

Main Indicators

	Unit	2017	2016	2015	2014	2013	Var. % 17/16
CUSTOMERS							
Total of Customers (1)	Thousands	5,429	5,482	5,557	5,282	5,162	-1.0%
Interest paid on deposits and interbank funding	Million euros	353	389	661	897	1,148	-9.2%
Claims registered	Number	76,918	72,498	79,108	71,348	81,719	6.1%
Claims resolved	Percentage	97.7%	93.2%	97.2%	95.1%	98.5%	4.8%
ACCESSIBILITIES							
Branches	Number	1,120	1,163	1,342	1,373	1,518	-3.7%
Activity in Portugal		578	618	671	695	774	-6.5%
International activity		542	545	671	678	744	-0.6%
Branches opened on Saturday		118	112	144	140	131	5.4%
Branches with access conditions to people with reduced mobility		802	828	978	981	1,137	-3.1%
Internet	Users number	1,665,987	1,700,114	1,541,811	1,377,480	1,352,188	-2.0%
Call Center	Users number	353,003	261,620	273,610	301,338	230,046	34.9%
Mobile banking	Users number	1,520,378	1,268,804	929,401	506,976	339,095	19.8%
ATM	Number	2,950	2,965	3,115	3,112	3,341	-0.5%
EMPLOYEES							
PORTUGAL EMPLOYEES	Number	7,189	7,333	7,459	7,795	8,584	-2.0%
INTERNATIONAL EMPLOYEES (2)	Number	8,538	8,474	9,724	9,845	10,076	0.8%
LABOUR INDICATORS (3)							
Breakdown by professional category	Number						
Executive Committee		23	21	23	22	21	9.5%
Senior Management		150	146	171	161	165	2.7%
Management		1,642	1,669	1,702	1,768	1,874	-1.6%
Commercial		9,424	9,453	10,406	10,648	11,013	-0.3%
Technicians		3,531	3,459	3,609	3,641	3,921	2.1%
Other		1,061	1,167	1,330	1,452	1,711	-9.1%
Breakdown by age	Number						
<30		2,235	2,225	3,029	3,387	3,710	0.4%
[30-50[9,498	9,820	10,673	10,925	11,510	-3.3%
>=50		4,103	3,875	3,550	3,391	3,500	5.9%
Average age	Years	41	41	38	37	36	0.0%
Breakdown by contract type	Number						
Permanent		14,668	14,876	15,904	16,329	17,504	-1.4%
Temporary		1,168	1,044	1,035	1,073	894	11.9%
Trainees		298	0	313	301	329	
Employees with working hours reduction	Number	187	202	153	155	169	-7.4%
Recruitment rate	Percentage	9.7%	8.2%	7.3%	8.1%	6.6%	18.3%
Internal mobility rate	Percentage	18.5%	18.0%	16.4%	16.4%	15.9%	2.8%
Leaving rate	Percentage	10.3%	9.1%	10.0%	11.1%	9.1%	13.2%
Free association (4)	Percentage						
Employees under Collective Work Agreements		99.6%	99.6%	99.5%	99.6%	99.7%	0.0%
Union Syndicated Employees		78.5%	78.9%	72.0%	73.2%	75.9%	-0.5%
Hygiene and safety at work (HSW)							
HSW visits	Number	159	376	194	180	376	57.7%
Injury rate	Percentage	0.0%	0.0%	0.0%	0.0%	0.0%	
Death victims	Number	0	1	0	0	0	
Absenteeism rate	Percentage	4.3%	4.2%	4.0%	3.6%	3.8%	2.4%
Lowest company salary and minimum national salary	Ratio	1,3	1,1	1,9	1,7	1,7	12.3%
ENVIRONMENT (5)							
Greenhouse gas emissions (6)	tCO ₂ eq	55,683	59,864	58,439	65,470	72,691	-5.3%
Electricity consumption (7)	MWh	63,131	68,055	76,513	88,789	114,402	-7.2%
Production of waste (8)	t	599	1,332	2,078	1,568	1,294	55.1%
Water consumption (9)	m ³	253,837	239,279	358,228	554,307	361,968	6.1%
SUPPLIERS							
Time of payment and time contractually agreed, in Portugal	Ratio	1	1	1	1	1	0.0%
Purchase from local suppliers	Percentage	86.5%	91.7%	92.8%	86.5%	92.6%	-5.7%
DONATIONS							
	Million euros	1.9	1.7	2.0	2.2	3.2	6.2%

(1) Data for 2016 and 2017 do not include Angola, whose operation was discontinued in 2016.

(2) Number of Employees for all operations except Poland, where are reported Full Time Equivalent (FTE). Does not include Millennium bcp Bank & Trust employees.

(3) Employees information (and not FTE) for: Portugal, Poland, Mozambique and Switzerland.

(4) The value reflects only operations where the regimes are applicable. Collective work agreement: Portugal and Mozambique. Syndicate: Portugal and Mozambique.

(5) Data do not include Angola (2013 to 2017).

(6) Data do not include Mozambique (2016).

(7) Data include electricity from public grid. Does not include the cogeneration plant in Portugal neither 2016 energy consumption in Mozambique.

(8) Data does not include Switzerland (2013) neither Mozambique (2012 and 2013).

(9) Data does not include Switzerland (2012 to 2016), neither Mozambique (2016).