



# SOCIAL RESPONSIBILITY



# Social Responsibility

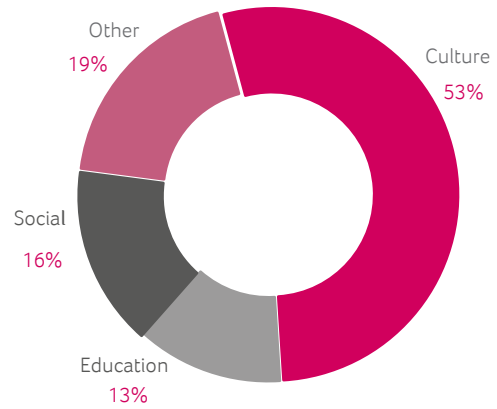
The BCP Group's strategy is the promotion of a culture of social responsibility, developing actions for and with several groups of Stakeholders aiming at, directly and indirectly, contributing to the social development of the countries where it operates.

It is in this context of proximity to the community that its policy of social responsibility has developed, giving priority to its intervention on cultural, educational and social initiatives.

In 2019, the number of hours of volunteer work was 1,202 in Portugal and 2,939 in the total of the Group's operations, figures showing a positive evolution versus the 1,008 and 2,358 hours recorded in 2018, reaching the 7% goal defined for 2017.

In 2020, materialising a strong commitment and so that are able to (always) be close to Individuals and the community, the Bank proposed a 10% increase in total volunteer work hours.

Donations allocated by intervention area (Percentage)



## Participate and sharing

Material issue:

PARTNERSHIPS WITH NGO/PUBLIC CHARITABLE ORGANIZATIONS AND VOLUNTEER WORK

In Portugal, Millennium bcp has continued to foster and create opportunities for the Employees' participation as volunteers in actions to support the external community:

- In the context of the Food Bank's food collection campaigns, Millennium bcp once again was present at the warehouses, helping to separate and store the food. In 2019, in the two campaigns made regularly, the Bank helped at a national level and ensured a participation of more than 175 volunteers, Employees and their relatives.
- Supporting Junior Achievement Portugal (JAP), in its entrepreneurial, creativity and innovation projects, through the Bank Employees' participation as volunteers. In 2019, the Bank participated in the second edition of "Braço Direito – Um dia no teu futuro", wherein hundreds of students had the unique opportunity to join the volunteers in their workplace and participate in some of their daily activities. At Millennium bcp, we organized two sessions, one in Estremoz and one in Taguspaq.



The Bank has also been organizing, supporting and following up internal solidarity actions that promote a culture of proximity and add social value and are also a significant contribution for the materialization of its Social Responsibility Policy in Portugal. Among these initiatives, which received a special boost from the Direct Banking, Retail Marketing, Corporate Marketing, Operations and Quality and Support to the Network Divisions, we highlight:

- "Acreditamos: Ajudamos a Dar (mais) Cor à Esperança", an internal initiative whose purpose was to collect colourful child sticking plasters, painting books and pencils for the children supported by the association ACREDITAR. With the contribution given by the Bank's Employees at a national level, it was possible to collect around 875 boxes of band-aids - more than 310 individual band-aids;

- Internal action for the collection of plastic recipients in favour of Re-food, with the objective of distributing meals to the local communities. This initiative enabled the collection of 865 recipients;
- Millennium bcp was in the first line of emergency response to the victims of the cyclone Idai in Mozambique. To complement the financial aid granted by the Bank through Unicef Portugal, in the amount of 50.000 Euros, the Employees of Millennium bcp also participated in this collective effort by means of a partnership established with the Association HELPO by collecting tons of essential goods, especially food and clothing.
- “Millennium Solidário - Natal 2019”, a campaign for the collection of donations in favour of Make-A-Wish Portugal to make the dreams of children’s and young people’s with rare diseases come true. With the usual commitment of the Bank’s employees, it was possible to make 2 of those wishes come true.
- In addition, some internal corporate social responsibility campaigns were carried out, in line with the logic of proximity with communities, such as the Solidary Christmases promoted by ActivoBank in favor of “Santa Casa da Misericórdia da Amadora” and the Operations Division and Direct Bank in support of ReFood (Odivelas), actions that allowed to support dozens of needy families.



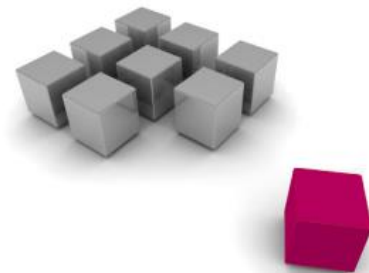
Material issue: ENVIRONMENTAL AND SOCIAL AWARENESS

Millennium bcp also carried out a number of supporting actions to institutions and initiatives able of generating social value, of which we highlight:

- Regular support to institutions through the donation of IT equipment and office furniture that is no longer used but is in condition to be reused. In this context, the agreement concluded with Entrajuda, the main beneficiary entity, has been maintained. In the first six months of 2019, from amongst computer equipment and furniture, the Bank donated 2,565 goods to 255 institutions, of which 88 to Entrajuda.
- Culturally speaking, we must point out the 11th edition of the Festival ao Largo, which every year presents on stage at Largo de São Carlos a series of shows with the best of opera, ballet and symphonic music. The purpose of this action is to take art to increasingly inclusive audiences, thus contributing for the cultural enrichment of Portugal.
- Support to external solidarity initiatives, namely the project “Vela Sem Limites”, an initiative from Clube Naval de Cascais which enables 60 disabled individuals to regularly practice sailing and to many other to have their first sea experience.
- Support to external solidarity initiatives, particularly the 10th edition of “Meninos do Céu” in Chaves, an action promoted by the Associations “Les Enfants du Ciel” and “Meninos do Céu” with the support of Banque BCP and of Millennium bcp, wherein approximately 400 children with special needs had the chance of making their first flight.

## UM COMPROMISSO...

SUSTENTABILIDADE



## VENDA DE "PIRILAMPOS MÁGICOS"



## VAMOS PLANTAR ÁRVORES...?



- Provision by Millennium bcp of a location in Tagus Park for charitable organisations to collect funds and disclose the work carried out. In 2019, an example of this practice is the sale of Pirilampo Mágico, promoted by CERCIO Oeiras;
- In 2019, took place one more edition of the Mercado de Natal Solidário, that joined at the Bank's premises, in Taguspark, a number of institutions that had the opportunity of disclosing their mission and activities and, at the same time, raise funds. Attended the following institutions: Ajuda dde Mãe, CEIFAC, CERCICA, Associação Capulana, Casa das Cores, ASPA, Associação Rabo de Peixe Sabe Sonhar and Centro de Educação para Cidadãos com deficiência.;
- Project "Girl Move", an association that intends to support young Mozambican girls to have access to a more and better training to be able to break the cycle of poverty and, this way, build their own future and contribute for a better society. Millennium bcp granted, in 2019, another one-month training to a young Mozambican girl.
- Millennium bcp is present in the "Portugal Chama", prevention campaign launched by the state Portuguese, with a view to avoiding fires, protecting people, forest and minimizing the economic and social impact of fires.

In Poland, Bank Millennium continues to carry out a significant number of actions within the scope of culture and volunteering, notably: 12 volunteer actions were carried out in 2019, involving 126 volunteers and totalling 905 hours. Amongst these initiatives, we must point out:

- Corporate volunteering program "Milantrop" addressed to all Bank Employees and aimed at supporting local communities. The programme enables two types of volunteer service - the organization of personal initiatives or the participation in projects envisaged by the Foundation. Bank Millennium The projects developed so far counted with the participation of more than 567 volunteers and benefited more than 13.624 persons;
- Since 2013, every year at Christmas the Bank organizes a solidarity auction for the sale of handcraft. This auction, where the offers are made through the intranet, gathers several hundreds of items created and produced by the Bank Employees. The sale proceeds are used in the treatment of disabled children related to the Employees. In 2019, this initiative enabled to raise around 19 thousand euros;

- Races “Charity Corporate” – the employees of Bank Millennium continue to regularly participate in races for charity with the support of the Bank.

Within the scope of Culture, pursuant to a medium/long term plan based on partnerships established with reference cultural institutions for the support of specific programmes, we must point out: i) the 8th edition of the Sacrum-Profanum Contemporary Music, a contemporary music festival organized by the Cracow Festival Office; ii) “Złota Tarka” Old Jazz Meeting, a musical event sponsored by the Bank since 2002; iii) the Gdańsk Music Festival – concerts of contemporary and classical music with a programme chosen in each edition by the Resident Artist in an open and adjustable format, supported by the Bank since 2013; iv) Golden Sceptre, an annual award organized by the Polish Foundation for Culture, that aims to celebrate Polish artists who distinguished themselves in the musical area.

Bank Millennium - representing the most significant cultural support - was also a partner, for the 12th consecutive year, of Docs Against Gravity, the biggest and more global festival of documentary films in Poland. This film festival, supported by a huge communication campaign and by a number of debates, and other events was carried out in 2019, in 6 Polish cities and was attended by more than 92.000 persons.

The strategy for inclusion and removal of barriers defined for accessing banking services is also extended to the events supported by the Bank. In the case of Docs Against Gravity, an App with audio contents is made available and these contents allow people with special needs to better understand the films exhibited.

In Mozambique, the Bank's social commitment is materialized since 2006 by the programme - More Mozambique for Me - one of the references of the BCP Group within the scope of Corporate Social Responsibility, proximity and support to local communities. Millennium bim carried out 3 volunteer actions in 2019, involving 104 volunteers and totalling 832 hours.

Accordingly, the bank continues focused on projects in the areas of health, education, culture, sustainability, sporting activities for children and young people and development of the community:

- Millennium bim Mini Basketball Tournament - in its 14th edition, involved 2,000 athletes, aged between 6 and 11 years old, from, for the first time, all Mozambican provinces;
- Millennium bim Race - 14th edition of a sports event which seeks to foster the development of running, the appearance of new talent and the adoption of healthy living habits. The one held in 2019, with the participation of 2.000 athletes was the greatest one ever.





- 9th Edition of the Solidarity Race Helpo - Millennium bim supported this project once again this project promoted by Associação Helpo which was held in three cities of Mozambique. 600 children participated in an initiative for the eradication of poverty and the promotion of a healthy life and the practice of sporting activities.
- 2nd Race “Com Mais Luz” from Associação Kanimambo - Millennium bim supported this sporting event once again which, in 2019, was carried out under the motto “A Caminhar, a Correr ou de Bicicleta, juntos pelas Pessoas com Albinismo”. The race was preceded by a conference held on 13 June, International Day for the Awareness of Albinism with the objective of debating themes regarding the persecution and discrimination against individuals with albinism and provide detailed information on what is albinism and how it is treated;
- 4th edition “Playing without frontiers” - an initiative from the Ministry of Education and Human Development that provides to 300 disabled children aged 6 to 12 an opportunity for practising physical exercise, playing games and enjoying other leisure activities to increment their ability to interact, respect, tolerance and self-esteem;
- Project Musiarte - National Conservatory of Music and Drama - created in 2014, it is one initiative of the opera singers Stella Mendonça and Sónia Mocumbi. Millennium bim is the main sponsor of this project of musical education which aims at contributing for a quality teaching but also identify and promote young talents, regardless of their social condition;
- Support to the production of the book “Futuros Presidentes”, a project developed in partnership with Associação HELPO, creative artists from Agência Portuguesa Big Fish and with the children who accepted participate and share their dreams in this book that proves that, through education, everything is possible, even dreaming to become President of the Republic;
- Action for the renovation of the Nursery of the Neonatology Unit of Hospital Central de Maputo, wherein 35 employees coloured the walls of the paediatric wing with the purpose of providing a more friendly environment to the hospitalised children.
- Millennium bim Responsável - intervention in the paediatric emergency services of the Provincial Hospital of Tete with the purpose of increasing the comfort of the patients, particularly of the children and health professionals. This action involved 25 Employees of the Bank.
- Millennium bim offered a drinking fountain to the population of Namialo in the Province of Nampula, in Mozambique, providing access to drinking water to a population of more than 5.000 inhabitants.
- Due to the cyclone Idai, Millennium bim and its employees developed several actions to support the victims of this natural disaster, of which he highlight;
- Millennium bim and its employees donated more than 15 tons of food and essential relief items to INGC - Instituto Nacional de Gestão de Calamidades for immediate support to the people affected by natural disasters in Mozambique;

- Millennium bim Responsável – volunteer action at Centro de Reassentamento de Nhamatanda to help in the selection of clothes and delivery of food to the communities affected by cyclone Idai;
- Millennium bim contributes, through Associação Moçambicana de Bancos, for the re-building of Hospital Central da Beira;
- “Millennium bim Solidário” in the Elementary School 3 de Fevereiro - re-building of the elementary school destroyed by the cyclone using funds resulting from the solidarity campaign promoted by Millennium bim near Clients and Employees. This school, situated in the district of Búzi, became, once again, able to welcome more than 600 students and 16 teachers.



Clube Empresarial da Gorongosa - Millennium bim started to give a direct support to the program “Girls Clubs”, an initiative aimed at preventing the high number of early marriages and school abandon by promoting activities approaching the education of girls and their personal safety, nutrition and access to family planning; The several projects that currently are taking place at Parque Nacional da Gorongosa have, as main purpose, to restore the ecosystem, support local communities in their socio-economic development and create, in a sustainable manner, a tourism industry, a prime example in nature conservation and creation of opportunities for local communities.



We must also refer the program “Partilhamos Valores para a Vida”, a corporate volunteering program of Banco Millennium Angola (BMA) which in 2019 joined once more the campaigns for the collection of food of the Angolan Food bank. The 748 volunteers, together with their families, contributed for the raising of more than 32 tons of food channelled to social solidarity associations and duly referenced families. This program, initiated in 2018, had an impact on more than 16.000 people and had the participation of more than 800 volunteers who offered 3.500 hours of social work.



We must also mention the program “LOGOS - Geração com Valor”, a social transformation project of Fundação BMA that provides daily support to around 2.000 children and young people from the poorest communities.

In 2019, Millennium participated in the Giving Tuesday, a movement of solidarity that tries to mobilize people and companies to support social and humanitarian causes within their communities, in several places of the world.

In Portugal, where the initiative was held for the first time, Millennium bcp joined the internal campaign “Vamos Dar Cor à Esperança”, in favour of Association ACREDITAR.

In Poland, Bank Millennium joined this international movement through the making of the Christmas Solidarity Auction for the sale of handicraft, in this case in favour of disabled children who are members of the family of employees.

In 2020, the goal is to, in articulation with the entity responsible for its organization, to extend the Giving Tuesday to Millennium bim, in Mozambique.



## Financial Literacy

In all its operations, the BCP Group assumes as one its strategic goal the increase of financial literacy. An example of that commitment are the actions that the Bank has been developing on an ongoing manner to increase the financial knowledge of the individuals, namely young people, always bearing in mind the importance of a generalized adoption of responsible banking behaviours and of a clear, balance and informed decision-making process. Within this context, the Group promoted a diversified group of initiatives throughout 2019, among which we highlight in Portugal:

- The promotion, in its institutional website, of the following instruments – Savings Centre, Finance Managers and the Kit for unexpected expenses which, despite being independent tools, have the same purpose: supporting the client to balance his/her personal budget. In the M Vídeos area of the website it is also possible to find tutorials and savings suggestions;
- The Bank continued to regularly share contents related with financial planning at the “Millennium bcp” Facebook page.
- Also, with the goal of stimulating saving habits, the ActivoBank launched a live streaming video App on its Facebook page, called “Conversas Activo” (also available in Youtube), on issues that contribute for a major knowledge of the issues related with the provision of financial services.
- The Bank also participated in the Work Group of Associação Portuguesa de Bancos (Portuguese Bank Association), together with several financial institutions and Instituto de Formação Bancária, whose mission is to develop and support initiatives for the promotion of the financial education of all citizens. From the activity developed in 2019, we must point out another edition of the European Money Week, a digital competition promoted by the European Banking Federation to test the financial literacy of Europe's young people, aged between 13 and 15 years old. In Portugal, APB ensured the participation of around 3.000 students from 60 schools located throughout the country, sending to the European final, in Brussels, Belgium, the two Portuguese winning students. This competition counted with the participation of 100.000 young people all over Europe;
- Boost of the Quiz on Financial Literacy for students of the secondary education on the Financial Literacy Day held on 28 October. This Quiz is played by means of an app for mobile phones and the objective is to test the financial knowledge of young people. The same was an initiative promoted by APB and was part of the festivities promoted within the scope of the National Plan for Financial Literacy;
- We must also point out the 2nd edition of the “Innovation Challenge” held by APB, together with Junior Achievement Portugal (JAP), on 21 November in Lisbon. This initiative consists on a challenge proposed to students who have one day to work on the respective solution. This challenge is focused on the creation of innovative and creative processes based on real business situations with which the organization must deal during their day-to-day activities. This year, the challenge proposed by APB had the participation of 50 university students.



In Mozambique, the “Millennium bim - Banking Olympics” took place, a project on financial literacy whose objective is to introduce basic financial concepts, providing students and teachers with knowledge that will enable them to make balanced decisions in the management of their savings and pursue entrepreneurial projects. In its 10th edition, this initiative counted with the participation of 400 students, representing 10 schools (Maputo, Matola and, for the first time, the Province of Gaza). After trials, 40 finalists were selected. At the grand finale the students presented innovative solutions which are easy to be used in their schools or quarters. The winner in the city of Maputo was the project - transform paper in coal - presented by the Students of the Secondary School of Triunfo, while in the Province of Gaza the project chosen - ‘School Newspaper’ - was presented by the Secondary School Joaquim Chissano



This year, with the introduction of the theme ‘Social Volunteer work’, the students carried out volunteer actions which allowed the creation of two libraries for children attending basic education. In Maputo, a library was set-up in the Elementary School of Chiango which will benefit 1.200 children. Another library was set-up in province of Gaza, at the Elementary School of Siaia and will benefit around 3.000 children.



Savings was one of the subjects Millennium bim took to heart, undertaking, within the scope of a programme promoted by Banco de Moçambique, training sessions for 2,300 students and 44 teachers. The training was conducted by employees of Millennium bim in a partnership with schools and their teachers. It took place in 43 schools from 5 provinces from the north to the south of the country, namely Inhambane, Tete, Sofala, Nampula and Maputo.

Also in Mozambique and part of the activities promoted by the Central Bank in the context of the 2019 World Savings Day, Millennium bim participated in the Savings Central Fair, an event where several educational initiatives took place, including a trip to Museu Nacional da Moeda, with the purpose of promoting the children's and young people's awareness of the importance of saving and of financial inclusion.

Together with the activities developed in schools, the Bank also carried out, in its personal Facebook page, a campaign on the theme wherein, through graphic images, alerted to the importance of keeping saving habits.

In Poland, we must point out the “Financial ABCs”, a financial literacy programme of Foundation Bank Millennium, whose object is to give basic financial concepts to pre-school children. In the 5 editions of this initiative, were carried out 2,200 workshops in 630 kindergartens involving more than 53,000 children throughout the country. This program has the Honorary Sponsorship of the Ministry of Education and of the Ombudsman for Children and, in 2019, was awarded by the “Golden Banker” with the 1st prize in the category “Socially Responsible Bank”;



Concerning the education of young people, the project "BAKCYL - Bankers for Financial Education of Youth" is a joint initiative of the Polish banking sector, designed and organised by the Warsaw Banking Institute. The BAKCYL, counting with the volunteer participation of employees of the banking sector as trainers, is addressed to students of the secondary school. Its goal is to provide practical financial knowledge which may contribute for the informed use of financial products and services by the new generations and it involved, in 2019, 71 volunteers of Bank Millennium who ministered 352 classes.

In this operation, we must point out the Finance Manager, a free of charge online service that enables to make a follow-up of the family budget through the automated classification of the entries made in the current accounts and of the use of credit cards and the possibility of creating budgets for the control of expenses. Apart from that, the Bank continued to maintain a consolidated practice of disclosing information on this issue to its Clients.

The “Millematy” videos are also available on YouTube to and showcase concepts on bank products and services in a simple and straightforward manner.

## Fundação Millennium bcp

Culture, Science and Social Solidarity are the three main components of the activities performed by Fundação Millennium bcp. By supporting projects in these three areas, the Foundation aims at developing society, in its several components, and promote the activities developed by the supported entities so that these are able to increase their innovation and sustainability potential.

A component of its strategy is to support initiatives that, individually and as whole, promote the development of contexts that foster growth, modernization and sustainability.

Having culture as its main priority, the Foundation continues to intervene significantly in a significant manner in the recovery and preservation of classified cultural heritage as well as in the promotion of a substantial number of activities related with the disclosure of artistic and architectonic heritage. In that sense, it provided support to projects oriented towards the development of national museums, the recovery of national architectonic and art heritage and the disclosure of modern art and of new artistic talents.

The Foundation provided support to 116 projects, 59% of which in the cultural area, 17% in Science and Education and 24% in Social Solidarity.

### Culture

Within the scope of Culture - the Foundation's main calling - it gave precedence to initiatives for the Conservation and Disclosure of the Bank's Heritage, among which are the following:

- Maintenance of the Archaeological Nucleus of Rua dos Correiros (ANRC) and management of the guided tours. It welcomed 3,627 visitors. The NARC closed on 1 June 2019 for renovation works, exhibiting an architecture and design project from the art studio Brükner;
- The project "Shared Art from Millennium bcp" exhibited: (i) the exhibition of painting and drawing "Julio e outros modernistas", at the Art Gallery Júlio - Centro de Memória, of Vila do Conde, from 25 May to 22 September, welcoming around 3.710 visitors; (ii) the exhibit of naturalistic painting "Os Desvios da Natureza", at the Municipal Museum of Faro, from 19 July to 20 October which welcomed around 10.000 visitors; (iii) the exhibition "Abstração. Share Art Collection Millennium bcp" at the Museum Amadeo de Souza-Cardoso, which was inaugurated within the scope of the Festival Mimo Amarante and remained open to the public from 26 July 2019 to 22 January 2020.



As part of the disclosure of the Bank's art heritage and its own cultural initiatives, the Foundation established a partnership with the General-Directorate of Cultural Heritage (DGPC) and with the Fine Arts College from the University of Lisbon. This partnership is focused on the promotion and disclosure of the art heritage and cultural activities of the Museu Nacional de Arte Contemporânea (MNAC) (Portuguese Museum of Modern Art). This partnership will enable the Foundation to carry out exhibits in a space from MNAC, and the museum will remain in charge of programming and curatorship.

Supporting projects to modernise important Portuguese museums and to promote museum activities and other cultural activities, of which we highlight:

- Museu Nacional de Arte Antiga (MNAA) (Portuguese museum of ancient art) - support to several projects and activities;
- Museu Nacional de Arte Contemporânea – Museu do Chiado (MNAC) - support to the museum activities;
- Museu Nacional de Arte Contemporânea – Museu do Chiado (MNAC) - exhibition “Espaço Interior”, inaugurated within the scope of the Lisbon Architecture Triennial;
- Museu Nacional do Azulejo (Portuguese Tile Museum) – support to an educational initiative, part of the initiative Museum Night;



Regarding the restoration of heritage, architecture and other cultural areas, we highlight:

- Associação World Monuments Fund Portugal - support to the conservation project of the Jerónimos Monastery;
- Palácio Nacional da Ajuda: support to the conservation and restoration works of Room D. João IV;
- Palácio Nacional da Ajuda - restoration of the antechamber of the room of King D. Luís;
- Panteão Nacional - exhibition “A Igreja de Santa Engrácia at Campo de Santa Clara: os tempos do lugar”, signalling the 450th anniversary of the new parish of Santa Engrácia;
- Biblioteca Nacional de Portugal - exhibition “Volta ao Mundo. Graphic works of José de Guimarães;
- Association Castelo D' If - 10th edition of the event “Opening of Artists' Studios”, in Lisbon, consisting in the opening to the public of the work studios of several artists; 28 work studios participated in this edition;
- AiR 351 - Art in Residence - project for welcoming international artists in Portugal (visual arts) for the establishment of art residences;
- Association Castelo D' If - 10th edition of the event “Opening of Artists' Studios”, in Lisbon, consisting in the opening to the public of the work studios of several artists; This edition had the participation of 52 studios and 190 artists, 178 Portuguese artists and 12 from abroad;
- Fundação Cupertino de Miranda - financial aid for the rehabilitation of the head office for the creation of the Portuguese Centre of Surrealism to be installed in the Literary Tower;
- Association Lisbon Architecture Triennial - support to its 5th edition and to the awards: Millennium bcp Triennial Career Award, Millennium bcp Triennial Universities Award and Millennium bcp Triennial Début Award.
- Society of Fine Arts of Coimbra - 3rd Edition Anozero - Biennial of Contemporary Art of Coimbra, under the theme “A Terceira Margem do Rio”, which carried out a number of initiatives in curatorship in classified spaces and in spaces with a significant heritage importance of the city and of the central region of Portugal;
- SPIRA - Iberian Biennial of Cultural Heritage (AR&PA), which took place in Loulé, which received around 10.650 participants in its several activities and also had the participation from 75 entities;
- Carpe Diem Arte e Pesquisa - Competition “Young Art Award Fundação Millennium bcp 2019” for students of visual arts or those that ended their course in the two previous. years
- A+A Books: support to the edition and launching of the Guide of Architecture on the architect Carrilho da Graça. This was the 4th Guide of the collection Guias de Arquitetura which was awarded this year with the 1st Prize for the Best Publication /Book from the XI BIAU 2019 - International Biennial of Architecture and town planning;
- Óbidos Criativa - support to the 5th edition of FOLIO Festival Literário Internacional de Óbidos, a meeting addressed to writers, artists and readers;

- Inter municipal Tâmega and Sousa Community - support to the 2019 edition of the Festival Mimo. This festival presents several musical shows, cinema, an educational and children's program, a forum of ideas, a cultural itinerary, "rain of poetry", together with an exhibition with works from the Millennium bcp collection, under the theme "Abstraction". Shared Art of the Millennium bcp Collection". The Festival welcomed more than 80 thousand spectators;
- Associação Internacional de Música da Costa do Estoril - support to the 45th Music Festival of Estoril, this year under the theme "The Travel and the Moon";
- Associação Divino Sospiro - concert of Baroque Music by the Orchestra Divino Sospiro, presenting the German countertenor Andreas Schöll and held at the Great Auditorium of Centro Cultural de Belém;
- Academy of Music of Alcobça - 27th edition of the Cistermúsica - the Music Festival of Alcobça which held 50 shows, being the support of the Foundation for the programming of the "Rota de Cister" (Route of Cister). In 2019, the Festival held 4 performances within the scope of the Route of Cister;
- Institute: Project RHI Think, whose goal is to create a network of cities to promote contemporary artists and the internationalization of the Portuguese culture;
- Directorate-General for the Arts - DGArtes - organization and production of the Portuguese presence at the 2019 Venice Biennial;
- Clube Residencial Cidade Música - support to the 6th edition of the program "Há Música no Jardim!", a number of musical shows (classical music, jazz, fado, Portuguese music), which were held at the Garden of Quinta de S. Jerónimo, in Coimbra;
- General-Directorate of Cultural Heritage – support to the cycle of Music in Cathedrals of the Festival "Rota das Catedrais", with a musical program involving musical performances in cathedrals located in several cities from north to south of Portugal;
- Art Fairs – support to the 2nd edition of the fair of modern art JustLX: Lisboa Contemporary Art Fair, at Museum of Carris, a fair composed by 45 galleries from 12 countries. Fundação Millennium bcp created, in the fair's first edition in 2018, the Award "Prémio de Arte Emergente", that, in 2019, was taken by the artist artist Rui Pedro Jorge for his work "Obor";
- IFEMA Support to ARCO Lisboa - Feira Internacional de Arte Contemporânea Arco, carried out at Cordoaria Nacional. The Foundation supported the carrying out of the Millennium Art Talks, a program for debating and exchanging ideas on international modern art;
- AICA - International Association of Art Critics – AICA awards of Visual Arts and Architecture attributed every year in Portugal to one plastic artist and one architect.

## Education and Investigation



In line with the Sustainable Development Goals (SDGs) of the United Nations.

Science and education are paramount for the construction of a developed society and for the exercise of a responsible and informed citizenship. Therefore, the Foundation increased its participation in several projects for education, scientific investigation and disclosure of knowledge, namely:

- Instituto de Biologia Molecular e Celular - support to the investigation on Alzheimer's disease;
- IMM (Instituto de Medicina Molecular de Lisboa) - a project developed by the Centre for the Investigation of Brain Tumours with the purpose of investigating the mechanisms responsible for the surging of brain tumours, especially in children;

- Fundação Rui Osório de Castro: annual award to scientific investigation in the area of paediatric oncology; The award Rui Osório de Castro Millennium bcp was created aiming at the development of innovative projects and initiatives in this area, able to foster and promote better care for children with an oncologic disease;
- Casa da América Latina – Professorship Casa da América Latina/Fundação Millennium bcp, an Invited Professor at Instituto de Higiene e Medicina Tropical (IHMT), with the objective of developing research projects on malaria and clinical research projects with interest for the assistance activities developed at the travellers clinic of IHMT, as well as the developing of training programs in the area of tropical diseases for post-graduate students and health professionals from the IHMT;
- Instituto de História de Arte - College of Social and Human Sciences - Universidade Nova de Lisboa - Investigation scholarships in Art History for the in-depth study of the most important artists who are common to the collection of Millennium bcp and the one of Museu do Chiado;
- A scholarship program of Fundação Millennium bcp aimed at students from Portuguese-speaking African countries and from Timor (PALOP) The management of these scholarships was entrusted to Instituto Camões by means of a collaboration protocol and 7 scholarships were attributed.
- Universidade Católica Portuguesa - Health Sciences Institute: support to the Pedipedia project, development of an online paediatric encyclopaedia with the purpose of creating a pedagogical tool to support clinical practices and training in health care; Its recipients are health professionals, parents, caretakers, children and teenagers from Portuguese-speaking countries;
- Universidade Católica Portuguesa – Faculdade de Direito (Faculty of Law) – support given to Master of Laws program;
- Junior Achievement: StartUp Programme (12th edition) - this initiative aims to undertake entrepreneurial programmes with college students by creating new micro companies. Under the format of a university and entrepreneurship competition and with the guidance provided by professors from several universities, the students learn how to create and manage a company. The national winner in 2019 was the project Kitchen Lab of the teams of students from ISEG;
- Associação de Teatro Aresta Rebelde - support to the national meeting of Performing Arts Courses;
- Associação Empresários pela Inclusão Social (EPIS) – Educational project for social inclusion, programme “Mediators for academic success”. In 2019, the programme was extended to a greater number of locations, reaching a higher number of students. Within the scope of this programme, EPIS, in the wake of the European Year of Cultural Heritage, organized a visit to the Archaeological Nucleus of Rua dos Correeiros (NARC) for the 50 top students of the 3rd cycle;
- Fundação Dr. António Cupertino de Miranda - support to the 8th edition of the Financial Literacy project “No Poupar Está o Ganho”, (When you save, you gain) a project to increase the pre-school, basic and secondary student’s awareness on the importance of money, thus contributing for the acquisition of skills on this theme; The project involved, in 2019, 5.871 students, 275 classes and 286 teachers from 34 municipalities from the north of Portugal;
- Municipality of Pedrogão Grande -support to “+Future”, a project focused on three aspects: Education and Citizenship, Road Safety and Sustainability. It is based on the approach of contents in schools (1st cycle) located in the municipalities of Castanheira de Pêra, Figueiró dos Vinhos and Pedrogão Grande;
- Portuguese Centre of Geo-History and Pre-History - support to investigation on palaeobotany;
- MoneyLab: Financial Education Labs – road show the purpose of which is to fill gaps regarding misinformation that young people have on financial literacy, especially high-school students from private and public schools. The project contemplates 10 Portuguese districts: Aveiro, Braga, Castelo Branco, Coimbra, Évora, Leiria, Lisboa, Porto, Setúbal and Viseu. Around 2,000 children took part in this project in 2019.



## Social Action



In line with the Sustainable Development Goals (SDGs) of the United Nations.

Finally, in the area of Social Solidarity, the Foundation provided aid to actions carried out by different entities, providing assistance in several areas, such as infancy/adolescence, poverty and disability, namely:

- Portuguese Food Bank – support to food collection campaigns;
- AESE Business School – Programme GOS (Management of Social Organizations) – a program developed by means of a partnership established with ENTRAJUDA. The program intends to provide management training to leaders of entities from the social economy sector, namely non-profit organizations, in order to provide a response to training needs in management areas. 2 editions of GOS are held every year, one in Lisbon and one in Porto;
- APSA - Associação Portuguesa de Síndrome de Asperger (Portuguese Association of the Asperger Syndrome) - support to the program “Employability”, for young people/adults with Asperger Syndrome (SA), over 18 years of age; its purpose is providing them with the skills for inclusion in the social and professional life; This association also received the amount of the award given by Fosun to the Investors Relations Division of Millennium bcp, which delivered the award to Fundação Millennium bcp. This program was able to give jobs to 20 young people, thus contributing for their financial autonomy;
- CERCICA - Cooperative for the Education and Rehabilitation of maladjusted individuals from Cascais - received the amount of the award “Excellent Entrepreneur” granted by Fosun to Millennium bcp, which, on its turn, donated the amount of the award to Fundação Millennium bcp;
- Vida Norte - Associação de Promoção e Defesa da Vida e da Família (Association for the defence of Life and Family) - support to the activities carried out by the institution that helps young mothers in need. In 2019, 10 families received aid for a period of one year;
- Ponto de Apoio à Vida (Support to Life) - help, sheltering and training of teenagers and pregnant women experiencing a fragile economic situation who do not have the conditions to, without help, guarantee the education of their children;
- Associação Portuguesa de Famílias Numerosas (Portuguese Association of Large Families) - support to the 11th edition of the Observatory of the Family Responsible Municipalities”. This project intends to distinguish and disclose municipalities following best practices in family-oriented projects. In 2019, it had the participation of 141 municipalities and distinguished 77;
- Fundação Portuguesa de Cardiologia - Support to the Month of the Heart which took place in May;
- Associação Terra dos Sonhos (Association Dreamland): “Bolsa com sonhos” - support to the accomplishment of a child’s dream or of young people in situations of illness or risk;
- Cáritas Diocesana de Setúbal - support to young pregnant women and /or young women victims of maltreatment;
- FAMSER – Associação de Apoio Famílias Desfavorecidas – Projeto GPS - Gerar, Percorrer e Socializar, a specialized residential foster home located in Castro Verde, capable of assisting 30 young people, between 12 and 18 years old;
- Acesso Cultura - support to the website “Cultura Acessível” that gathers information on the cultural programs accessible to disabled persons (interpretation of Portuguese sign language, audio-description, tactile materials, etc.). This project was recognized by the Ministry of Culture as being a cultural interest project. In 2019, were disclosed initiatives that took place in 10 districts of Portugal (4 more than in 2018). The website recorded 3585 users, 83% in Portugal, and the remaining in USA, Brazil and France.
- Critical Concrete – attribution of a scholarship to attend the summer school of the social and sustainable building social educational program;
- Associação de Doentes com Lúpus (Association for Lupus patients) – support to activities;
- Teatro Nacional D. Maria II (TNDM II) - support for the transportation of school groups from the several teaching levels (pre-school, elementary, secondary, superior and senior) to the TNDM II with the purpose of giving the students living outside Lisbon the possibility of attending the shows and activities promoted by the Theatre;

- Associação de Desenvolvimento Comunitário do Funchal (association for the development of the community of Funchal) -support to the edition of the book “Perdoa se me Esqueci”, the revenue from which is to be used in favour of the Association (provides support to children with trisomy 21);
- BUS Association - Social Utility Assets: support for the development of its activities which consist in the collection of useful goods, forwarding them to individuals/families in need.

For more information, please see the 2019 Activities Report of Fundação Millennium bcp at:

<https://www.fundacaomillenniumbcp.pt/en/a-fundacao/informacao-coorporativa/>

## Products and Services

Material issue:

PRODUCTS INNOVATION AND SUSTAINABLE SERVICES

GRI FS7, FS8

The BCP Group offers a complete and broad range of financial products and services, and continues, under the development of its business lines, responsible for offering products and services which incorporate social principles and respect for the environment and nature.

BCP Group is also aware that the implementation of social and environmental criteria and standards in the commercial offer is reflected in more efficient risk management, reputation value and higher quality of the products and services offered to customers.



## Microcredit



In line with the Sustainable Development Goals (SDGs) of the United Nations.

In Portugal, Millennium bcp continues to reinforce its commitment to Microcredit activity, with its value proposition still being recognised in the Portuguese market as an alternative for the funding, encouragement and achievement of entrepreneurial action, comprising an effective instrument in the fight against unemployment, poverty and social exclusion.

In 2019, the institutional dissemination of this credit model, which incorporates Millennium bcp's Corporate Social Responsibility policy, to entities operating locally and closest to the socially excluded segments of the population continued to be one of the strategic priorities of Millennium bcp Microcredit. Within this context, more than 230 meetings were held with Municipalities, Parishes, Schools, Entrepreneurial Associations and entities of the social economy, plus the participation in 45 disclosure sessions, and in 18 employment and entrepreneurship promotion fairs.

Developing further this policy of proximity were also signed 22 new cooperation protocols for entrepreneurship and promotion of access to micro credit ,3 with public entities namely those signed with the Municipalities of Peso da Régua, Sobral do Monte Agraço and Santana, in Madeira.

We must also refer the participation in Informa 2019 – Employment and Training Fair of Vila Nova de Gaia and in the Fair of Qualified Jobs of the University of Trás-os-Montes e Alto Douro in Vila Real, but also in the 8th Week of Entrepreneurship of Lisbon.

As a corporate member of the European Microfinance Network (EMN), the purpose of Millennium bcp is to make an analysis on the growth and evolution of microfinance in Europe.

The alterations in the organizational structure of microcredit to place it closer to clients, materialising its Social Responsibility Policy. The provision of this instrument since 2018 in the entire Bank's network, reinforced the commitment of Millennium bcp towards micro credit as an opportunity to help those with an entrepreneurial mind and a feasible business idea, encouraging them to use this solution to develop their business and create his/her own job. This alteration placed Micro credit near the surrounding community.



Millennium bcp's Microcredit, created in 2005, is recognised as a comprehensive service providing permanent support to the Customer throughout the duration of the funding contract. Its social responsibility nature is revealed by a permanent focus on the Client's reality, circumstances and needs. Since 2005, it adds up to 7,006 jobs resulting from projects funded by Millennium bcp's Microcredit.

As a result of the work developed, the Microcredit of Millennium bcp financed 177 new operations, totalling 2,924 million Euros of credit granted and the creation of 368 new jobs. The volume of active credit granted to the 676 operations in the portfolio, up to 31 December 2019, totalled 5,114 million Euros.

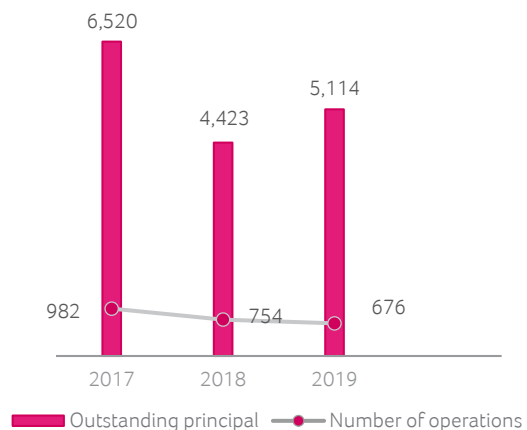
In 2019, the Millennium Microcredit proposed to increase in 10%, versus 2018, the institutional contacts established, assuming that the main strategic priorities of Microcredit are based on the disclosure of this funding model and the promotion of entrepreneurship in the different regions of Portugal. With 417 contacts established, corresponding to a 0.2% increase (416 contacts in 2018), the defined goals were not achieved.

We must point out the 22 new partnerships for entrepreneurial spirit signed, exceeding in 15.7% the figures achieved in 2018 (19).

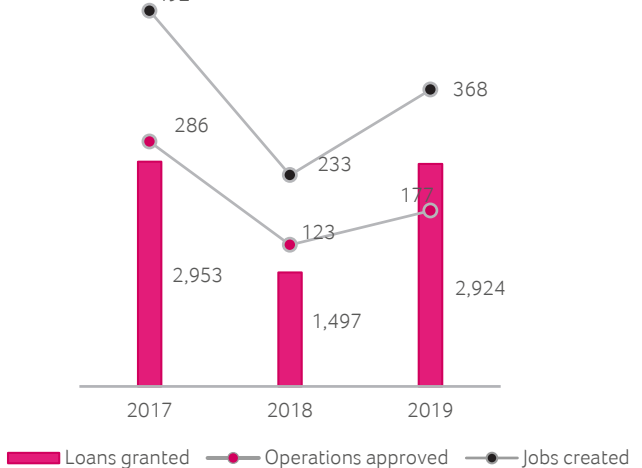
Regarding jobs created through the projects supported by Microcredit Millennium bcp, these reached 371, more 47.2% than in 2018 (252).

In 2020, in Portugal, the minimum goal is to increase the number of institutional contacts, of new partnerships and jobs, in 10%.

**Microcredit loan activities**  
(Thousand euros)



**Microcredit activity**  
(Thousand euros)



The new - Operations approved - may have not be implemented in 2019 exercise.

## Financial Advisory Service

With the objective of continuing to support Customers in financial difficulties and prevent default, Millennium bcp also maintained its focus on the stimulation and applicability of SAF packages (Financial Follow-up Service). The Bank's concern continues to be proposing to Clients the solution which is more adequate to their available budget, so that they can keep meeting their liabilities by reducing costs with credit payments.

In this context, 10,879 contractual amendments were made during 2019 (5,326 mortgage loans and 5,553 consumer credit), with a restructuring value of 446 million Euros (409 mortgage loans and 37 consumer loans) and comprised 9,897 Clients (4,424 mortgage loans and 5,473 consumer loans).



*Since 2005, it already adds up to 7,006 jobs - of which 368 in 2019 - resulting from projects funded by Millennium bcp's Microcredit.*

## Companies Support Solutions



In line with the Sustainable Development Goals (SDGs) of the United Nations.

In Portugal, Millennium bcp has continued to strengthen its support to companies through protocol credit lines, matching the industry and the economy's specifics, especially:

- Millennium bcp joined the “2020 Efficient House”, a programme launched by the Portuguese Government and co-funded by the European Investment Bank (EIB), with total funding to be made available by the Bank of 50 million Euros (25 million Euros from the EIB and 25 million Euros from the Bank). This program, the purpose of which is to grant loans under favourable conditions to operations promoting the improvement of environmental performance of private residences, giving a special attention to energy and hydro efficiency, as well as to urban waste is available since June 2018 - 20 operations were carried out, with a total funding of 171 thousand Euros.
- 
- Funding lines - SME Growth and SME Invest - aimed at SMEs intending to carry out investment projects or increase their working capital. Completion of 2,344 operations, with total funding of 224,779 thousand euros.
  - Regarding support to companies in the agricultural and/or fisheries sector, 155 operations were conducted involving a total financing of 10,644 thousand Euros through the PRODER/PROMAR and IFAP Short Term credit lines.
  - Credit Lines to Support Tourism, aimed at supporting, with favourable conditions, companies that develop activities related to tourism. 24 operations were financed, up to a total amount of 6,416 thousand Euros.
  - The Bank also made available the - Linha Capitalizar Mais -, a protocol established between Millennium bcp, the Instituição Financeira de Desenvolvimento (IFD) and the Mutual Guarantee Societies that created a Credit Line with mutual guarantee to finance projects to be implemented in mainland Portugal to help reinforce the entrepreneurial capacity of the SME for the development of goods and services that are innovative in terms of processes, products, organization or marketing. Millennium bcp financed 318 operations totalling 133,991 million Euros in credit.

In Poland, the support to small and medium-sized enterprises (SMEs) is granted within the scope of energetic and technological development, through PolGEFF (Polish Sustainable Energy Financing Programme) and the new Leasing Eko Energy and “MilleSun”. Thus:

- Bank Millennium Leasing, through protocols established with BERD, under the PolGEFF (*Polish Green Economy Financing Facility*), ensures financing of projects in the sector of small and medium-sized companies (SMEs) related with energy efficiency or renewable energy, including: projects to improve the energy efficiency of commercial buildings, expenses with *hardware* or projects promoting the use of renewable energy, among other. In 2019, there were 5 operations in the portfolio, amounting to 311,875 thousand euros;
- The program “Leasing Eko Energia” offers clients the opportunity of getting an investment award of 5% by the end of the leasing contract, apart from extending it to new types of machinery and equipment. With 584 operations, the total funding amounted to 9.4 thousand Euros as at 31 December.
- In 2019, Millennium Leasing provided Clients with ecological financing solutions, exemplified by the financing program for solar energy plants MilleSun. The product, with simplified operational procedures, enables clients to select suppliers “authorized” by Millennium Leasing, a factor that facilitates the granting of financing;

- The bank offers the Biznesmax Guarantee Program, within a partnership established with Bank Gospodarstwa Krajowego (BGK). The program aims at guaranteeing loans granted to finance innovative undertakings by the SMEs, being particularly focused on eco-efficient companies. The client may take advantage of the “ecological path” that the Biznesmax Guarantee Program intends to foster to finance projects involving at least one environmental category, such as electric mobility, renewable sources of energy, including solar energy plants, technologies to reduce the consumption of energy or to produce alternative fuels, circular economy, installations for the recovery of raw-materials from productive processes, among other;
- The Bank adopted a policy of loans to finance renewable sources of energy for solar energy plants below 1 MW and for wind farms above 1 MW. With this credit policy, Bank Millennium intends to foster the production of renewable energy in Poland and contribute for the achievement of the target of the European Union defined in Horizon 2020;
- Bank Millennium adopted a sector policy to support the financing of ecological investments and of energy saving projects containing exclusions concerning the financing to new mines of coal and new investments with generation of energy from coal sources, exception made to the initiatives aimed at reducing the levels of pollution;
- The Bank is also supporting the sustainable development of companies participating, under a cooperation established with BGK, in the program De Minimis Guarantees. Hence, the SMEs may use a “de minimis” guarantee to ensure the reimbursement of a loan. These guarantees may go up to 60% of the amount of the loan and up to 3.5 million PLN, being the financing term of 24 months in the case of loans to increase liquidity or up to 96 months for investment.

Bank Millennium adopted a sector policy to support the financing of ecological investments and of energy saving projects containing exclusions concerning the financing to new mines of coal and new investments with generation of energy from coal sources, exception made to the initiatives aimed at reducing the levels of pollution.

## Individuals Support Solutions

The BCP Group provides products and services that, while meeting the needs and expectations of individual customers, also incorporate social benefits. Among these, we must point out the following:

- University Credit - in Portugal, for students who decided to pursue their academic career, in 2019, the Bank signed 43 new loans, within the scope of the University Credit Line, for a total amount of approximately 345 thousand euros. The volume of credit granted to the 357 operations in the portfolio is 2.8 million euros;
- University Credit with mutual guarantee - still in Portugal, the Bank also has a line with mutual guarantee available for university students. In 2019, 1,025 new loans were granted, for a total amount of approximately 5.6 million euros. The volume of credit granted to 11,741 portfolio operations is 11.7 million euros;
- Manda Mola - a type of transfer that enables transferring money to any mobile phone number. This innovation contributes for the financial inclusion process of the Mozambican society since it allows the Bank’s clients to transfer cash to beneficiaries who do not hold a bank account and have access to an Electronic Currency Account (IZI Account), that may be used through the mobile channel (Millennium IZI) or ATMs for withdrawal of cash;
- Millennium bim Já Já - is a bank service that allows the population in rural areas to use bank services through the use of POS and Bank Agents (stores, groceries, post offices, etc.) replacing the more traditional means and channels. This service provides to the population a POS that enables executing a significant number of transactions, such as deposits, transfers, withdrawals, consultation of balances or payment of services;



- Credit line Mulher Empreendedora -credit to support individual businesses, small and medium-sized companies managed by Women. This product intends to promote the development of projects related with the entrepreneurial spirit of women in Mozambique and boost the growth and appreciation of the Mozambican women through her involvement in activities that contribute for the growth of the economy;
- Update of data via IZI on Whatsapp -the clients of Millennium bim, in Mozambique, are able to know which are the missing documents (Identity card, Single Tax Identification Number, Income Statement and proof of residence) and to send them through Whatsapp, in a digital version, to the Bank, enabling, this way, the automatic unblocking of the means of payment;
- Saving Plans (Women, Health, Family, Young People) – in Mozambique are available programmed saving products that, apart from the offer of a personal accidents insurance, ensures annual malaria tests to the members of the family of the account holder, automatic credit amounting to 80% of the amount of the savings;
- Micro credit IZI - solution wherein the Client, through the mobile phone (*Mobile banking*), may benefit from a short-term micro credit to cope with emergency situations, purchases or extraordinary payments;
- In Poland, Millennium Dom Maklerski provides accounts and brokerage services to its clients - IKZE (Pension Individual Accounts). The IKZE is a welfare individual program that enables accumulating savings through a brokerage account;
- Konto 360° Student / Junior - in Poland, having as recipients young people aged 18 to 26 years in the first case and aged 13 to 17 in the second, enabling the opening of a bank account with special conditions, free of charge, that provides a first contact with the financial and banking services. In 2019, there were 355,400 active accounts.

## Social Inclusion



In line with the Sustainable Development Goals (SDGs) of the United Nations.

In Portugal, within the scope of Entities that incorporate the social sector, Millennium bcp keeps available the Non-Profit Association Account, a current account with special conditions that does not require an opening minimum deposit and has no maintenance and overdraft fees. 335 accounts with these features were opened, corresponding to a total of 4,655 accounts in the Bank's portfolio.

So as to ease the inclusion of institutions from the third sector in the financial system, a protocol was signed with Instituto de Emprego e Formação Profissional, Cooperativa António Sérgio para a Economia Social and the Mutual Guarantee Societies, defining a credit line – Social Investe – to support social economy. In 2019, the Bank maintained 4 operations in portfolio, with a total value of 88 thousand Euros.

Regarding the support to enterprise creation investment projects by unemployed persons, through the following credit lines: i) Microinvest Line - which financed 60 entrepreneurs to a total of 822 thousand Euros; and ii) Invest+ Line which supported 38 entrepreneurs, to a total value of 1,763 thousand Euros.

Within the scope of the inclusion of individual Clients (resident and non-resident) with low incomes in the financial system, the Bank was one of the banking institutions that voluntarily provided the current account – Minimum Banking Services Account -, without associated costs, this account can be used with a debit card and through online banking. In 2019, 4,419 accounts were opened, presently accruing to 10,376 accounts.

Millennium bcp signed a cooperation agreement with União das Misericórdias Portuguesas to promote the project for the qualification of communities that support elderly people (PQCAPI), with advantageous solutions and short/long term funding;

In Poland, Bank Millennium also provides a solution for customers with smaller incomes – Konto 360° -, so that they can get access to banking services with special conditions.

## Charitable Cards

In Portugal, the credit cards issued by Millennium bcp continue to promote solidarity:

- Loyalty Programme - gives Customers the possibility of exchanging the points on the card into donations to charitable institutions. Within this scope, the cards from the network Visa/Mastercard (Catalogue of Points) delivered donations (5€ or 10€), in a total amount of more than 9,500 euros to institutions such as Liga Portuguesa Contra o Cancro, Unicef, Acreditar, Caritas Portuguesa, O Gaiato, Ajuda de Berço, AMI and Associação Portuguesa de Bombeiros Voluntários;
- The Portugal *Restaurant Week* - an initiative that allows Customers of Millennium bcp to go to restaurants that joined for a fixed price meal (20 Euros, of which €1 is given to charitable institutions), an initiative that aims to give wider access to high end restaurants and contribute to social causes. Its 19th Edition in 2019 enabled the attribution of financial support to the solidarity institutions Fundação Rui Osório de Castro and Associação Crescer Ser, totalling the amount of around 30,000 Euros;
- The credit cards issued by Millennium bcp in Portugal and by Millennium bim in Mozambique continue to allow their holders to take advantage of the partnership with NOS and Lusomundo movie theatres, offering two tickets for the price of one for the chosen film. In the last year, this partnership for broadening access to culture distributed around 200,000 tickets.



In Poland, the WWF Millennium MasterCard credit card, available since 2008 and produced with recyclable plastic, takes up an environmental commitment. For each subscribed card, the Bank transfers to WWF Poland (World Wide Fund For Nature) half of the first annuity and a percentage of each transaction made. In 2019, more than 11.8 thousand Euros were transferred, totalling 1.537 cards, 261 of which subscribed to this year.

In Mozambique, the Bank provides the debit card “Woman”, for the female segment, which offers, besides discounts on a set of business establishments and access to several online channels, a health insurance that covers treatment expenses for breast and uterine cancer and childbirth health care. This card includes the “Woman Package”, a set of financial products and services thought out to meet the specific needs of Women.

## SRI Funds (Socially Responsible Investment)

GRI FS11

The BCP Group meets the needs of Investors that consider it relevant to cover, in their investments, social and environmental risk factors, placing Responsible Investment Funds at their disposal for subscription:

- In Portugal, the funds are available by means of the following: The online platform of Millennium bcp – which marketed 4 environmental funds in the area of energy, amounting to a portfolio value above 7,398 thousand Euros on 31 December; and ii) ActivoBank – offering 16 investment funds, of which 8 are ethical funds and 8 are environmental funds, with a total portfolio value above 1,434 thousand Euros. On 31 December, 8 of these funds had participation units subscribed during the year, with a global subscribed value amounting to 436 thousand Euros, an increase versus the 226 subscribed in 2018.
- In Poland, Bank Millennium also has a solid offer of SRI funds, fundamentally aimed at Customers of the Prestige and Private segment, reflecting the investment in businesses whose principles incorporate environmental concerns, namely regarding climate change. The 4 available funds were subscribed by 393 Clients, assuring a subscribed value of 5.5 million Euros.

## Employee Benefits

Material issue:

MOTIVATION MANAGEMENT

GRI 201-3, GRI 401-2

The BCP Group provides a diversified set of social benefits to its Employees that go beyond what is set forth in the legislation applicable in the different countries where it operates.

## Health and Safety

GRI 403-3

In Portugal and in Poland, Millennium bcp's employees have medical clinics and a group of full time doctors, who ensure the provision of curative medicine, occupational medicine and medical assistance. The employees are also provided with a regular and broad medical check-up, largely surpassing what is defined by law for occupational medicine.

In Portugal, to improve health benefits granted to its Employees, the Bank's Internal Medical Services in Taguspark now include experts on Nutrition (920 consultations) - also available for Employees working in Porto -and Clinical Psychology (866 consultations). A service for posture correction is also available at this stage in Taguspark, the purpose of which is to correct anomalies in the spinal column and nervous system, as well as the remaining symptoms thereto related. The Physiotherapy services are also available in Taguspark and in the registered office of Club Millennium in Lisbon. In addition, a service for the collection of clinical tests is also available (211).

In Mozambique, Millennium bim has: i) a medical office, which, in addition to medical appointments, also offers various specialities and basic health care; ii) a HIV office, ensuring prevention and follow-up of this disease; and iii) social support office, offering counselling to Employees with serious social problems that also provides legal and psychological support.

### HEALTH SERVICES <sup>(1)</sup>

	2019	2018	2017	VAR.% 19/18
<b>MEDICAL SERVICES</b>				
Medical appointments made	26,539	22,507	21,409	17.9%
Check-ups made	9,416	9,142	8,831	3.0%
<b>HEALTH INSURANCES</b>				
Individuals involved	46,311	47,257	47,209	-2.0%

<sup>(1)</sup> Includes active Employees and retired Employees.

The Employees of Group BCP as well as their families also benefit from health insurances, free of charge, or with subsidized conditions which ensure very wide cover plans.

In Portugal, for more complex situations, the employees, whether active or retired, their spouses and children, may also have access to healthcare at Clínica Universidad de Navarra.

The disclosure, through internal communication corporate platforms, of information on issues related with health and well-being, prevention of illnesses and healthy life habits are a practice transversal to all operations of Group BCP.



In Poland, the “Millennium Active Zone” was created, a programme for employees that aims to promote and incentivise exercise and to disclose concepts, practices and habits for a healthy life. Within this context, in 2019, teams made up of Employees took part in the solidarity races “Corporate Run” in Warsaw and Krakow or in the “The Color Run”.

Within the scope of pandemics or other situations that may severely and broadly impact the health of the Employees, BCP Group defines and discloses contingency plans together with the Bank’s Medical Services and the local health authority. An example are the flu vaccine campaigns, such as the ones carried out in Poland on a national level.

The Bank seeks, every year, to improve and complement its social benefits policy for its Employees, always aiming to meet the needs conveyed by the Employees.



Since 2017, at Millennium bcp’s premises, Thursdays became Farmers Market Day. The covered patio of the restaurant area at Taguspark now hosts a farmer market every week to sell different products, from fruit to smoked meats. This initiative, which resulted from an idea presented by Employees, aims to give access to those working at Taguspark to seasonal produce, with a good price/quality relation and without having to leave the bank’s premises.

It is also available since the beginning of 2018, an innovative space near the meals area in Taguspark called the Books Bank a library based on a rationale of sharing wherein any employee of the Bank may take a book at his/her choice home, if he/she replaces it by another one. The Books Bank is made by all Employees. Therefore, the more the library is used, the more books it has.

One must also make an additional reference to the internal information flow, which, based on corporate communication platforms, publishes contents regarding business, operational, training and technological issues, but also contents on social responsibility, employee advantages and many other general interest pieces. In Portugal alone, 5,657 pieces were published on the intranet, 487 of which with videos produced by Millennium TV.

It is also published a weekly *newsletter*, transversal to all countries where Group BCP operates, the “About us”, a communication vehicle through which the news and the most relevant events that mark the activities of Millennium in Portugal, Poland, Mozambique and Switzerland are shared.



**Material issue:**

PHYSICAL SECURITY

BCP Group provides a work place that enables its employees to undertake their activities with minimum risk and maximum productivity. So as to guarantee these conditions, the premises are monitored regularly, there are occupational safety and health (HST) visits to the premises, so as to find and correct problems. In 2019, 184 inspections were made in the Group.

Also under this subject, and aiming to reinforce Millennium bcp's commitment to its Employees Occupational Safety and Health – which is a permanent concern in its day-to-day management –, a specific company policy on these matters is in effect at the Bank.

Following up the needs resulting from the concentration of employees from central services of Millennium bcp from Lisbon in TagusPark, and without damaging increasing parking space with the creation of a new car park, the focus continues on the daily and free use of buses that ensure transportation to and from Taguspark.

**Credit**

Employees of the BCP Group benefit from mortgage loans, permanently and under special conditions. The credit is granted abiding by the credit risk assessment principles set by the Bank's regulations. The Employees may also benefit from loans for social purposes that, among other, serve to meet credit needs in order to face education or health expenses, repairs made in their own domicile or in a rented one and the acquisition of other goods and services with an exceptional nature.

**LOANS TO EMPLOYEES <sup>(1)</sup>**

Million Euros

	2019		2018		2017	
	Amount	Staff Members	Amount	Staff Members	Amount	Staff Members
<b>HOME LOANS</b>						
In portfolio	562.1	8 294	607.7	8 747	661.2	9 405
Granted in 2019	29.8	281	25.8	304	24.7	328
<b>SOCIAL PURPOSES</b>						
In portfolio	11.1	2 429	9.7	2 548	12.3	2 800
Granted in 2019	3.9	981	3.5	870	3.2	848

<sup>(1)</sup> Includes active Employees and retired Employees.

In Portugal, Employees with term contracts do not have access to the specific conditions of the credit lines for the acquisition of a permanent residence or to loans for social purposes. Part-time employees have access to the benefits common to all, but whenever those benefits are related to the number of years, the value of the benefit is computed based on effective work time.

“

*BCP Group provides a diverse range of social benefits to Employees ...*



## Parenting

In Portugal, the Bank, being aware of the demands that being a parent implies, put into practice a Programme for the Protection of Parenting to create the necessary conditions to enable the Employees to achieve a better balance between work and family life.

This program, which, since its inception in 2015, has benefited 726 Employees, of which 250 in 2019, contemplate:

- A guide with all the useful and legal information on the main aspects of parenting, as well as on the related benefits granted by the Bank;
- A structured process of communication through the internal portal to help Employees and hierarchies;
- Use of the outsourcing company, whenever necessary, to ensure the replacement of the absent Employee (in the Commercial areas);
- Millennium Baby Kit for the new-born babies of Employees, which includes two gifts for the baby, one of which is a savings voucher "Millennium Baby" in an amount that, after the revision made to the Work Collective Agreement in 2019, is now of 750€;
- Afternoon off work on the birthday of the child of an Employee (until the child's 12th birthday, inclusively);
- Follow-up questionnaire: a survey is made to all Employees that take parental leave so as to identify improvement opportunities.



The Program Protection to Parenthood is well rated by Employees. The highest score - above 92 points - goes to the Millennium Baby Kit, the indicator that was better scored by the Employees, the Parental Leave and the Afternoon off on the child's birthday up to 12 years old - the latter being the indicator that gets the best score from the Employees. On the lower side of the score table, the breastfeeding break is an area that could be improved in the future, notwithstanding reaching a score of 79.17 points.

Also, the Employees with children up to 12 years old (inclusive) had the opportunity to establish a Saving Baby Millennium for their children (by means of the offer of a voucher or by their own will to benefit from the best conditions of this term deposit). 250 savings accounts were opened, totalling 194,761 thousand Euros.

The creation of this programme enabled 1,728 Employees, in 2019, to take the afternoon off on the birthday of their children under 12 years old to celebrate the event with their family.

In Poland, an operation where 70% of the staff is composed of women, most of them mothers, the new Bank Millennium programme "Yes for Parents" helps them to balance their professional life with their personal and family life.

This initiative, apart from the relevant information (rights, family health, etc.) - available for consultation at a digital platform - and of several social benefits, also enabled the creation of three nurseries at the Bank's central services in Warsaw. In 2016, the range of initiatives supported through 50% co-funding by the Bank was broadened and now includes summer and winter activities for children and their families.



## Support to Education



In line with the Sustainable Development Goals (SDGs) of the United Nations.

The BCP Group continued to promote academic qualification, providing financial support, under the terms of the regulations in force, to Employees who, by their own initiative, wish to get undergraduate degrees, post-graduate degrees or executive training equivalent to a post-graduate degree or a master's degree, which is relevant for their careers and the Group.

In Portugal, in terms of education and through monthly subsidies, the Bank also supports: i) Employees who qualify as Student-Employee, granting a total of 4,479 Euros, to 41 Employees; ii) Employees with children of school age, supporting 4,569 Employees, totalling 1,449 thousand Euros; and iii) school-age children of deceased Employees, The bank supported 126 children and young people with 287,841 Euros.

## Culture and Leisure

The members of Clube Millennium bcp have the opportunity of balancing their professional and personal life and take advantage of discounts (with 40 new protocols in 2019) and of cultural events, of leisure and sporting ones but also to participate in regular social solidarity actions that are disclosed daily on the website and are accessible, anywhere, through the mobile solution of the Clube and the alerts system.

Being open to all employees of Millennium bcp, the Clube had, by the end of 2019, 35.307 Members, 11.443 effective members and 23.864 relatives.

In 2019, 645 events were carried out involving 17,192 entries, 62% of which were Cultural Events, 35% Sports and 3% Leisure and Spare Time.

In training, the Clube carried out foreign languages courses, namely English, Spanish, and mandarin, art course, photography and music with a total of 832 trainees, including a regular activity of painting and jewellery.



In 2019, the Clube focused on developing its way to communicate with its Members, starting by launching a new digital platform - a solution that, with a diversified number of tools, enables making a close, simple and integrated management of the relation of the member with the Clube ([www.clubemillenniumbcp.pt](http://www.clubemillenniumbcp.pt)) -, pursued with the improvement of the formats used to disclose the events - from templates to newsletters - so as to turn the information disclosed even more appealing and descriptive.

## MEMBERS OF CLUBE MILLENNIUM BCP

	2019	2018	VAR.% 19/18
Active Employees	6,005	6,086	-1.3%
Retired Employees	5,438	5,468	-0.5%
<b>Sub Total</b>	<b>11,443</b>	11,554	-1.0%
Relatives	23,864	23,859	0.0%
<b>Total</b>	<b>35,307</b>	35,413	-0.3%
Total of signing up in events on the website	17,192	17,613	-2.4%

Source: Members database and website December 2019

From the events carried out in 2019, we must especially point out the 3rd edition of "Race of Clube Millennium bcp" and the "Noites de Natal Antecipadas" carried out in several locations of the country.

Accordingly, the 3rd edition of the “Race of Clube Millennium bcp / Juntos vamos apoiar a Make-a-Wish”, that took place in Lisbon with the participation of 1,224 athletes of which 393 are members, is a sporting and charitable event the purpose of which is not only to encourage and make people aware of the importance in engaging in sporting activities but also to support a charitable institution that receives a portion of the enrolments amount. This year it was possible to gather 2.100 Euros (enrolments and a supplementary donation from the Clube), an amount that allowed the Make-A-Wish to fulfil the desire of young Bruno who received a complete kit of gaming.



Concerning the “Noites de Natal Antecipadas” (Christmas Nights in advance), circus shows held in Lisbon and Porto wherein the Clube makes the traditional distribution of toys, were able to gather 9.000 Euros, a donation distributed in equal portions to “Associação Na Rota dos Povos” and to “Associação Antigos Alunos do Seminário Missionário Padre Dehon”. The Millennium bcp club also gave 1,379 tickets to the circus to children of various charitable institutions.

Also, in Portugal, the Millennium Talks continued to take place. These are conferences addressed to employees wherein external experts speak on themes with impact on the Bank’s activities and on the society in general. These moments of collective reflection and learning that may be attended in person but also seen by all the Bank’s employees through the live broadcasting from Millennium TV. The session devoted to “Inclusion of Disabled People”, with the participation of representatives from the project Inclusive Community Forum - ICF da Nova SBE, was one of its finest examples.

In Poland, employees who are members of MilleKlub, a recreational club that promotes initiatives outside work hours - sports, travels, culture and art projects -, can submit ideas / initiatives within these areas and manage them to completion, with the possibility of co-funding of up to 50% of the project. Moreover, the Kids Projects also enables the co-financing of projects to stimulate family activities.

The objective of the program Millennium Active Zone is to promote physical activities amongst the Employees and develop knowledge on healthy lifestyles. In 2019, within the scope of the program, teams composed by Employees of the Bank participated in several sporting events of athletics and cycling and, together with their families and friends, participated in the two editions of bike tours to Sweden carried out throughout the year.



In this country, we must also mention the initiative “Our People: Together to The Moon. Within the scope of the merger of Bank Millennium and Eurobank - carried out throughout 2019 - the employees from both institutions decided to complete together 384.400 km – the equivalent to the distance between the Earth and the Moon, on the 50th anniversary of the arrival of Neil Armstrong to the Moon. The Employees ran, cycled and swam – they were involved in 35 sport disciplines - to be able to cover the defined distance and, this way, donate 1 PLN for each km to charitable initiatives. The participants took 93 days to make up the distance from the Earth to the Moon. As a result, more than 89.000 Euros were delivered to institutions that support people with leukaemia, sick children and to other initiatives supporting the most vulnerable. More than 1.200 employees of Bank Millennium participated in this expedition to the Moon ( EuroBank joined on 31 May). The individual record was 5.600 km. During this period, the participant burned more than 18 million calories.

In 2019, Bank Millennium was, for the consecutive time distinguished with the “Solidny Pracodawca 2019” (Reliable Employer). This award, that distinguishes the best Polish employers, recognises the quality of management of human capital, translated in reliable employment policies, the promotion of training and management of careers, in solutions and benefits addressed to employees and also in the development of social responsibility actions and in the volunteer work opportunities created by the Bank.

In Mozambique, the Millennium bim Club continued its activities - it was launched in 2016 - with the goal of supporting the development of initiatives related to sports, culture and leisure, to promote the Employees' identification, cohesion and involvement with the Bank, while promoting healthy habits, regular exercise and artistic expression.



The Employees also have preferential access to cultural events and spaces sponsored by the Bank in the various Countries where it operates, for example in 2019 the Concerts of Festival ao Largo (Portugal), the Millennium Docs Against Gravity film festival (Poland) and the Art Nucleus Exhibition (Mozambique).

## Suppliers

GRI 204-1

At the Millennium Group, the process for selecting suppliers mainly obeys criteria of global competence of the company, functionality, quality and flexibility of the specific solutions to acquire and continuous capacity of providing the service. In all the Group's operations, it is given preference to purchasing from Suppliers of the respective country, registering 91.4% in payments to local suppliers.

The Bank's main suppliers are companies that publish their economic, environmental and social performance, assuring a responsible purchase of goods and services.

Since 2007, the BCP Group, namely in Poland and Portugal, includes, as an attachment to the agreements it establishes with suppliers, the Principles for Suppliers which include several aspects, such as compliance with the law, good environmental and labour practices, including human rights and the application of those principles in the engagement of third parties.

Already in 2020, in Portugal, the Bank revised the Suppliers Sustainability Guidelines that includes now all the contracts for the purchase of goods and provision of services signed by Millennium bcp.

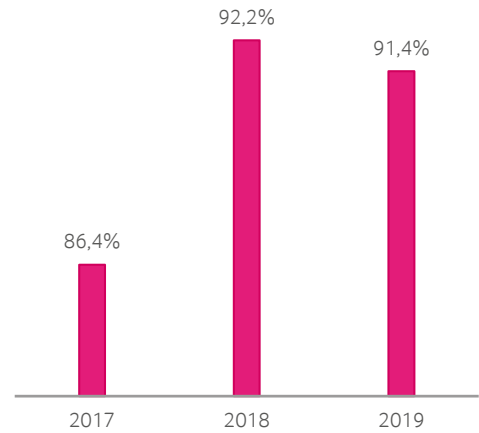
BCP conducts assessments of its suppliers, through the application of a performance questionnaire which includes parameters related to the level of compliance with the Supplier Principles. In 2019, suppliers were subject to continuous monitoring.

Within the scope of the monitoring, Millennium bcp's suppliers are subject to a permanent evaluation process, based on: i) the relationship they maintain with Technical Competence Centres; ii) performance assessment actions and the identification of areas for improvement; and iii) on existing decision-making processes to execute investments and renew contracts.

In Portugal, Millennium bcp participates in the Commitment to make Timely Payments from ACEGE, an initiative that intends to encourage the timely payment to suppliers, being an ethical exercise, which contributes not only for the entrepreneurial success but also to enhance the economy's competitiveness. The ratio payment deadline/agreed deadline in Group BCP is 1.

Millennium bcp is a subscriber of the Charter of Principles from BCSD Portugal - Business Council for Sustainable Development. This document establishes the principles that are the guidelines for good corporate management, enabling the subscribing companies to be recognized by their clients, suppliers and by the society in general for the adoption of solid sustainability commitments. The Charter encourages subscribers to go beyond legal compliance, adopting rulings and practices recognized and in line with management, ethical, social, environmental and quality standards in any context of global economy.

### Supply Chain (Percentage)



## SUSTAINABILITY EVENTS AND SOLIDARITY ACTIONS



Signature of the “Letter of Commitment for Sustainable Financing” promoted by the Ministry of the Environment (Portugal)



Volunteer action at the Warsaw Refugee Centre in Warsaw (Poland)



Voluntary action, included in the 10th edition of the Banking Olympics, creates a library at the Primary School of Siaia (Mozambique)



50 Millennium bcp volunteers plant 400 trees in the Sintra Cascais Natural Park (Portugal)



Voluntary action to support sport and donation of material at Primary School nº 88, in Kraków (Poland)



Installation of a fountain in the village of Namialo (Nampula), improving access to drinking water (Mozambique)

**SUSTAINABILITY EVENTS AND SOLIDARITY ACTIONS**



50 volunteers from the Pomorskie branches, in support of abandoned animals at the Rogate Ranczo Shelter (Poland)



10th edition of the "Mini Basketball Millennium bim" Tournament (Mozambique)



Regular food collection campaign by the Food Bank (Portugal)



World Savings Day, 2019 edition (Mozambique)



The "Financial ABC" literacy program receives the first prize "Golden Banker" in the category "Socially Responsible Bank" (Poland)



Disclosure of Millennium bcp's Corporate Social Responsibility strategy to the Monetary Authority of Macau (Portugal)