

# Non-financial information

---

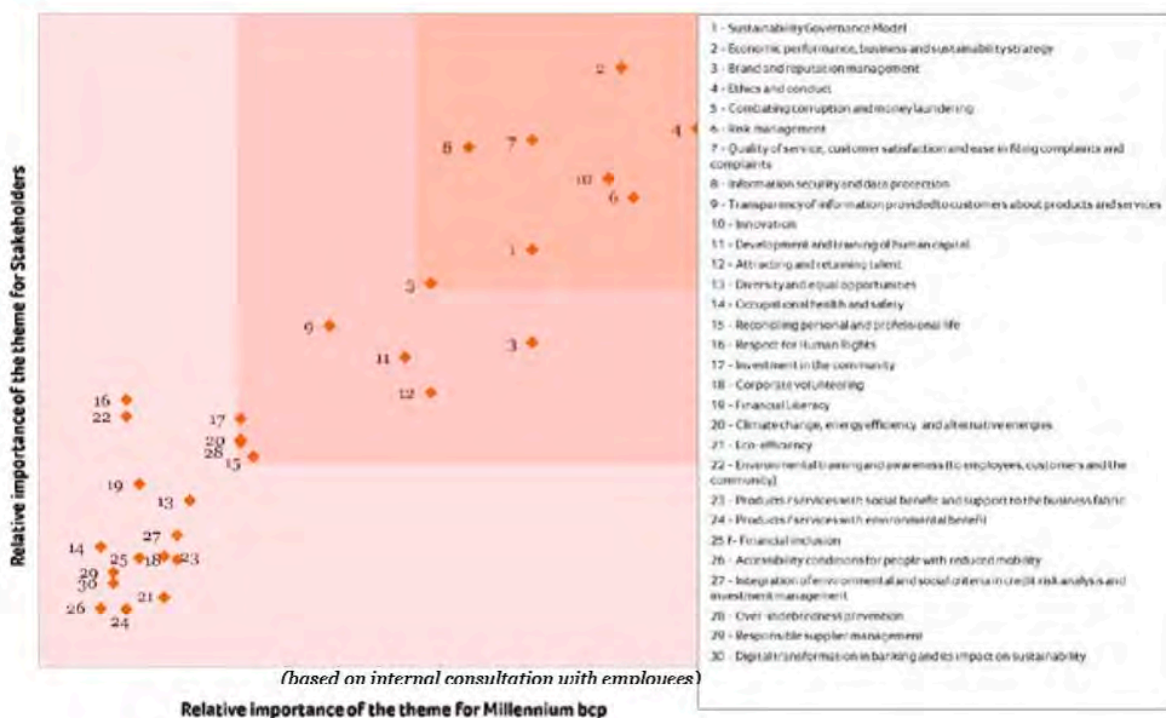
# Involvement of Stakeholders

BCP Group defines strategies and pursues policies, adjusted to the new challenges imposed by the interested parties with which it relates, materializing a business model based on an ongoing and transparent dialogue enabling to understand and comply with the expectations of its Stakeholders.

In 2019, a new consultation of Stakeholders was held. This process, which involved, through a representative sampling, the main stakeholders, namely (i) Qualified shareholders, (ii) Clients from all segments of the Bank, (iii) Employees, (iv) Community, (v) Suppliers and (vi) Press, obtained a response rate of 66%, allowing an update in what regards the identification of the issues with the greatest relevance and impact on the Bank's activity to be updated.

## Materiality Matrix

The identification and the ongoing follow-up of the themes considered material by the Stakeholders of Millennium bcp enabled the Bank to know the areas that show better performances within the scope of Sustainability, but also enabled it to rapidly detect improvement opportunities representing a strong contribution for the adoption of an appropriate sustainability strategy adapted to new realities, challenges and requirements.



The relative importance of the material themes included in the matrix, that will guide us until 2021, translates the Bank's level of maturity in the activity areas identified as a priority, but also the degree of achievement and compliance already achieved.

## Sustainability Policy

The adopted sustainability policy, which fosters a culture of Social Responsibility, aims to positively influence the organisation's value proposition in the long term, balanced with the well-being of the people, the company and communities in which it operates, while preserving natural resources, climate and the environment.

Within this framework, it is possible to divide the Bank's intervention into three major axes:

- Environment - implementation of measures fostering a fair and inclusive transition to a decarbonised economic development model, including the incorporation of the environmental aspect into the Bank's risk models;
- Social - Involvement with both the external and the internal communities;
- Corporate governance - integration of sustainability principles into the Bank's decision-making processes.



Corporate social responsibility increasingly requires the adoption of behaviour and commitments to the communities in which we operate, such as environmental protection, social welfare and the quality of institutional governance. More recently, conscious and fair tax behaviour by companies has been gaining prominence as an integral dimension of corporate social responsibility. Companies are faced with high fiscal burdens (taxes, duties and contributions), which often lead to aggressive tax planning schemes that undermine desired standards of fiscal responsibility.

The payment of a fair amount of taxes by companies has become one of the main challenges of the European Union (EU (2018) Action Plan for Fairer and More Efficient Corporate Taxation in the EU) and the OECD, in the recent BEPS Report - (Base Erosion Profit Shifting) whose actions have focused on controlling and tax avoidance. In this context, the concept of tax governance emerges as a fundamental part of corporate social responsibility, requiring companies to adopt good tax governance practices, such as (i) compliance and timely payment of their tax obligations; (ii) tax risk management; and (iii) good relations with tax authorities, shareholders, investors and other stakeholders.

Good corporate tax responsibility practices involve the promotion of principles such as tax transparency, careful and transparent definition of tax strategies and the disclosure of tax governance practices. Aware of the relevance of this issue, BCP complies with the tax burden to which it is subject, having adopted a policy of fiscal transparency based on the good practice of disclosing the amount of its taxes and contributions, as expressed in notes 6 and 30 of the notes to the accounts.

It is also through this relevant contribution that BCP assumes itself as an institution with a relevant contribution to the development of a more inclusive, fair and sustainable society.

Therefore, as an integral part of its business model, Millennium bcp takes on the commitment to create social value by developing actions to - and with - the various stakeholder groups with the goal of directly and indirectly contribute to the development of the countries in which it operates.

Complying with the principles of the Global Compact, proposed by the United Nations, Group BCP commits to support its 10 Principles establishing a set of values in what concerns Human Rights, Labour Conditions, Protection of the Environment and Anti-corruption.

BCP acknowledges the importance of the Sustainable Development Goals (SDGs) of the United Nations. Considering that the accomplishment of its 17 objectives imply a joint effort from the States and private entities, namely from companies, the Bank assumes the commitment of actively working towards a sustainable development, featured by social inclusion and responsibility in terms of environment, in all countries where it operates. It was within this context that the Bank published in 2020 its first follow-up report on the “Contribution of BCP for the SDG of the United Nations”.



The strategy of Millennium bcp in terms of Sustainability is translated in the Sustainability Master Plan (SMP), a plan of commitments that aggregates a number of actions to be carried out by the Bank. The guidelines and the definition of the actions part of the SMP are based on a balanced relation between the identified relevant material issues, the Bank's available resources and the economic and market framework existing at the time.

## Sustainability Master Plan

The new Sustainability Master Plan 2021, that guides the Bank in the implementation of ESG (Environmental, Social and Governance) policies and practices and is an integrating instrument which, through a close, transparent and consequent relation, intends to face the main expectations identified during the regular surveys made to the Bank's main Stakeholders foresees, in its different aspects, the following initiatives and lines of action:

### SUSTAINABILITY MASTER PLAN (SMP) 2021

Area	Action
Governance Model of Sustainability and Corporate Policies	<ul style="list-style-type: none"> <li>- To implement a model of governance of the Sustainability Area that allows a multidisciplinary and transversal action on the organisation, including, whenever justified, international operations;</li> <li>- Review and update the Group's corporate policies;</li> <li>- To review evaluation and remuneration policies.</li> </ul>
Training on Sustainability	<ul style="list-style-type: none"> <li>- e-Learning Course on Sustainability (and Sustainable Finance).</li> </ul>
Brand Management and Reputation	<ul style="list-style-type: none"> <li>- Strengthen the positioning of Millennium bcp in the sustainability indexes;</li> <li>- Adhere to principles and commitments about sustainability;</li> <li>- Define the positioning of BCP in relation to SDGs;</li> <li>- Integrate sustainability into corporate events;</li> <li>- Strengthen the communication and promotion of Microcredit;</li> <li>- Improving sustainability reporting and communication.</li> </ul>
Risk management, ethics and conduct	<ul style="list-style-type: none"> <li>- Foster a culture of compliance and of a strict management of risk;</li> <li>- Ensure integration of environmental and social risks into the risk analysis process.</li> </ul>
Information Security and data protection	<ul style="list-style-type: none"> <li>- Ensure the management and information of employees.</li> </ul>
Quality of service and customer satisfaction	<ul style="list-style-type: none"> <li>- Optimise satisfaction levels;</li> <li>- Foster a culture of continuous improvement;</li> <li>- Creation of a Customer Charter.</li> </ul>
Responsible supplier management	<ul style="list-style-type: none"> <li>- Formalise compliance with social and environmental requirements in the relationship established with Suppliers.</li> </ul>
Innovation	<ul style="list-style-type: none"> <li>- Foster a culture of innovation.</li> </ul>
Sustainable financing policies and regulation	<ul style="list-style-type: none"> <li>- Monitor the development of the European Commission's Sustainable Finance Action Plan.</li> </ul>
Transparency of information to customers on products and services	<ul style="list-style-type: none"> <li>- Integrate sustainability aspects of the proposed investments into the communication with customers.</li> </ul>
Risk management	<ul style="list-style-type: none"> <li>- Integrate ESG risks into risk management procedures;</li> <li>- Promote climate changes awareness with corporate clients developing their activities in sectors more exposed to risks and environmental regulations;</li> <li>- Identify and classify Corporate Clients with greater environmental and social risks.</li> </ul>
Provide an offer of inclusive and sustainable products	<ul style="list-style-type: none"> <li>- Promote and launch products that observe social responsibility principles and cope with the new environmental challenges;</li> <li>- Develop an offer of ESG products, which promote the transition of the economy to a sustainable model.</li> </ul>
Accessibilities	<ul style="list-style-type: none"> <li>- Improve the implementation of differentiated working hours for customer service;</li> <li>- Improve digital accessibility of customers.</li> </ul>
Attracting and retaining talent	<ul style="list-style-type: none"> <li>- Support the adoption of healthy lifestyles;</li> <li>- Improve the mechanisms ensuring a greater proximity between the Employees and top managers;</li> <li>- Promotion of work-family balance.</li> </ul>
Voluntary work	<ul style="list-style-type: none"> <li>- Develop and approve a Voluntary Work Policy;</li> <li>- Voluntary work Programme.</li> </ul>

Conscious Business Project	- Conscious organisation.
Human Rights	- Analyse and communicate the Group's positioning on human rights risk management.
Financial Literacy	- Financial Literacy Programme; - Implement social and/or environmental awareness actions common to the entire Group.
Investment in the community	- Develop campaigns together with non-governmental organisations and charitable institutions to foster a sustainable development; - Reinforce connection to Millennium bcp Foundation; - Reinforce and systematise partnerships with entities that stimulate and develop entrepreneurship in local communities; - Develop actions of social responsibility; - Measure the impact on the community.
Climate change, energy efficiency and alternative energies	- Contribute to limiting global warming to 2°C (Paris Agreement).
Environmental performance	- Minimise the environmental impact of operations.

## Commitments

Within the scope of the “Think tank on sustainable funding in Portugal”, promoted by the Ministries of Environment, Economy and Finances (within the context of the Route to Carbon Neutrality in 2050) that had the participation from the major banks that operate in the market, supervisors and sector associations, two documents were produced: (i) “Guidelines to accelerate sustainable funding in Portugal”; and (ii) “Engagement Letter for the Sustainable Funding in Portugal” - subscribed by Millennium bcp in 2019 -, targeted at showing the importance of including environmental, social and governance risks in the decision-making and risk management processes in the financial sector.

Still in 2019, the Bank also joined the “Business Mobility Pact for the City of Lisbon”, a joint initiative from the Municipality of Lisbon (CML) and, WBCSD - World Business Council for Sustainable Development and from BCSD Portugal, that aggregates in a public voluntary agreement, companies that operate in Lisbon and have as a common goal to improve and transform mobility in the city, making it more sustainable.

In 2020, Millennium bcp also subscribed the “European Green Capital 2020 Commitment”, promoted by the Municipality of Lisbon, that joins more than 200 significant entities of the city, companies, schools and institutions, in a commitment towards more climate actions and targeted at sustainability.



Also in 2020, BCP signed the “Statement from Business Leaders for Renewed Global Cooperation”, an international statement that aims showing the commitment with an ethical leadership, based on good governance practices, materialised through values, strategy, policies, operations and proximity relations and involvement with all stakeholders.

Millennium bcp also joined the Declaration “Aproveitar a crise para lançar um novo paradigma de desenvolvimento sustentável” promoted by BCSD Portugal, stating its will to contribute for the construction of a development model based on five main pillars: (i) Promotion of growth, (ii) Search for efficiency, (iii) Reinforcement of Resilience, (iv) Corporate Citizenship and (v) Promotion of sustainable and inclusive development.

In Poland, Bank Millennium adopted an Environmental Policy, assuming the commitment to fund environmentally responsible investments, also aimed at reducing the consumption of energy, while foreseeing sector 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.

## Partnerships

BCP, aware of the importance of sharing good practices and of an active participation in the pursue of Responsible Business Principles, is an associate and a member of the corporate bodies of BCSD Portugal - Conselho Empresarial para o Desenvolvimento Sustentável.

It is also member of the Global Compact Network Portugal from the United Nations and, within a logic of proximity and support to the surrounding communities, of the Program Oeiras Solidária (POS).

It also participates in a selected number of work groups and discussion forums on Sustainable Finance, a presence that should be understood within the scope of the Action Plan from the European Union, the ongoing alterations in the ruling and regulatory framework and evolution of the risk and business management practices applicable to ESG (Environmental, Social e Governance) issues, in what also represents an opportunity to re-assess impacts, anticipate trends and project future transformations.

This way, it is part of the Work Groups on Sustainable Finance from (i) APB - Associação Portuguesa de Bancos, (ii) EBF - European Banking Federation, (iii) BCSD Portugal e (iv) AEM - Associação de Empresas Emitentes de Valores Cotados em Mercado.

It is also a member of the (v) Technical Debate Group for Sustainable Financing in Portugal from the Ministry of Environment, (vi) the Technical Sub-Commission on Sustainable Finance ISO/TC 322 da APEE - Associação Portuguesa de Ética Empresarial and from ISO - International Organization for Standardization and (vii) the Task Force on ESG Taxonomy from APB.



# Table of Correspondence between the Management Report and Decree Law 89/2017

Decree Law 89/2017, of 28 July	Chapter/section	Page/s
<p>Art. 3 (cfr. Art. 66-B and 508-G of the CC): The non-financial statement must contain information to the extent necessary for an understanding of the undertaking's development, performance, position and impact of its activity, relating to, as a minimum, environmental, social and employee matters, gender equality, non-discrimination, respect for human rights, anti-corruption and bribery matters, including:</p>		
a) A brief description of the undertaking's business model	2020 Annual Report Information on the BCP Group Business Model	Page 10-29 Page 30-44
b) A description of the policies pursued by the undertaking in relation to those matters, including due diligence processes implemented	2020 Annual Report: Involvement of Stakeholders	Pag. 158-163
c) The outcome of those policies	2020 Annual Report: Value added to each Stakeholder Group Environmental impact	Pag. 165-186 Pag. 187-194
d) The principal risks related to those matters linked to the undertaking's operations including, where relevant and proportionate, its business relationships, products or services which are likely to cause adverse impacts in those areas, and how the undertaking manages those risks	2020 Annual Report: Main Risks and Uncertainties Risk Management Value added to each Stakeholder Group	Pag. 108-110 Pag. 111-148 Pag. 165-186
e) Non-financial key performance indicators relevant to its specific activity	2020 Annual Report: Summary of Indicators Main Highlights Value added to each Stakeholder Group	Pag. 10-13 Page 11-13 Pag.165-186
Art. 4 (as per Art. 245 1.r and 2 of the CC): Description of the diversity policy applied in relation to the undertaking's management and supervisory bodies with regard to aspects such as age, gender, or educational and professional backgrounds, the objectives of that diversity policy, how it has been implemented and the results in the reporting period.	2020 Annual Report: Non-financial Statement 2020 Corporate Governance Report	Pag. 158-194 Sections on the diversity policy of the corporate bodies and on the competences of the Committee for Nominations and Remunerations



# Value added to each Stakeholder Group

## A sustainable Bank, (more) prepared for the Future

In 2020, the Bank obtained a profit of 183,0 million Euros, strongly influenced by the social and economic impacts due to the manifestation and spread of the pandemic COVID-19. The results in the domestic and international activities fell down, from 144,8 million Euros to 134,5 milhões de Euros and from 143,8 to 48,5 million euros, respectively. In addition, the results of the international activity translate the continuation of the provisioning for legal risks associated with the portfolio of mortgage loans Swiss francs in Poland. Millennium bcp appears as one of the most efficient banks in the euro area, with cost-to-core income and cost-to-income ratios of 48% (50% including one-off items) and 47% (49% including one-off items), respectively, in 2020. The Return on Equity (ROE) stood at 3.1%

### SABEMOS O QUE CONTA

SUSTENTABILIDADE



It is important to mention the improvement in asset quality, translated in the decrease in Non-Performing Exposures (NPE) in Portugal to 2.4 billion Euros, as at 31 December 2020, which shows a descent of 10.4 thousand million euros since 31 December 2013. Maintenance of a comfortable level of liquidity, seen in the 85% loan-to-deposit ratio. The capital ratio Common Equity Tier 1, in accordance with the criteria fully implemented, stood at 12.2%.

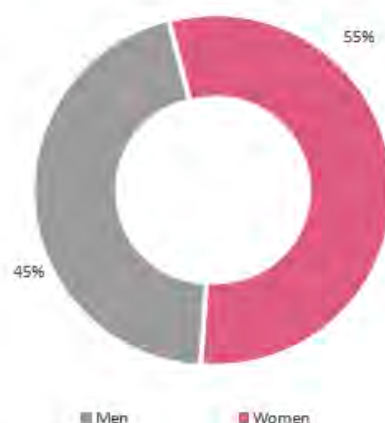
During 2020, the BCP share showed a devaluation of 39,3%, reflecting the uncertainties related with the manifestation, propagation and economic and social impacts of the Covid-19 pandemic. Moreover, it also translated specific factors, namely associated with the Polish operation, such as the uncertainty around the development of the theme of loans granted in foreign currency.

## Staff Members

BCP Group ensures, in its different operations, a fair treatment and equal opportunities to all its Employees, promoting meritocracy at all stages of their career and defining their remuneration in accordance with category, professional path and level of achievement of the established objectives.

The general principles that rule the BCP Group established a series of values and benchmarks, universally applicable to all Employees, resulting in a clear and unequivocal guidance, so that, regardless of the respective hierarchical or responsibility level, all Employees always act in a fair manner, with no discrimination, and also reaffirming the ten Global Compact Principles, under which the Group recognises and supports the freedom of association and the right to collective work agreement negotiation and rejects the existence of any form of forced and compulsory labour, including child labour.

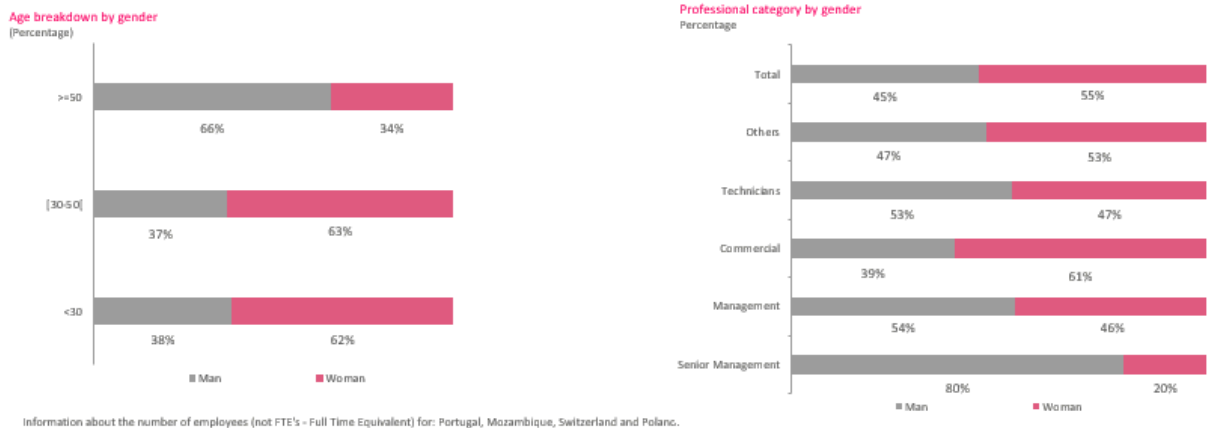
Breakdown by gender  
(Percentage)



The commitments undertaken by the BCP Group within the scope of human rights, labour conditions and equal opportunities are also enshrined in the corporate policies, of which the policies on Human Rights, Equality and Non-Discrimination and Occupational Health and Safety are an example. These policies are available for consultation on the Bank's website, in the Sustainability area

Within the scope of gender diversity in the Board of Directors, in 2020, globally, in BCP, in Portugal, 23.5% of these functions were performed by women.

Within the scope of gender diversity in management functions (Executive Committee/Senior Management and Management) in 2020, globally, 44% of these functions were performed by women - 22% in Portugal, 59% in Poland and 27% in Mozambique. In commercial functions, this figure increases to 61% in the Group, i.e. 48% in Portugal, 75% in Poland and 61% in Mozambique.



In 2020, the Bank, in Portugal, published a revised version of its plan for gender equality, a document that describes a number of specific actions and practices to implement until the end of 2021 in order to foster diversity and inclusion.

Millennium bcp had subscribed in 2019 the "CEO Guide to Human Rights" an initiative from the World Business Council for Sustainable Development (WBCSD) and from the Business Council for Sustainable Development (BCSD, Portugal). The Guide includes the policies and practices of reference and intends to contribute to the implementation and promotion of the human rights in the organization and in their value chains.

Already in 2021, BCP was also included, for the second time, in the Bloomberg Gender-Equality Index, joining to the group of companies that, in the world, stood out in terms of implementation of practices and policies on gender equality, diversity and inclusion.

The presence in this index, that puts together companies from 44 countries is a landmark that shows the Bank's commitment with the development of its Sustainability Plan and the recognition of its commitment on matters related with equality of gender and a clear and transparent non-financial reporting.

In 2020, the processes for the management of People were marked by the prevention and control actions developed in the wake of the COVID-19 pandemic declared by the World Health Organisation (WHO) on 11 March, that led the bank to trigger its Contingency Plan, with two clear objectives: (i) protect people, employees and all the surrounding community; and (ii) keep the Customer service levels.

## Training

The Employees are one of the strategic pillars of Group BCP, reason why training continues to be seen as a priority for the development of their professional and personal skills. The search for excellence in the quality of the service provided to Customers involves identifying the training which is most suited to the specific needs of each Employee, taking into account the Bank's strategic objectives.

### TRAINING

	2020	2019	2018	VAR.% 20/19
<b>NUMBER OF PARTICIPANTS <sup>(1)</sup></b>				
In person	18,231	31,043	42,906	-41.3%
E-learning	376,977	311,211	158,845	21.1%
Remotely	61,648	59,592	63,512	3.5%
<b>NUMBER OF HOURS</b>				
In person	128,153	319,236	298,361	-59.9%
E-learning	421,190	343,403	121,634	22.7%
Remotely	136,504	184,544	205,998	-26%
<b>BY EMPLOYEE</b>	<b>40</b>	<b>46</b>	<b>39</b>	<b>-13.2%</b>

<sup>(1)</sup>The same employee may have attended several training sessions.

In overall terms, in the Group, 3,670 training actions were ministered, corresponding to over 685 hours of training, with an average of 40 training hours per Employee. During 2019, the training effort kept its focus not only on the commercial areas, but also on technical, operational and compliance areas and on team management.

## Talent Management

At Group BCP, people management is one of the most important pillars of the Bank's competitiveness and sustainability. Simultaneously with the valorisation of general and specific skills, it is crucial, in an organisational enhancement perspective, to identify Employees with potential and talent, so that in future they can perform duties of higher complexity and responsibility.

The development programmes that have been implemented in the different geographic areas of the BCP Group are thus a specific response to Employees with high performance and potential, enabling: i) recently recruited Employees to acquire a transversal overview of the business and best practices of the organisation; and ii) experienced Employees the opportunity to acquire the necessary skills so that in future they can perform more complex roles with higher responsibility.

Examples of this strategy in Portugal include the 1st edition of the **M Power** leading position skills development programme and the **M Social Power** inclusion and diversity programme, which involved 323 Employees, and the 2nd edition of the **inGenious** training programme, aimed at 40 young talents in the Bank's analytics and technology areas.

In 2020, because of the policies and practices for the management of People, Millennium bcp foi was classified, in Portugal, as one of the best companies to work in the financial sector. This conclusion was reached by Randstad Employer Brand Research, in an annual research that gathers the opinion from the Portuguese active population on which are the most attractive companies to work in, from amongst the 150 largest Portuguese employers.



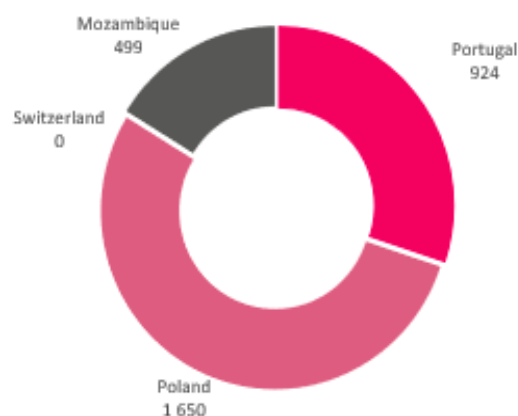
## Evaluation and Recognition

At the BCP Group, the individual performance assessment models, based on a process of counselling and guidance towards the development of skills, gives rise to opportunities of dialogue between the senior staff and their Employees, enabling the further deepening of a culture of personal accountability for the development of their careers.

Together with an attitude of incentive to the valuing of the employees and the adoption of practices of excellence, Group BCP keeps using a policy of recognition of the individual merit and commitment of each employee, particularly through an incentives system, of a plan for the professional merit valuation and specific distinctions attributed to employees who are excellent in the performance of their functions.

This is the way the Bank found to materialize a policy for recognising merit, valuing the professionalism shown by 3,073 employees in Portugal (1,802 are women and 1,271 are men).

**Promotions**  
(Number of Employees)



## Satisfaction with Internal Customers

Since Employees constitute one of the strategic pillars of the BCP Group, their level of satisfaction with the service provided by the different internal areas - with direct relation and reflection on the quality of the guaranteed Customer service - is an important endogenous indicator to assess the Bank's effectiveness and perceived efficiency.

Thus, the Bank continued to make, in 2020, the annual survey on the satisfaction with the internal services near the Employees in Portugal, which obtained a global value of 80,6 .i.p, above the one recorded in the previous year (79,8 i.p), being even the best result ever, a fact that, within the pandemic context that we are going through, is particularly appreciated.

The Bank carried out other 26 surveys to Employees, with specific purposes, ones with the objective of improving the operational procedures but, mostly, related with the COVID Contingency Plan, which allowed a close and efficient monitoring and management of issues related with the pandemic (Covid Tests, Vaccination, Disinfectants, the use of masks in Branches, ...).

In Poland the value recorded in 2020 was 89 i.p., reflecting an improvement of 2 i.p. compared to 2019 (87 i.p.). In Mozambique, the value recorded in 2020 was 70 i.p. translating a decrease versus the 73 i.p., recorded in 2019 and the 71 i.p. recorded in Switzerland that compare with the 73 i.p. recorded in 2019.

## Benefits

The BCP Group offers its Employees a series of corporate benefits, apart from those established in the applicable legislation. Concerning health and safety, in Portugal and Poland, Millennium Employees benefit from a dedicated medical staff and medical units, which, in Portugal, now also include Nutrition and Clinical Psychology. They also benefit from regular medical check-ups.

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

Within a context of pandemic, like the one experienced in 2020, one of the main challenges for the different countries where Group BCP operates, was to ensure, with the available scientific information and in articulation with the public authorities, the timely definition and implementation of the measures that, at each ,moment, are considered more appropriate to ensure a safe and healthy working environment for the Employees, Customers and of all that contact with the Bank, an example of which is the almost immediate placement of a significant number of employees in teleworking and the protection measures adopted at Branches.

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

	2020	2019	2018	VAR.% 20/19
<b>MEDICAL SERVICES</b>				
Medical appointments carried out	35,007	26,539	22,507	31,9%
Check-ups carried out	6,487	9,416	9,142	-31,1%
<b>HEALTH INSURANCE</b>				
Individuals involved	46,737	46,311	47,257	0,9%

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

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

	2020		2019		2018	
	Amount	Staff Members	Amount	Staff Members	Amount	Staff Members
<b>HOUSING</b>						
Portfolio	529,8	7,940	562,1	8,294	607,7	8,747
Granted in 2018	23,1	217	29,8	281	25,8	304
<b>SOCIAL PURPOSES LOANS</b>						
Portfolio	9,1	2,199	11,1	2,429	9,7	2,548
Granted in 2018	3,2	265	3,9	981	3,5	870

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

## Evolution of Staff Numbers

In 2020, the number of Employees of group BCP decreased 6.7%, (1.250 Employees less) versus 2019, mostly justified by the rationalisation of the operation in Poland due to the purchase of Eurobank in 2019. Around 60% of the Employees of the Group worked in the international business and 40% in Portugal.

## EMPLOYEES <sup>(1)</sup>

	2020	2019	2018	Var. % 20/19
<b>TOTAL IN PORTUGAL</b>	7,013	7,204	7,095	-2,7%
Poland	7,645	8,615	6,270	-11,3%
Switzerland	82	82	77	0,0%
Mozambique	2,591	2,680	2,619	-3,3%
<b>INTERNATIONAL TOTAL</b>	10,318	11,377	8,966	-9,3%
<b>TOTAL FOR THE GROUP</b>	17,331	18,581	16,061	-6,7%

(1) Information on the number of Employees (not FTE's - full time equivalent) for: Portugal, Mozambique, Switzerland and Poland (including EuroBank).

Note: does not include Millennium bcp Bank & Trust employees.

In Portugal there was a reduction in staff, with less 191 employees versus the previous year. 132 new employees were admitted to service (52% were women) mostly for the performance of technical functions in digital banking (54%) and for and commercial (39%) and 322 employees left the Bank, 73% by mutual agreement and/or retirement plans and 18% by initiative of the employee. Among the Employees who left, 53% worked in the commercial areas and 22% in management functions.

In Poland, the number of Employees decreased about 11% (970 employees less versus 2019) due to the reorganisation of the operation due to the purchase of Eurobank, achieving a number of 7.645 employees, of which 67% are women.

In Mozambique there was also an increase in staff (-3.3% versus 2019), with the engagement of 45 new employees, 56% for the performance of commercial functions. 130 employees left the Bank, 51% of which were allocated to commercial functions.

## Clients

### Satisfaction Surveys

In Portugal, Millennium bcp continues to focus on the model of assessment of Customer experiences. 24 hours after interaction with the Bank, the Customer is invited to answer a brief questionnaire to assess Customer satisfaction with this experience with the Bank and the corresponding level of recommendation.

The Bank assessed over 120,000 experiences of Clients who visited Branches of Millennium bcp or were contacted by Client Managers.

In 2020, the indicator NPS (Net Promoter Score), that translates the level of recommendation of the Bank recorded, in the case of Prestige Clients, an increase to 65.4 points, 0.5 points than in 2019; the Mass Market segment, that improvement showed an increase of 2.3 points, to 74.1. Regarding the NPS of Business Clients, it also recorded an expansion, improving to 64.3 (62.4 in 2019). Based on these results per segment, the global NPS of Millennium bcp stands at 71.8 points, an indicator that has been recording a positive performance since the process was initiated in 2013, reaching, this year, the highest value ever (69.8 points in 2019).

Apart from the experiences of Clients with Branches and/or Client Managers, where the indicators mentioned above are based upon, Millennium bcp also assesses other Client experiences namely (i) Account Opening, (ii) handling of Claims, (iii) interaction with the Contact Centre, (iv) mortgage loans and (v) the moment when the Account is closed - to be able to assess why the Bank lost those clients, (vi) the use of Internet banking and (vii) the utilization of new Millennium Transactions Machines (MTM). Globally, in 2020, the Clients evaluated more than 215.000 experiences with Millennium.



In 2020, only two of the four actions of the “Mystery Customer” foreseen for the Mass market Branches, took place. The 1st wave was carried out until March, involving 421 visits to branches of Millennium bcp and a global result of 74%. The study was interrupted due to the pandemic and only resumed in October with the carrying out of 432 visits to Branches of Millennium bcp, recording an improvement in the global result of 76%.

To strengthen the competences of the Employees and improve the service provided to the Client, the Bank continued the “Program #1”, extending the same to the business segment - a complete diagnosis of the segment was made and a plan of action was defined to be implemented in 2021. In the segments Mass Market and Prestige, the Bank reformulated this program and called it “#1 in the Customer’s Heart”, and the behavioural training began to be given every quarter, based on modules made by experts.

We continued with the project “Momento #1”, that intends, in a simple manner through the weekly disclosure of addressed short videos, to transmit practical knowledge on themes with a direct impact on customer servicing.

The remote channels satisfaction levels remained high. An example of this are the 89% of the user clients who replied that they are happy or very happy with the Internet Banking - Companies, of which the 80% of Mobile Banking Companies are an example.

In 2020, Millennium bcp was once again recognised, in the wake of its digital channels, with the awards Global Finance “World’s Best Digital Bank Awards”, in the categories “Best Consumer Digital Bank in 2020” in Portugal and, “Best Corporate/Institutional Information Security and Fraud Management 2020”, in Western Europe. Millennium BCP was also distinguished in “Best Homebanking website” in Portugal, within the scope of the awards “Leitor PC Guia 2020.”



In order to strengthen the measurement of satisfaction and loyalty in the various Customer segments, Millennium bcp continued to monitor various market studies carried out by specialised companies, so as to obtain indicators to position the Bank in the sector and assess, in an evolutionary way, market perception with regard to (i) quality of the service provided, (ii) the Bank's image and (iii) the products and services it sells. Examples of these studies are the CSI Banca (Marktest), e BFin (DataE), the BrandScore and the Consumer Choice.



In the international activity, customers' overall satisfaction levels with the Bank remained unchanged at 81.5 index points (p.i.).

Poland, with 89 i.p. of overall satisfaction, saw Internet banking and mobile banking channels reach 95% and 97%, respectively, of positive ratings in 2020.

## Claims

In Portugal, the complaints process is monitored by the commercial areas and the Customer Care Centre (CAC). In this operation, the number of complaints increased compared to the previous year, with a total of 44,474, mainly explained by card-related issues, namely the acquisition of products and services through digital channels. The effort to rapidly solve the claims has been a constant concern of the Bank, which has been able to improve the average response time from 6 to 4 business days.

### CLAIMS (Portugal and International)

	2020	2019	2018	VAR.% 20/19
CLAIMS RECORDED	172,674	136,562	108,244	26,4%
CLAIMS RESOLVED	160,368	125,891	125,891	27,4%

Note: Includes structural change effect in the claim handling process at Bank Millennium Poland, aiming at the improvement of the Customer experience and the optimisation of the immediate handling of those claims.

In the international activity: i) Poland recorded an increase in the number of claims versus 2019 of around 30%, mostly due to mortgage loans, current accounts and transactions with cards; ii) in Mozambique, the number of claims recorded a decrease of around 10.9%, mostly due to a less number of various claims.

The average deadline for claims resolution in Poland improved, being now of 6 days and in Mozambique worsened, to 7 days.

## Culture of Rigour

The BCP Group considers that respect for the defined mission and values of the organisation, combined with compliance with its approved strategy, depends, first, on each Employee. Hence, the Group encourages the pursuit of a culture of rigour and responsibility, supported by mechanisms for the dissemination of information, training and monitoring, so as to permanently ensure strict compliance with the instituted rules of conduct.

Against this background, the implementation of specific training activities and the monitoring of the Compliance Office teams have been a constant feature and a priority. Thus, joint action with the different business areas enabled the presence of 13,231 employees in training actions in Portugal in various topics related to the activity of the Compliance Office, always focused on the Employees' awareness of the need to adopt a professional conduct and behaviour in accordance with a culture of ethics and rigour when performing daily duties.



These figures, that show a significant increase if compared with the one recorded in 2019, results from several training actions of which we point out those on the prevention of money laundering and terrorism financing, trade finance and the Code of Conduct. In 2020, the reinforcement of the culture of compliance was one of the priorities of the Bank, either through the normal development of the Training Plan or through programs of proximity communication programs addressed to all areas of the bank, notably of the commercial networks. The “100% Compliance”, the “Compliance A to Z” and the “Culture of Compliance” are the most visible faces of the transformation initiated in 2019 where, through regular actions addressed to all networks of the Bank, it tries to convey information, explain and provide support on the most important aspects to consider in the component of financial crime risk and in all the remaining compliance and regulatory compliance risks, with a simple but informative and formative language. Together with the Communication Division - Sustainability Area - were also developed several communication actions on issues related with the Code of Conduct.

### NUMBER OF TRAINING SESSIONS <sup>(1)</sup>

AML/CTF, Market Abuse, Internal Control, Monitoring of Transactions and Legal Issues.

	2020	2019	2018	VAR.% 20/19
Activity in Portugal <sup>(2)</sup>	25,828	5,798	30,300	345,5%
International Activity	28,507	20,733	2,219	37,5%
<b>TOTAL</b>	<b>54,322</b>	<b>26,531</b>	<b>32,519</b>	<b>104,7%</b>

<sup>(1)</sup>The same employee may have attended several trainings.

<sup>(2)</sup>Includes the Macao Branch

The adequacy and effectiveness of the Bank's internal control system as a whole and the effectiveness of the risk identification and management processes and governance of the Bank and Group continued to be assured through audit programmes which include the analysis of behavioural matters, compliance with legislation, other regulations and codes of conduct, correct use of delegated competence and respect for all other principles of action in force, in relations with external and internal Customers.

In 2019, the Bank, at Group's level revised and updated its regulations framework related with governance and compliance policies, of which we point out the “Anti-Money Laundering and Terrorism Financing Policy” and “Internal Control System”, a process that was completed in the beginning of 2020, with the update of the “Code of Conduct” and the “Policy for the Management of Conflicts of Interest”.

The Code of Conduct and a set of compliance rulings and policies that rule the bank's activity are available for consultation on the website, governance area.

([https://ind.millenniumbcp.pt/en/Institucional/governacao/Pages/normas\\_regulamentos.aspx](https://ind.millenniumbcp.pt/en/Institucional/governacao/Pages/normas_regulamentos.aspx)).

Relations of cooperation and loyalty have also been maintained with the judicial authorities and with national and international conduct supervision authorities. Within this scope and by its own initiative, were carried out, in all countries where Group BCP operates, a total of 1,925 communications to local Judicial Entities and replies were given to 3,124 requests.

## Social and Environmental Products and Services

Group BCP offers a complete and comprehensive range of financial products and services and has been providing an increasing number of products and services that include social principles and of respect for the environment and for the nature, within the scope of the development of its lines of responsible business.

An example of this commitment was the launching, already in 2021, of two new products, the personal loan renewable energies and the personal loan energy efficiency, for the acquisition of equipment for the production of renewable energy and more efficient solutions in terms of energy.

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, meeting the needs and ambitions of a market increasingly related with sustainability.

In Portugal, Millennium bcp Microcredit continues to be recognised as an alternative for the funding and feasibility of entrepreneurial action and own-job creation, having approved 87 new operations, which corresponds to total credit granted of 1,458 thousand euros, and helped to create 158 jobs. The volume of loans granted to the 628 operations in portfolio amounted to 8,563 thousand euros, corresponding to principal of 5,353 thousand euros.

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). In this context, 6,681 contractual amendments were made during 2020 (3,163 mortgage loans and 3,569 consumer credit), with a restructuring value of 284 million Euros (267 mortgage loans and 17 consumer loans) and comprised 7,280 Clients (3,711 mortgage loans and 3,569 consumer loans).

For Entities of the social sector, Millennium bcp has kept the Non-Profit Associations Account available, a current account with special conditions, which does not require a minimum opening amount and is exempt from maintenance and overdraft fees. 242 accounts with these features were opened, corresponding to a total of 4,834 accounts in the Bank's portfolio.



For students who decided to pursue their academic career, the Bank concluded, in the first six months of 2020, within the University Credit Line, 66 new loans totalling 737 thousand euros. The volume of credit granted to the 370 operations in the portfolio amounted to 2,969 thousand Euros. Within the scope of the Credit Line with Mutual Guarantee, 442 contracts were signed, involving a total credit amount of 5.135 thousand euros.

Also, in Portugal, the Bank has continued to reinforce its support to companies through agreed credit facilities, adjusted to the particularities of the sector and economy, in particular:

- Support to enterprise creation investment projects by unemployed persons, through the following credit lines: i) Microinvest Line - which financed 43 entrepreneurs to a total of 624,49 thousand Euros; and ii) Invest+ Line which supported 26 entrepreneurs, to a total value of 929.48 thousand Euros.
- 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 - 17 operations were carried out, with a total funding of 111 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 1,089 operations, with total funding of 126,415 thousand euros thousand euros.
- Regarding support to companies in the agricultural and/or fisheries sector and through the credit lines with IFAP (Short-term and Medium-Long Term), 154 operations were conducted involving a total financing of 11,238 thousand Euros.
- A credit line - Social Invest - was launched in 2013 to facilitate the inclusion of Third Sector institutions in the financial system. In 2020, the Bank maintained 4 operations in portfolio, with a total value of 75 thousand Euros.
- Credit Lines to Support Tourism, aimed at supporting, with favourable conditions, companies that develop activities related to tourism. 14 operations were financed, up to a total amount of 3,934 thousand Euros.
- The Bank also made available the - Linha Capitalizar Mais/SI Inovação -, 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 139 operations totalling 67,914 million Euros in credit.
- Due to the development of the domestic and international situation originated by COVID-19, Millennium bcp is committed in supporting the families and companies by making available a set of measures aimed at preserving the financial stability of its customers, of which we highlight : i) application of more than 100 thousand moratoriums to families and of 27.436 to companies; ii) Increase of the support given to the economy by means of financings made with guarantees from the EIF in the amount of €429 million. iii) Financing of 18.127 operations in an amount of 2.499 Mio€, under the COVID-19 lines (with the support from the State) through which more than 18.127 companies received aid.



- Within the scope of its Sustainability Policy, Millennium bcp established, within the scope of the campaign for the migration into e-statement, a partnership with AMI - Assistência Médica Internacional, project Ecoética “Vamos todos ser Dinis”, with the objective of participating in the reforestation of the Leiria pine forest. Guaranteeing a contribution of 1 Euro per each statement in paper that migrated to its digital version, Millennium bcp was able to deliver a donation of 50 thousand Euros to AMI, an amount that enable to rehabilitate 5 hectares of land affected by the 2017 fires in the Leiria pine forest, where 5 thousand trees were planted.



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.

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, these funds are available through: i) an online platform of Millennium bcp - which marketed 3 environmental funds in the area of energy and sustainable investment, amounting to, on 31 December, a portfolio value above 10,009 thousand euros; and ii) ActivoBank - offering 19 investment funds, of which 7 are ethical funds and 12 are environmental funds, with a total portfolio value above 4,558 thousand euros, representing a growth of 218% versus 2019 (1.434 thousand Euros) and already around 4% of the total of funds under management. On 31 December 2020 these funds had a volume of subscribed participation units of 3.429 thousand Euros, a positive evolution versus the 436 subscribed in 2019;
- In Poland, Bank Millennium also has a solid offer of SRI (Socially Responsible Investing), funds, fundamentally aimed at Customers of the Prestige and Private segments, reflecting the investment in businesses whose principles incorporate environmental concerns, namely regarding climate change.



## Support to the Community

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.

Within this context, 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/COM and Quality and Support to the Network Divisions, we highlight:

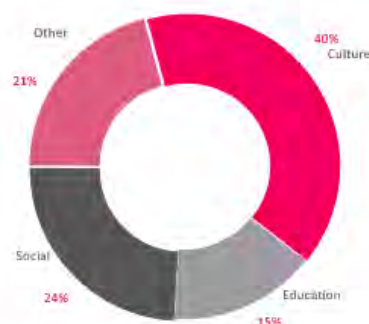
- Within the scope of the six-month campaign for the collection of food of the Food Bank, in 2020, since it was impossible to ensure the usual participation of volunteers from Millennium, we participated by resorting to the communication corporate platforms of the Bank, in the national campaign of disclosure and appeal to the solidary participation of our employees, clients and social media followers;
- “Millennium Solidário - Natal 2020”, campaign for the collection of donations, included in the international movement “Giving Tuesday# in favour of Fundação do Gil, of CASA - Centro de Apoio ao Sem Abrigo and Fundação Just a Change.



Millennium bcp also carried out several initiatives in support to institutions and initiatives able of generating social value, of which we point out:

- 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 established with Entrajuda, has been maintained. The Bank donated over 1,058 items of IT equipment and furniture to 25 institutions during 2020.
- Pursuant to the termination of PNCB - Plataforma de Negociação Integrada de Crédito, the bank delivered IT equipment and other goods to Associação EPIS, which will deliver the same to schools and social institutions included in the initiative Jovens Especiais, aimed at developing the professional inclusion of young people with special needs.
- Culturally speaking, we must point out the 12th edition of Festival ao Largo, which every year presents on stage, this time at Palácio Nacional da Ajuda, and only with Portuguese artists, 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 many other to have their first sea experience.

Donations allocated by intervention area (Percentage)



In terms of financial management and financial literacy, Millennium bcp has been contributing to increase the level of financial literacy and the adoption of adequate financial behaviours:

- 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: helping

the client balance his/her personal budget. In the M Vídeos area of the website it is also possible to find tutorials and savings suggestions;

- In Portugal, the Facebook page “Millennium bcp” continued with the regular sharing of contents related with financial planning , a practice extended to all operations of group BCP;
- Also with the goal of stimulating saving habits, ActivoBank launched a live streaming video App on its Facebook page, called “Conversas Activo” (also available on Youtube), on issues that contribute for an increased knowledge on themes 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 2020, 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 2.000 students from 48 schools throughout the country.

- Millennium bcp participates in an international paper on Financial Inclusion promoted by EFMA - European Financial Management Association (within a partnership established with Wavestone and Ecole des Ponts Business School), that was able to gather experiences and good practices from a group of world banks.



In Poland, Bank Millennium continues to carry out a significant number of actions, notably:

- Financial ABCs, a financial literacy programme of Foundation Bank Millennium, whose object is to give basic financial concepts to pre-school children. In 2020, and since it was impossible to carry out in-person *workshops*, the bank provided new digital training contents available at the social networks of Foundation Bank Millennium, such as the “How to teach finance to children - A guidebook for parents”, a multimedia content that was able to achieve more than 420.000 views. The program “Financial ABCs” has the high patronage of the Minister of Education and of the ombudsman for children;
- Since 2013, every year at Christmas the Bank organizes a solidarity auction for the sale of handicraft. 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;



- Within the scope of education, we must emphasise the attribution, within a pluri-annual partnership with the University of Warsaw and Instituto Camões, of scholarships to the best students in Portuguese Studies.
- Within the scope of culture, was once again attributed, with the support from Bank Millennium, the “Golden Sceptre”, an annual award organized by the Polish Foundation for Culture that aims at distinguishing the Polish artists able to stand out in the musical area;
- Bank Millennium was once again a partner 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 online in 2020, and had more than 60.000 tickets sold.



In Mozambique, the Bank's social commitment is embodied in the "More Mozambique for Me" programme, one of the references of the BCP Group under Corporate Social Responsibility aimed at tightening relations with local communities, which, even under a pandemic context, continued to focus on projects in the area of health, education, culture and community development:

- 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;
- 'Mais Moçambique pra Mim' - intervention to improve the attendance and internment conditions of Hospital Central de Maputo, notably by means of the purchase of hospital equipment and works to rehabilitate the ward of cardio-respiratory diseases;
- "Millennium bim Solidário" support to the displaced persons of Cabo Delgado - development of several initiatives to support the displaced persons due to terrorist attacks that occurred in the region. From among these, we may point out (i) the launching of a digital campaign - "One Like, One Hope" - which enabled gathering more 20.000 Mzn, an amount donated, in the meantime, to the platform Makobo, for the purchase of food, hygiene material, among other needs from the refugees; (ii) promotion of self-employment within a partnership established with the Chamber of Commerce Portugal Mozambique (CCPM), through the offer of sewing machines, and sewing kits containing several material for the commencing of the activity and (iii) offer of construction material and food, this time within a partnership established with insurance Company Ímpar, to displaced families resettled in Nanjua, district of Ancuabe.



## Fundação Millennium bcp

Fundação Millennium bcp, within the context of the social responsibility policies and institutional cultural patronage is an agent for the creation of value in society and of promotion of sustainability in the several areas where it intervenes which are Culture, Education/Research and Social Solidarity.

In the development of its activity, the Foundation tried to favour policies and initiatives able to respond to the challenges placed in aspects such as the social, environment and governance, aligning its performance with the main guidelines of the Sustainability Master Plan of Banco Comercial Português, especially in the areas of influence of the Foundation.

In 2020, the Foundation supported a total of 100 projects, of which 57% in the area of Culture, 20% in Knowledge and 24% in Social Solidarity.



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.

These contributions are part of the strategic line of action of the Foundation that has been actively seeking to contribute for the safeguard, disclosure, promotion, and enjoyment of the national cultural heritage and for the disclosure and promotion of Portuguese artists.

In the course of the year, a number of actions were carried out that will enable that, from 2021 onwards, a significant effort is made in the disclosure of significant art and archaeological assets of Banco Comercial Português, with the purpose of sharing them with the community.

From amongst them, we may point out the intervention in Museu do Chiado, in MNAC - Gallery Millennium bcp, creating the required conditions to give practical expression to the cooperation protocol signed with the General-Directorate of Cultural Heritage articulating, namely, the Collection with the exhibition projects of the Millennium bcp Gallery.

Also came to an end the preparations for the re-opening of the Archaeological Nucleus of Rua dos Correios (ANRC), classified as a National Monument, considering the remains of pre-Roman and Roman times.

After deep renovation works in the museum, which were made throughout the year with a project from the art studio Brükner, the ANRC should re-open in 2021 as a place of excellence for the exhibition and enjoyment of the archaeological, cultural and art assets of the Bank.

In terms of Culture, the Foundation provided support to the following initiatives:

### Conservation and Disclosure of the Bank's Art Assets

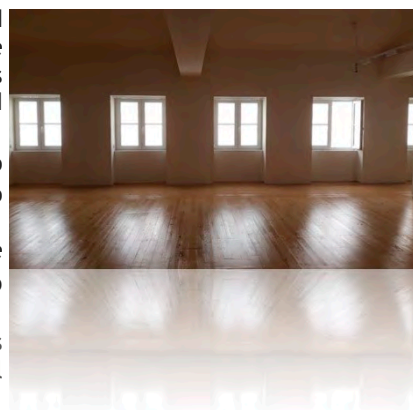
- Continuance of the rehabilitation works of the Archeological Nucleus of Rua dos Correios (NARC), closed for that specific purpose on 1 June 2019; the architecture and design project that is currently being implemented has been developed by the art studio Brükner;
- Within the scope of the project "Shared Art" the Foundation inaugurated, on 26 June, the exhibit "Manuel Amado Pintura sem Alibi" which could be visited until 20 September at Fundação Arpad-Szenes Vieira da Silva, in Lisbon. It welcomed 2.030 visitors;
- Concerning the disclosure of the Bank's art heritage and its own cultural initiatives, the Foundation maintains 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- Gallery Millennium bcp - , and the museum will remain in charge of programming and curatorship.

## Museum Activities

- Museu Nacional de Arte Antiga (MNAA) (Portuguese Museum of Ancient Art) - support to the conservation and restoration of the Saint Vicent panels, in accordance with the Triennial Patronage Protocol to be in force from 2020 to 2022, signed by the Museum, Grupo de Amigos do Museu Nacional de Arte Antiga, the General-Directorate for the Cultural Heritage and Fundação Millennium bcp;
- Museu Nacional de Arte Contemporânea - Museu do Chiado (MNAC) - support to the museum activities;
- Museu Nacional de Arqueologia (Archeology National Museum) - Support for the making of the inventory and upload in the registry of the collection of item found in the archaeological excavations made in the NARC.
- Restoration of Heritage:
- Palácio Nacional da Ajuda: support to the conservation and restoration works of the Throne Room;
- Associação World Monuments Fund Portugal - support to the 3rd stage of the conservation project of the Jerónimos Monastery.
- Church of the parish of São Tiago de Custóias - support for the construction of the organ and restoration of the church's main door.

## Other Cultural Initiatives

- A.I.R. 351 - (Art Residences) - project for welcoming national and international artists in Portugal (visual arts) for the establishment of art residences; Since the beginning of its programme, the AiR 351 welcomed more than 32 artists and curators from 18 nationalities;
- Architecture Triennial - 6th edition 2022 - support granted for the preparation of this 6th edition of this initiative, expected to take place in 2022;
- Church of São Cristóvão (Mouraria-Lisboa) - Restoration of the triumphal arch and of the painting - "Retrato de Cristo por São Lucas";
- A.I.C.A. - Association of Art Critics - AICA/MC/Millennium awards of Visual Arts and Architecture attributed every year in Portugal to one plastic artist and one architect.
- Publication of a book on the Monastery of Santa Maria de Celas - support granted for the launching of the book "Santos, Heróis e Monstros" dedicated to the cloister of the abbey;
- Book store Lello - support to an initiative aiming at the development of children literature;
- DSCH - Associação Musical - Festival e Academia Verão Clássico - 2020 Edition - support to the making of the festival and production of the Beethoven album by the DSCH - Schostakovich Ensemble; Within the scope of the Academy, the Masterclasses recorded a participation of 200 young musicians, 100 of them Portuguese and 100 coming from more than 20 countries;
- Clube de Lisboa - 4th Conference "A Aceleração das Mudanças Globais" - approaching issues that bring the future to everyday life - Climate Changes, Energy Transitions, technological evolution, growth models, demographic trends and geopolitical challenges.
- Escola Superior de Santarém - support to the course on Digital Literacy for the labour market through the development of an immersion room - Escape Room with several learning activities within the scope of employability competences for young people with Development and Intellectual difficulties;
- Associação Internacional de Música da Costa do Estoril - support for the making of the 46th edition of the Festival Estoril Lisboa, of Classical Music;
- Carpe Diem Art and Research - 5th Edition of the Award "Young Art Fundação Millennium bcp" for final-year students of visual arts;
- Associação Portuguesa de Historiadores da Arte (Portuguese Association of Art Historians) - Award APHA / Millennium José Augusto França 2019 - an initiative that intends to distinguish works of excellence in Art History, carried out within the scope of the 2nd and 3rd levels of study of college education in Portugal;
- Municipality of Lisbon - support for the launching of the collection Roman Lisbon / Felicitas Iulia Olisipo;



- BoCA - Biennial of Contemporary Arts - support to the educational program consisting in a group of three activities to be held in three cities at the same time, Lisbon, Almada and Faro;
- “Drawing Room Lisboa 2020”, that, in this 3rd edition, highlighted the Portuguese contemporary design, by means of an in-person edition, together with international galleries, in an online edition. Within the scope of this initiative, the following awards were granted: (i) Award Aquisição Fundação Millennium bcp Talento Emergente, that aids an artist by acquiring his/her work and including the same in Mbcp collection; (ii) Award Projeto Artístico Destacado, that distinguishes an artist of the edition of the current year; (iii) Award Projeto Curatorial Galeria, that distinguishes a curatorial project from a participating gallery .
- Municipality of Lisbon - support to the 12th edition of Festival TODOS - Caminhada de Culturas 2020, an initiative that celebrates, since 2009, Lisbon as an inter cultural city, through the contemporary performing arts;
- SPIRA and Universidade Nova de Lisboa - completion and presentation of the Research “Património Cultural em Portugal (Cultural Heritage in Portugal): Evaluation of the Social and Economic Value”;

In what regards Science and Knowledge:

#### Scientific Investigation Projects

- Fundação Rui Osório Castro - Prémio Rui Osório de Castro / Millennium bcp - protocol established for the period of 2020 to 2022 aiming at, by means of an award, promoting the development of innovative scientific projects on paediatric oncology, able of encouraging and promote the improvement in health care provided to children with a cancer disease. In February 2020 the award of the 4th edition was delivered to Patrícia Nunes Correia from Instituto de Ciências da Saúde da Universidade Católica Portuguesa;
- Instituto de História da Arte (IHA) da Universidade Nova de Lisboa -Within the scope of the existing protocol established with IHA and the MNAC/Museu do Chiado, attribution of an investigation scholarship in Art History to enable the in-depth study of relevant artists common to the collection Millennium bcp and the one of MNAC/Museu do Chiado, thus contributing for the investigation, disclosure and valuing of art assets;
- Portuguese Olympic Committee - Protocol established for the triennial 2018-2020 with the goal of contributing for the development of investigation in Physical Education in Portugal including the annual attribution of 3 Awards and six Honourable Mentions to the best research projects on Physical Education;
- Instituto de Biologia Molecular e Celular - support to the investigation on Alzheimer's disease;
- 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;

#### University

- 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;
- A partnership with Millennium bim so as to give scholarships ( in several areas) from Universities of Mozambique to young people that evidenced academic merit and lack economic means; In the course of 6 years of cooperation, it was possible to finance 156 students of several courses from 10 universities;
- Junior Achievement: StartUp Programme: (13th edition) this initiative aims to undertake entrepreneurial programmes with college students by creating new micro companies.

## Basic Education

- MoneyLab: Financial Education Labs - roadshow the purpose of which is to fill gaps regarding the misinformation that young people have on financial literacy, especially high-school students from private and public schools.



- 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;
- Fundação Dr. António Cupertino de Miranda - support to the 10th 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;
- Associação Empresários pela Inclusão Social (EPIS) - support to the promotion of initiatives addressed to the creation of work opportunities and social reintegration of persons, families or groups which are under situations of exclusion or of risk of social exclusion.

Concerning Social Solidarity, Fundação Millennium bcp tried to promote relevant projects in social innovation and structuring social programs able of contributing for local development, namely in the assistance to the most vulnerable parts of society.

The extension and depth of the impacts provoked by Covid-19, that led to a quite significant aggravation of the living conditions and isolation of the most fragile populations, gave rise to a special follow-up and support to the projects launched in order to mitigate the effects of this pandemic.

In what regards the Social Solidarity area, the Foundation supported actions from different entities, among which:

- Program GOS - Gestão de Organizações Sociais - this program results from a partnership established between AESE / ENTREAJUDA / CNIS and is intended for the training in management of leaders of entities developing their activities in the social economy sector, exclusively non-profit; trying to provide a response to the training needs in this particular sector; In 2020, this program had 68 participants coming from 58 entities.
- Portuguese Food Bank - support to annual food collection campaigns and reinforcement of the Emergency Network created to cope with the needs emerging due to the Covid-19 pandemic;
- Food Emergency Network - the donation granted by Fundação Millennium bcp enable the purchase of 109.072 kgs of food, representing a total of around 272.679 meals;
- CERCICA - Cooperativa para a Educação e Reabilitação de Cidadãos Inadaptados de Cascais - sport to the launching of the “Line of Assistance for Families”, the purpose of which is to respond to the aggravation of social isolation of individuals with mental disabilities and respective families, due to the Covid-19 pandemic ; The support granted by Fundação Millennium bcp enable the carrying out of 639 follow-ups;
- ASSOCIAÇÃO DIGNITUDE - COVID -19 Emergency Fund - created to support the individuals that, due to the context generated by the pandemic Covid-19, present specific needs in terms of access to health care, aggregating, in a coordinated manner, access to medication and to health products and services;
- 55 MAIS - Project for the upgrade of inactive people aged 55 or more that, through a human and technological platform, connects the needs of citizens with the services provided by individuals aged 55+ years;
- 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.
- EAPN - Projects ACEDER - pursuant to the serious sanitary emergency caused by Covid-19, support was granted for the purchase of protection kits, hygiene and cleaning for the gypsy communities;
- APGES - Global Platform for the Syrian Students - a program for the granting of emergency scholarships to enable students coming from countries at war to pursue their education;



- Project cancer patient at Hospital Central de Maputo - the protocol established supports a project to improve health care for cancer patients in Mozambique. This project contributed to a 53% decrease in mortality in patients in an early stage of breast cancer;
- Critical Concrete - attribution of a scholarship for the program “Sustainable Architecture Programme”, an educational program of post-graduation studies, with the duration of 1 year, in the fields of sustainable construction, participative design and inclusive town planning;
- Association Help to Newly Born Babies (baby Bank) - support to the project “Ser mais família” that comprises home support to newly born babies with disabilities or under social risk;
- Fundação do GIL - support to the project Paediatric Home Support that, within a partnership established with 5 hospitals, monitors children with chronic diseases at their homes, thus avoiding unnecessary visits to the hospital, through monitoring and use of therapeutics at home and the provision of a psychosocial, emotional and spiritual support;
- AMEC | Metropolitana - attribution of a Social Support Scholarship for the course of orchestra direction. In addition, this institution also received, to be used in scholarships of social support, the amount which had been donated to Fundação Millennium bcp by Banco Comercial Português, S.A. Concerning the award attributed by Fósun to the Direct Banking Division and to the Digital Transformation Office of that Bank at the Global Conference carried out in Shanghai;
- Portuguese Large Families Association (APFN) - support to the “Observatory of Family Responsible Municipalities” with the goal of raising awareness, rewarding and publicising municipalities that adopt family responsible measures.

Reference, given the role played by Fundação Millennium bcp in the promotion of culture, to the recognition by APOM - Associação Portuguesa de Museologia (Portuguese Association of Museums) that, in the edition of the Awards APOM 2020, distinguished, for the second time (the previous one was in 2018) Fundação Millennium bcp as one of the winners in the Category Patronage.

## Social aid within a pandemic context

The year of 2020 will remain undoubtedly marked by the COVID-19 pandemic. In just a few months, the new coronavirus SARS-CoV-2 introduced radical changes in our way of living and in our way of work. In companies, the pandemic was a real stress test to management ability, particularly in what concerns Management of People, within a context featured by significant uncertainties.

Since the financial services are crucial for the normal functioning of societies, of companies and of people, Millennium bcp continued to function as usual even during the State of Emergency, in force from 19 March to 30 April. The Bank confirmed its capacity to adjust to unexpected challenges and, rapidly, adapted the way it operates. Even before the first confirmed case of COVID-19 in Portugal, Millennium bcp activated the Contingency Plan foreseen in the Business Continuity Plan, with two clear and prime objectives:

- Protect the health of people - Employees, Customers and of all contacting with Millennium bcp;
- and ensure the continuance of a service of quality in line with the Customer’s expectations.

The swift definition and implementation of measures and the strong focus on the direct communication with the Employees, enabled Millennium bcp to protect People and Business and, in spite of the required physical distance, we remained close and stood by those who needed us, internally and externally.

Thus, Millennium bcp was a front-line player in the emergency response to the pandemic caused by Covid-19. The following initiatives stood out in Portugal and in the other countries where the Bank operates:

- Measures to support families and companies, totally amounting, in Portugal, to 4,7 billion euros;
- Participation in the campaign “Unidos pela Sobrevivência” (United for Survival), for the purchase of clinical means to fight against COVID-19;
- Actions to support the Portuguese National Health Service (SNS), like the construction of the Contingency Structure of Lisbon, reconversion of Hospital Curry Cabral and donation of 100 ventilators through APB;
- Contribution within the scope of the initiative from the EU - international donor’s conference - and part of the Portuguese effort for the research and development of a vaccine for COVID-19;
- Fundação Millennium bcp support the Food Emergency Network of the Food Bank, increasing its annual contribution;
- Clube Millennium bcp supports social institutions by donating individual protection equipment;
- Associação Dignitude - support to the project Abem: emergency COVID-19 - created to support the individuals that, due to the context generated by the pandemic COVID-19, present specific needs in terms of access to health care, aggregating, in a coordinated manner, access to medication and to health products and services;
- Payment in advance of invoices to Suppliers, particular SME, from 30 days to 1 week.
- Millennium bcp was also part of the movement Portugal #EntraEmCena, that joins artists, public and private companies, in the support to Culture.
- In Poland, Bank Millennium attributed an aid in the amount of 5000.000 PLN to the academy of sciences for the development of the first local COVID-19 test;
- In Mozambique, Millennium bim gave up from celebrating its 25 the anniversary and donated the respective amount to Hospital Central de Maputo.





## Suppliers

At the BCP 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 92.2% 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.

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 2020, suppliers were subject to continuous monitoring, 489 suppliers were evaluated in 2020, with an average rating of 4.32.

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.

Already in 2020, in Portugal, the Bank revised the Suppliers Sustainability Guidelines, which are now part of all the contracts for the purchase of goods and provision of services signed by Millennium bcp. This document includes aspects such as compliance with the law, environmental and labour good practices, but also human rights and the application of these principles in the contracting of third parties.



# Environmental Impact

## Climate Approach

The climate approach of Group BCP is based upon the promotion of a culture of environmental responsibility, involving commitments, measures and investment in themes related with climate changes, energy efficiency and environmental performance of its operations.

Currently, and at an environmental level, there are several tools, commitments, and indexes with which BCP agrees and commits to observe:



In 2019 the Bank defined its Sustainability Master Plan 2021, with the objective of enhancing the creation of value at the economic, social and environmental level. The plan's lines of action are Sustainable Management and Financing (Economic), Positive Impact on People and on the Community (Social) and Sustainable Operations (Environmental). In terms of environment it includes 12 specific actions aimed at containing global warming (Paris Agreement) and minimising the operation's environmental impact. Among these measures, we may point out the definition of targets to reduce emissions in accordance with the Science Based Targets Initiative; and the goal "zero paper", a consequence of the ongoing increase in scanning and reduction of prints.

In terms of ownership of the initiatives in terms of environment and of the SMP, the Sustainability Commission has been monitoring the implementation of this plan, being the Executive Committee and the CEO in charge of the sustainability strategy, the Risk Commission defines a global framework for risk management (including sustainability risks) and, finally, the Sustainability area implements, promotes and monitors the SMP actions.

## Sustainable Operations

The Bank regularly monitors a series of environmental performance indicators which measure the Bank's eco-efficiency regarding its main consumption of resources. The year 2020 was an atypical year, marked by the effects of the pandemic COVID-19 and its economic, social, and environmental impacts.

The rationalization in the consumption of energy, water and materials, based on a rationale of dematerialisation of processes, protection of the environment and preservation of natural resources, is one of the objectives of the environmental policy implemented in all the operations of BCP.

The environmental performance of the group was suffered the impact of the pandemic in 2020, with the major percentage of its employees working from home, together with the under-utilization of the Bank's premises. Consequently, there were significant reduction in the consumption of energy, materials, water and waste. These improvements resulted not only in a reduction of the environmental impact of the Bank's operations, but also in a significant reduction of the associated costs.

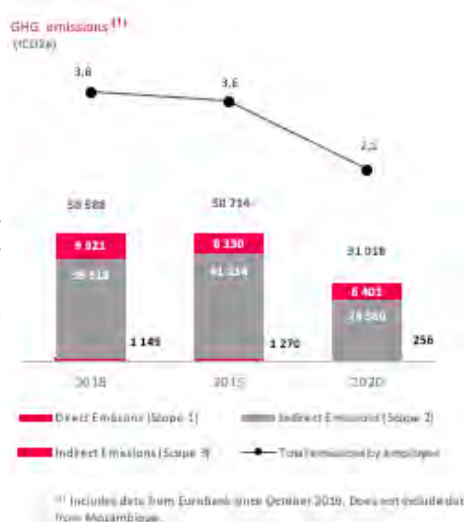
In 2020, apart from the monitoring of the environmental indicators, BCP has reinforced its action in terms of assessment of risks related with climate changes and the incorporation of, standards, policies and of defined procedures in order to ensure the Bank's ongoing activity in case of natural disasters able of discontinuing it. These themes are under the supervision of the Sustainability Commission and of the Risk Office (ROFF). The Bank also continued to manage indirect environmental risks, during the credit and project finance evaluation and granting process and carries out environmental impact studies, in accordance with the applicable legislation in effect.



## De-carbonozation

Within the scope of the commitment of adjusting to climate changes, BCP estimates the Group's carbon footprint to be able to contribute to reduce the emissions of Greenhouse Gas Emissions (GEE).

In 2020, the data from Mozambique were accounted and the downward trend in the emissions of GEE associated with the Group's banking activities continues to be a fact. If one compares with previous years, there was a decrease of approximately 40% versus 2019, due to the pandemic effect of minimisation of the use of offices and of travels and due to the ongoing implementation of several energy efficiency measures in the several countries where the Bank



Reduction of the emission of **GHE (Greenhouse Gas Emissions)** in the last 5 years

**45%**

Globally, and without considering the data on Mozambique, for a comparability issue, the emissions associated with the consumption of fuel (scope 1) recorded a 23% reduction versus 2019, with emphasis on the emissions associated with the consumption of natural gas. Regarding the emission associated with the consumption of electricity, there was a reduction of 41% versus 2019. In emissions associated to service

mobility (scope 3), they decreased by around 80%, imputable mainly to the drastic reduction in employee's travels.

In line with the Master Sustainability Plan (MSP), the Bank is committed in enlarging the estimation of scope 3, both upstream and downstream of the Group's activity.

Concerning domestic activity (Portugal), Millennium bcp recorded a 35% reduction in its greenhouse gas emissions versus 2019, largely exceeding the pre-defined goal ( -5%). Direct emissions decreased 41% year-on-year, due to the decrease in the consumption of fuel, particularly of natural gas.

The indirect emissions associated with the consumption of electricity decreased 26% due to the reduction of electricity coming from the public grid versus the previous year while the indirect emissions associated with mobility (scope 3) also recorded significant reductions, of around 96%, due to the reduced number of employee's travels made in 2020.

## MAIN INITIATIVES AND DE-CARBONISATION HIGHLIGHTS

### Installation of LED lighting

In 2021, all the electricity used by Millennium bcp in its premises in Portugal will be 100% green, through a mix of energy produced at the bank's photovoltaic solar energy plant and energy acquired with a renewable origin energy certificate.



In 2020, **trees were planted** in the region of Leiria. In a partnership established with Assistência Médica Internacional (AMI) five hectares of pine forest destroyed in the 2017 fires were rehabilitated, with the use of a total amount of 50 thousand obtained via de commitment of donating one euro per each client that subscribes to the e-statement instead of the paper one. This campaign enabled not only to reduce the emissions by means of the reduction in the use of paper but also through the carbon storage made by the planted trees.

Millennium BCP **compensated the emissions of GHE associated with an internal event**, which accounted 67,0 tCO<sub>2</sub>e, through the certified forestation of an area in Portugal. This event was held in Pavillion Carlos Lopes (Parque Eduardo VII), in February 2020, with the presence of 1.560 employees.

Bank Millennium was the bank with the best score in the ranking "Climate Leaders Poland 2021" published by the magazine Forbes, occupying the 2nd place among all the Polish companies in the list of reduction of greenhouse gas emissions.

Within the scope of the Mobility pact for the City of Lisbon, Millennium bcp committed to de-carbonise its car fleet in accordance with the following targets: 30% until 2025 and 80% until 2030. Concerning the "Commitment Lisbon European Green Capital 2020" the same was continued in 2020.

Millennium bcp, within the scope of its sustainability strategy, subscribed the "Engagement Letter for the Sustainable Funding in Portugal", an initiative targeted at contributing for the promotion and development of the financing of Car-bon Neutrality until 2050.

### Mobility

- There was a reduction in the consumption of fuel in Poland due to the **replacement of cars with traditional engines by hybrid ones**, that took place in the period comprised between 2017 and 2020 and due to the pandemic and the **employee's teleworking**. In Poland, the use of bikes is encouraged and the infrastructures for bikes were expanded (bike parking and additional showers).

- In Portugal, by the end of 2020 there were 19 electric/hybrid cars, comparing with the 9 that existed in the end of 2019. To accelerate this process, the Bank adopted the following measures: substantially increased the number of cars available for selection by the employees, 22 in 76 (corresponding to 29% of the total), when, by the end of 2019 they were 7 in 75 (9,3% of the total); and installed 4 double charging posts in Taguspark.

## Energy efficiency

As mentioned above, BCP Group regularly monitors a series of environmental performance indicators which measure the Bank's eco-efficiency regarding its main consumption of resources (excluding the consumption of the eco-generation plant and premises with data centres in Portugal). In 2020 the Bank resumed the estimation of the consumption of energy in Mozambique and therefore, analysis are carried out including this country, or not, for comparability reasons.

In 2021, all the electricity used by Millennium bcp in its premises in Portugal will be **100% green**

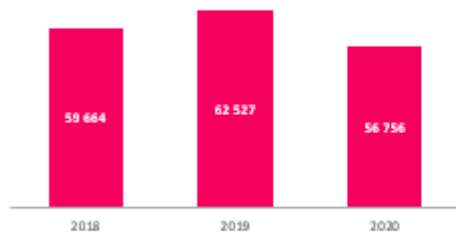
Reduction in the total consumption of ENERGY in the last 5 years  
**45%**

The Bank recorded again a year of improvement in the eco-efficiency levels due to the minimisation of the use of the Group's infrastructures due to the pandemic in 2020 and of the optimization of the thermal power stations, installation of the photovoltaic plant, the ongoing investment in the optimization of procedures, focusing on dematerialization and on the alteration of the daily behaviour of the Employees regarding the rational use of resources. The Bank's consumption of energy is mostly of indirect origin (electricity and thermal energy) and meets 69% of the Bank's energy needs. In 2020, the Bank continued to reduce its consumption of direct and indirect energy, both falling around 30% versus 2019, (concerning the same scope - without Mozambique).

Concerning the domestic activity, BCP in Portugal reduced all types of energy consumption by 25% in total, and succeeded in attaining its annual target (-4%). The electricity from the public grid recorded a reduction of 13% versus 2019.

Electricity consumption <sup>(2)</sup>

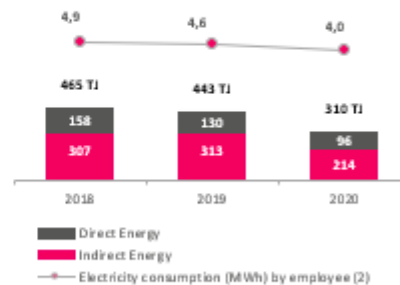
(MWh)



<sup>(2)</sup> Excludes data from the cogeneration plant and data center in Portugal and excludes data from Mozambique.

Total energy consumption - GRI 302-1 <sup>(3)</sup>

(TJ and MWh/employee)



<sup>(3)</sup> Includes consumption of cogeneration plant in Portugal. Excludes data center in Portugal and data from Mozambique.

## MAIN INITIATIVES AND ENERGY EFFICIENCY HIGHLIGHTS

### Installation of LED lighting in Taguspark

The Bank equipped the garages of Taguspark with LED lights. The Bank has also equipped the commercial network with LED lights whenever intervention/remodelling work is carried out in the branches.

The solar energy plant continues to operate: In 2020, the plant in Taguspark, with 1 MW of power, enabled generating 539 MWh of energy for self-consumption, cutting CO2 emissions by 194 tons since it began operating.

### Monitoring of energy and water consumption

In 2019, the Bank initiated the pilot scheme consisting in the regular monitoring of electricity and water consumptions in a building in TagusPark. This initiative enables to closely monitor variations in consumptions and act swiftly on any anomaly, avoiding excessive consumptions and consumption costs. In 2020, the Bank intends to extend this environmental management tool to the remaining buildings of TagusPark.

### Adjustments to the lighting and heating systems in Poland:

In all Branches, the external bank logos with traditional LED light were replaced and a lighting timer was introduced. In 2020, were installed LED bulbs in 4 Branches, contributing for a total of 117 branches with LED lighting. At the registered office 1,200 traditional light bulbs were replaced by LED technology, leading to a 54% reduction in energy consumption;

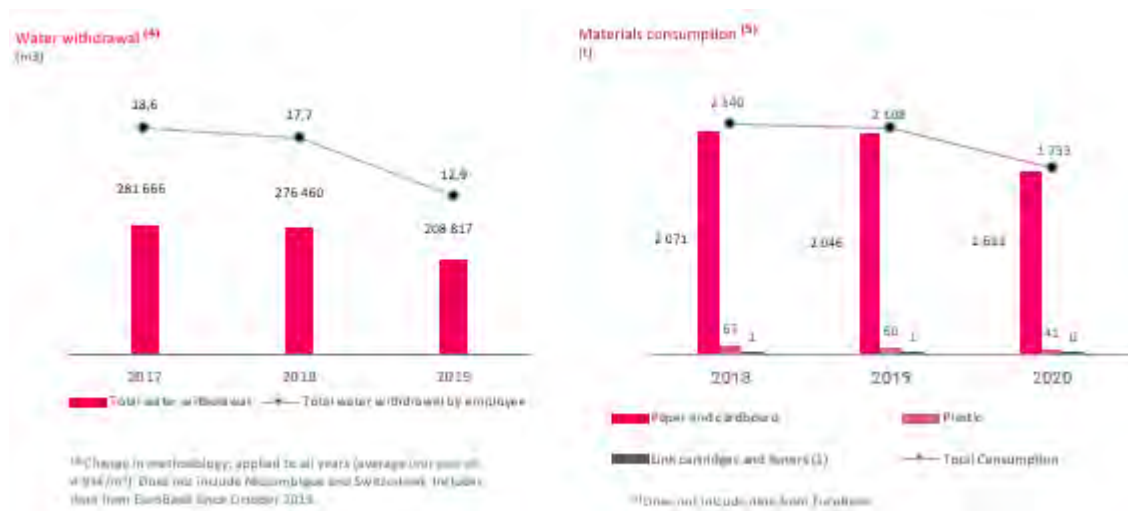
Due to changes in opening hours imposed by the pandemic, the consumption associated with lighting and functioning of the branches, decreased. In the registered office, the office lighting hours, of functioning of the ventilation devices, and air-conditioning and the changes in the configurations of temperature in the individual areas were changed.

The Branches with the highest consumption of energy are examined and the recommendations for the building management companies are implemented.

The action of **communication and awareness** “push yourself, not the button” encouraged the employees in Poland to use the stairs instead of the elevators, with benefits not only in terms of energy saving but also in the well-being and health of the employees.

### Management of resources (water, materials and waste)

In 2020, globally, the total water withdrawal in Group BCP fell approximately 24%, considering the same scope than last year. In Portugal, total water consumption was 115.426 m3, 37% down, which enabled the Bank to comply with the annual goal (-2% of water consumption).



Overall, BCP recorded a 18% reduction in the consumption of its main supplies (paper and cardboard, plastic, and toners and cartridges), thus maintaining the trend of previous years because of process optimization measures.

The most consumed materials in terms of weight and quantity continue to be paper and cardboard, which, in overall terms, fell by 17% in relation to 2019, as a result of the dematerialisation initiatives that are being implemented in all the countries where the Bank operates. Ink and toner cartridges also showed a significant reduction of 64% due to measures adopted to decrease printed documents and promote scanning.

In Portugal, in 2020, the reduction in materials continued - 33% versus 2019 - and it was possible to reach the defined annual target (-2% in materials consumption). We must point out that the A4 and A3 paper brand used by the Bank has an Eco-label certificate of the European Union which certifies that the paper manufacturing process is environmentally sound.



## MAIN INITIATIVES AND RESOURCES MANAGEMENT HIGHLIGHTS



**Green IT Programme:** Reduction in local printing, giving preference to digital tools in the development of software

The Bank pursued the "GO P@perless" project which focuses on the dematerialisation of operations to innovate and optimise processes, using solutions of electronic production and signing of documents. During 2020 the Bank was able to save 3.317.687 prints of cashier transactions, corresponding to 28% less prints made using the Branch's equipment if compared with 2019, resulting in a monthly savings of 552.948 prints.

Aiming at decreasing the CO<sub>2</sub> emissions in the course of the second half-year, although atypical due to the COVID-19 pandemic, with the consequent adjustment to new circumstances, in what regards the productivity and cooperation tools MS Teams and Skype, the Bank recorded a value above 179.109 in what concerns the number of meeting sessions, 4.942.843 instant messages sessions, 1.002.752 audio sessions and 293.026 video sessions. These results enable the Bank to pursue a culture of sustainable consumption habits, to the extent strictly required for functional needs, reducing costs and waste and optimising the resources consumed.

**Clients who subscribed to the e-statement in 2020:** 91% of accounts in Portugal; 73% of clients in Poland; 317,308 accounts in Mozambique (24%); and 96% of clients in Switzerland.

To reduce the use and circulation of paper, at the beginning of June, an E-Statement campaign was launched, in an association with the project of AMI - Assistência Médica Internacional, of re-foresting the Leiria pine-tree forest, named "Vamos todos ser Dinis". The success of this campaign, which lasted until the end of September, enabled to deliver to AMI a donation amounting to 50.000 euros, an amount that enabled to re-forest 5 hectares of the Leiria pine-tree forest, partially devastated by the 2017 fires. It is estimated that the number of subscriptions to the e-statement due to this campaign will enable to save around 1 million of sheets of paper per year.

**Program Kaizen** which promotes, daily, a set of practices related with an ongoing improvement of the tasks developed by teams, based on lean approaches, contributing to processes with a higher value-added for the client and with direct impact on the sustainability of the operations. During the year 245 improvement initiatives were implemented, of which 9% represent savings in consumer goods amounting to 2.979€ (ex. paper, prints, internal mail seals, among other), and recovery of non-charged fees of around 120,000€.

In **Mozambique**, transactions made at cashier only print the customer's slip and the copies for internal archive are digital. At the level of account opening, all the procedures are totally digital and there isn't any physical circulation /archive of any document.

In **Switzerland**, some of the measures put into place in 2020 include: automated lighting outside working hours, promotion of an internal message to print only the required documents and encouragement for the use of video conferences. It was also created, in 2020, the work group called "The Green Team", to promote awareness in sustainability themes. This group writes an internal monthly newsletter on the theme and expects, in the future, to be able to organize events to increase sustainability awareness.

In **Poland**, several measures for the management of resources were implemented. Among them, we may point out the following:

- In 2020, the investment in 14 buildings came to an end, consisting in the installation of special taps that optimise the water flow. This investment will enable to save from 15% to 25% in water consumption.
- In 2020, to reduce the consumption of plastic, the disposable plastic cups were replaced by environment friendly paper cups (they do not have plastic, are 100% biodegradable and used twice and later turned into organic compound).
- paper waste and documents previously stored are destroyed in industrial machines and 100% recycled.
- Donation of 300 computers to schools, community centres and underprivileged social groups in Poland. This initiative, besides contributing for the re-utilization of equipment, contributes to support the educational and financial needs of numerous families.

Further details on the information reported in this chapter - Responsible Business -, in particular calculation criteria, the table of Global Reporting Initiative (GRI) indicators and correspondence with the Global Compact Principles, are available for viewing on the Bank's Institutional website, at [www.millenniumbcp.pt](http://www.millenniumbcp.pt), under Sustainability.



# MILLENNIUM BCP ENTRE OS LÍDERES DA SUSTENTABILIDADE A NÍVEL MUNDIAL

**Sustainability Yearbook  
Member 2021**

**S&P Global**

O Millennium bcp regressou em 2021 ao **"The Sustainability Yearbook"**, publicação de referência na área da Sustentabilidade.

A inclusão do Millennium bcp no grupo restrito das Empresas mais sustentáveis do mundo é uma consequência das práticas de **Negócio Responsável** que o Banco tem vindo a implementar e a consolidar nas **dimensões social, ambiental e económica**.

**Sustentável**  
Banco Comercial Português, S.A.

**Millennium  
bcp  
AQUI CONSIGO**