to cognitive accessibility, the Bank has made a Clear Finance Dictionary available to all its stakeholders. Developed by Bankinter in collaboration with the Instituto de Empresa, it explains the meanings of the most commonly used banking terms to make them easier for the general public to understand.

The Commercial Protocol used by Bank employees includes service guidelines for differently abled people for each phase of commercial activity.

Support for the financial training of students is channelled through two digital platforms: Money Town, aimed at secondary and college students (at the end of 2021, more than 17,800 students were registered) and Game of Traders, aimed at university students (around 7,000 participants).

Supporting the financial training of students

**17,800**

secondary school and college students.

**7,000**

university students



**Its inclusive strategy is set out in the 'Bank for all' programme, which reflects its firm commitment to making all its relationship channels with stakeholder accessible.**



## Human rights

In 2018, the Bank established a human rights policy that includes its commitment to respecting, supporting and protecting human rights in the performance of its activities and its relationship with its stakeholders in the environment in which it operates: (employees, customers, suppliers and other commercial partners) under the UN motto: 'protect, respect and remedy'.

To develop this policy, the bank has launched a Due Diligence Process, which it manages based on a risk map of human rights violations in its relationship with stakeholders. Mitigation systems are available for these primary risks, such as specific policies and other internal processes of the different areas involved, and recourse procedures have been established.

**In 2021, Bankinter ranked fourth in the Top Employer Spain companies ranking, marking 14 consecutive years in this prestigious index.**

## Advanced employee management

In 2021, Bankinter was ranked fourth in the Top Employer Spain companies ranking, marking 14 consecutive years in this prestigious index, which evaluates companies that stand out for their work environment, talent acquisition, learning, well-being, diversity and inclusion, among other factors.

The bank has maintained its family responsible company certificate, awarded by the Másfamilia Foundation to companies that have carried out initiatives to improve the work-life balance and promote equal opportunities among employees.

Bankinter has established the Diversity and Inclusion Policy and develops initiatives to facilitate the hiring of people with disabilities through agreements with Fundación ONCE, Fundación Integra and Adecco, among other organisations.

In 2021, the Sensor 2021 survey was carried out, which is carried out by the bank with a sample of employees in order to assess the level of commitment among employees and their opinions on matters relevant to the business and their day-to-day work. The commitment to sustainability at Bankinter Spain is 82%, five points higher than Sensor 2019 and seven points higher than the Spanish Standard.

With regard to health and safety management, Bankinter Portugal has a management system with ISO-45001 certification, and at Bankinter Spain the mandatory audits on health and safety have been carried out by an independent third party.

Among the initiatives to further develop the management of employee well-being, the entity to implement the digital, inclusive and personalised 'Bankinter Te Cuida' (Bankinter, here to help) programme to train and educate employees about the importance of health care, promoting a culture of safety and physical and emotional well-being.

## Corporate volunteering

Bankinter has a corporate volunteering portal for its employees called 'Mueve.te' (Move!), which seeks to promote the social and environmental engagement and involvement of the workforce, to undertake activities that have a major environmental impact. In 2021, more than 40 programmes were developed.

For young people, the seventh 'Your Finances, Your Future' programme was implemented throughout Spain. This was promoted by the Spanish Banking Association (AEB) in collaboration with the Junior Achievement Foundation, aimed at secondary school and college students.

For groups at risk of financial exclusion, such as people with disabilities, financial education workshops were run and social and environmental volunteer days were held with different foundations.

**More than  
40 corporate  
volunteer programmes  
were rolled out in 2021.**

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## Citizenship

In the communities in which it operates, Bankinter has established fourteen strategic alliances with voluntary organisations, receiving support from them to identify and respond to local needs. In 2021, 139 social/environmental initiatives were assessed, 85 of which came into fruition.

Some of the alliances are as below:

- Bankinter is a partner of the Lealtad Foundation, a non-profit institution whose objective is to provide accreditation for associations and foundations that comply with the transparency and good practice principles.
- The bank is also a promoting partner of Forética (sustainability think-tank), which promotes corporate social responsibility and sustainability in Spain and Latin America and actively participates in its Social Cluster.
- With the Adecco Foundation, Bankinter has signed up to the CEOs for Diversity commitment, for the promotion, innovation and development of business strategies and policies for diversity, equity and inclusion in Spain.
- Bankinter has also signed the Diversity Charter, which aims to promote equality and diversity policies in companies, and is part of the Corporate Excellence – Centre For Reputation Leadership, a business foundation that manages intangible business values.
- The bank helped organise the sixteenth Edition of the Máshumano Youth Awards, which recognise entrepreneurs who provide innovative, sustainable and socially responsible solutions, with projects aimed at improving the quality of life and the degree of integration of vulnerable people.

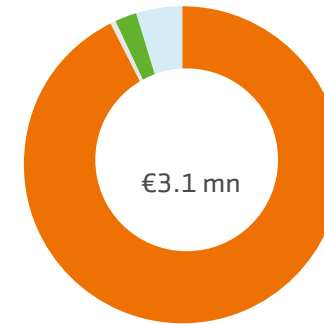
- Bankinter finances and is involved in the Green and Circular Weekends organised by the Enviroo employment portal. These are events that facilitate meetings among young entrepreneurs involved in green projects.
- It is also part of the 'Integra Commitment', developed by the Integra Foundation, which facilitates employment for groups at risk of social exclusion, through training in employability workshops in which bank volunteers act as trainers.

In 2021, the tenth 'Involvement and Solidarity' programme took place, an initiative that finances 15 social projects through the fees made from the Bankinter Solidarios card. This involves several of the Bank's stakeholders – customers using the Bankinter Solidarios visa card and employees – who submitted more than 200 projects.

As part of its management of social action, the group has developed metrics to measure the business and social benefits of its action programmes. This is based on the methodology developed by Corporate Citizenship Limited and the London Benchmarking Group (LBG) to quantify and categorise social action initiatives according to the type of activity and the resources allocated.

This methodology enables the measurement, management, evaluation and reporting of the contributions, achievements and impacts of the bank's social action. In 2021, the Bankinter Group allocated more than 3.08 million euros to initiatives of a social nature, using calculations based on this methodology.

Social investment (LBG)



- Cash 92.2%
- Time 1%
- In-kind 2.2%
- Management costs 4.6%

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## Environmental dimension

The Bank's Environmental Policy is aimed at enhancing the positive impacts and minimising the negative effects of its activity on the environment. The Sustainability area, together with the bank's sustainability committee, is responsible for overseeing compliance with the principles of this Policy and ensuring its commitment to protecting the environment.

The environmental dimension of the 3D Sustainability Plan includes three strategic lines.

- The Climate Change Strategy, which is divided into four main lines with short-, medium- and long-term objectives for risks and opportunities.
- Management of the bank's environmental footprint, through the environmental management system and calculation of the carbon footprint (through which the direct and indirect environmental impacts of the bank activities are identified, measured and managed).
- The biodiversity line, with the aim of becoming a leader in methodologies for measuring and managing the impact of the financial sector on biodiversity.

The bank is working with leading bodies that assess and rate environmental performance, such as the CDP, which Bankinter has been a signatory of since its launch and to which it reports annual information on its carbon footprint and its management of climate change risks and opportunities.

Bankinter has also signed up to the United Nations Environment Programme Finance Initiative (UNEPFI) and the Principles of Responsible Banking, a framework established in order to carry out sustainable banking business in line with the SDGs and the 2030 Agenda.

## Climate Change Strategy

The Bank's responsibility to the environment does not rest so much on managing the direct impact of its activity on its surroundings (something which it has been managing for over a decade), but rather on identifying and managing its indirect impact; i.e. generated by applying its financing and lending policies.

In 2019, Bankinter drew up a strategy that incorporates the recommendations of the main international initiatives in this area, based on important preliminary work, and established a roadmap and short-, medium- and long-term objectives with the areas of the Bank that are most directly involved (e.g. Risks, Investment Banking, Asset Management).

The following notes are made on the objectives set:

- Bankinter has been carbon neutral in Scopes 1 and 2 since mid-2020.
- 100% of the electricity consumed in the bank's facilities in Spain and Portugal at the end of the year came from renewable sources.
- Significant progress has been made in implementing the TCFD (Task Force on Climate-Related Financial Disclosure) recommendations.
- A number of policies that include ESG criteria are in place.
- A climate rating tool has been implemented for business with companies.
- The bank's exposure to climate change risks was analysed for Business Banking.

- An initial estimate has been made of the total emissions financed by the bank in the corporate banking sector in Spain.
- Progress has been made in identifying climate change emissions and risks in the mortgage portfolio.
- New sustainable products have been marketed, such as the 'Efficient Home' mortgage (green mortgage) and the sustainable portfolios of the Popcoin digital robo-advisor.
- A total of 267,628 tonnes of CO2 emissions have been avoided thanks to projects resulting from the issuance of green bonds by the bank.

Looking ahead to 2022, Bankinter is developing a roadmap for the decarbonisation of its portfolios with targets for 2025 and 2030, in line with the objectives in the PNIEC (National Integrated Energy and Climate Plan), the commitments made when joining the Net Zero Banking Alliance, regulatory requirements and climate stress tests.

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## Implementation of TCFD recommendations on climate change

Area	Recommendations	Implemented	Next actions
Governance	<ul style="list-style-type: none"> <li>Include the assessment and supervision of climate risks in governance processes.</li> <li>Describe the board's oversight.</li> <li>Ensure the governance processes to review published information are similar to those used for existing financial reporting.</li> </ul>	<ul style="list-style-type: none"> <li>Inclusion in the sustainability policy approved by the board of directors.</li> <li>Presentation of the climate change strategy by the sustainability committee to the board of directors, which approved it.</li> <li>Regular monitoring of the performance of the strategy by the sustainability committee, the appointments, sustainability and corporate governance committee and the board.</li> <li>The Non-Financial Statement, which includes information on climate change, is prepared by the board of directors and verified by an independent external auditor.</li> <li>Creation of the Sustainable Finance working group, which will report to the sustainability committee.</li> </ul>	<ul style="list-style-type: none"> <li>Regular monitoring of the implementation of the strategy and the objectives achieved.</li> </ul>
Strategy	<ul style="list-style-type: none"> <li>Describe the climate-related risks and opportunities of the organisation.</li> <li>Describe the impact of climate-related risks and opportunities on the organisation's business strategy and financial planning.</li> <li>Describe the resilience of the organisation's strategy in different climate scenarios.</li> </ul>	<ul style="list-style-type: none"> <li>Identification of climate-related risks and opportunities in the strategy.</li> <li>Main short-, medium- and long-term objectives have been established in the climate change strategy.</li> <li>Development of opportunities identified: new products and sustainable services</li> <li>Analysis of the bank's portfolio in relation to climate change risks based on a range of scenarios.</li> <li>Membership of the Net Zero Banking Alliance with the goal of carbon neutrality in 2050.</li> <li>Working group to establish a decarbonisation roadmap for the bank's portfolio with intermediate targets for 2030.</li> <li>Initial attempt to identify activities aligned with the taxonomy for objectives of adaptation to, and mitigation of, climate change.</li> </ul>	<ul style="list-style-type: none"> <li>Development of the opportunities identified: new products and sustainable services</li> <li>Analysis of the Science Based Targets initiative for the financial sector</li> <li>Approval and presentation of the decarbonisation roadmap for the bank's portfolios, in line with the PNIEC and the objectives of the Net-Zero Banking Alliance.</li> </ul>
Risk management and opportunities	<ul style="list-style-type: none"> <li>Describe the organisation's processes for identifying and assessing climate-related risks.</li> <li>Describe the organisation's processes for managing climate-related risks.</li> <li>Describe how these processes are integrated into the organisation's overall risk management.</li> <li>Describe how the organisation identifies new climate-related business opportunities.</li> </ul>	<ul style="list-style-type: none"> <li>Implementation of sector ESG policies.</li> <li>Implementation of the Equator Principles.</li> <li>Sector policies and sustainability principles in the risk framework agreement.</li> <li>Work meetings with business units.</li> <li>Initial climate change risk analysis for the bank's portfolio.</li> <li>Implementation of a climate rating tool and its incorporation into the risk admission process.</li> <li>Initial analysis of climate risks in the mortgage portfolio.</li> <li>Regular meetings of the Sustainable Finance working group.</li> <li>Development of the opportunities identified: new products and sustainable services</li> </ul>	<ul style="list-style-type: none"> <li>Development of processes to manage climate-related risks.</li> <li>Analysis of the monitoring of operations with high or very high climate ratings.</li> <li>Extension of sector policies to other industries.</li> <li>Development of the opportunities identified: increase of assets in the range of sustainable products.</li> </ul>
Metrics and targets	<ul style="list-style-type: none"> <li>Disclose the metrics used by the organisation to manage climate-related risks and opportunities</li> <li>Disclose Scope 1, Scope 2 and, if appropriate, Scope 3 greenhouse gas emissions.</li> <li>Describe the targets used by the organisation to manage climate-related risks and opportunities and performance against targets</li> </ul>	<ul style="list-style-type: none"> <li>Scope 1, 2 and 3 (partial) emissions disclosed and independently verified</li> <li>Study to expand Scope 3 reporting based on publication of the 'Corporate Value Chain (Scope 3) Accounting and Reporting Standard' GHG Protocol.</li> <li>Principal short-, medium- and long-term objectives established in the climate change strategy</li> <li>Initial estimate of the number of tonnes financed by the Business Banking area.</li> <li>Calculation of emissions avoided through the launch of Green Bonds.</li> </ul>	<ul style="list-style-type: none"> <li>Adoption of standard methodology to calculate all Scope 3 emissions</li> <li>Disclose the achievement of targets to stakeholders.</li> </ul>

## Carbon footprint

In 2021, the bank's calculation of its organisational carbon footprint in Spain and Portugal was subject to external assurance by the company SGS, according to the Greenhouse Gas Protocol and in line with the requirements of the Intergovernmental Panel on Climate Change. Bankinter registered this carbon footprint (calculated in 2020) with the Carbon Footprint Registry of the Ministry of Ecological Transition and the Demographic Challenge, being awarded the I calculate + I reduce stamp.

Since mid-2020, Bankinter has been carbon neutral for Scope 1 and 2 emissions in its activity in Spain, Portugal and Luxembourg. All total direct emissions are offset through the Zero CO<sub>2</sub> initiative of Fundación Ecología y Desarrollo (Ecology and Development Foundation) in the Amazon Conservation project in Madre de Dios, Peru.

All of the electricity consumed (Scope 2) in Bankinter's facilities has been green energy with guarantees of origin since mid-2018 in Spain and since July 2020 in Portugal, and more recently in Avant Money. This explains the significant decrease in figures for Scope 2 emissions over recent years.

The special situation caused by the COVID-2021 pandemic in 2020 and 2021 influenced trends in the emissions indicators as buildings and offices were not fully occupied and part of the workforce continued to work remotely, with the resulting influence on emissions from employee travel, for example.

A new aspect of the calculation of the 2021 footprint is the fact that the estimate of emissions from accounting records was included and an initial estimate of the emissions financed by Business Banking operations in Spain was carried out.

### CO<sub>2</sub> emissions Scope 1 (Tn) \*

	2021	2020	%
Gas/Diesel/Air conditioning gases	1,547.28	1,852.88	-16.5%
<b>Total/employee</b>	<b>0.25</b>	<b>0.21</b>	<b>17.9%</b>

\* OECC emission factors, carbon footprint registry, offset and carbon dioxide absorption projects (Version 17 - April 2021)  
All direct emissions are offset through the Zero CO<sub>2</sub> initiative of Fundación Ecología y Desarrollo (Ecology and Development Foundation) in the Amazon Conservation project in Madre de Dios, Peru.

### CO<sub>2</sub> emissions Scope 1 (Tn) \*

	2021	2020	%
Electricity	11.84	1,251.82	-99.1%
<b>Total/employee</b>	<b>0.002</b>	<b>0.14</b>	<b>-98.7%</b>

\* EDP Portugal 2021 emission factor  
All total direct emissions are offset through the Zero CO<sub>2</sub> initiative of Fundación Ecología y Desarrollo (Ecology and Development Foundation) in the Amazon Conservation project in Madre de Dios, Peru.

### CO<sub>2</sub> emissions Scope 3 (Tn) \*

	2021	2020	%
Business travel	1,429.33	1,239.36	15.3%
Business trips	5,442.64	5,921.69	-8.1%
Water	13.64	17.74	-23.1%
Paper	254.74	317.00	-19.6%
Toner	39.85	38.08	4.6%
Waste	5.03	4.79	4.9%
Computer equipment	827.74	879.15	-5.8%
Furniture	65.27	65.28	0.0%
Customer electricity consumption	768.20	1,051.89	-27.0%
Cleaning products	5.24	6.39	-18.0%
Maintenance travel	20.70	11.84	74.8%
Purchases of goods and services	1,897.88	3,164.40	-40.0%
<b>Total</b>	<b>10,770.26</b>	<b>12,724.31</b>	<b>-15.4%</b>
<b>Total/employee</b>	<b>1.75</b>	<b>1.47</b>	<b>19.5%</b>

\* OECC emission factors, carbon footprint registry, offset and carbon dioxide absorption projects (Version 17 - April 2021)/SIMAPRO (Ecoinvent System Processes)

\* IT equipment, furniture and cleaning products: estimates taking into account the purchase of these materials. Customer electricity consumption: estimate taking into account registered connections of customers to Bankinter's website, the average duration of these and the average consumption of a computer.

\* Purchases of goods and services: financial data has been taken as source data using the emission factors from the NAMEA (National Accounting Matrix (NAM) and Environmental Accounts (EA)) Methodology.

### Direct CO<sub>2</sub> emissions (Tn)

	2021	2020	Change
Total emissions	12,329.38	15,829.02	-22.1%
Total Scope 1 and 2/Employee	0.25	0.36	-29.7%
Total/employee	2.01	1.83	10%

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## Eco-efficiency and sustainable resource usage indicators

Bankinter has identified the main eco-efficiency indicators of its activity to be measured and controlled. The purpose of this is to implement the necessary measures to optimise the consumption of supplies and materials. This means minimising consumption and hence our carbon footprint.

Indirect energy consumption by the Bank is from electricity consumption. This is the main source of energy used by Bankinter and its consumption has gradually been reduced in recent years as a result of the measures adopted (renewal of equipment to increase efficiency, replacement of traditional lighting with LED, systems for the remote management of consumption, etc.).

Bankinter acquires paper according to strict environmental criteria. It is 100% recycled (in Spain) and bears the Blue Angel and Nordic Swan ecolabels.

To reduce consumption, the bank has implemented measures such as the biometric signature solution, which is now used at fixed positions in branches and which has been extended in recent years to various operations and products (investment fund agreements, current accounts, deposits, pension plans, updating of customer information, powers of attorney, etc.). This has resulted in an estimated annual reduction of more than 100,000 paper documents per year.

Another important milestone was the digitalisation of the recruitment process. In addition to the contract's digital signature, all the documents associated with each employee already forms part of a personal digital archive, thereby reducing paper requirements.

In 2021, customer information campaigns were continued to replace paper statements with the web correspondence model.

Water consumption for sanitary uses is controlled through monitoring using the Environmental Management System indicators. Devices are gradually being implemented to reduce consumption in certified buildings.

Energy consumption (Gj) *			
	2021	2020	Change
Electricity	90,624.24	92,454.92	-2.0%
Diesel	4,156.77	4,120.88	0.9%
Natural gas	11,505.83	9,958.39	15.5%
<b>Total</b>	<b>106,286.84</b>	<b>106,534.19</b>	<b>-0.2%</b>
<b>Total/employee</b>	<b>17.32</b>	<b>17.44</b>	<b>-0.7%</b>

\* Where all consumption bills of the year are not been available upon gathering the information, an annualisation has been made to 365 days to obtain the data for the full year.

Water consumption (m <sup>3</sup> ) *			
	2021	2020	Change
<b>Total</b>	<b>42,490.43</b>	<b>42,867.27</b>	<b>-0.9%</b>
<b>Total/employee</b>	<b>6.92</b>	<b>7.02</b>	<b>-1.4%</b>

\* The calculation of water consumption in the branch network is estimated by extrapolating the ratio per employee of a sample of branches with independent and non-community water meters.

Paper consumption (Tn) *			
	2021	2020	Change
<b>Total</b>	<b>323.62</b>	<b>352.83</b>	<b>-8.3%</b>
% recycled A4 and A3	0.94	93%	0.5%
<b>Total/employee</b>	<b>0.05</b>	<b>0.06</b>	<b>-8.7%</b>

\* Paper consumption data refer to the consumption of DIN A4, DIN A3 and envelopes.

Waste management (kg)			
	2021	2020	Change
Confidential paper	171,647	147,954	16%
Toner	2,412.5	2,128	13.4%
Electronic equipment	10,910	19,564	-44.2%

\* The increase in the management of confidential paper was due to various changes in department locations within the group.



## Environmental Management System

To guarantee the continuous improvement of its environmental performance, Bankinter has an Environmental Management System (EMS), certified according to the UNE EN ISO 14001 standard and which currently includes the bank's four unique buildings in Madrid, Tres Cantos and Alcobendas, Barcelona, Bilbao (included in the scope in 2021) and the sustainable office in Madrid. This means that 46.1% of the bank's workforce is located in buildings covered by this environmental certification. (33.2% of the total area of all the bank's properties).

Portugal also has a certified environmental management system, the scope of which includes the headquarters in Marquês de Pombal and the Torre Oriente building, both in Lisbon, and 15 bank branches in the Portuguese capital. This covers 52% of the workforce (40.8% of the total area of all the bank's properties in Portugal).

Mechanisms have been put in place at EVO and Avant Money to optimise consumption of materials and supplies, and ensure effective waste management.

## Biodiversity

Bankinter Group has its headquarters in urban land, so it has no impact on protected natural spaces and/or biodiversity.

However, although the financial sector is not usually identified as having a high impact, financial institutions have an important role to play in the transition towards an economy with neutral impact on biodiversity. Biodiversity is to be included in the European taxonomy. Bankinter is, therefore, determined to understand the best methodologies and most important trends in this area.

In Spain, Bankinter headed up a project with Natural Capital Coalition. Its objective was to develop a specific guide for the financial sector facilitating the identification and management of its portfolio's impact on natural capital.

The Bank joined the 'Business and Biodiversity' working group for financial institutions to understand best practices in relation to these aspects. In 2020, at the initiative of this group, Bankinter signed the 'Financial Commitment to Biodiversity'. 84 companies have joined it so far. Throughout 2021, three working groups were formed, and Bankinter is part of the group that measures and evaluates the impact on biodiversity.

## Influence on stakeholders

The Group has various internal and external communication channels for promoting its various social and environmental initiatives, thereby encouraging the engagement of all its stakeholders.

The awareness-raising and communication actions carried out include: environmental website, sustainability section on the Bankinter blog, financing of green entrepreneurship workshops, environmental photography awards for staff, environmental volunteering days for employees.

Bankinter actively participates in climate change and environment forums and events, is the leading company in Forética's Climate Change Cluster, supports the annual Earth Hour campaign promoted by WWF and uses its media and social networks to promote the initiatives that the bank takes in order to achieve the SDGs transition towards a low-carbon economy.

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