



METHODOLOGICAL NOTES

CGD | 2016



METHODOLOGICAL NOTES 2016

102-8

In 2016 there are no subcontracted employees at CGD, S.A. or at its affiliated banks. This considers active employees as at 31 December 2016.

For the first time, the report includes employees under CGD's control but without any contract with CGD, S.A. (employed by companies of the group).

There are no part-time employees at BI.

For BCA, the 3 executive directors were considered. At BCA, employees whose work hours were reduced by the Medical Board while earning the full salary, i.e., 100% of their monthly retribution, were considered to be part-time workers.

102-46 – 102-47 – 103-1

The 2016 sustainability report, including the Sustainability Report 2016 and the sustainability information contained in the 2016 Management Report and Accounts have been prepared in accordance with the new guidelines issued by the Global Reporting Initiative (GRI), in its latest version, GRI Standards including the financial supplement. To meet the new guidelines, CGD developed a materiality matrix based on the results of the consultation process to internal and external stakeholders, held in 2015, with a view to identifying the material topics to be addressed in these reports (see the Materiality Analysis on both reports). This matrix illustrates the importance attached to the various topics in the economic, environmental and social pillars, by the various stakeholders, given the level of impact of such topics for CGD, as identified by several CGD Divisions.

As a result of this exercise, we highlight the following material topics and respective correspondence with GRI indicators:

TOPICS	ASPECT LIMIT	GRI INDICATORS	NOTES
Security for customers and their financial assets	Internal/External	416-1 and 416-2	
Risk Management	Internal	G4-2 and DMA FS – Product Portfolio and Auditing	
Governance Model	Internal	(102-18 to 102-39)	
Economic performance	Internal	201-1 to 201-4	

Service quality and customer satisfaction	Internal/External	102-43 102-44	
Practices against corruption and money laundering	Internal/External	205-1 – 205-3	This topic is only reported in the Report and Accounts 2016 – pp. 605-607
Talent attraction and retention	Internal	401-1 to 401-3, 405-1	
Products aimed at supporting SMEs and institutional customers and responding to society's emerging challenges	Internal/External	G4-FS6 to G4-FS8, G4-FS11, G4- FS13 and G4-FS14)	
Products/services with environmental benefits	Internal/External	G4-FS6 to G4-FS8, G4-FS11, G4- FS13 and G4-FS14)	
Career, remuneration and incentive management	Internal	401-2, 404-1 to 404-3, 405-2	
Clarity of the information provided to customers on products and services	Internal/External	417-1 to 419-1 DMA FS Product and service labelling	
Environmental training and awareness	Internal/External	DMA FS Product Portfolio	
Customer financial inclusion practices	Internal/External	G4-FS7, G4- FS13, G4 - FS14	
Brand and reputation management	Internal/External	417-1, 102-43 - 102-44 and FS15	This topic is only reported in the Report and Accounts 2016 – pp. 18-21
Code of Conduct	Internal/External	102-16 to 102-17	
Combating climate change, energy efficiency, CO ² emissions and alternative energy sources	Internal/External	302-1 to 302-5; 305-1 to 305-7	
Sustainability Strategy	Internal/External	102-14 to 102-15	
Dialogue with Stakeholders	Internal/External	102-40 to 102-44	
Human capital development	Internal	404-1 to 404-3	
Innovation and research	-	-	



Monitoring and prevention of the risk of non-compliance with responsibilities	Internal/External	DMA FS - Product Portfolio	
Adapting to regulatory trends	-	-	
Financial literacy practices	Internal/External	DMA FS Product and service labelling – FS16, 203-1	
Information Safety	-	-	
Environmental and social criteria in the analysis of credit risk	Internal/External	DMA FS – Product Portfolio	
Environmental Management System	Internal/External	102-11, 301-1 to 303-3, 305-1 to 305-5, 305-7 to 306-3, 306-5, 307-1, 308-1-308-3, 103-2	
Occupational health and safety	Internal	403-1 to 403-4	
Balancing personal and professional life	Internal	401-2	
Social-oriented activities for the benefit of the community	Internal/External	203-1 G4-FS16	
Responsible supplier management	Internal/External	102-9, 204-1, 308-1 to 308-2, 407-1 to 409-1, 414-1 to 414-2	
Accessibility	Internal/External	FS14	
Communication and partnerships with NGOs/Charitable Institutions	Internal/External	203-1	
Diversity and equal opportunities	Internal	401-3, 405-1, 405-2, 406-1	
Sector financing policies	Internal/External	DMA FS – Product Portfolio	
Participation in public policies	-	-	

Human rights	Internal/External	412-3 to 414-2, 103-2	
Eco-efficiency	Internal/External	301-1 to 302-1, 302-3, 302-5, 303-1, 305-1 to 305-5, 306-2	

102-38

It considers only the remuneration of employees in Portugal.

102-42

In order to identify and prioritise the stakeholders to be consulted, the various Divisions with direct relationships with the various groups of stakeholders have identified the various entities that will be asked to complete the sustainability questionnaire – a core instrument for stakeholder consultation in the field of sustainability.

201-1

Income distribution under 'Employee salaries and benefits' considers the remunerations of management and supervisory bodies, employee remunerations, the provision for supply agreements, other charges with remuneration, other mandatory social security contributions and other staff costs, whose figures are reported as part of the income statement. Additionally, it also includes amounts spent on seniority bonuses, CGD's healthcare and CGD's pension fund, whose results are reported as part of a cash flow statement.

The heading 'Donations and other investments in the community' considers only the amount spent by CGD on 'Patronage' in 2016.

As of the 2015 report, the estimate of taxes on profits paid locally by the Branches has been included in the item 'Payments to the State'.

202-1

The lowest wage on BI's wage grid is 31,610, which corresponds to level 1, grade 1. On 31 December 2016, there were no BI employees in this level, and the lowest employee level was that corresponding to the amount of 45,610 CVE. Considering this level, the ratio of the lowest salary relative to the national minimum wage, for both genders, is 416%.

202-2

For CGD, S.A., Top Management is understood as the Board of Directors (which is elected by appointment).

203-1

At BI, all investments made were under the Patronage Law.



204-1

The calculation of the indicator at CGD considered all supplies of goods and services with an annual turnover equal to or above 2,500 euros (with non-deductible VAT). It considered local suppliers with a taxpayer number in the country where the bank is present (e.g. CGD, S.A. - Portuguese Taxpayer no.; BCA and BI - Cape Verdean Taxpayer no.).

301-1

At CGD, S.A., the per-unit weight of reported materials was given by directly weighing the materials or by the material specifications (base weight and dimensions). The value of 2014, 2015 and 2016 for white photocopy paper includes the category “Preprinted Paper (Letters and Extracts)”, so the value of 2014 has been recalculated.

For Banco BI Cape Verde and BCA the specifications of the materials used during the reporting period were considered. BCA Cape Verde was unable to obtain the specifications of envelopes used, so BI’s specifications were considered.

In the case of BCG Brasil, the paper consumption reported is obtained by estimating the stock, as, given its small size, a precise stock inventory is not justified.

The total quantity of the most relevant materials are presented by type, without, however, providing the segmentation between the total quantity of direct and non-renewable materials, as such segmentation is unsuited to the services sector.

302-1

CGD, S.A.: The figures shown for electricity consumption in CGD,SA’s central buildings concern the following buildings: Av. João XXI - Lisbon (Head Office); Av. 5 de Outubro, 175 – Lisbon; Av. Aliados – Porto (Praça D. João I); Av. França- Porto; Praça da Liberdade – Porto; Camões – Porto; Rua 31 Janeiro – Porto; Sapadores – Lisbon; Cabo Ruivo – Lisbon; Arquivo Alves Redol (Archive) – Lisbon. Excluding consumption associated with CGD, S.A.’s facilities on the islands of the Azores and Madeira.

BCG Brasil: In the case of consumption associated with the vehicle fleet, the figure is estimated based on the average monthly consumption of vehicles in use (in 2016, the bank had three vehicles)

BI: As of 2015, the fleet’s consumption included the vehicles of the Administration. Consumption figures are estimated based on the specific consumption of each vehicle, considering the kilometres travelled.

BCA: The fleet’s consumption figures are estimated based on the specific consumption of each vehicle, considering the kilometres travelled.

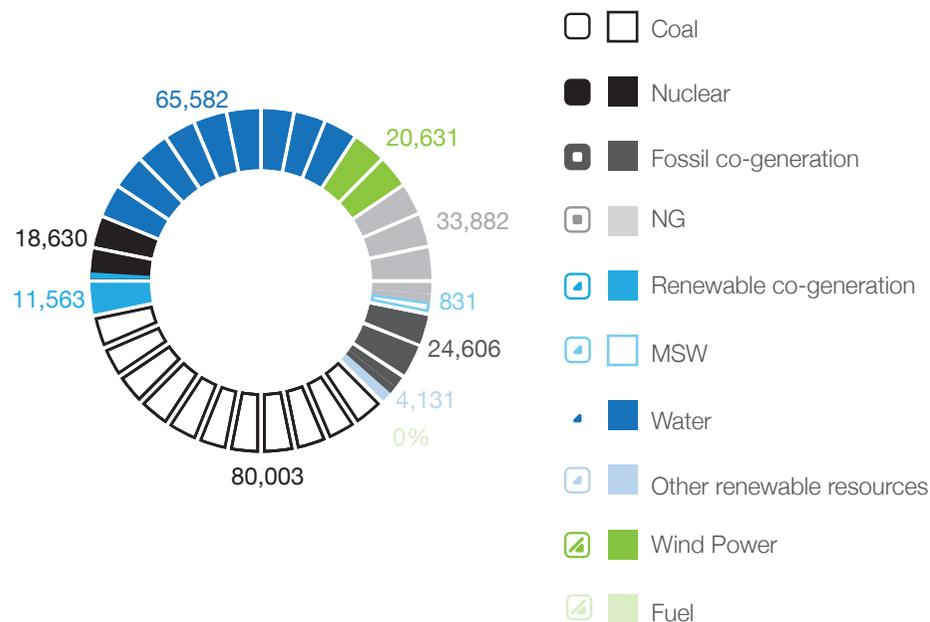
Energy consumption within the organisation was converted to energy units (GJ), using conversion factors. The following table reports the factors used for CGD, S.A, BI Cape Verde, BCA Cape Verde and BCG Brasil.

GENERAL				
CONVERSION FACTORS		UNIT	VALUE	SOURCE
Electricity		kWh/GJ	0.0036	International Energy Agency
CGD, S.A.				
DIESEL	PCI	GJ/ton	43.07	Portuguese Environmental Agency (http://www.apambiente.pt/_zdata/DPAAC/CELE/tab_val_PCI_FE_FO.pdf).
	Density	kg/l	0.83	Repsol - Fuel specifications (Diesel)
GASOLINE	PCI	GJ/ton	44.00	Portuguese Environmental Agency (http://www.apambiente.pt/_zdata/DPAAC/CELE/tab_val_PCI_FE_FO.pdf).
	Density	kg/l	0.75	Repsol - Fuel specifications (EFITEC 95)
NATURAL GAS	PCI	GJ/((N)m ³ x 10 ³)	38.44	Portuguese Environmental Agency (http://www.apambiente.pt/_zdata/DPAAC/CELE/tab_val_PCI_FE_FO.pdf).
BI CAPE VERDE AND BCA CAPE VERDE				
DIESEL	PCI	GJ/t	43.0	GHG Protocol (March 2017) http://www.ghgprotocol.org/calculation-tools/all-tools
	Density	kg/l	0.84	
GASOLINE	PCI	GJ/t	44.3	
	Density	kg/l	0.74	
BCG BRASIL				
DIESEL	PCI	GJ/t	43	GHG Protocol Brazilian Program - IPCC 2006
	Density	kg/l	0.84	
GASOLINE A	PCI	GJ/t	44.3	
	Density	kg/l	0.74	



In 2016, ENDESA supplied the electricity for CGD, S.A. The figures given do not reflect the losses associated with the distribution and transport of electricity in the grid, or the losses inherent to limitations of efficiency associated with production processes that are behind the electricity consumed, as we were unable to obtain from public sources updated figures that would comprise all of these aspects. (<https://www.endesa.pt/rotulagem-energia>)

ENERGY MIX CGD, S.A.
2016



302-3 and 305-4

Energy and carbon intensity are calculated considering FTE and net operating income. The FTE value considers only the activity carried out in Portugal and the net operating income considers the value of the activity carried out in Portugal and the respective branches.

303-1

The figures shown for water consumption at CGD, S.A.'s central buildings concern the following buildings: Av. João XXI - Lisbon (Head Office); Av. 5 de Outubro, 175 - Lisbon; Av. Aliados - Porto (Praça D. João I); Av. França- Porto; Praça da Liberdade - Porto; Camões - Porto; Rua 31 Janeiro - Porto; Sapadores - Lisbon; Cabo Ruivo - Lisbon; Arquivo Alves Redol (Archive) - Lisbon.

In Portugal, because of the large number of installations, their geographic dispersion, corresponding diversity of suppliers and the fact that their information was provided in a format rendering their computer processing infeasible, CGD S.A. cannot, under such conditions, control the commercial network's water consumption.

All of the water used by BI and BCA comes from the municipal water supply and from pump trucks. Pump trucks are used for two main reasons. The first is when there is an outage in public water supply (supply entrusted to the company ELECTRA) and there is the need to turn to a third-party supply. On the other hand, in the case of BI, there are two branches for which public water cannot be provided, which is why the Bank supplies these two branches via pump trucks.

In the case of BI, the water consumption at the Head Office is included in the Central Buildings, and it is not possible to obtain the consumption figures of some central services (SGE, Administration and GAL). The branch network includes: Santiago (ASA, Plateau, AGF, Armazém ASA and Assomada Branches), São Vicente (Mindelo Branch), Sal (Espargos and Santa Maria Branches), Boavista (Sal Rey Branch).

BCA's water consumption concerns central buildings and branches located the islands of Santiago, Fogo, Brava, Maio, São Vicente, Santo Antão, Sal, São Nicolau, Boavista and Praia.

The entire volume of water consumed at BCG Brasil is supplied by municipal water services. In late 2015, BCG Brasil moved its head office to a LEED Platinum-Certified building. The building captures rainwater, which is then treated and reused in the sanitary facilities and for cleaning, thus reducing the volume of water provided by the municipal services.



303-3

CGD's facilities have no water recovery systems.

305-1

The calculation of CGD's direct emissions (scope 1) considered the energy consumption reported under indicator 302-1. The emission factors were updated according to the latest domestic and international references. The following table shows the emission factors considered for CGD S.A, BI Cape Verde, BCA Cape Verde and BCG Brasil.

CGD, S.A.			
Emission factors	Unit	Value	Source
NATURAL GAS	kg CO ² /GJ	56.6	Portuguese Environmental Agency) – Portuguese National Inventory Report on Greenhouse Gases 1990-2014, 2016
	kg CH ₄ /GJ	0.0012	
	kg N ₂ O/GJ	0.0014	
DIESEL	kg CO ² /GJ	74.1	
	kg CH ₄ /GJ	0.0006	
	kg N ₂ O/GJ	0.0006	
GASOLINE	kg CO ² /GJ	73	
BI CAPE VERDE AND BCA CAPE VERDE			
DIESEL	kg CO ² /TJ	74.1	GHG Protocol (March 2017) http://www.ghgprotocol.org/calculation-tools/all-tools
	kg CH ₄ /TJ	10	
	kg N ₂ O/TJ	1	
GASOLINE	kg CO ² /TJ	69.3	
	kg CH ₄ /TJ	10	
	kg N ₂ O/TJ	1	
BCG BRASIL			
DIESEL	kg CO ² /litres	2.7	GHG Protocol Brazilian Program – IPCC 2006
	kg CH ₄ /litres	0.00036	
	kg N ₂ O/litres	0.00002	
GASOLINE	kg CO ² /litres	2.27	
	kg CH ₄ /litres	0.00033	
	kg N ₂ O/litres	0.00002	

Oxidation Factors	Unit	Value	Source
NATURAL GAS	-	0.995	Portuguese Environmental Agency) – Portuguese National Inventory Report on Greenhouse Gases 1990-2014, 2016
DIESEL	-	0.990	

Methane (CH₄) and nitrous oxide (N₂O) emissions were converted using the Global Warming Potential (GWP) of the gas, in the IPCC Fifth Assessment Report, 2014 (AR5) version.

GLOBAL WARMING POTENTIAL (2016)		
Unit	Value	Source
CO ²	1	GHG Protocol (Global Warming Potential Values, February 2016)
CH ₄	28	
N ₂ O	265	

In the case of gas leaks, the global warming potential of the gas was considered. This only includes leaks from air conditioning systems at central buildings (excluding fire-extinguishing equipment and SF₆ equipment) and, in terms of the branch network, the information available only accounts for about 50% of the facilities (around 346). Leaks are calculated based on the equipment's data and on the type of f-gases covered by the Kyoto Protocol, considering an annual loss of 3% (theoretical average ratio figure published in NIR – Portuguese Environmental Agency).

In the case of BCA, the quantity of gases acquired during the reporting year for the Chã de Areia Building and for the Southern and Northern Branches is considered. For BI it has not been possible to calculate this data due to lack of information.

In late 2015, BCG Brasil moved to a new building, whose equipment is eligible for emission calculation (R410A) in 2016.



CGD			
Emission Factors	Gas	Value	Source
GAS	R134A	1,430	Figures set by IPCC and by the Portuguese Environmental Agency (version published on 19 March 2015)
	R402A	2,100	
	R404A	3,922	
	R407C	1,774	
	R410A	2,088	
	R417A	2,346	
	R417C	1,820	
	R422A	3,143	
	R422D	2,729	
	R502	4,657	
	R410C	2,229	
R424A	2,440		

305-2

The calculation of scope 2 indirect emissions considered the consumption reported under indicator 302-1. The following table shows the emission factors used.

CGD, S.A.			
Emission factors	Unit	Value	Source
ELECTRICITY (ENDESA)	kg CO ² /kWh	0.382	https://www.endesa.pt/rotula-gem-energia
BI CAPE VERDE AND BCA CAPE VERDE			
OTHER AFRICA	kg CO ² /kWh	0.527	CO ² EMISSIONS FROM FUEL COMBUSTION International Energy Agency
BCG BRASIL			
BRAZILIAN NATIONAL INTERCONNECTED SYSTEM	kg CO ² /kWh	0.082	Ministry of Science, Technology and Innovation (MCTI) http://www.mct.gov.br/index.php/content/view/321144.html#ancora

305-3

Indirect emissions of scope 3 consider the following activities: Work-related trips using third-party vehicles and waste treatment. The following table shows the emission factors used, which were updated in the reporting year.

CGD, S.A, BI CAPE VERDE AND BCA CAPE VERDE, BCG BRASIL				
Emission factors	Unit	Value	Source	
AEROPLANE - DOMESTIC FLIGHTS (<463 km)	kg CO ² /pkm	0.1459	2016 Guidelines to Defra / DECC's GHG Conversion Factors for Company Reporting	
	CH4 kg CO ² e/pkm	0.00007		
	N ² O kg CO ² e/pkm	0.0014		
AEROPLANE - SHORT HAUL (> 463km and < 3700 km)	kg CO ² /pkm	0.0882		
	CH4 kg CO ² e/pkm	0.00001		
	N ² O kg CO ² e/pkm	0.0008		
AEROPLANE - LONG HAUL (≥ 3700 km)	kg CO ² /pkm	0.0937		
	CH4 kg CO ² e/pkm	0.00001		
	N ² O kg CO ² e/pkm	0.0009		
TRAIN	kg CO ² /pkm	0.0273		CP – Comboios de Portugal – Sustainability Report 2014
TAXI	kg CO ² /vkm	0.1615		2016 Guidelines to Defra / DECC's GHG Conversion Factors for Company Reporting
	CH4 kg CO ² e/vkm	0.00001		
	N ² O kg CO ² e/vkm	0.0014		



CAR (fuel unknown)	kg CO ² /km	0.1856	2016 Guidelines to Defra / DECC's GHG Conversion Factors for Company Reporting
	CH4 kg CO ² e/km	0.0002	
	N ² O kg CO ² e/km	0.0012	
BOAT	kg CO ² /km	0.0191	
	CH4 kg CO ² e/km	0.00001	
	N ² O kg CO ² e/km	0.0191	

EMISSION OFFSETTING

The calculation of emissions took into account the information in the following diagram and considered the methodology applicable as part of indicators 305-1 to 305-3.

For work-related trips, emissions associated with transport by air, train, boat and individual transport are considered. However, due to the activity and existence of information, not all activities are applicable to all banks.

Key: Applicable (X)
Not available / Not applicable (-)

	CGD, S.A.	BI	BCA	BCG BRASIL
AEROPLANE	X	X	X	X
TRAIN	X	-	-	-
BOAT	-	-	X	-
PRIVATE TRANSPORTATION	X	-	-	X

CGD, S.A. produces waste, which is then forwarded to recycling (R) and energy recovery/ depositing in the ground (D). Emissions associated with recycling and energy recovery are considered null, as they are allocated to production sectors. In this regard, emissions associated with landfill disposals (destination D) were determined using the emission factor published in Defra (emission factor for municipal waste).

CGD, S.A			
Emission factors	Unit	Value	Source
Landfill – Municipal Solid Waste	kg CO ² /t MSW	421	2016 Guidelines to Defra / DECC's GHG Conversion Factors for Company Reporting

CGD COMMERCIAL FLEET Fuel Consumption (Diesel/gasoline)	<ul style="list-style-type: none"> Calculation of the diesel and gasoline consumption of the commercial fleet, based on the fuel supply records. (The offset value represents 70% of the total emissions of the fleet reported in the CGD 2015 Sustainability Report).
HEAD OFFICE Waste Treatment (Landfill)	<ul style="list-style-type: none"> Calculation of the amount produced at the Head Office Building, based on data from the SIRAPA records.
CAIXA GERAL DE DEPÓSITOS FOUNDATION CULTURGEST LISBON AND PORTO Electricity consumption Waste Treatment (Landfill)	<ul style="list-style-type: none"> Calculation of the electricity consumption of the various spaces in Lisbon and Porto, based on estimates. This calculation was based on the overall consumption of the two central buildings in Lisbon and Porto, followed by the application of a percentage in accordance with the area that these spaces occupy in the corresponding central buildings. Calculation of the amount produced in the spaces of the Fundação Caixa Geral de Depósitos Culturgest Lisbon and Porto, based on data from the SIRAPA records and estimates.
PUBLICATIONS Production of publications (Caixa Corporate)	<ul style="list-style-type: none"> Publications printed in 2015 by the Communications and Brand Division, taking into account the corresponding technical features (weight, width, length, number of copies, number of pages).



The recalculation policy covers changes to the emission calculation methodology or an increase in data accuracy, if these are material compared to the total volume of emissions calculated. Where this recalculation affects the activities as part of the commitment to offset GHG emissions, the following procedure shall apply:

1. In the event of an increase in the emissions volume to be offset, CGD, S.A. undertakes to allocate the required amount of carbon credits to cover the additional volume;
2. In the event that the amount of emissions is less than the offset volume, CGD, S.A. will release the credits that follow from this adjustment, which may be used to offset other activities.

In 2016, only the GWP were modified in the GHG emission calculation methodology, in order to follow the new GHG Protocol guidelines.

CGD ensures that the selected credits are purchased, recorded, and controlled. Through credit management, it is possible to calculate the amount of credits available, and check the allocation of carbon credits, by project. Credit management also ensures that carbon credits, once allocated to carbon offsetting of a given activity, are not used again by CGD, S.A. for carbon-offsetting purposes. These procedures are subject to an annual external verification, with a view to ensuring accuracy and transparency in the carbon-offsetting process.

305-7

The calculation of the atmospheric emissions of SOx and NOx, considered the consumption reported in indicator 302-1 for CGD, S.A.'s vehicle fleet and emergency generators. It is considered that this indicator is not relevant for international structures, considering the consumption figures reported in indicator 302-1. The following table shows the emission factors used.

CGD, S.A			
Emission factors	Unit	Value	Source
DIESEL	kg NOx/GJ	0.8	IPCC 2006
	kg SO ₂ /GJ	0.21	
GASOLINE	kg NOx/GJ	0.6	
	kg SO ₂ /GJ	0.075	

306-2

The given amounts of waste produced refer to monitored waste, i.e., the total quantities produced at the Head Office Building and waste generated at other facilities and considered by the Waste Monitoring Guide (WMG). The amounts associated with the generation of waste from plastic, paper and cardboard packages and other municipal and equivalent waste by the Porto Culturgest Foundation are obtained by means of an estimate (based on the number of exhibits held in 2016 in Porto and on their specific waste production) of the amount of waste taken to the central building's waste plant.

For banks in Cape Verde – BCA and BI – we were unable to ascertain this type of information, as this was not yet processed.

BCG Brasil monitors this indicator and promotes the selective collection of the waste generated at the facilities. Given that the bank's head office is part of a condominium, the waste generated is recorded globally, in volume units and based on an estimate.

307-1

CGD, S.A. considers that significant fines/administrative penalties are those equal to or greater than 15,000 euros.

308-1 - 414-1

Suppliers to be considered in this indicator have an invoicing amount greater than or equal to 2,500€ (with non-deductible VAT);

From the total number of new/selected suppliers, only those from the two negotiating areas of SCS (Sogrupos Compras e Serviços Partilhados) (ANC1 and ANC2) and from management areas (AGI1 and AGM1) that directly hired suppliers, were considered. Selection processes independent from the SCS are not considered. Some contracts with suppliers also included the following annexes: Ethical Principles and Corporate Best Practices and Environmental, Health and Safety Best Practice Guide.

401-1

The formulas used to calculate turnover rates and new hires for CGD and Affiliated Banks were the following:

- Turnover rate = (No. of employees leaving during the reporting period / total no. of employees at the end of the reporting period) x 100, by age group and gender
- Rate of new hires = (No. of new hires / total no. of workers) x 100, by age group and gender

As concerns CDG, S.A., the figures given refer only to new hires and exits recorded in Portugal.



401-3

The formulas used to calculate the return and retention rates for CGD and Affiliated Banks were the following:

- Rate of return to work = (Total number of employees returning to work following maternity or paternity leave / Total number of employees benefiting from maternity or paternity leave) * 100, by gender

- Retention rate = (Total number of employees retained 12 months after returning to work following maternity or paternity leave / Total number of employees returning from maternity or paternity leave during the preceding reporting period) *100, by gender.

Legal periods in force in Cape Verde for maternity and paternity leave are 60 calendar days and 2 working days, respectively.

403-2

The rates associated with this indicator were calculated for CGD and for Affiliated Banks using the following formulas:

UNIT	VALUE
Rate of occurrence of work accidents	(Number of work accidents entailing a sick leave/AAP)*1,000,000
Degree of seriousness	(Days lost due to work accidents or occupational disease/AAP)*1,000,000
Rate of occurrence of occupational diseases	(No. of occupational diseases/AAP)*1,000,000
Absentee rate	(Total no. of hours lost/AAP)*100
AAP	Total number of employees in the reporting year * No. of daily hours of work * [no. of business days in the year - 25 vacation days]
Number of work-related deaths	No. of deaths

When calculating the absentee rate, absences related to maternity/paternity leave, studies, vacations, weddings and bereavement were not considered.

The data reported refer to active employees, and no data is considered concerning self-employed workers.

Absences due to work accidents are recorded starting on the very day of such accident or on the day after its occurrence, depending on the time of day on which it occurred. For instance, if an employee suffers a work accident on his/her way back home, absence is recorded as starting on the following day. CGD considers that a 'work accident' is that which requires sick leave. Lost days only consider business days.

For BI and BCA, the no. of daily work hours to be considered in the calculations performed is 7.5 and 7 hours, respectively. At BI and BCA, lost days do not correspond only to business work days.

BCG Brasil does not have a system in place to ascertain the total number of absentee hours (lost hours) in 2016.

403-3

This indicator is applicable to staff and employees whose work or place of work is controlled by the Organisation.

404-1

The data on training includes both internal training and external training. For reporting purposes, only the training given/received by employees as of 31/12/2016 was considered.

This indicator was calculated using the following formula for CGD and for Affiliated Banks:

- Average number of hours of training by professional category = Total number of hours of training by professional category/ Total number of employees in each category.
- Average number of hours of training by gender = Total number of hours of training by gender/ Total number of employees of each gender.

404-3

The Performance Management System considers all staff in its employ during the assessment year, except the members of its Governing Bodies. Regulations outlined in the PMS set forth a minimum of 90 days of service; this not being the case, some employees may be ruled out.

At BI, employees with less than 6 months on the staff are not evaluated, unless the Executive Committee decides otherwise.

**405-1**

For the purposes of calculating this indicator, 1 Director was considered, as he has an individual labour agreement with CGD, S.A. The remaining directors were not considered for such purpose, as they have been appointed.

405-2

The average base salary, by gender and professional category, was calculated, considering the base salaries of employees. The ratio was obtained by dividing the average base salary of women in each professional category by the average base salary of men in the corresponding professional categories.

The difference between the average base salary and the average remuneration is that the latter considers the base salary plus employee benefits.

At BCA, the base salary is fixed by professional category and by the positions of roles that the employees carry out during ordinary service. No distinction is made between the salary paid to Employees of the same professional category or to those who hold the same position, whether they are female or male.

The tables above consider the remuneration earned by employees on 31 December 2016.

The total monthly remuneration considered allowances for exemption from working hours, supplementary remuneration, role-specific allowances (auditor, computer technician, driver, administrative clerk, transportation), seniority payments, shift allowances and meal allowances. These are fixed and regular payments. Also, according to instructions received in the previous year, the meal allowance was considered in the total monthly remuneration, considering 22 working days/month.

412-3

Significant investment contracts for CGD include contracts relating to the Project Finance portfolio.

417-2

Non-compliances with regulations and voluntary codes related to information and labelling of products/services included non-compliances that resulted in warnings or fines imposed by supervisory bodies or judicial authorities, relating to the provision of mandatory pre-contractual and contractual information in the marketing of products and services, relating to mandatory information on special arrangements and related to the information made available to the public in the price list.

417-3

Non-compliances with voluntary codes and regulations related to marketing communications, including advertising, promotion and sponsorship, included non-compliances that resulted in warnings or fines imposed by supervisory bodies or judicial authorities, relating to information duties in advertising and marketing communications, as set out in legislation, in regulations issued by supervisory bodies, internal regulations, CGD's Code of Conduct and other voluntary codes of conduct, including those issued by the Portuguese Association of Advertisers and the Civil Institute of Self-Discipline in Commercial Communications.

418-1

The number of complaints given corresponds to customer complaints received through the various channels (branches, Complaints book, telephone and written communications), entered into and numbered in the complaint management application (Gestwork), which meet the following criteria: entered in the reporting year; considered to be a noncompliance by CGD, i.e., the analysis conducted by this area diagnosed improper conduct by CGD; classified as one of the following: 'Unauthorised disclosure, by Caixa, of personal data' and 'Breach of bank secrecy'.

