



SUSTAINABILITY REPORT - 2017

CGD Reports
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About this Report

Caixa Geral de Depósitos, S.A., referred to throughout this document as CGD, S.A. (information referring only to CGD's activity in Portugal) or CGD (information regarding the activity pursued by CGD in Portugal and by the CGD Group entities covered in this report), publishes the Annual Sustainability Report concerning its activity in 2017.

The data herein refer to the period from 1 January to 31 December 2017, including information relating to previous years, in order to provide a perspective of the evolution of CGD's performance.

The sustainability information reported mainly concerns CGD's operations in Portugal and information is also reported on the sustainability performance of the following CGD Group entities, within this scope:

- CGD Group Companies: Caixa – Banco de Investimento, S.A.; Caixa Gestão de Activos, S.G.P.S; Economic Interest Grouping: Sogrupos Compras e Serviços Partilhados, ACE and Sogrupos Sistemas de Informação, ACE; and
- Affiliate Banks – Banco Interatlântico, S.A. and Banco Comercial do Atlântico, S.A., both from Cabo Verde; Banco Caixa Geral Brasil, S.A.;
- Timor Branch.

For the third straight year, CGD adopted an integrated reporting model, including relevant sustainability information in its Annual Management Report and Accounts. We should note that, following trends of developments in reporting, Decree-Law no. 89/2017, of 28 July, was published, which sets forth new obligations regarding the disclosure of non-financial information and diversity, applicable to annual periods that begin on or after 1 January 2017. This Decree-Law transposes into national law Directive 2014/95/EU of the European Parliament and of the Council, establishing mandatory reporting on environmental, social and employee-related issues, gender equality, non-discrimination, respect for human rights, the fight against corruption and bribery attempts and diversity in administrative and supervisory bodies.

In this regard, the 2017 sustainability report consists of several documents. In addition to this Report, additional information is provided on policies, practices and performance of the company at cgd.pt: Annual Report 2017, GRI Index 2017, Sustainability Indicators 2017 and Methodological Notes.

Matters relating to sustainability were addressed in accordance with the guidelines of the Global Reporting Initiative (GRI), in their latest version (GRI Standards 2016), including the financial supplement for the "comprehensive" option. The topics addressed in this report were identified as part of the materiality analysis resulting from the process of internal and external Stakeholder consultation, carried out in 2015.

This report is included as part of the 2017 sustainability information verification issued by Caixa Geral de Depósitos, S.A., carried out by EY.

For more information, please read the verification statement on the Sustainability Report (Independent Reliability Assurance Report) included in the Annex to this report.

The scope of reporting, in the case of CGD, S.A., is in line with the materiality results obtained, whereas affiliate banks and branches report some indicators according to their reporting and monitoring capacity and to the context of the market in which they operate, as duly identified in the GRI table, available at <https://www.cgd.pt/Institucional/Sustentabilidade-CGD/Reporting-Desempenho/Pages/Reporting-desempenho.aspx>

Relevant topic:

Adapting to
regulatory trends

CGD is a signatory of the Global Compact Principles and the Sustainable Development Goals (SDGs), both of the United Nations (UN). Throughout the report, initiatives that attest to the alignment with these principles and goals are identified.

The continuous improvement of the corporate report as part of Sustainability is an objective pursued by CGD; therefore, the email: sustentabilidade@cgd.pt is made available to readers and stakeholders so they can send their contributions.

Brand, Mission and Values

Historically speaking, Caixa is the most well-known brand in Portuguese Banking. According to BrandScore, Caixa achieved 32% of top-of-mind notoriety and a non-customer attractiveness rate of 18%. In both cases, Caixa holds the lead. Caixa is also the most solid and trusted bank with the highest customer loyalty, according to Basef.

Caixa received the following Awards and Distinctions in 2017:

- **Best Bank** - Caixa was distinguished for the third consecutive year as Best Bank, as part of the 2016 Europe Banking Awards awarded by EMEA Finance magazine.
- **Best Investment Bank Portugal 2017** - CaixaBI was considered the best investment bank in Portugal 2017 by the American magazine Global Finance.
- **Best Investment Bank in Portugal 2017** - awarded by Euromoney (Awards for Excellence).
- **Data Integrity Compliance - Regional Award 2016** - Caixa was distinguished by MasterCard as MasterCard Acquirer at Automatic Payment Terminals (APT's).
- **1st Prize at the Green Project Awards Portugal 2016** - the "Bank Card Recycling" project was the winner of the 9th Green Project Awards in the Efficient Resource Management category.
- **Best National Bond Manager and Best National Bond Fund** - Caixagest was distinguished by Morningstar for the third consecutive year.
- **Business Merit Award, in the Financial Services category** - prize awarded by SACCI - South African Chamber of Commerce and Industry.
- **Brand with best reputation in 2017** - Award for the brand with the best reputation in 2017, in the Banking category, according to the Marktest Reputation Index (MRI);
- **Carbon Disclosure Project (CDP)** - "A-" rating, considered a Leadership position, with regard to the management of impacts and the fight against climate change.

CGD's mission is to make a decisive contribution to the national economic development, within a framework of a balanced evolution between profitability, growth and financial soundness, accompanied by prudent risk management, with the ability to strengthen the stability of the national financial system.

As a driving force for the country's economic development, CGD's mission is fulfilled through:

- Enhanced competitiveness, capacity for innovation and internationalisation of Portuguese companies, particularly SMEs, ensuring their financing needs;
- The promotion of productive activities, particularly the ones related to tradable goods and services for export or replacement of imports;
- The support of entrepreneurship and the process of recapitalisation of the Portuguese companies;
- The offer of solutions that meet the financial needs of Portuguese families throughout the various stages of their life cycle, fostering savings and national investment.

CGD's activity and the conduct of its employees are guided by the following core values, expressed in the Bank's Code of Conduct:

- **Precision**, which includes objectivity, professionalism, technical competence and diligence, always with a view to achieving higher levels of quality and economic, financial, social and environmental efficiency by adopting banking and financial best practices;
- **Transparency in information**, namely with regard to service conditions and the organisation's performance, acting with truth and clarity;
- **Investment safety**, where prudence in risk management and the institution's stability and soundness are key criteria;
- **Organisational and personal responsibility for one's actions**, seeking to correct any negative impacts. It includes socially responsible behaviour and a commitment to sustainable development;
- **Integrity**, understood as scrupulous compliance with legal, regulatory and contractual obligations, as well as with the ethical values and business principles adopted;
- **Respect for entrusted interests**, acting with courtesy, discretion and loyalty, as well as for the principles of non-discrimination, tolerance and equal opportunities.

1. Sustainability Management

1.1. Value Creation

Relevant Topics:

Dialogue with
Stakeholders and
Economic
Performance

CGD's business model seeks to sustainably create long-term value for its Stakeholders, which calls for a sustainable management of its resources.

CREATION AND SHARING OF VALUE BY STAKEHOLDERS - CGD, S.A.
AND AFFILIATED BANKS – 2017 (IN THOUSANDS OF EUROS)

How does CGD create value? Business areas:

Commercial banking

Investment banking, venture capital
and brokerage

Asset management

Specialised credit

Ancillary services

Shareholding management

Direct economic value generated net operating income

CGD,SA: 1.420.095 €
BCA: 25.093 €
BI: 8.497 €
BCG Brasil: 19.155 €
Timor Branch: 10.421 €

To whom does it the value created is distributed



CGD,SA: 0 €
BCA: 780 €
BI: 0 €
BCG Brasil: 0 €
Timor Branch: 0 €



CGD,SA: 63.932 €
BCA: 389 €
BI: 67 €
BCG Brasil: 2.169 €
Timor Branch: 42 €



CGD,SA: 279.018 €
BCA: 5.706 €
BI: 3.365 €
BCG Brasil: 8.083 €
Timor Branch: 3.106 €



CGD,SA: 595.475 €
BCA: 11.956 €
BI: 2.325 €
BCG Brasil: 7.357 €
Timor Branch: 1.719 €



CGD,SA: 6.904 €
BCA: 91 €
BI: 80 €
BCG Brasil: 52 €
Timor Branch: 14 €

Economic value distributed:

CGD,SA: 945.329 €
BCA: 18.922 €
BI: 5.837 €
BCG Brasil: 17.661 €
Timor Branch: 4.881 €

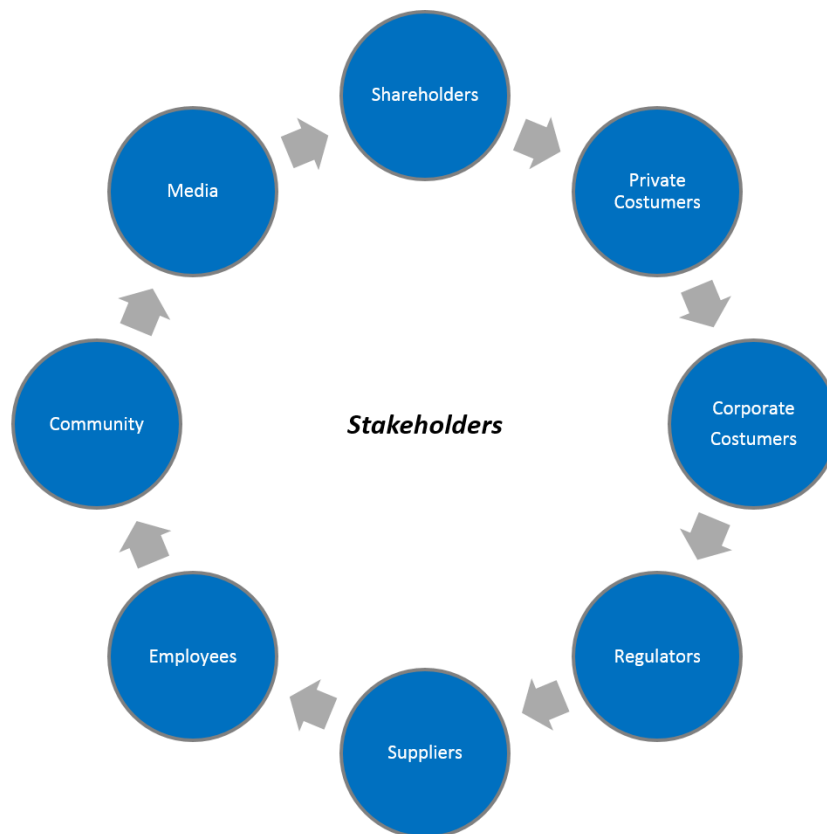
Economic value accumulated:

CGD,SA: 474.766 €
BCA: 6.171 €
BI: 2.661 €
BCG Brasil: 1.494 €
Timor Branch: 5.540 €

1.2. Dialogue with *Stakeholders*

CGD considers that the continuous dialogue with its *Stakeholders* is key to the sustainable development and progress of its activity. The various relationship channels with Stakeholders were maintained, in order to ensure a continuous and effective dialogue with the various groups.

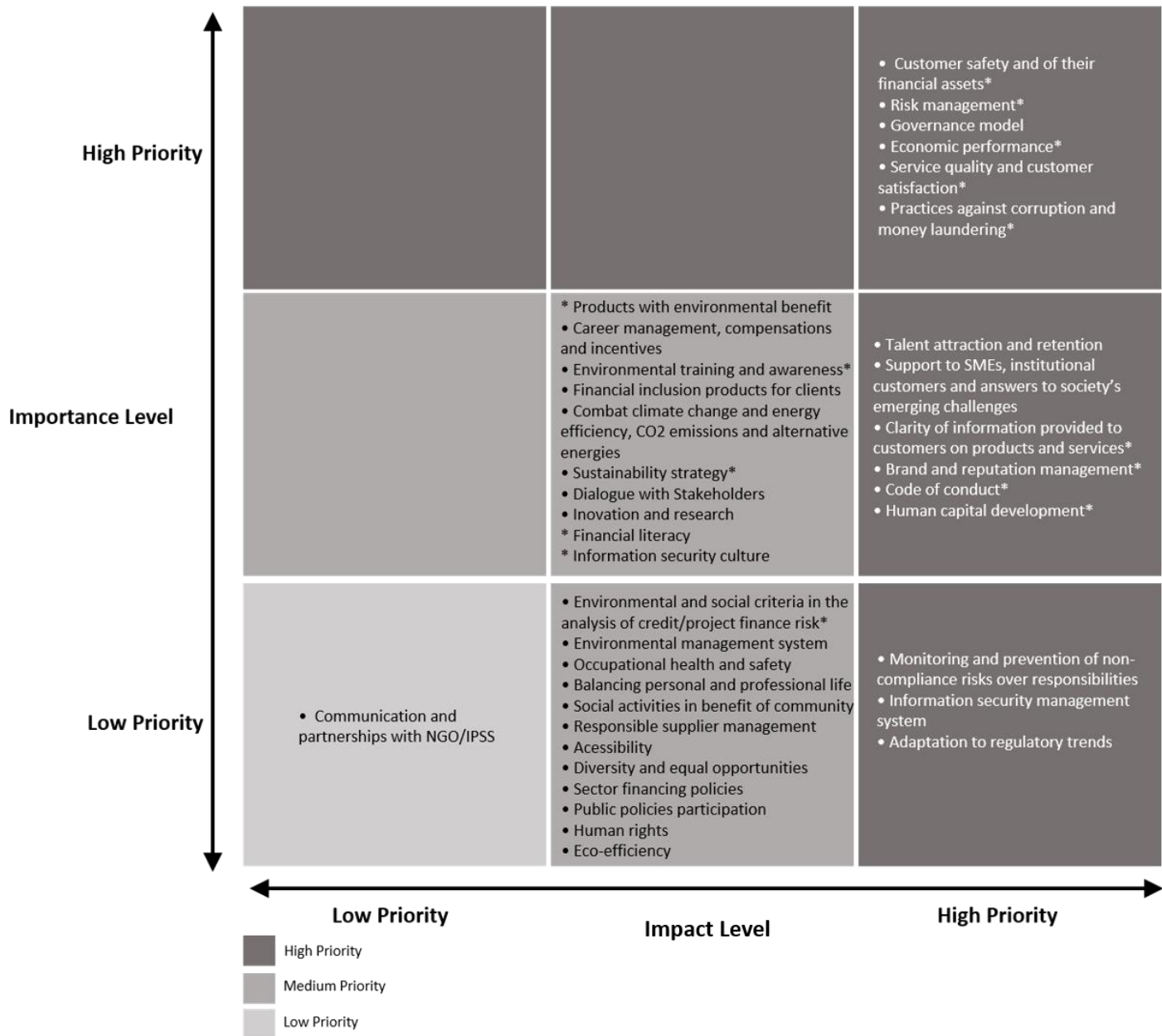
1.3. Material Topics



CGD conducts a materiality analysis, under which the information is gathered in the Stakeholder consultation, in addition to being processed and incorporated into the management by the relevant CGD Divisions, is also integrated into the structures in charge of implementing the Corporate Sustainability Programme and the sustainability strategy, with a view to ensuring the continuous improvement of CGD's performance in this area. Therefore, all relevant material topics identified in the Stakeholder survey held in 2015 were included in the 2015-2017 Sustainability Strategy.

The material topic Economic Performance is considered transversal to several strategic axes. In 2016, BCA carried out a process of consultation on sustainability among its strategic Stakeholders (Employees, Associations/NGOs, Regulators, Private Institutions, Suppliers and Government Entities). BCA's relevant topics are identified in the matrix below.

MATERIALITY MATRIX



* Relevant subject for the BCA

TYPES OF RELATIONSHIP WITH STAKEHOLDERS

Group of Stakeholders	Types of Relationship	Frequency
Shareholder/State	General Assembly	Annual
	Report	Quarterly
	Sustainability Survey	Every two years
Customers Retail	Satisfaction Surveys	Semi-annual
	CGD Website	Ongoing
	Social Networks	Ongoing
	Customer Area - Suggestions and Complaints Service	Ongoing
	Commercial Network	Ongoing
	Communication Campaigns	Where appropriate
	Sustainability Survey	Every two years
Corporate Customers	Satisfaction Surveys	Semi-annual
	CGD Website	Ongoing
	Caixa Vantagens Portal	Ongoing
	Social Networks	Ongoing
	Sustainability Survey	Every two years
Regulators	Specific instructions from regulators	Ongoing
	Clarification requests	Ongoing
	Participation in Working Groups	Ongoing
	Face-to-face monitoring initiatives	Ongoing
	Public Consultations	Ongoing
	Production of reports	Ongoing
	Sustainability Survey	Every two years
Suppliers	Regular meetings and contacts	Every four months
	Sustainability Survey	Every two years
Employees	Workers Committee	Monthly
	Intranet	Ongoing
	Caixapessoal Portal	Ongoing
	CGD Website	Ongoing
	Training Initiatives	Where appropriate
	Performance Assessment	Annual
	Organisational Climate surveys	Where appropriate
	Sustainability Survey	Every two years
	Commercial Agenda	Monthly

Community (e.g., Charities, NGOs and Higher Education Institutions)	CGD Culturgest Foundation	Ongoing
	Protocols with Higher Education Institutions	Annual
	<i>CGD</i> Website	Ongoing
	Sustainability Survey	Every two years
Media	Press office	Ongoing
	<i>CGD</i> Website	Ongoing
	Sustainability Survey	Every two years

1.4 Responsible Supplier Management

Relevant topic:

Responsible supplier management

CGD has in place transparent procedures regarding the purchase of goods and services, guided by principles such as economy and efficiency. As part of its sustainability strategy and considering that a large part of the Bank's environmental and social impacts are indirectly manifested through the performance of its suppliers, CGD has promoted sustainability principles among these companies, as a way to mitigate environmental and social risks throughout its supply chain.

In the relationship with its suppliers, CGD S.A. complies with the legislation applicable to State-Owned Enterprises. CGD S.A. consults with selected suppliers, according to a preliminary analysis based on market, risk and legal compliance criteria as part of Taxation and Social Security. Contracting decisions are based on a technical and financial analysis of the proposals, which are assessed separately, and are subsequently regulated through a contract or another legal support document.

Contracting local (national) suppliers is a common practice, taking into account criteria of economic rationality.

SUPPLIERS CGD, SA 2017



35 contracted suppliers by Sogrupo – Compras e Serviços Partilhados, A.C.E.



- 68,6% of the contracts include environmental clauses



- 68,6% of the contracts include clauses related to predictable impacts on communities



- 5 suppliers subjected to environmental assessments under the Environmental Management System (SEM)

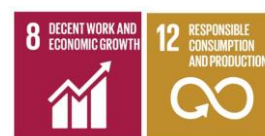
In 2017, CGD had 805 active suppliers, and the most significant types of suppliers/service providers were associated with the following areas: Purchase and maintenance of automatic machines and IT equipment; printing, enveloping and multitasking services; supply of stationery items and advertising materials; water, electricity and fuels; cleaning and plant maintenance services; human surveillance; consultancy, audit, rating, dealing; outsourcing of back office services; advertising; insurance; storage and shipping of office supplies; mail transportation and processing; renovation works, among others.,

Supplier management is part of CGD's sustainability strategy. CGD sees itself as an agent of change throughout the value chain, promoting sustainability principles upstream, as a way to mitigate environmental and social risks, namely through ethical principles and good business practices, aligned with the 10 principles of the Global Compact, and the obligations contained in the environment, safety and health practice manual attached to the contracts, where applicable taking into account the scope, industry and nature of the service provided.

In 2017, Caixa Geral Depósitos, as part of the strategy of simplifying and automating administrative processes, dematerialised the management of financial documentation involving suppliers (invoices and credit notes), pursuing the strategic intention to simplify and automate its processes and subsequently reduce its ecological footprint.

PROPORTION OF EXPENSES WITH DOMESTIC SUPPLIERS IN 2017 (%)

Portugal	Cape Verde		Brazil
CGD, S.A.	BI	BCA	BCG Brasil
96%	71.6%	65%	100%



1.5 Governance Model

Relevant topic:

Governance Model

CGD's governance model, which ensures an effective separation between management and supervisory functions, is composed of a Board of Directors (CA), a Supervisory Board and a Statutory Auditor.

The members of the Board of Directors for the 2017-2020 term were elected in accordance with the Unanimous Social Resolutions in Writing of the sole shareholder of CGD (Portuguese Government) of 31 January, 17 March, 1 and 2 August, and 19 October 2017.

As established in Article 19.2 of CGD's Articles of Association, the Board of Directors delegates powers of day-to-day management of the Company to an Executive Committee composed of members of that Board. The company is audited by the Supervisory Board and a Statutory Auditor (SROC). In 2017, CGD chose to bring together in a single entity the External Auditor and SROC functions, with a view to increasing efficiency, corroborating the close coordination of their respective duties.

Under the terms of CGD's Articles of Association (Article 25) and in compliance with the General Framework for Credit Institutions and Financial Companies, four special advisory and support committees were established: Auditing and Internal Control Committee (CACI); Financial Risk Committee (CRF); Appointment, Assessment and Remuneration Committee (CNAR); and Governance Committee (CG), composed of the non-executive members of the Board of Directors, although they may include members of the Supervisory Board (Article 25.4 of the Statutes), as is the case of the CNAR, which comprises 2 members of these supervisory bodies, in accordance with Article 115 B of the RGICSF.

Audit and Internal Control Committee (CACI) - This committee is responsible, *inter alia*, for overseeing the activity of the Executive Committee and, without prejudice to the competence of the Supervisory Board, overseeing the process for the disclosure of financial information and the efficacy of the internal control, non-financial risk management and internal audit systems.

Financial Risks Committee (CRF) - This committee is responsible, *inter alia*, for overseeing the management policies on all financial risks related with CGD's activity, such as liquidity, interest rate, foreign exchange, market and credit risks, notwithstanding the competence of the Supervisory Board herein.

Nomination, Assessment and Remuneration Committee (CNAR) - This committee is particularly responsible for issuing an opinion on any vacancy to be filled on the statutory bodies of CGD and other companies in a controlling or group relationship, assessing the adequacy of the selection in addition to the choice of Board members to be included on the Executive Committee, their assessment and respective remuneration policy.

Governance Committee - This committee is charged with producing an annual report on the operation of the company's governance structure to be submitted to the Board of Directors, in addition to issuing an opinion on any matters related with social, ethical, professional deontology and environmental protection.

EXECUTIVE BOARDS

The Executive Boards are deliberative bodies that are responsible for evaluating and deciding on proposals under the terms of the powers delegated by CGD's Executive Committee and are, therefore, structures dependent on the Executive Committee.

They were set up in order to enable broad debates on certain topics, with the presence of the divisions with responsibilities in the matters under consideration, with a view to obtaining a detailed explanation where required.

In 2017, the existing model was changed to the following composition:

Asset and Liability Management Executive Board (CALCO) - Body responsible for evaluating and monitoring the integrated Asset and Liability Management (ALM) process for proactively managing the balance sheet and the profitability of the CGD Group, with competencies to promote the ALM process and the actions and procedures necessary for its implementation; to assess and deliberate on proposals for strategic guidelines for the Group's financing and liquidity policy; to monitor and deliberate on proposals for strategic guidelines, and subsequent follow-up, for the risk management policy; to analyse and deliberate on proposals for strategic guidelines, and subsequent follow-up, with regard to the capital ratios of the Group and the capital-raising and management policy; to deliberate on proposals/measures to optimise the balance sheet and financial margin, as well as on strategies to optimise the risk/return binomial, and to promote coordination between the financial strategy and the Group's commercial policy. It is composed of all the members of CGD's Executive Committee, with a minimum of 3, being chaired by the Chairman of the Executive Committee.

Credit Risk Executive Committee (CERC) - It is incumbent upon the Credit Risk Executive Committee to exercise the delegated powers with regard to credit. It is composed of, at least, 3 members of the Executive Committee, being chaired by its Chairman or, in his absence, by the Director who acts as *Chief Risk Officer*. The Heads of the Credit Risk Division (DRC), the Legal Affairs Division (DAJ) and the Real Estate Business Division (DNI), or their alternates, are permanently involved in the Credit Board.

Credit Board (CC) - The body responsible in matters relating to credit, in accordance with the delegated powers and considering the amounts, terms and conditions in question. It is composed of, at least, 2 members of the Executive Committee, and is chaired by the Director who acts as Chief Risk Officer. The Heads of the Credit Risk Division (DRC), the Legal Affairs Division (DAJ) and the Real Estate Business Division (DNI), or their alternates, are permanently involved in the Credit Board.

Product Executive Board (CDP) - The body responsible for approving the launch of products and services and for checking their adequacy to the regulations in force and to the guidelines issued by the Supervisory Entities. The CDP is responsible for analysing Caixa's products and services offer, ensuring continuous compliance with regulations and internal policies and procedures in the following areas: legal, conduct, compliance, ethics, tax, accounting, management information requirements and regulatory reporting. It is composed of the Chairman of the Executive Committee of CGD (PCE), who presides over the Board, and the Directors with duties in the Network Marketing Division (DMR), Corporate Marketing Division (DME), Caixadirecta Division (DCD), *Chief Risk Officer* (CRO), Planning, Budget and Control Division (DCP), Financial Markets Division (DMF), Operations Centre (CO), Information Systems Division (DSI), Retail and Business Network (DPC, DPL and DPS) and Corporate Network (DEN, DES, DBE).

Costs and Investment Executive Board (CDCI) - The body responsible for evaluating and discussing matters related to expenditure (costs and investments) incurred by CGD, including the SCS, the SSI and Group Structures. It is composed of the Chairman of the Executive Committee and, at least, 3 members of the Executive Committee with duties in Sogrupos Procurement and Shared Services (SCS), Divisions proposing expenses, the Planning, Budget and Control Division (DCP), by choice, the Information Systems Division (DSI), by choice, and Resources and Means Division (DRM).

Rating Executive Board (CDRT) - A body dependent on the Executive Committee in matters relating to the monitoring of credit risks and policies and methodologies related to the follow-up, management and control of the risks under its responsibility. The Rating Executive Board has been assigned responsibilities regarding the attribution or revision of Internal Rating for Counterparties, while the respective credit risk approval is the responsibility of the Credit Risk Executive Board (CERC) or the Board of Directors (CA). It is composed of the Director who acts as Chief Risk Officer (CRO), who presides over the Executive Board, and the Directors with duties in the Corporate Network (DEN, DES and DBE), Retail and Business Network (DPN, DPC, DPL and DPS) and Caixa Banco de Investimento (CBI).

Committees

The Committees are structures dependent on the Executive Committee, with no deliberative powers, serving as privileged fora for debate and advisory support for decision-making, through the adoption of recommendations, or for the presentation and discussion of cross-cutting topics.

According to the matters under review, the following Committees exist:

- Retail Banking Commercial Committee (CCR)
- Corporate Banking Commercial Committee (CCE)
- Business Continuity Committee (CCN)
- Model Validation Committee (CVM)
- Information Security Committee (CSI)
- **Sustainability Committee** (CSU)
- Committee for JESSICA Investment (CIJ)
- Operational Risk Committee (CROP)
- Project Portfolio and IT Committee (CPIN)

The **Sustainability Committee** is the advisory body of the Executive Committee responsible for assessing, discussing and monitoring the implementation, from a corporate perspective, of the Sustainability strategy of CGD and of the CGD Group's Branches and Subsidiaries, including the maintenance of the Environmental Management System (SGA). The Sustainability Committee meets every six months.

Chairman: Paulo Cardoso Correia Mota Pinto
Vice-Chairman: Elsa Roncon Santos
Secretary: José Lourenço Soares

Shareholders
Meeting

Non-Executive Chairman: Emílio Rui da Veiga Peixoto Vilar
Vice-Chairman: Paulo José de Ribeiro Moita de Macedo
Executive Members: Francisco Ravara Cary, João Paulo Tudela Martins, José António da Silva Brito, José João Guilherme, Maria João Borges Carioca Rodrigues, Nuno Alexandre de Carvalho Martins, Carlos António Torroaes Albuquerque.
Non Executive Members: Ana Maria Machado Fernandes, Maria dos Anjos Machado Nunes Capote*, João José Amaral Tomaz, José Maria Monteiro de Azevedo Rodrigues, Hans-Helmut Kotz.

Board of
Diretors

CEO: Paulo José de Ribeiro Moita de Macedo
Members: Francisco Ravara Cary, João Paulo Tudela Martins, José António da Silva de Brito, José João Guilherme, Maria João Borges Carioca Rodrigues, Nuno Alexandre de Carvalho Martins, Carlos António Torroaes Albuquerque.

Executive
Committe

Sustainability Committe – an advisory body to the Executive Committee, responsible for assessing, discussing and monitoring the implementation, from a corporate perspective, of the Sustainability strategy for CGD and the branches and Subsidiaries of the CGD Group, including the maintenance of environmental Management System (EMS).

Sustainability
Committe (CSU)

Coordinating Team: In charge of coordinating and monitoring the Corporate Sustainability Programme and streamlining work group operations.

Coordinating
Team

Ambassadors and persons in charge: Persons in charge of examining and validating proposals generated by the work groups to be put forth to the CSU.

Ambassadors and
persons in charge

(*) Resigned with effect 30.11.2017

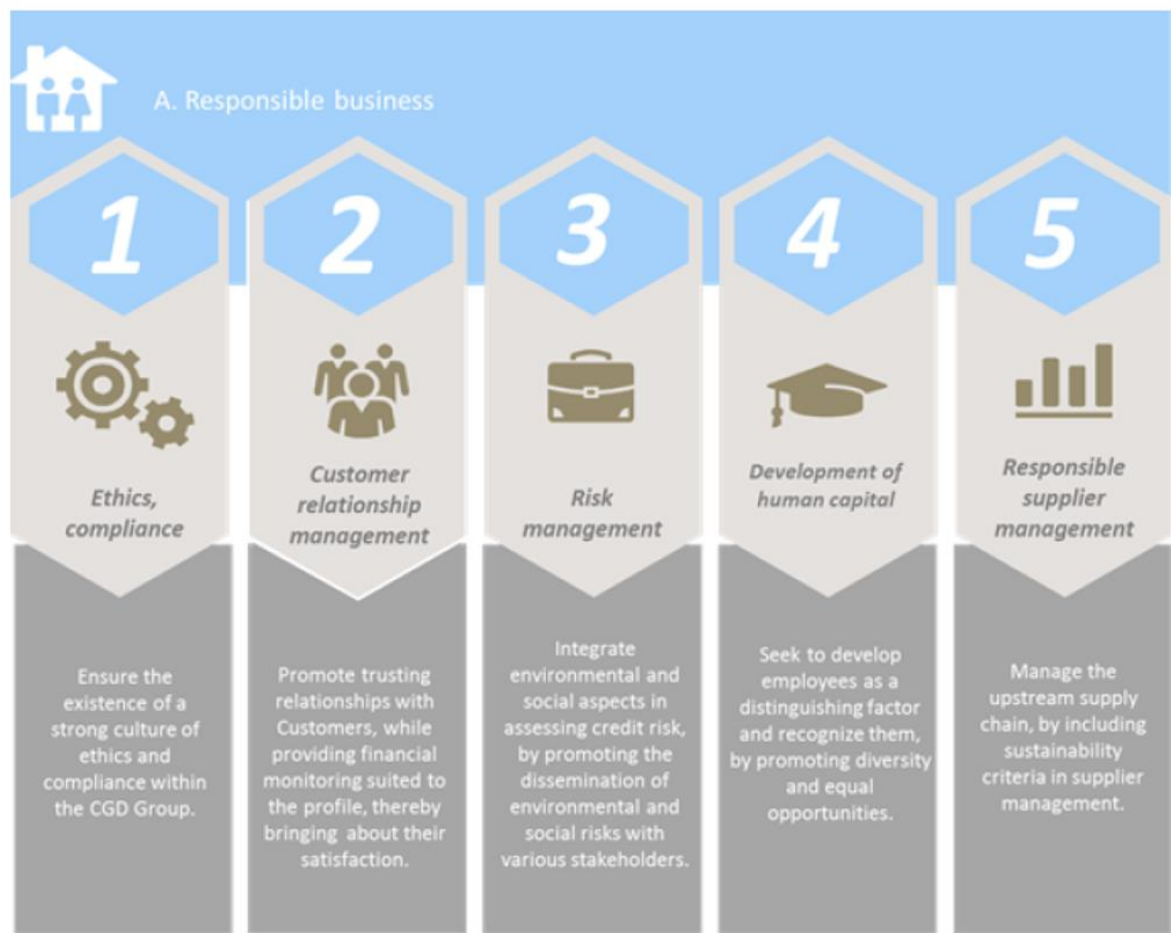
Relevant Topics:

Sustainability
Strategy

Participation in
Public Policies

In 2017, CGD continued to implement its Sustainability Strategy for the 2015-2017 triennium, in line with the SDGs. Under 5 strategic axes - 3 theme-based axes and 2 cross-cutting axes, in 10 areas of action, for which a set of voluntary initiatives and objectives that go beyond CGD's legal and compliance obligations has been established.

2015/2017 SUSTAINABILITY STRATEGY - STRATEGIC AXES





CGD is a member of the Portuguese Coordinating Committee of the Alliance for the United Nations' SDGs - Sustainable Development Goals.

The Alliance will implement the guidelines issued by the United Nations, the OECD, the ILO, the WHO and other international organisations, as well as EU directives and guidelines with consequences for the Companies' business and reporting duties.

CGD, as a member of the Global Compact Network Portugal (GCNP), seeks to create opportunities for multi-stakeholder dialogue with a view to contributing to the achievement of SDGs in the three dimensions of sustainable development: social, economic and environmental.

2. Responsible Business

TRANSPARENCY IN CUSTOMER RELATIONS

CGD continuously monitors the publication of new legal and regulatory obligations, as well as the issuance of recommendations and the outlining of best practices by supervisors, with the aim of adjusting and developing its activities.

In 2017, a set of legal documents was published that includes, among others, specific obligations to provide clear, complete and reliable information to customers, to which CGD is bound.

In order to adjust its performance in accordance with these duties of conduct, Caixa systematically analyses its internal practices and regulations in relation to these matters, identifying opportunities for improvement, in preparation for planned amendments to the legal and regulatory framework.

Under the European Digital Agenda, which aims at establishing the Digital Single Market in the European Union (EU), **Regulation (EU) 2016/679** of the European Parliament and of the Council on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, was published, while repealing Directive 95/46/EC (GDPR).

The GDPR strengthens the rights and guarantees of personal data holders and assigns "data processor" a set of obligations regarding the processing of such data, imposing on organisations the need to adapt to the new requirements that will be fully applicable from 25-05-2018.

In late 2016, CGD set up a Working Group with the aim of assessing the impact of the GDPR and implementing it in organisational components, business processes and information systems, in order to ensure compliance with the legal obligations arising from the GDPR.

Under the GDPR, a Data Protection Officer (**DPO**) has been appointed to act in cases where the core activities consist of personal data processing operations which, due to their nature, scope and/or purpose, require a regular and systematic control of the data holders on a large scale.

By decision of the Executive Committee, in 2017, the duties of the Data Protection Officer (DPO) were outlined for corporate-wide compliance, by the CGD Group, with the provisions of Articles 37 to 39 of the GDPR.

ADVERTISING

The disclosure by credit institutions and financial companies of information on financial products and services within their retail activities is subject to strict duties of information and transparency, whose purpose is to allow bank customers to have access to informed and reasoned decision-making on products or services that are offered to them.

CGD is committed to the discharge of such duties in the disclosure to the public of financial products and services it sells, under the legislation and regulations issued by the supervisory authorities, whose obligations are transposed into CGD's internal regulations.

Caixa considers that genuine, transparent, balanced and clear information is a value-creation model for the institution, providing increased customer satisfaction, fewer complaints and lower compliance risks. Quality communication benefits the establishment with lasting, trusting relationships between customers and Caixa.

In order to ensure compliance with the applicable rules, all advertising made on financial products and services marketed by Caixa, in the country and abroad, either made by Caixa or third parties, is subject to mandatory validation by the agencies responsible for the product, by communications, and the Compliance Support Office (GFC). The GFC also validates the pieces of pre-contractual information relating to deposits and other fundraising products.

In 2017, the GFC validated 10 products (with regard to pre-contractual pieces of information) and analysed 749 advertising initiatives, with regard to compliance with CGD regulations, legislation and internal standards and principles.

MEASURES TO PREVENT AND PUNISH THE CRIME OF CORRUPTION AND RELATED OFFENCES

CGD, as part of its internal control system, has implemented permanent measures to prevent and punish the crime of corruption and related offences, which are translated into internal procedures and standards, namely:

- Opening and operation of deposit accounts;
- Verification of signatures of the parties involved in contracts with CGD;
- Approval of expenses, third-party services, sponsorships and donations;
- Intervention of CGD employees in credit operations;
- Contracting provisions of services;
- Staff management area, including recruitment and training;
- Controlling access to privileged information from issuing customers.

Thus, as regards preventive measures, the internal control system incorporates documented procedures and practices for detecting and preventing corruption and related offences, such as the Code of Conduct, its organisational and functional structure, decision-making processes and the adoption of the principle of segregation of functions in activities and tasks that require it.

As a result of these policies, CGD is included in the list of the Corruption Prevention Board (CPC) concerning the entities that submitted information regarding their Plans for the Prevention of Risks of Corruption and Related Offences to this Board, pursuant to CPC Recommendation no. 1/2009, of 1 July.

In addition to the aforementioned procedures and internal rules, which are part of the internal control system, all the activities carried out by Caixa and its Employees are bound by the principle of active rejection of all forms of corruption. It is an imperative of professional conduct set out in Article 31 of its Code of Conduct, which expressly states that:

- CGD actively rejects all forms of corruption, and its employees must refrain from engaging in any situations conducive to acts likely to be associated with this phenomenon.
- CGD's activity is subject to strict internal control mechanisms, which include internal regulations aimed at preventing and combating corruption.

In 2017, CGD published its Policy on the Prevention of Corruption and Related Offences (PPCIC), a corporate regulation that establishes the guiding principles for detecting and preventing corruption practices and related offences, the potentially more vulnerable areas, the preventive measures to be taken up and the responsible entities, as well as the rules applied to monitoring, assessing and updating the Policy itself.

The Policy identifies the areas potentially more exposed to the phenomenon of corruption and related offences to which there is the need to associate preventive procedures, mechanisms and practices.

The provisions contained in the Policy are supplemented, where necessary, by specific internal regulations or other instruments.

CGD's Policy on the Prevention of Corruption and Related Offences also provides for the possibility of Employees reporting situations they are aware of and regard as associated with the phenomenon of corruption, through established internal or external mechanisms, namely through the System for Internal Reporting of Irregular Practices (SCIPI), whose objectives are also related to preventing and combating corruption.

Lastly, we should note that the PPCIC establishes that CGD is responsible for providing training to all Employees on issues related to the prevention of corruption and related offences, and, in 2017, the members of the compliance teams of the CGD Group Entities were provided training on CGD's Policy on the Prevention of Corruption and Related Offences.

Due to their nature and importance in the day-to-day life of citizens, financial products and services are subject to permanent scrutiny by the supervisory entities, as well as by customers and consumer protection organisations, self-regulatory entities, sectoral representation entities, as well as the legislator.

The financial products and services marketed by CGD comply with strict internal control mechanisms, ranging from the design to the marketing and disclosure/advertising thereof, in order to ensure strict compliance with all legal and regulatory obligations, as well as with the best practices disseminated by international and national entities, and the ethical principles established by CGD.

MAIN INITIATIVES RELATED TO PREVENTION OF MONEY LAUNDERING

CGD pays special attention to issues related to anti-money laundering (AML) and counter-terrorist financing (CTF), in order to preserve its integrity and the trust placed in it by all its customers.

Its commercial activity is developed following policies and applying criteria for preventing and controlling money laundering and terrorist financing, in accordance with the legislation in force.

CGD has a structure dedicated to AML/CTF and is equipped with IT tools that are adequate to comply with legal requirements, such as applications dedicated to account and customer monitoring, the rating of the customers' risk profile, and the filtering of sanctioned customers and politically exposed persons.

Monitoring of banking activities under PML/CTF is carried out continuously, systematically, and on the basis of predetermined indicators through a risk-based approach.

The technological AML/CTF procedures and processes are adjusted according to regulatory requirements and to the constant improvement of the internal control system.

Since CGD is obliged to comply with binding international economic sanctions, enacted by several international organisations, the respective Sanctions Policy is published on its institutional website.

In compliance with the provisions of the Notice of the Bank of Portugal No. 9/2012, CGD prepared the corresponding Report on the Prevention of Money Laundering and Terrorist Financing, for the period between 1 June 2016 and 31 May 2017, which, once approved by the Board of Directors, was forwarded to the Bank of Portugal.

Furthermore, in relation to the Bank of Portugal Instruction No. 46/2012, and upon approval by the Board of Directors, CGD sent the Self-Assessment Questionnaire on AML/CTF, for the period between 1 November 2016 and 30 November 2017, to the Bank of Portugal.

All employees are required to know and comply with legal and regulatory standards in the performance of their duties, that directly apply to them, as well as of all internal rules and procedures established for the normal development of their activities. Specific training is also made available in the face-to-face and e-learning formats, which constitutes a legal duty and one of the fundamental aspects of the entire prevention system.

2.1 Code of Conduct Management Model

Relevant topic:

Code of conduct

The Code of Conduct is a basic instrument in managing the Institution's ethics, disseminating to Employees and other Stakeholders the values, ethical principles and rules of professional conduct that govern their performance.

The CGD Code of Conduct currently in force, published in 2010, is a self-regulatory document that must be complied with in and by CGD, which contributes to:

- Ensuring the clarification and harmonisation of benchmarks in the conduct of business;
- Formalising and disseminating values, operating principles and rules of conduct that guide relationships with the various stakeholders;
- Promoting an organisational culture of legal compliance and commitment to the values and principles that have been adopted, as well as to the development of best practices of corporate governance and ethical conduct.

The goals set out for the intended recipients of the Code cover three areas:

- Knowing the Code – Knowledge of the Code of Conduct and the values, operating principles and rules of professional conduct that it enshrines;
- Know-how – Knowing how to act in practical situations, in accordance with duties established;
- Commitment – Commitment to CGD's values and principles.

These dimensions include ethical performance indicators which allow assessing the level of knowledge and application of the Code of Conduct and contribute to the periodic review of its Management Model.

One of the ethical performance indicators provided for in this Model is the number of violations of labour duties by workers, considering that such violations constitute disciplinary infractions and, ultimately, violations of the Code of Conduct.

In 2017, 13 disciplinary sanctions were applied, 4 of which resulted in the employee's dismissal.

CGD's Code of Conduct is available for consultation on the Intranet and on CGD's website at: <https://www.cgd.pt/Institucional/Governo-Sociedade-CGD/Regulamentos/Documents/Codigo-de-Conduto-CGD.pdf>.



2.2 Quality Management and Assessment

Relevant Topics:

Clarity of information provided to customers on products and services

Service quality and customer satisfaction

Accessibility

Information Security

In 2017, Caixa ensured the maintenance of the five processes certified to ISO 90011, while completing the transition to the 2015 version and broadening the scope to include Information Systems.

In 2017, with regard to the transition to the new version of the standards, we also highlight the certification of the Environmental Management System of the head office building to the ISO 14001:2015 version, reinforcing Caixa's commitment to sustainability and thus contributing to improving operational efficiency by reducing energy and material costs, as well as to obtain additional revenues through the recovery of waste.

Caixa has also been investing in the Business Continuity System, in accordance with ISO 22301. At this stage, its implementation has been completed in line with international requirements and with the requirements of the Bank of

Portugal. Therefore, Caixa is now able, in particular, to better identify and manage current and future threats to its business, adopt a proactive attitude to minimise the impact of incidents and make efforts to provide its Customers with more consistent and reliable services, whatever the circumstances.

The Information Security Management System is currently being implemented in accordance with ISO 27001, with a view to adopting a set of requirements, processes and controls to adequately mitigate and manage the risk of information security. In this way, Caixa intends to increase the reliability and security of information and systems in terms of confidentiality, availability and integrity, increasing the trust and satisfaction of customers and partners in general. We should also note that, in order to meet the challenge of ensuring the optimisation/efficiency of processes and operational support units, the Organisation and Quality Division continued with the implementation of the LEAN transformation programme, seeking its integration with other continuous improvement and organisational reengineering methodologies. Also in 2017, Caixa continued to focus its efforts on monitoring the performance and service levels of its core business processes in order to optimise resources and achieve better performance.

The evaluation of service quality and customer satisfaction is one of the strategic pillars supporting CGD's value propositions. In 2017, the main initiatives as part of this were:

- Call-back service for Customer complaints;
- Revision of the Complainant satisfaction assessment model, involving the Contact Centre and dispensing with outsourcing;
- Extension of the protocol with the Centres for Alternative Dispute Resolution;
- Implementation of various initiatives (application, organisational and procedural adequacy) in order to increase efficiency and reduce costs;
- Availability of the other charts included in the *Data Mart*, supplemented with developments in AOQ5 data analysis;
- MT criticality rating model and differentiated follow-up consistent with criticality;
- Revision of the quality assessment model for the internal handling of complaints and optimisation of the deadline compliance control process.

The main impacts resulting from the above initiatives were:

- Handling and response to 15,025 complaints in 2017 (15,574 in 2016), with:
 - Average productivity of 3.37 complaints/day;

¹ Financial Markets, Prevention and Safety, Customer Suggestions and Complaints, Information and Management Systems, Execution and Control of Operating Processes and Contact Centre.

- Compliance with deadlines in 74% of the cases filed in the Book and in 55% of other cases;
- Quality in the complaint handling process of 92 pts (GRO of 102%).
- Promotion of CGD's image of professionalism and reputation among Customers, supervisory entities and other external institutions, with the external Customer satisfaction index reaching 50.3 pts with a GRO of 92%. In 75% of the situations where the response was provided by telephone, the complainant was pleased.
- Promotion of the continuous improvement of CGD's service with the identification, in 2017, of 275 opportunities for improvement in the service provided by Caixa, 231 (84%) of which are approved, reported or under analysis.

The evaluation of quality of service and customer satisfaction is a strategic priority for Caixa and one of the main factors for reinforcing its value propositions.

In 2017, in order to improve the Customer experience and to identify best practices, Caixa consolidated its methodology for quality of service monitoring.

The evaluation programme is supported by four pillars:

- Telephone interviews to Customers using a semi-closed survey - focused on understanding their needs and expectations, as well as on assessing the perceived quality of service;
- Telephone interaction/call assessment - measured following a telephone contact, via an automated system (Interactive Voice Response - IVR);
- Mystery customer visits to the entire Branch Network - aimed at analysing the quality of the service provided and identifying possible opportunities for improvement;
- Monitoring perceived quality - by analysing external indices related to service quality, in relation to both Private and Corporate Customers.

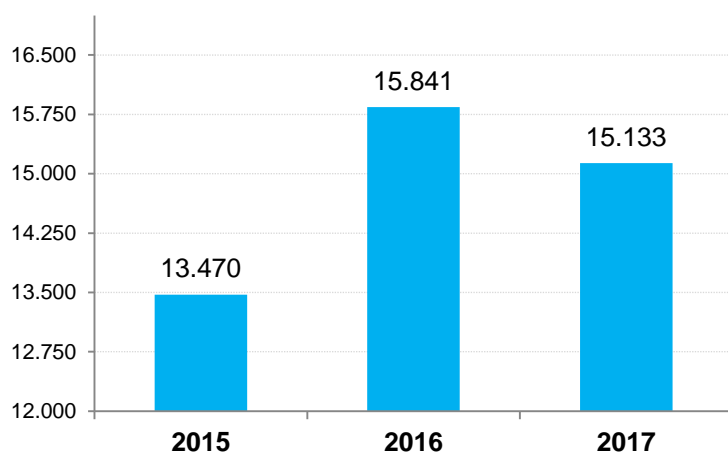


HUMAN RIGHTS

Principle 1:

To support and respect the protection of internationally proclaimed human rights.

SUGGESTIONS AND COMPLAINTS - CGD, S.A. (NO.)



Although in 2017 the number of complaints received decreased by 4.5% compared to 2016, their volume - a total of 15133 complaints - remained above the values reached in 2015, resuming the downward trend of previous years. As a result of the significant volume and of a reduction in the number of Managers, compliance with deadlines decreased both in cases filed in the Book (from 82% in 2016 to 74%) and in other cases (from 77% in 2016 to 55%). Productivity was higher in 2017 (3.37 cases per Manager/day)

compared to 2016 (3.2 cases per Manager/day), corresponding to an increase of 5%.

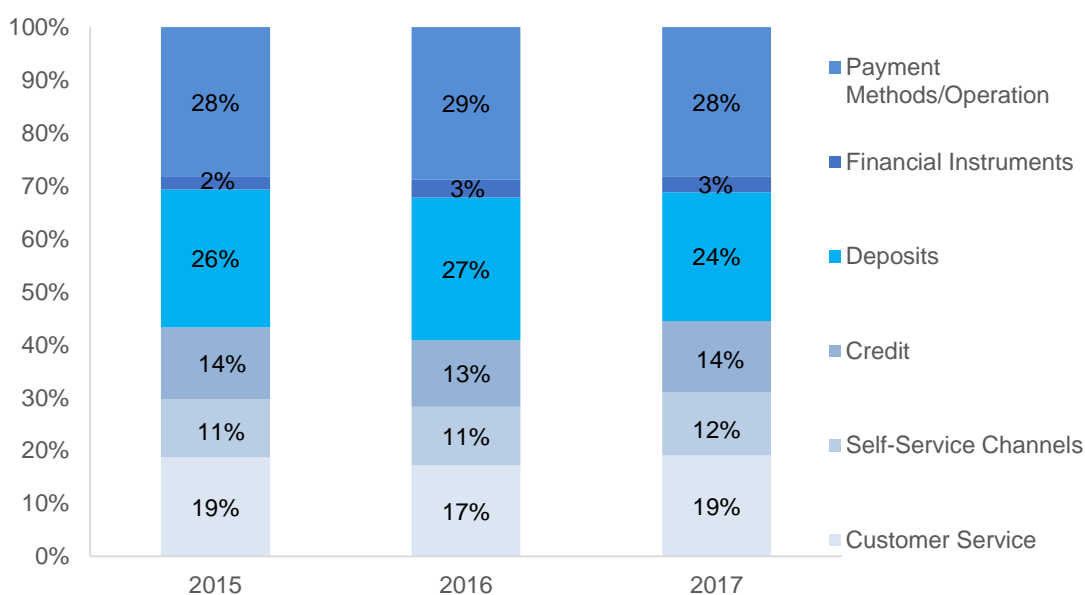
The areas that raise more complaints remain unchanged, specifically Payment Methods (28% of the total) and Deposits (24% of the total) despite the decrease in the number of complaints in 2017, of -7% and -14%, respectively; there was also a reduction (-15%) in the number of complaints regarding Financial Instruments (despite being the least representative area, with 3% of the total).

In 2017, there was an increase in complaints regarding Assistance (19% of the total), with a variation of +6%, Credit (14% of the total), which grew by 2%, and Self-Service Channels (12% of the total), with a variation of +3%.

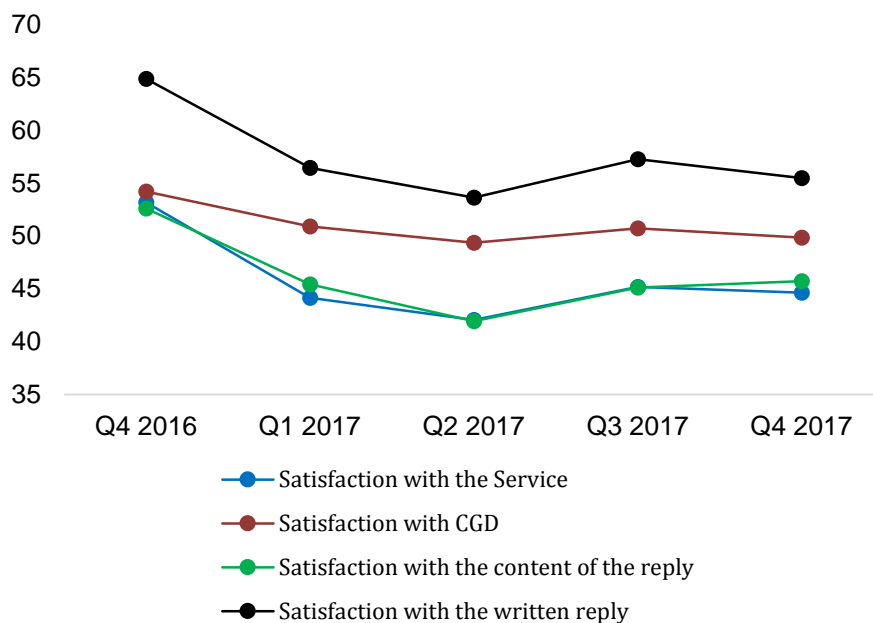
As for external Customer satisfaction, there was a decrease compared to 2016, with 50.3 pts and a GRO of 92% (55.4 pts in 2016 - GRO of 101%).

Ongoing investment in promoting continuous improvement of CGD's service, with an emphasis on the most critical opportunities.

COMPLAINTS RECEIVED BY TOPIC (%)



CUSTOMER SATISFACTION - COMPLAINANTS (POINTS)



BANCO COMERCIAL DO ATLÂNTICO

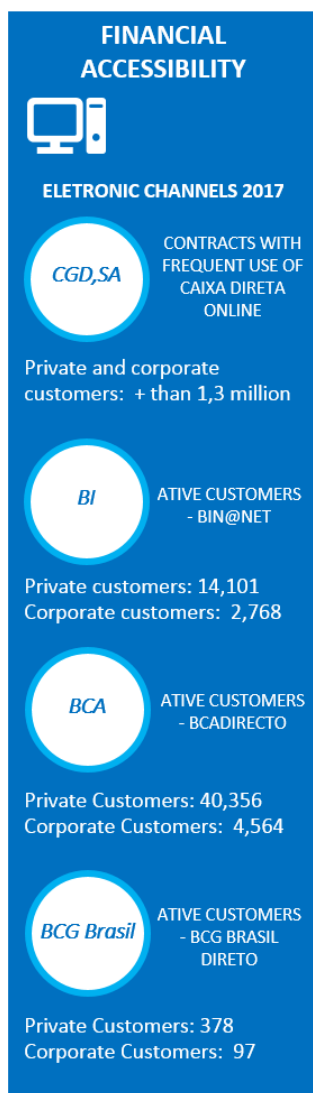
There were 94 complaints in 2017, broken down as follows:

- 35% Commercial Network, 24% Payment Methods, 16% Deposit and Financial Investments, 15% Credit, 6% Other Operations, 3% Remote Channels, 1% Automatic Machines. In 2017, no customer satisfaction surveys were conducted.

BANCO INTERTLÂNTICO

In 2017, no customer satisfaction surveys were conducted. With regard to Complaint Management, in 2017, BI received 77 complaints, most of which related to credit.

2.3. ACCESSIBILITY



BRANCH NETWORK

In 2017, CGD continued to implement its network optimisation programme, with an adjustment concerning its presence in the physical domestic retail network, which at the end of the year reached 587 universal branches (64 less than at the end of 2016) and 26 Caixa Empresas Offices, covering a total of 613 business units plus 37 automated branches.

Despite the reduction, Caixa continues to be the only financial institution physically present in all the municipalities of mainland Portugal, Madeira and Azores islands. This presence was reinforced, as of July 2017, with the launch of the Mobile Agency, a mobility solution to serve customers in more remote locations, which allows us to focus on the positive differentiation of customer experience and commercial dynamics.

MOBILE BRANCH

In 2017, as part of the plan for restructuring the Branch network and with a view to providing levels of service adjusted to the needs of the populations and customers, aiming to ensure that Caixa is able to provide banking services in places where they are not available or have a negligible presence, we designed and implemented the Mobile Branch solution.

Launched on 17 July, this solution, based on the creation of a mobile infrastructure supported by a vehicle which can be parked in previously established locations, allows Caixa to continue to provide banking services to populations living in areas that are naturally disadvantaged due to their isolation and distance from urban centres, offering all the options available in a physical branch, except those that involve transfers of funds (for security reasons), namely:

- Support in the clarification of doubts and information about products and services;
- Various inquiries at the Customer's request;
- Issuance of various Statements at the Customer's request;
- Update of Customer data;
- Registration with the Caixadirecta service;
- Registration of Complaints;
- Maintenance of data and conditions associated with Cards;
- Issuance of Demand Account and Savings Passbook duplicate;
- Update of Passbooks;
- Issuance of PIN code for Debit and Credit Cards;
- Simulation of Credit Operations.

The Mobile Branch operates as a regular local service but it is not permanent, and to date it has provided support in 5 municipalities across the country, in the following towns or cities, once a week or every two weeks:

MOBILE BRANCH - TOWNS/CITIES COVERED	Town/City
Fundão	Soalheira / Vale Prazeres / Póvoa da Atalaia / São Jorge da Beira / Barroca Grande / Casegas / Sobral S. Miguel / Unhais da Serra
Penamacor	Três Povos (Quintãs) / Benquerença
Covilhã	Unhais da Serra
Sabugal	Soito / Cerdeira do Côa / Aldeia Velha / Aldeia da Ponte
Trancoso	Freches / Aldeia Nova / Dornelas / Carapito

During its regular business hours, the Mobile Branch ensures the full-time presence of a Commercial Assistant, to provide commercial assistance, accompanied by a CGD private security guard.

The balance of the first 5 months of operation is extremely positive, in terms of results for Caixa and impact on the target populations. For this reason, in 2018 its presence is due to be extended to other areas of the country, also with a limited presence of banking services, and where populations may require greater support to complete banking operations (people with reduced access to new technologies and/or difficulties in travelling to other towns or cities).

With the Mobile Branch solution, CGD expects to bring the Bank closer to populations and customers.

PRIORITY ASSISTANCE

Following the publication of new legislation that obliges all public and private entities with face-to-face services to provide priority assistance to the handicapped or the disabled, senior citizens, pregnant women and persons accompanied by infants (Decree-Law no. 58/2016, of 29 August), Caixa adopted a set of measures to reinforce, both internally and among its customers, the importance of formally guaranteeing the full and harmonised compliance with rules and best practices of assistance to priority customers.

Internally, we published a set of rules of conduct and best practices to be adopted while receiving and referring priority customers, calling upon the proactive contribution of each employee of the Branch when it comes to adopting the outlined procedures.

In terms of dissemination across the Branches, and despite the fact that the posting of specific information on priority assistance is not mandatory, Caixa has posted specific signs on the Branches' doors, as well as temporary posters with information on the entry into force of the new legislation, in order to raise the customers' awareness to the matter.

2.4. RISK MANAGEMENT

Relevant topic:

Risk Management

Risk management is centralised and supported by a dedicated structure - the Risk Management Division (DGR) -, under the responsibility of the CRO. With a view to establishing the principle of role segregation between the risk model owner roles and the quality assessment role, the Model Validation Office was created at the end of 2016, dedicated to the internal validation of the risk assessment models used by the CGD Group.

The integrated risk management process is based on an organisational structure of the Risk Management Function (FGR) implemented across the board within the CGD Group, as headed by the Risk Management Division (DGR) and by CGD's Chief Risk Officer, and which is governed by a functional reporting framework from each entity relative to CGD.

Each entity within the CGD Group develops its own Risk Appetite Framework (RAF), to ensure the consistency of the entity's overall risk profile with its strategy, so as to preserve its capital.

The RAF constitutes the main element of the institution's risk management system, consisting of a general approach, whereby the risk appetite and strategy are established, communicated and monitored, including necessary policies, processes, controls and systems.

For the purpose of qualitative rating by the DGR, we outline risk segments with different rating methodologies and specific qualitative modules.

For any module selected, the DGR analyst meets a set of specific criteria according to the component that needs to be assessed, namely the Sustainability of the company and the business.

The corporate risk assessment carried out as part of the qualitative rating analysis (segmented customers) includes issues that take into account:

- Environmental, social and labour issues;
- Combating corruption and bribery attempts;
- Other issues, such as labour disputes and/or strikes that threaten the credibility of the company and/or shareholders, among others.

We should also add that the final rating opinion takes into account all available information on the customer as of the date of the analysis, obtained from various sources of information and assessed in its materiality, to ensure that the approved rating is the one that best reflects the level of perceived risk to the customer.



HUMAN RIGHTS

Principle 1:

To support and respect the protection of internationally proclaimed human rights.



ENVIRONMENTAL RISK ANALYSIS IN LENDING

Relevant topic:

Monitoring and prevention of the risk of non-compliance with responsibilities

Credit risk assessment (of companies and project finance) already includes environmental and social aspects.

The CGD Group's Project Finance portfolio is particularly focused on projects based on the Iberian Peninsula. Safeguarding a set of obligations at the environmental and social levels is a legal precept in these countries, and compliance is mandatory for the respective economic agents. Confirmation that the environmental licensing of a given project was duly obtained is a mandatory

pre-condition for obtaining funding.

For the assessment of environmental and social risks, Caixa BI hires an independent technical consultant. Only when it is justified in terms of risk is there an audit exclusively focused on the social and/or economic aspect of a given project. Within the context of greater involvement by Multilateral Institutions, as potential funders of projects advised by CaixaBI, the Bank, anticipating the information needs of such institutions, requests that the promoters examine the sustainability of the project, and describes/assesses its social and environmental impact.

Typically, the following factors are taken into account: impact of the project on the creation of local jobs; sharing of management practices associated with the project with the local community – spill over effects; and human resource hiring practices in line with those of the promoter's country of origin. This reality applies to mandates concerning projects in countries such as Angola, Mozambique and Brazil.

PREVENTION OF CREDIT DEFAULT RISK

Relevant Topics:

Environmental and social criteria in credit risk analysis

Sector financing policies

CGD continued to invest in the areas of default prevention and control, continuing to carefully monitor the risks and associated costs. In order to do so, two specialised divisions were assigned this task: the Retail Customer Monitoring Division and the Companies Monitoring Division. The Management Report and Accounts contains more detailed information on this topic.

BCG BRASIL

In terms of sustainability, BCG Brasil is committed to promoting economic development on a sustainable basis, while protecting the environment and the communities with which it interacts, either directly or indirectly. The sustainability principles adopted by the bank aim at promoting sustainable development in partnership with stakeholders, through specific lines of financing for projects that promote an ethical and transparent relationship, the preservation of the environment for future generations, respect for diversity and the promotion of the reduction of social inequality. BCG Brasil assumed the responsibility of developing and implementing a Social and Environmental Responsibility Policy and Programme (PRSA) that is in line with international best practices, including the standards of the International Finance Corporation (IFC) and current regulations (Resolution No. 4327/2014 of the National Monetary Council).

Therefore, it has in place procedures and controls in line with current legislation and regulations on social and environmental responsibility, also observing the best market practices on the subject. In order to integrate those guidelines, it established two environmental responsibility policies – one geared towards operations involving IFC resources, and a more simplified one, for other operations that require special attention on the topic but that do not involve IFC resources. The latter is available to the public at www.bcgbrasil.com.br.

For the management of environmental risk, the Bank adopts social and environmental parameters in the risk analysis conducted for the granting of credit and acceptance of new customers, including a list of

prohibited and restricted activities. In addition to minimising the financial risk of the business, the socio-environmental analysis prevents BCG Brasil from financing activities that are not in compliance with current legislation and/or that endanger public health and the environment.

BANCO COMERCIAL DO ATLÂNTICO

Under the protocol between Banco Comercial do Atlântico and the French Development Agency (AFD), it was possible to create funding lines, still in the process of being disbursed, to support local authorities that are being correctly managed. The protocol signed with the AFD outlines a series of measures to be taken by the financial intermediaries, including the preparation of a Sustainability Policy and an Environmental and Social Risk Policy, which is scheduled for the second half of 2018. Several actions have been implemented over the years, since the protocol was established, including the providing of general training for all employees on sustainability, as well as specific training on social and environmental risks for a more restricted group of employees.

This policy proposal, together with the actions implemented, provided for greater knowledge and a valid contribution to the awareness of the importance of these issues. As a result, as of the end of 2014, part of the actions proposed for the sustainability policy have been implemented, namely, the reduction of water, electricity and fuel consumption, among others.

BANCO INTERATLÂNTICO

As part of its environmental and social risk policy, outlined under the signature of the 2nd line of credit with the FDA, Banco Interatlântico recognises that the main environmental and social impact that a bank can have on society is associated with the way financing is used. This policy is incorporated into the Bank's overall risk and sustainability policies, and its scope of application includes business projects whose amount is equal to or greater than fifty million CVE (about 453,000 euros), and which turn to credit from the Bank for their full realisation or implementation. This policy sets out the implications to the credit review process, as well as a list of activity sectors not qualified for financing. Therefore, it has in place procedures and controls in line with current legislation and regulations on social and environmental responsibility, also observing the best market practices on the subject. In order to integrate those guidelines, it has formalised two socio-environmental responsibility policies, one of which applies to the operations involved.

2.5. FINANCIAL INCLUSION

BASIC ACCOUNT

Since the end of 2014, Caixa has been offering a special demand account for retail customers, the Basic Account (with statements and passbook), following the recommendations of Circular Letter no. 24/2014 of the Bank of Portugal, with the aim of increasing transparency and making it easier to compare the options made available by the different banks. This account allows customers to use basic operation and payment services (a Caixautomática Electron/Maestro debit card with free annuity, access to the Caixadirecta service, three free withdrawals per month/account in Branches and free national transfers between CGD accounts) for a single price.

On 31 December 2017 there were 1,932 basic accounts.

MINIMUM BANKING SERVICES ACCOUNT

Since March 2000, Caixa has been providing minimum banking services (SMB), following the signing of the tripartite protocol between Caixa, the Government and the Bank of Portugal, within the framework of Decree-Law no. 27-C/2000, of March 2000, with the aim of allowing all customers to access the banking system regardless of their financial circumstances.

This services is aimed at retails customers who have a single account in the banking system, it is free at the CGD, and it provides, in addition to the demand deposit account management and maintenance services, access to the Caixadirecta service, a debit card that allows making purchases and withdrawals in Portugal without paying an annual fee, and free national transfers between accounts held at the CGD.

In the meantime, the conditions for access to SMBs were changed in October 2015, allowing a natural person who is the holder of another Demand Deposit account to access the SMBs, provided that one of the co-holders of the SMB account is a natural person over 65 years of age or dependent on a third party (degree of permanent impairment, duly proven by the competent authority, equal to or greater than 60%).

On 31 December 2017 there were 5,172 SMB accounts.

2.6. SOCIAL AND ENVIRONMENTAL OFFER

SUSTAINABLE INVESTMENT FUNDS

Caixagest Investimento Socialmente Responsável - Open Securities Investment Fund - 68.7 million euros being managed at the end of 2017.

In January 2017, CGD launched Caixagest Investimento Socialmente Responsável – Open Securities Investment Fund, the first fund in Portugal to promote respect for Human Rights, Social Justice and Environmental Management, with an amount of 68.7 million euros. The management of this fund applies social responsibility filters on the assets in which it invests, thus responding to a growing and conscious concern for expressing wholesome Values also in investments.

We also launched the "Reflorestar Pedrógão" reforestation campaign, in which we donated one native tree for every 3,000 euros in subscriptions (campaign valid until the end of 2017). This campaign associated the marketing of the Fund with the pressing need to reforest the burned areas of Pedrogão Grande in the wake of the fires that ravaged Portugal, allowing customers to immediately see tangible results for the common good of a pioneering initiative.

The amount obtained during this campaign corresponds to the planting of 25,687 trees, and Caixagest will contribute with an additional 4,313 trees, enabling the planting of a total of 30,000 trees between October 2018 and February 2019.

This initiative will also stimulate the absorption of CO2 while minimising the environmental impact associated with the management and marketing of the Caixagest Investimento Socialmente Responsável fund.

Caixagest Energias Renováveis Open Alternative Fund – 9.1 million euros being managed at the end of 2017.

This is an open alternative investment fund whose target market are customers with no medium-term liquidity needs, with tolerance to withstand capital losses and who have adequate knowledge of the financial markets and of the main risks involved. The Fund is aimed at financing investment projects that contribute toward increasing the production of renewable and non-polluting energy, reducing CO2 emissions and, consequently, improving the quality of the environment.

EFFICIENT HOUSE PROGRAM

As part of the promotion and contracting of facilities and support associated with trade and financing lines, for CGD and the Group's Banks, last December we contracted a European financing line worth 30 million euros with the European Investment Bank (BEI), with an additional 30 million euros provided by CGD, to finance projects aimed at supporting investments and projects related to energy efficiency, renewable energy and environmental management, carried out by individuals and SMEs.

CGD was the first Portuguese financial institution to contract this facility with the BEI, as part of the BEI Casa Eficiente Line. The Efficient House Programme is an initiative of the Portuguese government.

LOW-CARBON ECONOMY FINANCING

In 2017, CGD continued to play its role as the financing entity associated with a low-carbon economy, promoting the reduction of its customers' greenhouse gas emissions.

CGD maintained a series of specific financial solutions that offers its retail, corporate and institutional customers preferential access conditions to goods and services with an improved carbon efficiency.

CGD also continued to market the following solutions for corporate and institutional customers: Caixa Empresas Solution - Renewable Energies and Hybrid and Electric Vehicles credit line offered by Caixa Leasing e Factoring, whose purpose is to support the investment in hybrid and electric vehicles, within the framework of Caixa's sustainability policy, financing companies with environmental concerns.

SAVINGS-GENERATING SOLUTIONS – 16 billion euros in deposit balances that allow pay-ins at the end of 2017

Caixa continued to promote saving habits among its customers and their families, offering solutions that facilitate and foster savings, based on a responsible, useful and future-oriented approach to financial management.

2.7. SUPPORT TO THE NATIONAL ECONOMY

Caixa's mission is to support the national economy and, at the same time, the vision of not only being a "major bank" of Companies but also the "major bank" for Companies, with a strong presence in customers' daily lives.

The increasingly demanding corporate monitoring efforts require us to constantly adjust solutions capable of responding to different needs in a timely manner.

Four main guidelines were developed in 2017:

- Attracting new customers (strengthening Caixa's positioning and increasing its market share);
- Increasing business (support business financing, particularly through protocol-based lines);
- Placing core products (strengthening relationship and transactionality);
- Greater proximity and customer knowledge.

In 2017, as part of the services provided by Caixa to the corporate segment, we should highlight the following:

- Launch of Caixa Fast, an innovative factoring solution for ENI, micro- and small-sized companies;
- Launch of the new Digital Payment Gateway solution, which provides online retailers with a web-based and web-responsive solution that allows them to accept national and international payments by adding multiple payment methods in a single interface: MB Way, Visa and MasterCard, plus the Entity/Reference/Amount generation;
- Capitalizar Credit Line to promote the growth and competitiveness of companies, replaces the PME Crescimento 2015 Credit Line, as one of the driving forces behind the financing of the national economy. The commitment to Protocol-Based/Government Lines strengthened Caixa's position in corporate financing, leading the placement of the Capitalizar Line and asserting itself as the Portuguese bank with the largest loan portfolio in the National Mutual Guarantee System (SNGM);
- Capitalizar Mais Credit Line (e.g., Garantida IFD 2016-2020), aimed at small- and medium-sized enterprises, with mutual guarantee, based on a protocol between IFD - Financial Development Institution, CGD and SGM - Mutual Guarantee Companies, with the objective of strengthening their business capacity in the development of goods and services;
- Credit Line to Support the Qualification of the Offer for companies in the tourism sector, Protocol signed with Tourism of Portugal, with a view to strengthening the offer to companies in one of the sectors that has contributed the most to the growth of the national GDP;
- BEI 2017 Credit Line, created to support the financing of small- and medium-sized investment projects carried out by SMEs and Portuguese mid-cap companies, supporting projects worth 150 million euros;
- AgroCaixa - Antecipar Lines, short-term loans to anticipate incentives and finance the operating needs of productive units in the agriculture, forestry and livestock sectors, in order to support a key sector for the Portuguese economy, with the aim of enabling the creation of import substitution products.
- Several specific credit lines to support the victims of the fires that ravaged Portugal, with the objective of not only supporting the victims, but also enabling the reconstruction of the affected areas and creating conditions for the maintenance of economic activity:
 - Credit Line to Support the Recovery of Companies, Municipalities and Individuals, offer approved by Caixa, to support the affected areas;

- Credit Line to Support the Treasury of Companies Affected by Fires that broke out on 15 October 2017, a protocol with the IAPMEI, PME Investimentos and SGM - Mutual Guarantee Companies;
- Guaranteed credit line to minimise the effects of the 2017 Drought - Animal Feeding, protocol with the IFAP.

Caixa's positioning as a bank that support the economy requires it to continuously take a leading role in promoting the lines agreed to in a protocol with the State, as instruments that stimulate the activity of the different sectors. In this regard, the production achieved and highlighted in 2017 confirms Caixa's commitment in this area.

SUSTAINABLE OFFER IN INTERNATIONAL STRUCTURES

The CGD Group's affiliate Banks in Cape Verde also offer their customers a set of social benefit products.

BANCO COMERCIAL DO ATLÂNTICO

BCA's mission is to provide financial products and services with high-quality standards, meeting customer needs and turning to advanced technologies, while creating value for shareholders, employees and the Cape Verdean society in general. BCA's performance is guided by values based on a commitment to sustainable development.

BCA offers a set of products with a social benefit to support the growth of the economy and households, namely:

- "1 Milhão de Contos" Credit Line: Four subsidised credit lines for micro-, small- and medium-sized enterprises and microcredit associations, located in the territory of Cape Verde; the first three lines have a total amount of 1 billion Escudos (approximately 11 million euros) each, while the fourth line has a total amount of 2 billion Escudos (approximately 22 million Euros), making up a current overall amount of 5 billion Escudos. In 2017, under this fourth credit line, which is still in force, the bank granted loans in the amount of 13.5 million euros.
- 1 Milhão de Contos - NU PINTA NOS TERRA Credit Line – intended to finance the refurbishment and painting of exterior walls of homes - 272,000 euros in loans granted in 2017.
- University Credit: 1 million euros in loans granted in 2017.
- Credit line with mutual guarantee for higher education students - 186,000 euros in loans granted in 2017.
- 350 free minimum banking services accounts opened in 2017, under Notice no. 1/2013 of the Bank of Cape Verde.
- BCA Poupança Jovem: account designed for young people up to the age of 30, which allows the accumulation of savings - approximately 10.4 million euros in deposits at the end of 2017.
- Depósito Emigrante, under Decree-Law no. 53/95, of 26 September, which regulates the Emigrant Savings Programme in Cape Verde - approximately 335.5 million euros in deposits at the end of 2017.

BANCO INTERATLÂNTICO

Aware of the important role it plays in promoting sustainable development in Cape Verde, in 2017 Banco Interatlântico offered a number of products with social benefits, namely:

- University Education Credit: 184,000 euros in loans granted in 2017.
- Credit line with mutual guarantee for higher-education students intended to finance expenses directly related to the attendance of vocational higher-education courses by Cape-Verdian students, BA's and MA's, preferably taught in Cape Verde. 157,000 euros in loans granted in 2017.
- A total of 4,202 accounts opened under free banking services (under Notice no. 1/2013 of the Bank of Cape Verde).
- BI Conta Poupança Jovem: account designed for young people up to the age of 30, which allows the accumulation of savings. At the end of 2017, investments in this product amounted to 1.5 million euros.

PRODUCTS/SERVICES WITH SOCIAL BENEFITS	Indicator	Values
BI University Education Credit	Amount (thousands of euros)	€184
Credit Line for higher-education students with mutual guarantee	Amount (thousands of euros)	€157
Opening of Account under the minimum banking services (free of charge) (*)	No. of accounts opened	4,202
BI Conta Poupança Jovem(*)	Amount (thousands of euros)	€1,503
BI Trade Finance Line	Amount (thousands of euros)	€247
BI Sustentável	Amount (thousands of euros)	(**)

(*) Product under local legislation

(**) There are no assets in the portfolio, with reference to 31 December 2017

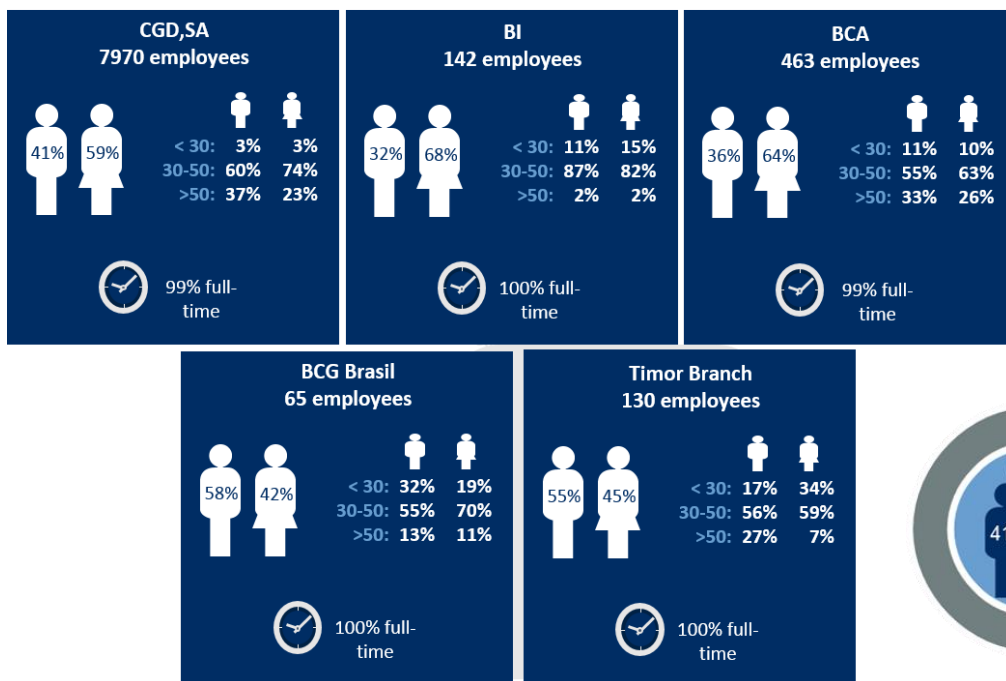
3. Human Capital

Relevant topic:

Diversity and equal opportunities

CGD pursues an inclusive policy based on equality in the management of its key assets – its staff members – grounding its activity on the implementation of best practices in matters of non-discrimination, social responsibility and upholding of high ethical standards and trust values. As part of its activity, as a socially responsible institution and complying with all legal requirements, CGD fully respects human rights, reflecting these principles in the management of its human assets, guaranteeing freedom of association and the prohibition of child and forced labour. CGD ensures an environment of equal treatment and opportunities

for men and women, through strict compliance with equality principles, both in terms of hiring and career development, and in terms of employee remuneration policies. CGD strives for the company's internal stability, something that is reflected in the type of contracts concluded with its staff members.



LABOUR PRACTICES

Principle 6:

To support the elimination of discrimination in respect of employment and occupation.



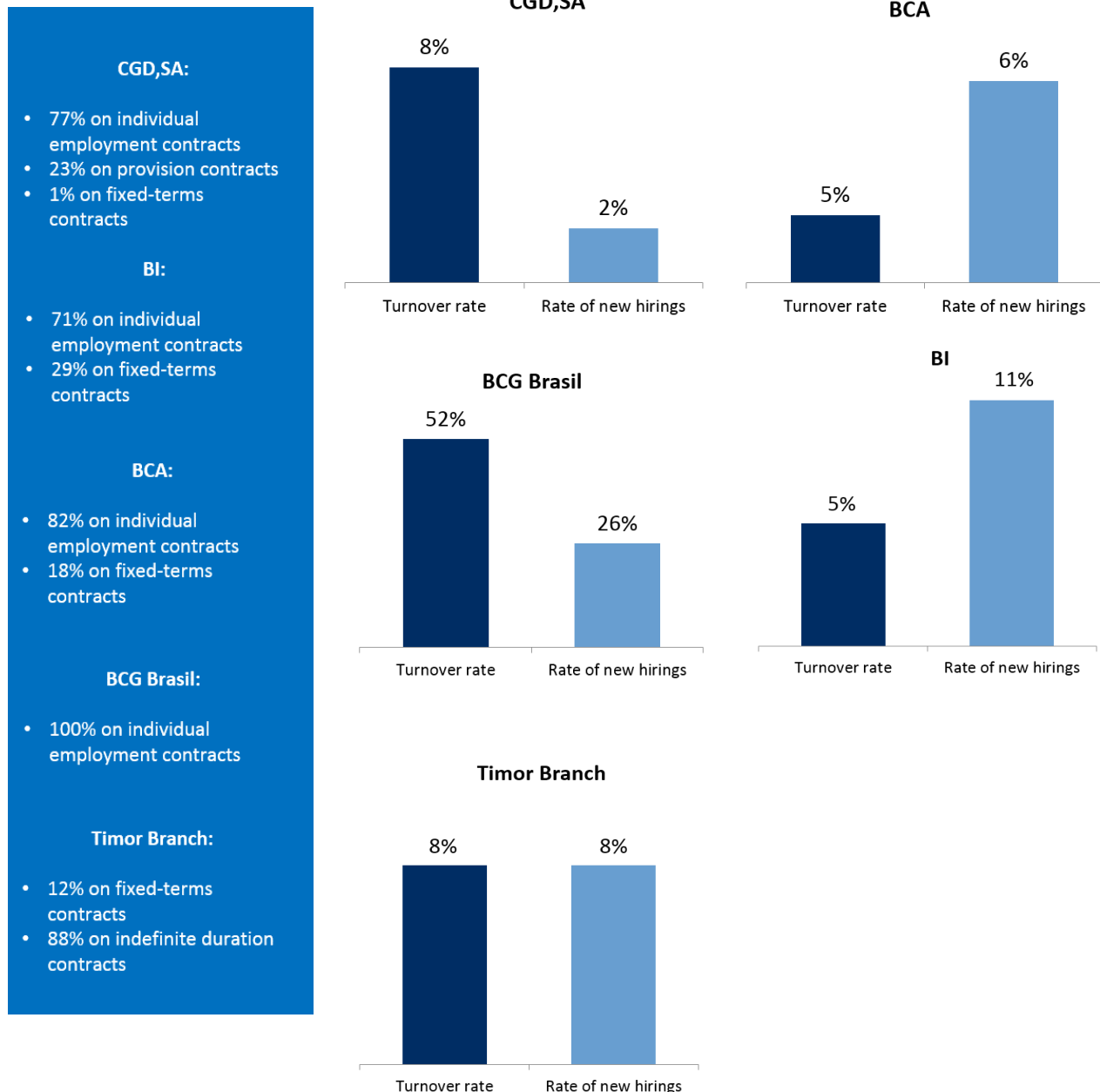
In 2017, CGD had 156 employees with physical disabilities (53 men and 103 women).

CGD S.A. had 52 male and 101 female employees with physical disabilities.

BI had 1 employee with physical disability and BCA had 2 employees with motor impairment.

At BCG Brasil and at the Timor branch, there are no physically disabled employees.

In terms of remuneration, CGD has in place an effective policy of equal pay for men and women, making no gender-based distinctions (for more information on wage equality, by professional category and gender, please refer to the Sustainability Indicators, available at cgd.pt).



3.1. TALENT ATTRACTION AND MANAGEMENT

Relevant Topics:

Talent attraction and retention

Human capital development

Career, remuneration and incentive management

CGD recruits both men and women and the selection is based solely and exclusively on the applicant's curriculum and skill profile, regardless of gender.

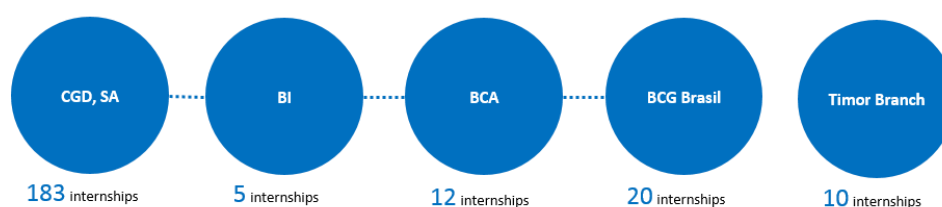
Career advancement analyses are carried out based exclusively on merit and competence criteria.

In terms of basic remuneration, CGD has in place an effective policy of equal pay for men and women, making no gender-based distinctions.

During the year 2017, with a view to optimising its establishment plan, CGD continued its Internship Programme, operating based on the promotion of the values and culture of the CGD Group and on the involvement of the entire Organisation with the strategic goals set.

This programme has a twofold benefit, as a tool for attracting talent and strengthening the CGD brand, and also for social responsibility, as it integrates young university students into the working life.

230 internships granted in 2017



In terms of internal recruitment, some opportunities for domestic mobility were disclosed, which allow the appreciation of employees and that reflect the investment in their career development and the fulfilment of their expectations, in line with the Institution's strategy.

3.2. KNOWLEDGE MANAGEMENT

The training plan for 2017 was aimed at developing cross-cutting skills, as well as skills of a more specific nature, giving priority to the areas and competences related to the institution's strategic guidelines. The plan was also supported by a survey of the needs of each division and respective employees. However, we should note that, in 2017, the training provided as part of regulatory guidelines for the sector played a key role.

Therefore, CGD developed initiatives for continuous training in basic skills, reinforced skills critical to the business, and behavioural and technical skills related to regulations and business support.

We highlight the following initiatives and Programmes:

Training and certification process related to the new Markets in Financial Instruments Directive - MiFID II, which covered 4,807 employees, with a total of 395,123 hours of training, which guarantees, as required by the CMVM, the qualification for the provision of information regarding Financial Instruments.

The Programmes related to trading, monitoring on overdue credit, and products and services were also relevant, from the point of view of Business support, as well as regulatory issues such as the Prevention of Money Laundering and Terrorist Financing and the Securities Code.

With regard to individual training in specific areas, CGD registered 245 employees for a total of 3,746 external training hours.

There were several business support training initiatives, most notably the Leadership training programme, which started in 2016 and is aimed at all Managers and employees with intermediate management functions - Coordinators and Management.

This Programme involved 1,452 employees and comprised several training stages, most notably the component related to the new Performance Management System.

Caixa's transformation process requires management teams to be innovative, agile in solving problems, focused on customer service, as well as to have strong leadership skills. In this context, we initiated several training programmes aimed at groups of Managers at reference Institutions, whose contents addressed issues related to banking sector trends, the management of transformation processes and the development of team management and negotiation skills, promoting contact with best practices in the industry.

The members of the Board participated in an induction and training programme led by internal officials of the Areas involved and by benchmark External Entities, with a total of 236 hours this year.

With regard to environmental procedures, Caixa launched training and awareness-raising initiatives aimed at its employees. For example, the external training attended by members of the SGA team and the regular publication on the intranet of articles concerning good behavioural and environmental practices.

The training plan for 2017 comprised 172,819 participations for a total of 559,423 hours of training; 14% of the participations corresponded to face-to-face training, 84% to e-learning and 2% to other training methodologies. Of the total number of hours of training, 535,981 hours corresponded to training of employees who, as of 31 December, had an employment contract with CGD, S.A., resulting in an annual average of 67.2 training hours per employee.

INTERNATIONAL STRUCTURES

BI organised several training courses in order to manage and maintain lifelong learning. In 2017 there were courses in Compliance, Leadership and Personal Development, Credit Risk Analysis and Management, among other relevant topics. The performance assessment programme is implemented annually, to evaluate the tasks and individual skill of all employees.

BCA has a Strategic Training, Knowledge and Innovation Plan for 2015-2017, covering all Employees. Each year, an Annual Training Plan is prepared, which considers the Strategic Plan, the improvement actions identified in the employee performance evaluations and the very training plans prepared by training providers. It also maintained its commitment to developing its staff, providing training in areas such as Money Laundering and Terrorist Financing, Governance Model for Operational Risk, Complaint Management, Risk Management and Internal Control, ICAAP and ILAAP, among others. BCA paid 50% of the tuition fees of the academic or vocational courses attended in the country and considered to be of interest to the Bank.

BCG Brasil promotes the professional enhancement of its employees, offering different possibilities of personal and vocational training. The employees' performance is guided by the BCG Brasil Code of Ethics,

which addresses aspects such as Human Rights. In addition to the handing out of this Code to all new hires, periodic training (*e-learning*) is also provided to all active employees.

The Timor Branch organised several training courses geared to employees from different areas. In 2017, the Timor Branch provided 2,158 hours of training in areas such as Compliance, Code of Conduct, ATM, POS and Cards, English, among others.

TRAINING EFFECTIVENESS ASSESSMENT

In 2017, we maintained our commitment to increasing the coverage of the Training Effectiveness Assessment process, with highlight to the following indicators:

- The programmes organised by Caixa Academia had an average satisfaction level of 4.31 (five-point *likert* scale)
- Learning evaluation was guaranteed in all the e-learning courses launched in 2017 and, in two of the largest face-to-face training programmes, in addition to learning evaluation, the assessment of satisfaction and of the behavioural impact of training were also guaranteed.

INTERNAL TRAINER POOL

A significant share of the face-to-face training was conducted by in-house trainers. In 2017, there were 403 sessions conducted by 142 in-house trainers. The fact that in-house training carried out at the initiative of the Divisions grew in 2017 helped boost the dynamics of the In-House Trainers Pool.

SUMMER ACADEMY

The 9th edition of Caixa's Summer Academy was held in 2017, giving 60 young university students the opportunity to undertake a 6-week internship at Caixa. This internship had strong components related to learning and approach to the world of work, most notably a 29-hour module with a very strong educational component focused on the development of forward-looking personal and professional skills.

3.3. PERFORMANCE MANAGEMENT SYSTEM

Through its Performance Management System, CGD evaluates all eligible staff members in terms of behavioural and technical skills, as well as goal fulfilment.

As anticipated, a new Functional Matrix organised according to Functional Bands and Families entered into force at the end of 2016; it is the basis of a new Performance Management Model that was applied to the performance assessment concerning 2016 during the first quarter of 2017.

In 2017, the effects of salary restrictions were eliminated, career development was reinstated, and the calculation of the length of service for the purpose of seniority promotions was resumed; there were also merit-based promotions and a salary review.

In this context, there were 2,200 promotions and remuneration changes whose effect on the wage bill is 1.03%.

There was also an update of the Caixa Skill Dictionary, which was gradually introduced into HR management policies and instruments throughout 2017.

The commercial performance reward policy remained subject to the limitations arising from the rules defined for State-Owned Enterprises (ESS), giving rise, in 2017, to a commercial incentives process and a point acquisition process:

- The incentive system was revised and is now quarterly rewarding teams and/or managers that stand out in terms of the level of achievement of the established objectives, with a fixed base value defined according to function;
- The points system was extinguished in 2017, and a single monetary bonus was paid at the end of the year, as a result of the sale of real estate from CGD's portfolio and some sales operations registered between January and February; the decision to do away with this reward system results from a periodicity review and from more comprehensive rules for the incentive system.

In 2017, in terms of structuring projects with an impact on human resources policies and instruments, we can highlight the gradual extension of the Role Matrix to Group Companies within the domestic perimeter, in order to be able to apply single HRM model to the Caixa Group, with regard to both the Performance Management System and the other components of the Human Resources Management policy.

3.4. WORK-LIFE BALANCE

Relevant topic:

Balancing of personal and professional life

The CGD underpins its policies for an effective balance between personal, family and professional life on a culture of solidarity, based on the adoption of sustainable practices as a family responsible company.

Considering the impact that the socio-economic crisis has had on families in recent years, and the fact that its effects have been prolonged over time, CGD has continued to search for sustainable and risk prevention solutions, stimulating savings and providing support in situations of debt restructuring, together with psychosocial support.

Among the measures that have an impact on the work-life balance and professional fulfilment, we highlight the following:



In 2017, we granted 2,414 loans to employees under special conditions, 539 of which are Mortgage Loans (69 M€), while 1,874 are Personal Loans (19.8M€).

We also highlight:

- Payment of childbirth grant.
- Award of a "Disability bonus" and/or "Constant attendance allowance" to employees with children who suffer from serious illnesses, provided that the situation is duly substantiated;
- Award of subsidies to employees' children (primary, secondary and higher education scholarships according to social and meritocracy criteria);
- Award of a "Funeral allowance" when the employee's deceased relative is not covered by any mandatory social protection scheme that grants the right to payment of a death allowance;

Social and medical care for active and retired employees of the Head Office is managed by Caixa Geral de Depósitos Social Services (Social Services), which are financed via contributions from CGD and employees. Hence, there are Medical and Nursing Centres available in the main urban centres, as well as protocols signed with providers in different areas, ensuring a wide nationwide medical coverage. (Social Services detailed in section 3.7)

In the sports area, the Social Services also guarantee special conditions for the practice of sport, either in its own facilities or by supporting the use of facilities and services offered by third parties. (Social Services detailed in section 3.7)

The 2017 Corporate Governance Report includes more detailed information on the measures and policies implemented.

3.5. OCCUPATIONAL HEALTH

In 2017, CGD continued to carry out several initiatives focused on the health and safety of its employees.

In this respect, the multidisciplinary Occupational Medicine team (physicians, nurses, psychologists and administrative staff) provide a proximity-based, personalised service, promoting the comprehensive characterisation of situations, their coordination, and, where necessary, rehabilitation and professional reintegration services.

In addition to compliance with legal obligations, and from a global health standpoint, CGD's Occupational Health department, which develops its activity in close cooperation with the Occupational Safety Area and the Social Action Centre, integrates routine complementary diagnostic tests and speciality appointments, such as nutrition, business traveller support and breastfeeding support.

In addition to the exams performed in compliance with legal requirements, CGD provided a number of additional initiatives in the field of health prevention.

In 2017, the area of psychology characterised and monitored:

- All situations of prolonged absenteeism due to illness, with a total of 365 interviews;
- All the problem situations that were identified, with a total of 461 interviews;
- Psychosocial intervention in all crisis situations, with a total of 5 interviews.

3.6. SAFETY AT WORK

Relevant Topics:

Occupational health and safety

Safety of the customers and of their financial assets

CGD continued to develop several initiatives aimed at assessing the impact of its operations, through the Prevention and Safety Office (GPS), under its Safety Risk Prevention and Management Policy (PPGRS), with regard to the safety of people and goods, assets and valuables.

In 2017, GPS maintained the Certification of the Quality Management System and developed several initiatives.

- **Incident analysis and management-** Following the reporting of incidents, GPS promoted the analysis of the circumstances in which each incident occurred and implemented the necessary improvement measures to reduce the impact of the event and, subsequently, prevent future incidents of a similar nature.
- **Training sessions as part of the Caixa Segura programme** - As part of the Caixa Segura Programme, GPS continues to promote training courses for First-Responder Groups (GPI) with the goal of providing trainees with theoretical and practical knowledge that allows them to intervene in the most efficient way in case of emergency: guaranteeing the safe evacuation of the occupants of the building, providing first aid to the victims and acting with maximum effectiveness while using fire extinguishers (202 in 2016); more than 90% of First Intervention Groups (GPI) and Emergency Response Teams (ERE) members have basic training in fire safety and first aid. In 2017, the Caixa Segura Programme comprised 277 training courses with a total of 1,479 attendees.
- **Emergency drills at central buildings** - complete evacuation drills at central buildings, in order to assess the activation of the Emergency Management Office, test the Internal Emergency Plan in its various aspects and promote coordination, at the operational level, with the Operational Command Station as part of SIOPS (Integrated System for Relief and Protection Operations), which comprises civil defence agents.
- **Emergency drills at facilities with risk category 2, as part of the MAP** - and continuation of emergency and evacuation training and drills as part of the implementation of self-protection measures at facilities with risk category 2, in accordance with legislation in force;
- **Visita Segura (Safe Visit) Concept-** mandatory fact-finding visit to the head office and to the buildings located on Av. 5 de Outubro and Av. dos Aliados with the goal of raising the new residents' awareness and providing information on basic emergency procedures.
- **Férias Seguras (Safe Holidays) and Crescer em Segurança (Growing up in Safety) Project** - consolidation of the protocol signed with the Lisbon Municipal Civil Defence Services, focused on collaboration and training on the protection of people and property, participation in emergency drills organised by CGD and availability to take part in the training provided to the children of employees as part of the Férias Seguras (Safe Holidays) Concept and the Crescer em Segurança (Growing up in Safety) Project.
- **Programa Proximidade (Proximity Programme) (security)** - Programa Proximidade for the Branch Network, consisting of the presence of a security officer at each branch (for the entire coastline, from Setúbal to Minho) in order to prevent/deter any situations of theft, fraud, threats, etc., that may threaten customers and staff at the branch network.
- **Laptop Theft Prevention Programme** - Laptop Theft Prevention Programme, which consists of daily preventive rounds aimed at detecting laptops vulnerable to theft (not properly locked), which are collected as a preventive measure and returned on the following business day, to the secretariat of the Division to which they belong.
- **Safe Branch Programme** - Safe Branch Programme, which consists of the Security Centre's monitoring of situations involving increased risk at branches, namely the counting or packaging of cash outside the areas provided for in the internal regulations.

In 2017, CGD developed several activities in the field of occupational safety, in line with current best practices.

- **Technical Occupational Health and Safety (OHS) Audits** - In 2017, we continued to apply the model used in 2016 to plan workplace risk assessments with proposals for preventive/corrective measures, where applicable: priority was given to facilities being refurbished and/or to layout changes with a direct impact on workstations. There were 6 audits, corresponding to 700 workstations (WSs - employees + outsourcing) which included the commercial network, central departments and group companies;
- **Analysis and management of work accidents** - Following an analysis of the circumstances of the work accidents occurred in 2017 (100 CGD employees and 3 group companies), we prepared several reports with proposals for preventive/corrective measures, where applicable;
- **Incident analysis and management** - The circumstances in which the nearly 56 incidents reported occurred were analysed, and actions were taken to reduce the impact of those occurrences, as well as to prevent future incidents;
- **Ergonomic assessment and correction of workstations** - 449 workstations were the subject of an ergonomic study, which involved postural corrections and/or changes in the work equipment layout, as well as the proposal and implementation of measures aimed at eliminating/reducing risks at the source, as well as interventions aimed at improving working conditions.
- **Analysis of high-risk activities** - nearly 185 high-risk activities were assessed, for which individual protection equipment was outlined and necessary prevention measures were proposed.
- **On-the-job training** - Promotion of *on-the-job* training sessions during technical audits and/or whenever deemed relevant.

3.7. SOCIAL SERVICES

The Caixa Geral de Depósitos Social Services (SSCGD) were created by Decree-Law 48 953, of 5 April 1969, kept in force by Article 9.2 of Decree-Law no. 287/93, of 20 August, integrating, at the time, the following organisations: "Casa dos Funcionários" and "Caixa de Socorros dos Funcionários", created at the initiative of CGD employees in the 1940s and 1950s.

The Social Services have local offices, departments and section, across the national territory, of Caixa Geral de Depósitos, S.A. ("CGD" or "Caixa"), and a head office in Lisbon. In the scope of its activity, the Social Services operate a number of clinical centres in CGD properties, in which they provide services to their beneficiaries.

On 31 December 2017, the Social Services had 17,253 SSCGD Members and Employees and 22,909 Beneficiaries (17,606 Members and 23,299 Beneficiaries on 31 December 2016).

Mission

Social Services is a non-profit institution. The main mission of the SSCGD is to improve the economic conditions of CGD employees and retirees (members) and their families (beneficiaries), working "in the fields of health, social security, housing, culture, recreation and related activities."

The annual budget of the Social Services is set and provided by Caixa every year. In addition, the Social Services charge contributions to its members, depending on the remuneration or pension they receive. The financial contributions of the members are proportional to their income. The balance of the system is fostered by contributions from younger members to older ones, from members with higher incomes to those

who are earn less, from members in good health to those in poor health. The support provided to households (beneficiaries) is a way to show solidarity with the members.

The SSCGD provide support to members and their families in various areas of activity, always in an equitable manner. Each member, regardless of their financial contribution, social or professional status, enjoys all the rights and obligations set forth in the Statutes.

Members and beneficiaries

The Members of the Social Services are: CGD employees (regardless of the legal nature of their employment relationship), CGD retirees, CGD directors in the exercise of their duties.

Members are automatically registered on the day they join CGD. Members retain their status even when they join early retirement schemes or retire.

Members may register relatives as Beneficiaries, and this registration is their sole responsibility. In addition to spouses and dependent children, it is possible to register other members of the household, with limited rights, under the conditions stipulated in the Statutes of the Social Services. These beneficiaries have access to the services provided in the SSCGD healthcare network (Clinical Centres and Providers), according to the current conditions and price list.

Subsidies, agreements and complementarity

The SSCGD have Reference Value Tables for subsidised medical procedures, establishing clear limits for the items concerned. The percentages of subsidies applicable to members and beneficiaries are calculated based on these Reference Values.

In general, the percentage of subsidy for members is 90% of the Reference Value (and not of the total expenses billed) and 80% for the beneficiaries. Members and Beneficiaries covered by the Seriously Ill Patient Scheme may benefit from an additional 10% in the percentage of the respective subsidies.

Amounts billed above the stipulated table are borne by the members, i.e., the amount in excess of that resulting from the application of the percentages of subsidies to the Reference Values.

Under the Law, SSCGD members and beneficiaries are entitled to use the NHS under the same conditions as any other citizen, because the SSCGD is a complementary health service, not a substitute for the National Health System. The issue of complementarity with the NHS was the subject of a decision issued by the ERS in 2017, according to which SSCGD members/beneficiaries must be treated as equal to any other citizens.

SSCGD population

The geographical distribution of the SSCGD population is similar to that of Caixa Geral de Depósitos branch and service network, with a high concentration near the sea coast, as the districts of Braga and Setúbal comprise around 76.5% of the members and beneficiaries.

On 31 December 2017, the total population of SSCGD users was close to 52,000 individuals, of which 32.8% (17,000) were members, 0.4% (221) SSCGD employees, 43.6% (22,700) beneficiaries, 19.3% (10,200) members' relatives, registered under Communication 08/00 and 3.1% (1,600) were subscribers. The downward trend in the number of CGD employees (-372) and beneficiaries (-422), and the growth in the number of beneficiaries under Communication 08/00 (+237) continued in 2017.

With regard to members, which are the core of the SSCGD population and consists of CGD employees, 8,100 (47.3%) were active, 807 (4.7%) were under an early retirement scheme and the remaining 8,200 were retired (48%). In 2017, retired members outnumbered active members.

Clinical Centres

The Social Services have a network of Clinical Centres and Extensions in seven Portuguese cities: Lisboa, Porto, Coimbra, Leiria, Aveiro, Viseu and Vila Real, which ensures the management/promotion of healthcare.

The Social Services Clinical Centres (CC) and Extensions offer specialised medical services provided by an experienced and first-class clinical staff, operating with extended opening hours to meet the health needs of CGD employees and retirees and their families. Most have diagnostic and treatment facilities and offer a wide range of healthcare services. They play an important role in the health policy of the Social Services, as key partners in the area of health prevention, with an active participation in the campaigns developed by the Social Services.

Last year, we continued to increase our investment in the Clinical Centres, in order to restructure and modernise the health areas most sought after by members and beneficiaries. We increased the workforce of the various CC, hiring new doctors and other professionals to reinforce the existing clinical staff, as well as doctors from specialities that were not covered, in order to expand the offer of health services and meet the members' needs.

In 2017 we highlight:

- Increased offer in the area of Implantology and Dentistry, one of the areas in which there were greater needs, by means of the acquisition of state-of-the-art Auxiliary Diagnostic Means and the hiring of new specialists for the Clinical Centres of Lisbon, Porto, Coimbra, Leiria and Viseu, ensuring more affordable prices for members and the SSCGD. This reinforcement has allowed a greater number of members to benefit from this service in the Clinical Centers;
- The Maternal and Child Health Unit was created in the Clinical Centre of Lisbon to provide a specialised service with various medical specialities, capable of responding with greater efficiency to the specific needs of children, mothers and future mothers;
- The CCL Continuous Training Centre was created to organise short training courses aimed specifically at the health professionals of the CC of Lisbon, allowing them to update their knowledge in a wide range of areas. These courses involve the sharing of experiences and the presentation of topical and highly relevant clinical cases. The training sessions were attended, on average, by 25 to 30 professionals from the CCL;
- The Clinical Centre of Porto is now providing Social Assistance services, having hired a Social Worker for that purpose.
- The Clinical Centre of Coimbra is now offering Nursing Appointments for Diabetes, meeting a long-felt need;
- - To strengthen the offer of cancer treatments in Northern and Central Portugal, we signed an agreement with Centro Oncológico, which uses sophisticated state-of-the-art technologies for the diagnosis and treatment of oncological diseases.

Social Area

The social area strives to ensure the well-being and improve the quality of life of members and beneficiaries. Its activity encompasses several areas and relies on a sound scientific underpinning within the framework of social and human sciences and ethics in matters such as human rights, human dignity, social justice and self-determination of the individual as a person/citizen.

Social assistance includes the allocation and management of various subsidies and other social aid, provided by the Social Assistance Unit, which seeks to advise on and define solutions to the needs of the

individuals or families that seek it, and may also intervene in cases flagged by the SSCGD, in coordination with either public or private external entities.

The Social Assistance Unit also plays a role in the integrated long-term care and prolonged hospitalisation support system, in particular in the follow-up of hospital discharges processes that continue beyond the framework of first-line healthcare, and ensures continuous support for organised volunteering initiatives, such as Séniamor - CGD Volunteer Group.

The subsidies and other aid provided by Social Assistance are a means of support alternative to Medical Assistance and are mainly intended to alleviate situations of social deprivation or incapacity affecting the members' households. They are also aimed at providing educational support through the award of scholarships to beneficiary children. In 2017, these scholarships covered 99 beneficiaries who were attending higher education courses. We have also established new protocols that offer conditions with more benefits, especially in the support provided to the elderly.

Subsidies granted in 2017 (amounts in €): 257,537

- Disability – 24,887
- Birth - 350
- Impairment - 174,043
- Homes - 58,257

Other social aid granted in 2017 (amounts in €): 60,165

- Legal support - 1,491
- Education support - 55,875
- Funeral support - 1,643
- Seniamor – 1,156

Holiday Programmes - Camps and Centres

As far as social support is concerned, in 2017 we continued to support children/young people, particularly by organising holiday camps, which, in addition to contributing to personal development, seek to meet the families' needs with regard to out-of-school-time activities, making it easier to keep the young ones busy during the summer months.

Holiday programmes are one of the components of the CCDOTL, Out-of-School-Time (OTL) activities. OTL is focused on managing the participation of the youngest beneficiaries, the members' children, in a number of holiday programmes and camps, which allow them to engage in recreational activities, sports and educational activities, some involving exchange with foreign cultures. The operational organisation of holiday programmes is undertaken by external entities hired for this purpose, recognised for the quality and trustworthiness of the services they provide.

In 2017, there were 32 holiday programmes with a total of 1,876 registrations, corresponding to a 13% decrease in participation. In 2016, the SSCGD reduced the subsidies for these activities. In 2017, 493,000 euros were spent in these activities, and the actual contribution of the SSCGD amounted to 192,000 euros (39%).

Safe Holidays for beneficiaries

Training organised by the Prevention and Security Office, with the collaboration of the Social Services. The "Férias Seguras" (Safe Holidays) training sessions were held during the Easter break (April) and were aimed at the youngest beneficiaries of the Social Services.

The activities take place in the "Caixa Segura" spaces in the Head Office (Lisbon), 5 de Outubro (Lisbon) and Aliados (Porto) buildings, with the aim of raising young people's awareness of security-related issues and passing on theoretical and practical knowledge on prevention, self-protection measures, handling of fire extinguishers and first aid.

Centre for Culture, Sport and Leisure

The Social Services support and encourage a wide range of sports and cultural activities, carried out in its own facilities in Lisbon and Porto. They encourage the practice of sports practice throughout the country, establishing Protocols with entities related to Sport and Culture and paying a share in costs, in order to provide all Members and Beneficiaries with fair conditions for the practice of physical exercise.

Registrations in cultural and sports activities in 2017:

- Fitness - 1,450
- Swimming - 1,285
- Bodybuilding/Weightlifting - 919
- Indoor Soccer - 531
- Athletics - 283
- Musical Education - 198
- Mountaineering - 188
- Other - 1,945

Christmas Parties

In December, as usual, the Social Services organised the traditional Christmas Party, for beneficiaries up to 14 years of age and their families.

There were circus shows on the 9th, in Porto, and on the 17th, in Lisbon, while the other districts were allocated a sum for their own events. The companies of the CGD Group were also invited for the Christmas parties. The children were awarded a monetary gift of 20 euros, deposited in each member's account.

Covering a population of 5,398 children, the Christmas parties and gifts generated, in 2017, an expense of 158,000 euros.

Blood Donor Group

The Group is essentially composed of members or beneficiaries of the Social Services, their friends, relatives and employees that work for CGD under an outsourcing scheme; its activities are underpinned by volunteering and principles of solidarity, thus contributing to CGD's social responsibility.

It was created in 1983 by the employees of the bank and develops "its activity with the administrative and financial support of the Social Services."

The Group makes every effort to achieve its mission of "saving human lives by means of the benevolent donation of blood", reflected in the various blood collections carried out in its Centres throughout the country, as well as in the various Awareness-Raising initiatives it promotes.

The fact that its work is recognised by both the regulators for the sector and other Blood Groups and Associations clearly demonstrates the Group's strong commitment to its activities. It is a reference at the national level and one of the largest and most committed Blood Donors Group in the country, contributing with its supportive activity towards the growth and notoriety of the value of the "Caixa" Brand.

The number of members of the Group has been steadily rising since 2007, a trend that continued in 2017, with a rise of approximately 0.17% to 7,869 registered donors.

Commercial Area

On the 1st Basement of the Head Office Building there is a commercial area consisting of seven physical stores, two operated directly by the Social Services - Stationery and Perfume Shops- and the others by third parties. The service offer covers the areas of travel, women's ready-to-wear, leather goods, jewellery, optics, gourmet, ironing and parapharmacy (the last two due to open shortly). In addition to the commercial area, the SSCGD offers e-commerce platforms, the "+Entre Nós" Club Portal, Loja@aberta and the possibility of ordering books and medication online.

4. Environment

4.1 Eco-efficiency

ENVIRONMENTAL MANAGEMENT

CGD maintained its environmental commitment, based on the guidelines of its Environmental Policy, namely compliance with environmental legislation, the adoption of a proactive attitude and measures to prevent pollution and the continuous improvement of its environmental performance.

Relevant topic:

Environmental Management System

Eco-efficiency

CGD renewed the certification of the Environmental Management System (EMS) implemented in its Head Office Building for a further cycle (2017-2020) and made the transition to the new international standard - NP ISO 14001:2015. The SGA helps CGD achieve its strategic goal of improving operational efficiency, by monitoring the consumption of various environmental aspects associated with the activities developed in the Head Office Building.

As part of the relocation to the Head Office Building of a number of group structures and companies located in other central buildings, there was a 68% reduction in the CGD infrastructure space (m²) allocated to this type of buildings (central buildings excluding Head Office).

In order to mitigate the environmental impacts that may be associated with the increase in population in the Head Office Building and through a project promoted by the Environmental Management System, we launched a Sustainability Plan in partnership with the Higher Technical Institute (IST) with a view to improving aspects such as local integration, use of resources, environmental burdens, comfort and adaptability, socio-economic experiences, among others, using the criteria of the LiderA system. In addition to awareness-raising initiatives carried out among employees and the community, CGD's work includes the outlining of quantitative goals and targets for reducing environmental impact, with a focus on optimising operational efficiency: energy, greenhouse gas emissions, waste management, among others.

We should highlight CGD's investment in improving the selective waste collection process in the Head Office Building, placing specific containers aimed at making the internal recycling process more efficient.

In 2017, the results achieved by the Environmental Management System in the Head Office Building show a positive performance, notably a reduction of 4.3% in energy consumption, 2.5% in water consumption and 1.6% in the consumption of white photocopy paper. In line with the outlining of its Sustainability strategy for the 2018-2020 triennium, CGD is reviewing its Low-Carbon Programme, considering 4 lines of action: emission quantification, emission reduction, low-carbon economy financing and community awareness.

As part of its environmental management policy, CGD publishes the environmental results achieved during the year 2017 in the areas of energy, water, emissions, waste. For more detailed information on environmental indicators, please refer to the documents Sustainability Indicators and Methodological Notes, both available at cgd.pt.



ENVIRONMENT

Principle 7:

To support a precautionary approach to environmental challenges.

Principle 8:

To undertake initiatives to promote greater environmental responsibility.

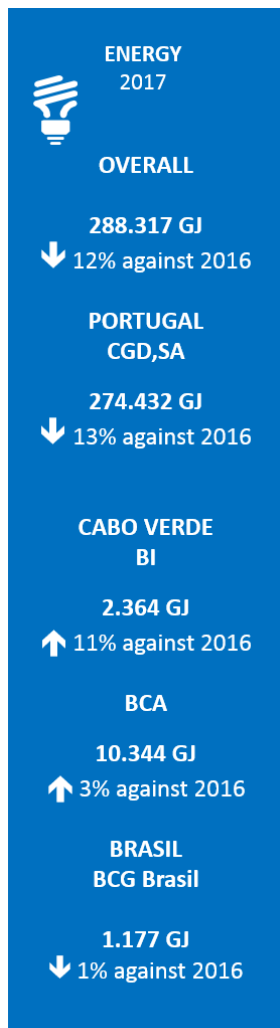
Principle 9:

To encourage the development and diffusion of environmental friendly technologies.

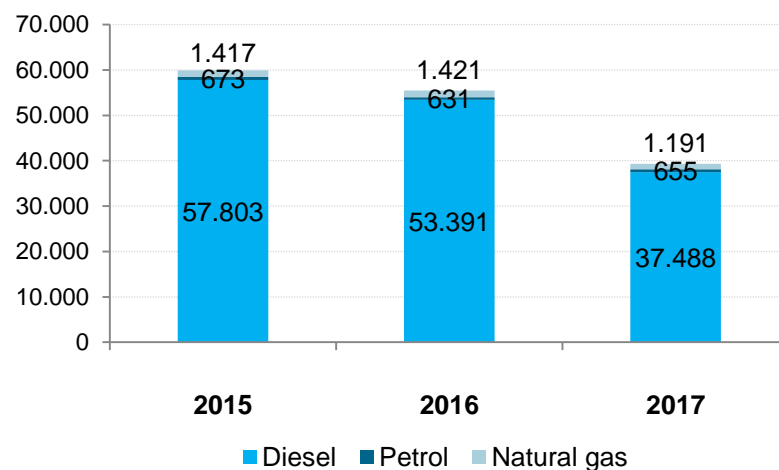


ENERGY CONSUMPTION

As part of its investment in the reduction of energy consumption, CGD continued to implement energy efficiency measures and to monitor the associated environmental impact. The Bank's energy consumption is divided into direct energy - fuel consumption by its vehicle fleet (diesel and gasoline) and its buildings (diesel and natural gas in Portugal) - and indirect energy - electricity consumption at the central buildings and the branch network.

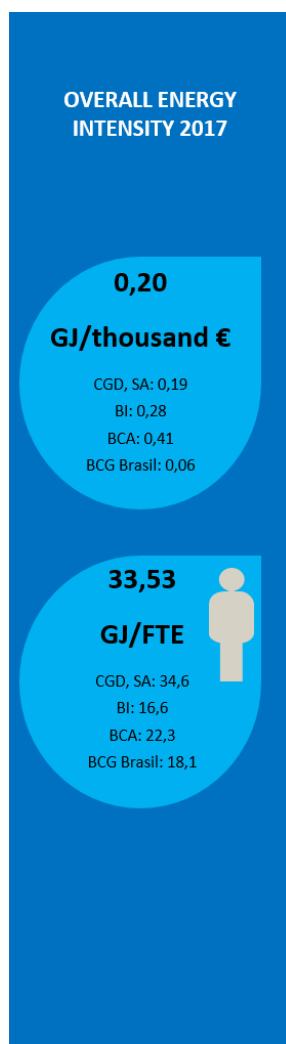


TOTAL DIRECT ENERGY CONSUMPTION BY TYPE OF FUEL BY THE BUILDINGS AND THE FLEET (IN GJ) - CGD

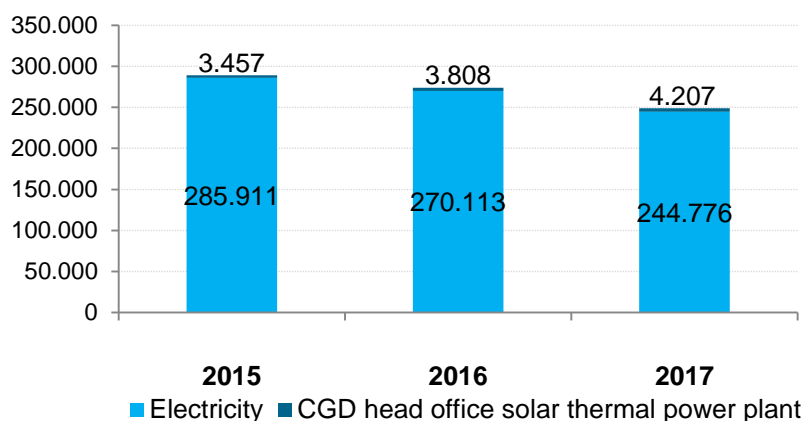


TOTAL DIRECT ENERGY CONSUMPTION IN BUILDINGS AND FLEET IN 2017, BY STRUCTURE (IN GJ)

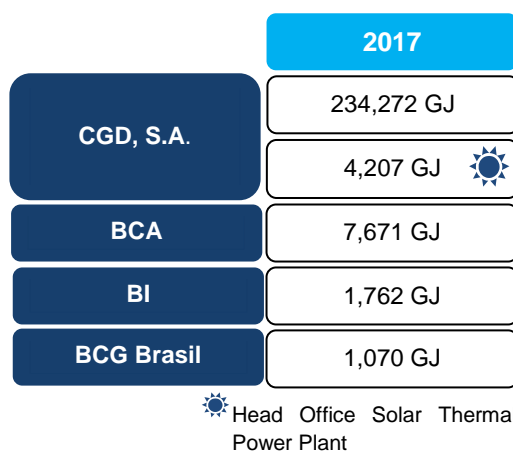
	2017
CGD, S.A.	35,953 GJ
BCA	2,673 GJ
BI	602 GJ
BCG Brasil	107 GJ



TOTAL INDIRECT ENERGY CONSUMPTION BY TYPE - CGD (IN GJ)



TOTAL INDIRECT ENERGY CONSUMPTION IN 2017, BY STRUCTURE (IN GJ)

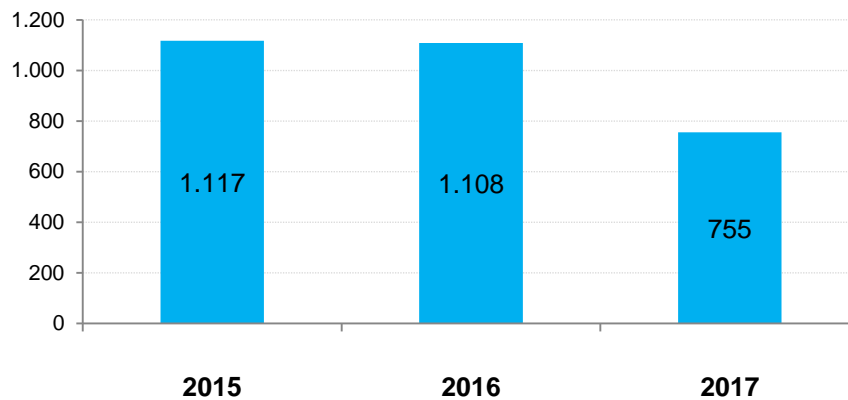


In 2017, CGD recorded a 12% decrease in energy consumption over 2016.

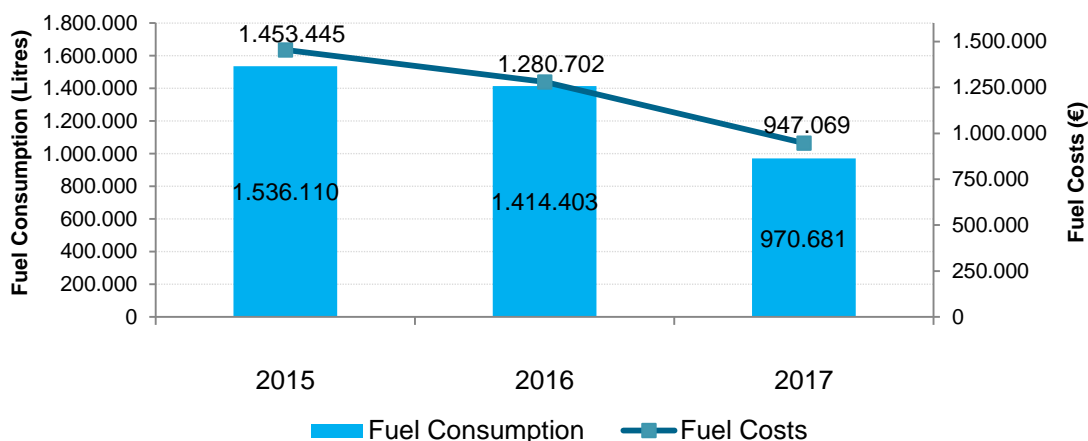
In the area of energy efficiency, CGD S.A. continued to implement a number of measures to improve its environmental performance, such as replacing fluorescent lighting with LED light bulbs on the upper floors, replacing the existing air conditioning equipment with more efficient one, and reducing lighting times and levels in some areas of the Head Office Building.

It is estimated that all the measures implemented will save 2.34 GWh/year.

DEVELOPMENTS IN THE FLEET - CGD,SA. (IN NO. OF VEHICLES)



FLEET CONSUMPTION AND FUEL COSTS - CGD,SA.



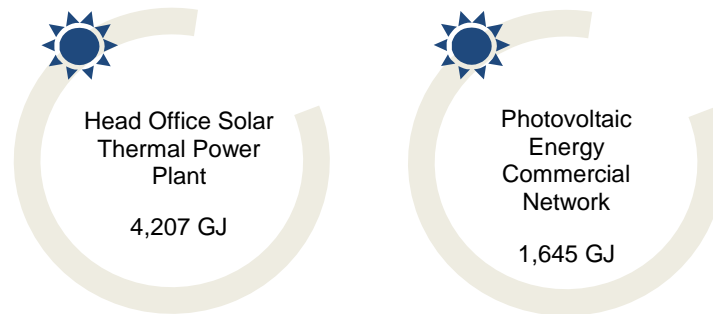
In the case of in-service mobility, in 2017 CGD restructured its vehicle fleet, aiming at adapting it to the developments in its commercial activity and also at reducing its environmental impact.

Compared to 2016, CGD's vehicle fleet decreased from 1,108 to 755 vehicles, contributing to a significant reduction in fuel consumption and costs (-31% and 26% respectively). CGD continues to raise its employees' awareness of the importance of using public transport and means of distance communication (e.g. videoconference), thus promoting the adoption of less polluting practices.

Direct emissions resulting from fuel consumption by CGD's vehicle fleet (t CO₂e) decreased by 32% compared to 2016.

RENEWABLE ENERGY SOURCES

The production of renewable energy in the Head Office solar thermal power plant and of photovoltaic electricity in the commercial network continued in 2017, thus contributing to a reduction in the carbon content of the national electrical system. In the case of the Head Office solar thermal power plant there was a 10% increase in energy production, while the production of photovoltaic electricity in the commercial network increased by 7% compared to 2016. All the photovoltaic energy produced in the commercial network is sold to the national electricity network.



WATER CONSUMPTION

CGD is committed to promoting the efficient use of water resources within its facilities and has implemented over the years several measures to reduce water consumption in central buildings, as well as to disseminate best practices.

In 2017, CGD recorded a 15% decrease in energy consumption over 2016.



WATER 2017

OVERALL

133.381 m³

↓ 15% against 2016

PORTUGAL CGD,SA

↓ 16% against 2016

CABO VERDE BI

↓ 3% against 2016

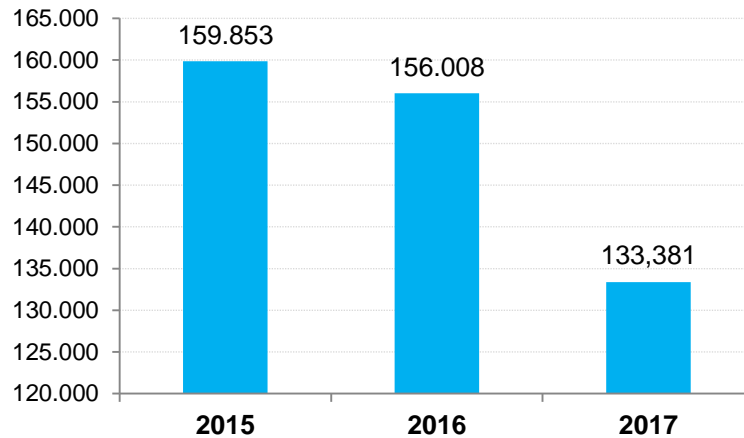
BCA

↑ 27% against 2016

BRASIL BCG Brasil

↑ 59% against 2016

TOTAL WATER CONSUMPTION - CGD (IN M3)



TOTAL WATER CONSUMPTION IN 2017, BY STRUCTURE (IN M3)

	2017
CGD S.A.	125,261 m ³
BCA	5,389 m ³
BI	1,179 m ³
BCG Brasil	1,552 m ³

MATERIAL CONSUMPTION

At the CGD, the most significant material consumptions are the consumption of photocopy paper, paper used in envelopes and paper and cardboard used in bank passbooks. CGD does not use recycled paper, as it consumes paper with the *Eco Label* certification, whose chain of custody is certified by the *Forest Stewardship Council* (FSC), ensuring that the forests used to produce the paper are managed in a sustainable way, while respecting strict international criteria.



MATERIALS 2017

OVERALL

894 ton.
↑ 17% against 2016

PORTUGAL CGD,SA

↑ 19% against 2016

CABO VERDE BI

↑ 18% against 2016

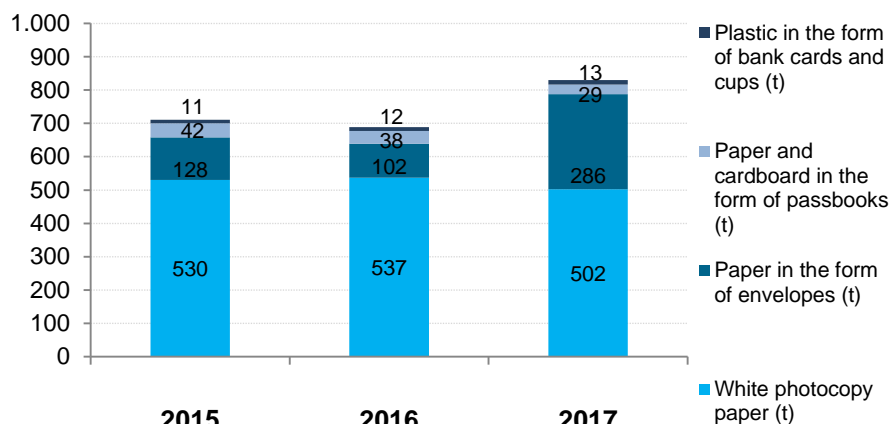
BCA

↓ 41% against 2016

BRASIL BCG Brasil

↑ 2% against 2016

TOTAL MATERIAL CONSUMPTION (PAPER AND PLASTIC) - CGD, S.A. (IN TONNES)



TOTAL MATERIAL CONSUMPTION (PHOTOCOPY PAPER) 2017, BY STRUCTURE (IN TONNES)

	2017
CGD S.A.	502 t
BCA	9 t
BI	13 t
BCG Brasil	4 t

CGD S.A. continued its efforts to reduce printing and mail delivery, paying special attention to the technological adequacy of the sales and after-sales process.

During the New University Season (NEU), the opening of accounts and the subscription to products continued to rely solely on digital means (tablets), covering about 40,000 customers in 2017.

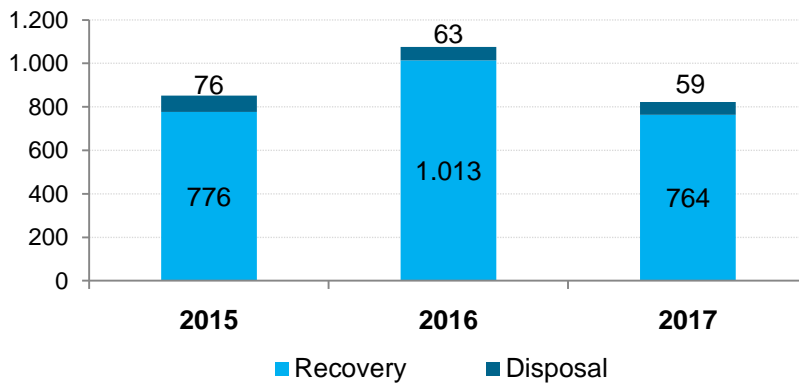
Thanks to this process, CGD has reduced paper consumption by more than 2 million sheets since 2015.

WASTE MANAGEMENT

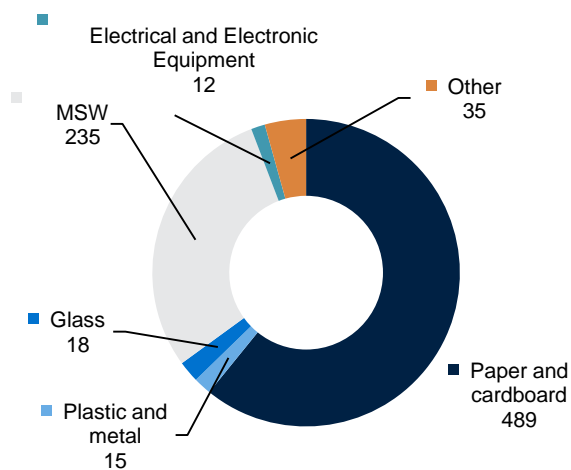
In 2017, CGD S.A. produced approximately 823 tonnes of waste, of which 99% was non-hazardous. CGD's total waste production decreased by 24% compared to the previous year, due to a reduction in the amount of waste paper and cardboard, plastic and packaging and out-of-service electrical and electronic equipment.

The waste recovery rate was 93%.

WASTE GENERATED BY DESTINATION – CGD, S.A. (IN TONNES)



MAIN TYPES OF WASTE PRODUCED IN 2017 (IN TONNES)



RECYCLING OF BANK CARDS

As a result of its Environmental Management System and as a way to promote circular economy, in order to manage and reduce environmental impacts associated with the production and treatment of waste, CGD implemented a circuit that enabled recycling the plastic in bank cards (expired or EOL) and non-bank cards (e.g. loyalty cards, etc.).

In 2017, about 1.9 tonnes of cards were sent for recycling, which allowed delivering urban furniture produced as part of this waste recovery project to four charitable institutions. The 76% decrease in the number of cards sent for recycling compared to 2016 is justified by the lower number of obsolete cards stored at CGD's premises and by the stabilisation of the process of replacement of institutional bank cards with the new Pessoa cards.

In 2017, this innovative bank card recycling initiative was the winner of the Efficient Resource Management category of the 9th edition of the *Green Project Awards*.

4.2. ENVIRONMENTAL AWARENESS

INTERNAL AWARENESS

**Relevant
topic:**

Environmental
Training and
Awareness

Internally, CGD continued with the internal awareness campaign concerning the adoption of best environmental practices by placing posters on the various floors of the Head Office Building; the delivery of the dossier on the best practices of the environmental management system (SGA) to resident suppliers; the integration of content on the SGA in the leaflet for new employees distributed during the mandatory programme of visits to the building; the maintenance of a centralised circuit, in the Head Office Building, for the collection of plastic caps for charitable causes, as well as the SGA tutorial, which is available to all CGD employees.

During the year, and also under the SGA, several communication pieces were launched on the intranet in order to encourage the adoption of good practices by the employees, with a special emphasis on the selective separation of waste.

FLORESTA CAIXA

CGD is responsibly committed to the defence and preservation of natural resources common to all citizens, and "Floresta Caixa" is one of the emblematic educational programmes it is currently managing in order to reach a young audience. Specially designed for children as a way to encourage them to learn more about the Portuguese forest, Caixa continued to provide access, via its website, to the children's books "Trees of the World" and "The Story of the King who was Prince," thus strengthening its connection to our natural heritage.

Caixa continued to monitor the areas of the Mafra National Forest covered by the "Floresta Caixa" Programme, thus contributing to preserving forests and promoting biodiversity.

One of Caixa's goals in the environmental and social areas - as part of its mission to preserve and promote the Portuguese environmental heritage and as a driver of socio-economic growth - is to invest in structured programmes that are relevant to the community. That is the case of its "Floresta Caixa" Programme, which has been supporting the planting of native species since 2006.

Since 2011, International Year of Forests, Caixa Geral de Depósitos has been a partner of the League for the Protection of Nature (LPN) in initiatives to promote biannual debates focused on topics related to the Forest, biodiversity, natural resources, and other current and relevant issues in the environmental field.

In 2017, for various reasons, some of exceptional nature, forest fires in Portugal reached unimaginable levels in terms of losses and damages, including the loss of human lives. This phenomenon drew the attention of the Portuguese to this recurring and dramatic problem.

Faced with the tragedy of the fires and their consequences, leading to the declaration of the state of public disaster, CGD, in partnership with the LPN and with the collaboration of the Engineering Association, launched a Cycle of Debates entitled "Forest and Forest Fires - Uncertainties and Truths" with the participation of a panel of guest experts.

The initiative was promoted to discuss with the civil society the fundamental and structural reasons for the recurrence of these forest fires, but also to point out ways and solutions to change the Portuguese forest, making it more resilient and more sustainable. The ultimate goal was also to call on the Portuguese society to make a more cooperative and active effort to protect and enhance our Forests, which must increasingly be asserted as an asset to be enjoyed by the community.

This cycle of debates, with free admission, took place at the Caixa Geral de Depósitos Foundation - Culturgest, The themes of each debate were:

Date	Topic Debate
23 November - Native Forest Day	Is management the best prevention?"
30 November	Rearranging our forest. Do species count?
6 December	Forest and fire literacy. The role of the media
14 December	Planning matters. Inland development options matter even more!

The four debates, attended by 344 participants, including experts, students, researchers and representatives from different companies, associations, confederations and other public and private entities, particularly from the agricultural, forestry and environmental sectors.

VISITS TO THE SOLAR THERMAL PLANT

The use of renewable energies is a key part in reducing the national energy dependence, and in reducing carbon emissions.

CGD has a solar plant in its Head-Office Building, consisting of 158 solar collectors installed on 1600 m² of the building's rooftop at Av. João XXI, in Lisbon, enabling the production of energy used for heating and cooling (via an absorption chiller) water for the air conditioning systems, toilets and canteen kitchen.

This project has been receiving a lot of attention from the academic community over the years, and CGD has organised several guided visits to its Solar Thermal Plant, thus promoting the sharing of knowledge and best practices.



ENVIRONMENT

Principle 9:

To encourage the development and diffusion of environmental friendly technologies.

4.3. ADAPTING TO CLIMATE CHANGE

LOW-CARBON PROGRAMME

Relevant topic:

Combating climate change, energy efficiency, CO₂ emissions and alternative energy sources

As part of its Low-Carbon Programme, CGD presents its inventory of greenhouse gas (GHG) emissions associated with its activity, calculated according to the guidelines of the Greenhouse Gas Protocol (GHG Protocol). It considers gases like carbon dioxide (CO₂), methane (CH₄) and nitrous oxide (N₂O).

The carbon footprint encompasses the activities developed by CGD S.A, Cape-Verdian Banks - BI and BCA – and BCG Brasil, especially: fuel consumption at central buildings and by the fleet, leaks of coolant gases from the equipment installed at the facilities, electricity consumption in the buildings, work-related trips, third-party vehicles and waste production.

GREENHOUSE GAS EMISSION (GHG) INVENTORY

The preparation of the inventory allows characterising and monitoring the evolution of consumptions and, subsequently, of GHG emissions throughout the years reported. CGD is thus able to identify the efficiency of the reduction measures already in place and plan additional measures to achieve the targets set.



ENVIRONMENT

Principle 7:

To support a precautionary approach to environmental challenges.

Principle 8:

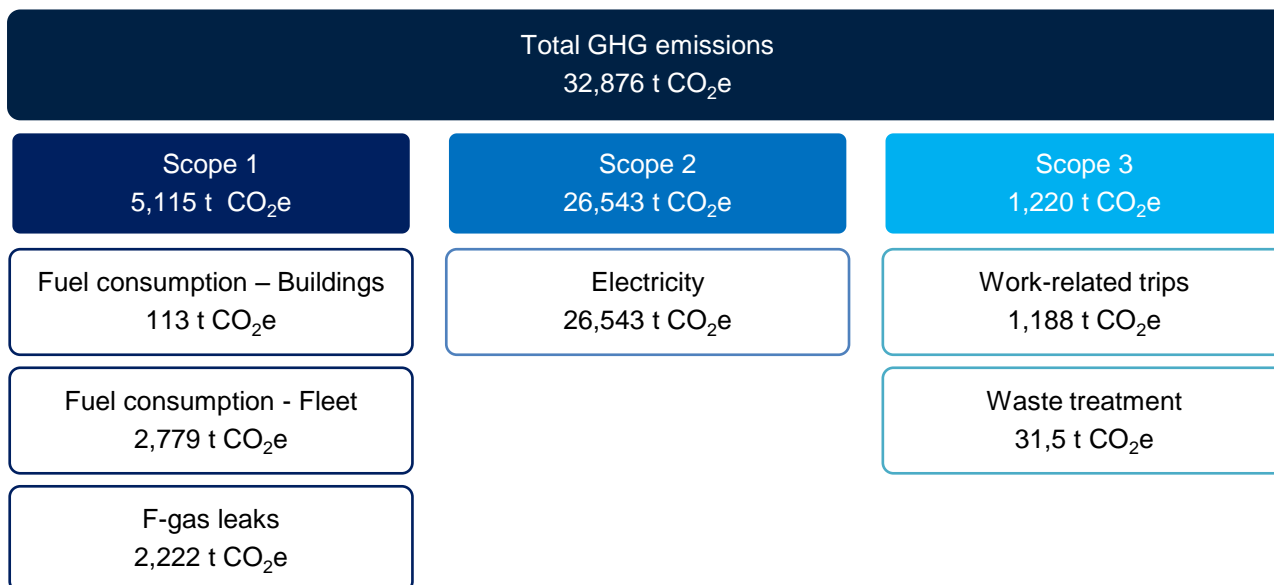
To undertake initiatives to promote greater environmental responsibility.

Principle 9:

To encourage the development and diffusion of environmental friendly technologies.



CGD'S GREENHOUSE GAS EMISSIONS IN 2017 BY SCOPE AND SOURCE (IN TONNES CO₂e)



EMISSIONS 2017

(Tons of CO₂e)

OVERALL

CGD, SA : 31.247
BI: 312
BCA: 1.231
BCG Brasil: 86

SCOPE 1

CGD, SA : 4.838
BI: 45
BCA: 214
BCG Brasil: 18

SCOPE 2

CGD, SA: 25.289
BI: 229
BCA: 997
BCG Brasil: 28

SCOPE 3

CGD, SA: 1.121
BI: 39
BCA: 20
BCG Brasil: 40

CGD's GHG emissions, including those of the Group's affiliated banks, decreased by 6% over 2016. This reduction is mostly associated with the various reduction measures that have been implemented in the area of energy efficiency over the years.

The main activity associated with CGD's carbon footprint falls within scope 2, which corresponds to the consumption of electricity.

CGD, S.A. recorded a 5% reduction in total GHG emissions compared to 2016, with an increase of 15% in scope 1, a reduction of 8% in scope 2, and a reduction of 12% in scope 3.

The substantial increase in the number of pieces of equipment covered by the inventory carried out in 2017, which now covers a total of 4,250 pieces of equipment, contributed to the increase in scope 1 emissions.

As for reductions witnessed in scope 2, these are mostly associated with the energy efficiency measures that CGD has been implementing in its buildings, as well as with the restructuring of its branch network. On the other hand, scope 3 emissions are affected by the reduction of emissions associated with work-related trips, particularly in air travel (reduction of 11% compared to 2016), as a result of the mobility policies that have been adopted.

The fact that BCG Brasil operates in a LEED-certified building contributed to a significant 28% reduction in emissions compared to 2016. BCA recorded an 15% decrease and BI recording a slight decrease of 1%, over 2016.

In 2016, CGD set a new target for GHG emissions - to reduce, by 2020, the total GHG emissions (scope 1 and 2) by 3% in relation to 2015.

In 2017, there was a 28% reduction in scope 1 and scope 2 GHG emissions compared to 2015.

Given the results achieved and future prospects, CGD will evaluate the possibility of defining a new GHG emission reduction target.

PARTICIPATION IN THE CARBON DISCLOSURE PROJECT (CDP)

CGD participates voluntarily in the CDP climate change questionnaire, having achieved an "A-" score in 2017. This leadership score acknowledges CGD's efforts to manage carbon emissions and ensure transparency in addressing climate change. CDP is a non-governmental organisation that provides the largest and most comprehensive international environmental information system. The CDP ratings are an important tool for investors and other decision makers to assess how companies are managing the risks associated with climate change.

5. Community

One of the key pillars of the activity developed by CGD as part of sustainability is the community. The main objectives of this activity are:

- Integrating the community as one of the key factors in the creation of value and in the sustainability of its business, supporting and strengthening its strategy, brand and corporate values;
- Responding to the needs of the community by guaranteeing principles of ethics, transparency, endorsement of codes of conduct, respect for employees and continuous and committed support for social and cultural activities
- Promoting best practices in the response to the challenges of Portuguese society along three strategic axes: Social and Financial Inclusion; Financial Education and Literacy and Support to Social Economy.
- Promoting the participation of all stakeholders, considering their expectations and values in the decision-making process.

Caixa joined GRACE - Group of Reflection and Support for Corporate Citizenship in 2015 and was invited in 2017 to join its Governing Bodies for the 2018/2020 triennium. Thus, CGD undertakes to develop and enhance the role played by the business sector in social development.

5.1 Historical Heritage and Culture

CGD has an area dedicated to Historical Heritage Management, asserting itself as a driving force in heritage protection, preservation and dissemination, enabling the reconstruction of CGD's culture and its evolution, having plenty of means to contribute to the transmission of knowledge on banking and its evolution.

The main purpose of the Historical Heritage Management Area is to ensure the management of CGD's historical heritage, guaranteeing that CGD's documentary, museum and collection archives are catalogued and preserved in good technical and environmental conditions, while pursuing a strategy aimed at disseminating all the collections under its responsibility, and managing and promoting the Ultramarina, Vieira Machado and Espaço Lusófono libraries (Media Libraries).

Relevant Topics:

Customer financial inclusion practices

Social-oriented activities for the benefit of the community

Support to SMEs, institutional customers and answers to society's emerging challenges

Innovation and Research

The network of Media Libraries abroad has 9 units - Mozambique (Maputo, Beira and Nampula), Cape Verde (Praia, Mindelo and Espargos), S. Tomé and Príncipe (S. Tomé and Príncipe Island) and Timor-Leste (Dili). The Media Libraries intend to contribute to the social and human development of the populations of the countries where they are located, by providing access to information and knowledge in Portuguese, keeping the documentary collections up to date and with relevant information related to their thematic areas of expertise, either in traditional media (books, magazines and newspapers), or in the most technologically media available (internet, cd-rom, videos, etc.).

Facilitating access to cultural development, providing resources that are scarce in some regions, taking advantage of the synergies of the existing commercial structure were aspects valued by CGD and its Group, naturally together with access to information, improvement of the human capital, full development of the populations and promotion of the Portuguese language and its use.

We highlight the following activities: the selection, acquisition and documentary processing of all bibliographical works acquired for the 9 Media Libraries; the registration and storage of approximately 2,000 periodicals at Biblioteca Ultramarina and the requisition and availability, at Biblioteca Ultramarina, of 319

monographs and periodicals, some of which are specifically focused on research projects, such as the

"Sustainability Project in the World" - Dr. Wendy Wolford, Assistant Director at Cornell University (Ithaca/USA), and the "Coast to Coast Research Project" - Professor Architect Elisiário Miranda from the University of Minho.

It is part of Caixa's historical tradition to take an active part in the community as a social player whose role is not limited, let alone exhausted, in the creation of economic value, but prioritises the creation of global value for all stakeholders.

In the field of cultural activities, Caixa Geral de Depósitos plays a clear role, with a unique engagement with many disparate communities and places, promoting Music, Literature, Fine Arts and the Portuguese Language in Portugal and around the world; we should highlight the CGD Orchestras Project, which has been running since 2001, and that now, thanks to a partnership with Orquestra Metropolitana de Lisboa and Orquestra Clássica do Sul, is continuously and consistently supporting the dissemination of music, the decentralisation of high-quality events and the promotion of the creation of new audiences.

CAIXA GERAL DE DEPÓSITOS FOUNDATION - CULTURGEST

In 2017, the Caixa Geral de Depósitos Foundation - Culturgest continued to pursue its mission to promote the development of cultural, artistic and scientific activities, carrying out an intense and diversified programme of initiatives in these areas.

The programme orientation continued to be based on a strong predominance of contemporary art, which has been a distinctive feature of Culturgest's programming from the start; it is the core of its identity and its recognition and prestige in the cultural milieu, which we believe we should continue to pursue.

In 2017, in line with its DNA, its history and its experience, Culturgest developed a program dedicated to contemporary creation in the field of performing arts, music, visual arts and cinema, accompanied by a critical discourse and a wide range of educational initiatives.

It should be pointed out that, in 2017, with regard to its programme, Culturgest fulfilled the commitment given to its Settlor - Caixa Geral de Depósitos, S.A. - providing the public with a significant and diversified offer of cultural, artistic and scientific activities in the field of contemporary creation.

The volume of the offer was similar to that of previous years; the figures related to audience remained at interesting levels (although below the peaks reached in the past); evaluation by peers in the cultural milieu and by critics working in specialised media continued to be clearly positive; Culturgest's notoriety remained high and the valorisation of media presence reached peak levels.

In 2017, Culturgest's offer maintained its usual diversity, including performing arts shows (dance, music, theatre, circus), film festivals, conferences, workshops and debates, exhibitions in Culturgest's galleries in Lisbon, Porto or abroad ("Itinerâncias"), and a wide variety of events organised by the Educational Services.

2017 in numbers | Sessions

- 64 shows (including conferences, workshops and debates), corresponding to 312 sessions;
- 45 performing arts shows: 9 dance shows, 24 music shows, 11 theatre shows and one circus shows, corresponding to 103 sessions;
- 156 film sessions (activity almost entirely concentrated in the DocLisboa and IndieLisboa festivals);
- 10 exhibitions, 5 in the Lisbon galleries, 4 in Porto and 1 included in the "Itinerâncias" project, in Castelo Branco;
- 563 events organised by the Educational Service;

2017 in numbers | Audience

- The total audience - including all the people that attended the full range of shows offered, visitors to the exhibitions and participants in the various events organised by the Educational Service - reached 69,253 people in 2017;
- Limiting the analysis to the facilities managed by Culturgest in Lisbon and Porto, the audience reached 66,032 people;
- Culturgest's performing arts shows attracted 13,029 people, distributed by: dance (2,574), music (6,075), theatre (3,593) and circus (787);
- The total audience of the film sessions held at Culturgest was 19,253 people;
- The conferences, workshops and debates, and other initiatives generically classified as "Others," organised by Culturgest, were attended by a total of 3,664 participants;
- The events organised by the Educational Service were attended by an unprecedented number of participants - 10,224;
- The exhibitions held at Culturgest were visited by a total of 23,063 people;
- Limiting the analysis to exhibitions held at Culturgest's galleries (Lisbon and Porto), there was a total of 19,842 visitors;
- In 2017, Culturgest ensured the management of facilities, in the auditoriums and peripheral rooms, for 48 events, corresponding to 16 rentals, 12 CGD internal events and 20 concessions. In all these events, the facilities managed by Culturgest were visited by about 12,000 people.

Also as part of Culturgest's activity, we should highlight the management and maintenance of the Caixa Geral de Depósitos Collection, namely with regard to:

1. **Inventory and documentation** - creation and updating of files, bibliographic and photographic record of works, organisation of the bibliographic collection;
2. **Conservation** - preventive and/or non-intrusive preservation processes, appraisals, conservation and restoration of works, curative conservation carried out by external entities, specialised cleaning, replacement of frames;
3. **Transfers** - All transfers are recorded in specific documentation for the museological registration of transfers (delivery and collection notice, exit and entry notices, Condition Report, etc.);
4. **Appraisals** - Appraisals (routine or occasional) involve a detailed photographic survey, a conservation status check, a comparison with previous records for the screening and diagnosis of pathologies, dust removal, packaging (when the items are checked into Reserves) or the monitoring of the installation (when the items are to be part of an exhibition) and the corresponding update of the data stored in the database.
5. **Logistics** - management of transfers of works and respective documentation, monitoring of the state of conservation of works of art comprised in the Collection, packaging, graphical systematisation of instructions for the assembly of works;
6. **Management and storage** - management of deposit protocols signed with entities external to CGD: Presidency of the Republic, Directorate-General for Cultural Heritage and Tapestry Museum of Portalegre.
7. **Incorporations, Acquisitions and Donations** - There were no acquisitions or donations of works of art in 2017.
8. **Display and dissemination of the Collection** - 44 works from the Collection were loaned to the following entities: ARoS – Aarhus Kunstmuseum (Aarhus/Denmark), The MET Breuer (New York/USA), Orient Museum (Lisbon), Exhibition Service/Culturgest (Lisbon - gallery 2), Exhibition Service/Culturgest (Lisbon - gallery 1), Serralves Contemporary Art Museum (Porto), Galician Centre of Contemporary Art (Santiago de Compostela - Galicia), Calouste Gulbenkian Museum (main gallery -Lisbon), EGEAC, Lisbon Museum/Black Pavillion and White Pavillion.
9. **Use of images of works of art** - The following entities were allowed to use images of works in the Collection: Faculty of Sciences and Technologies of the Nova University of Lisbon - Department of Conservation and Restoration, 3 + 1 Contemporary Art Gallery, The MET Breuer (New

York/USA), Oriente Museum (Lisbon), Exhibition Service/Culturgest (Lisbon), Calouste Gulbenkian Museum (Main Gallery - Lisbon), EGEAC/Lisbon Museum, Internships.

In the field of Training, the following protocols and/or actions were activated or developed:

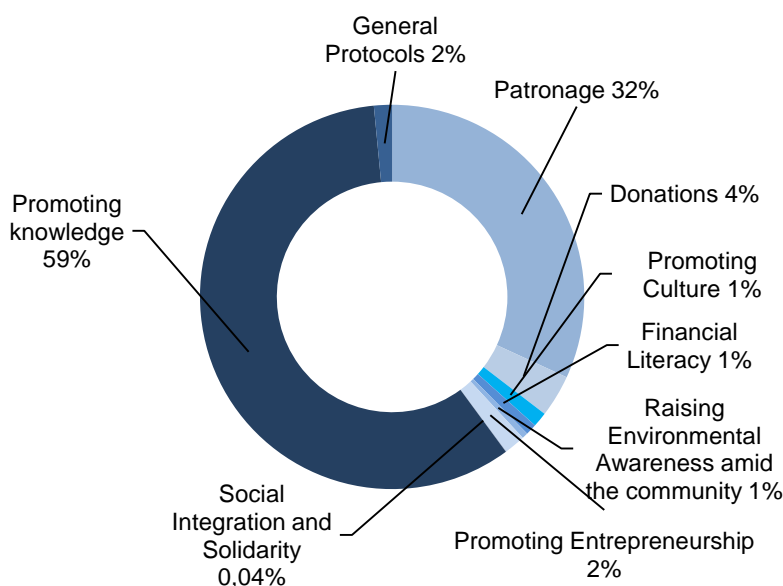
- College of Arts/University of Coimbra (Master's in Curatorial Studies): 1 internship;
- "Caring for Collections"/Faculty of Science and Technology/UNL (Degree in Conservation and Restoration): 1 internship including the assembly and dismantling of the exhibition "Quarto de Espanto," in Castelo Branco;
- IBN Mucana School (Technical-Vocational Course in Museography and Heritage Management): completion of 1 internship started in 2016;
- Faculty of Fine Arts of the University of Lisbon (Master's in Museology and Museography): 1 internship in a pilot study with no evaluation plan, for curricular enrichment, with later integration into the development of a theoretical-practical academic work on Loan of works of art;
- Faculty of Fine Arts of the University of Lisbon (Master's in Science of Conservation and Restoration and Production of Contemporary Art): selection for internship in 2018, aimed at studying and intervening on a work of art in the Collection;
- Faculty of Social and Human Sciences/UNL (Institute of Art History/Post-Curatorship of Art): integration into research and support to the production of the "Itinerâncias" cycle of the 2018/2019 Collection;
- Two academic Master's research projects were supported by meeting, interview and completion of a survey: 1) Art Markets/ ISCTE; 2) Sciences of Conservation, Restoration and Production of Contemporary Art/FBAUL;
- A group training was organised and provided to the entire team responsible for the Collection, integrating 2 trainees and a Culturgest user who makes video recordings associated with stage performances.

5.2. Investment in the Community

CGD monitors investment in the community in order to understand its social impact and to focus and increase the efficiency of the support it provides.

Throughout the year, overall, CGD made direct investments in the community in the amount of 7,141,000 euros in several areas.

INVESTMENT IN THE COMMUNITY - CGD S.A.: 6,904,000 EUROS



From the graph above we highlight the investment in the Promotion of Knowledge - materialised in Protocols between CGD and Higher Education Institutions -, and in Patronage, with a direct action involving Caixa Geral de Depósitos Foundation - Culturgest that, in short, promotes Education and Culture as major vectors of action for social development. There are also other initiatives aimed at promoting financial and environmental literacy, active citizenship and social inclusion in this context.

CGD continues to strengthen its leadership in the University market, with national partnerships with Higher Education Institutions; in 2017, it had 50 cooperation agreements with the most important Portuguese Universities and Polytechnic Institutes. Over 23 years, more than a million customers - students, professors and employees - have been involved in Caixa's university programme.

In line with the importance that the students have for Caixa, and with the technological developments that have an increasingly stronger presence in the segment, there is a remote monitoring model (Caixadirecta IU) available 24 hours a day, with a specialised team exclusively dedicated to the students. Additionally, CGD is physically present in some university hubs, through University Branches which, in addition to presenting an image and structure targeted at young university students, also provide a premium service aimed at professors and employees.

The offer for students is based on the principle of transversality and aims at facilitating the management of their daily lives, addressing specific needs with specific solutions that are free of charge or provided at prices lower than normal considering this specific stage of their lives.

Usually, it is at the beginning of the academic year that these customers first come into contact with an offer targeted at them, as Caixa carries out a campaign with a widespread national coverage (NEU - New University Season) to welcome new Higher Education students, setting up more than 250 service stations in schools with a cooperation protocol with Caixa and training about 80 employees to reinforce and support the Network, in order to provide services to more than 40,000 customers over a period of 2 months.

This is a demanding campaign, particularly from a commercial and technological point of view, so this is one of the area in which Caixa has been investing, using digital customer onboarding processes, as well as fast and efficient subscription procedures. The development of these competences is also possible due to close cooperation between Caixa and the partner institutions.

The account opening and product subscription process is based on a digital format available for mobile devices (tablets).

Caixa's brand image in the university market is still the technological adequacy of the sales and after-sales process to the customers' expectations, from the initial assistance to follow-up communications via e-mail and SMS. This streamlined sales process is in line with the expectations of the millennial generation for which time is a critical factor of success.

Caixa gives university students access to the package of products and services aimed at facilitating the management of their everyday lives, which are reaching successful placement levels above 90%, allowing them to enjoy a number of benefits, such as:

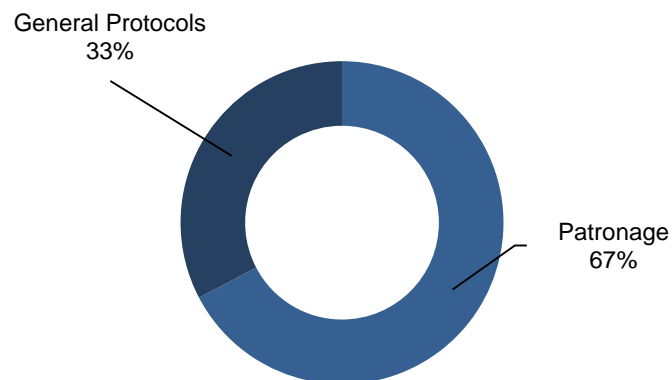
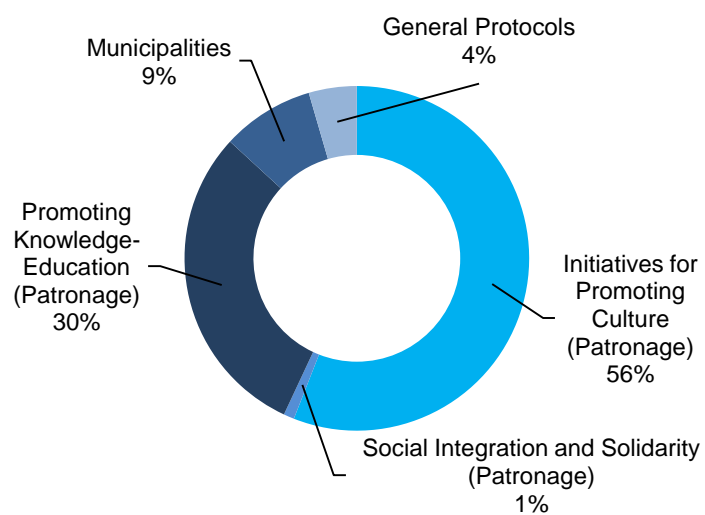
- DD account without maintenance costs;
- Caixa IU debit card, exempt from annuity, that identifies the customers as a university student;
- A savings account for life where customers can start saving with one euro;
- Caixa ISIC credit, the international student card, with discounts in more than 120 countries;
- Caixadirecta Service, which allows customers to access their accounts, over the internet or by telephone, anytime, anywhere.

In 2017, Caixa was present at the most significant events of the Schools, awarding of merit prizes, research prizes and scholarships (about 200), and participating in national and international innovation conferences and projects.

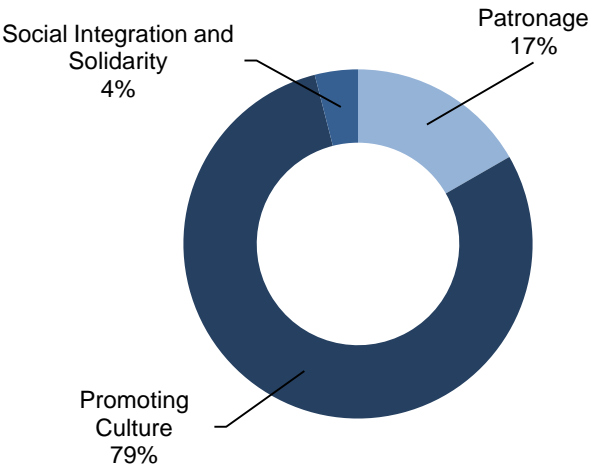
All the developments that Caixa brings into its relationship with Higher Education prove its contribution to the development of Higher Education in Portugal, always bearing in mind the aim of contributing to projects capable of raising knowledge, while improving the quality of service to customers, products and services.

Caixa's approach to the academic population is fully digital. The academic identification card subscription process does not involve the use of paper, as it relies on mobile devices to assist new students and on the digital processing of data for customer account creation, account opening and service activation.

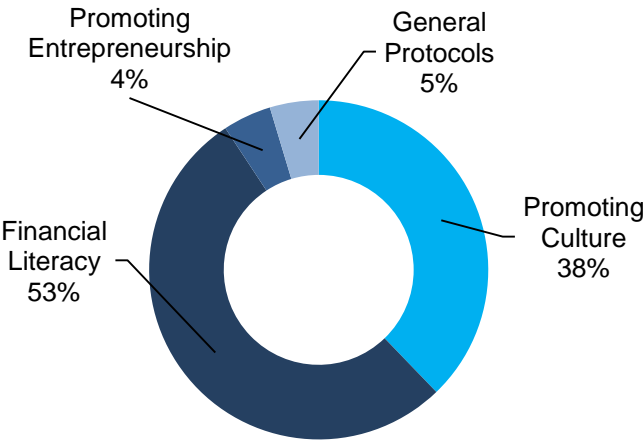
This fully digital process aimed at the higher education population is also a plus for sustainability, as it allows savings in the consumption of paper used in legal documents, photocopies and forms, and the elimination of the consumption of toners associated with photocopies taken at the stands, for example, since 2015 Caixa has reduced paper consumption by more than 2,000,000 sheets. The university market has an experience that is more in line with their expectations and we provide a faster service.

INVESTMENT IN THE COMMUNITY - BI: 80,000 EUROS**INVESTMENT IN THE COMMUNITY - BCA: 91,000 EUROS**

INVESTMENT IN THE COMMUNITY - BCG BRASIL: 52,000 EUROS



INVESTMENT IN THE COMMUNITY - TIMOR BRANCH: 14,000 EUROS



In 2017, CGD participated in a series of projects aimed at meeting the needs of the community, thus contributing to an increase in its social impact.

LISBON BOOK FAIR

Relevant topic

Social-oriented activities for the benefit of the community

CGD was present at the Lisbon Book Fair, which took place between 1 and 18 June, joining the ENTRAJUDA donated goods bank for an initiative aimed at collecting books to be donated to Charitable Institutions (IPSS).

Under the motto Give a New Life to a Book, this campaign, which relied on the contribution of CGD employees, was aimed at collecting all kinds of books, from school textbooks and children's books to general literature.

The donated books, both used and new, were delivered to social institutions, while those in poor condition were forwarded to the "Papel por Alimentos" (Paper for Food)

campaign.

This initiative allowed collecting and delivering 7,134 books to ENTRAJUDA, of which 1,500 were left in CGD's booth.

CHILDREN'S TOY DRIVE – CHRISTMAS INITIATIVE

Under the motto "Brincar é Preciso" (Playing is Necessary), between 11 and 29 December, in partnership with ENTRAJUDA, a toy drive (new or used in good condition) was held, reverting to underprivileged children up to 10 years of age and in the care of IPSS.

This initiative, which was carried out in coordination with 15 CGD branches, allowed collecting approximately 1,750 toys and educational items that were donated to 16 local Charities, contributing toward helping about 2,080 children.

DONATION OF GOODS

CGD responds regularly to requests for donations of goods, namely furniture and computer equipment, from various entities.

Through its Goods Donation Programme, CGD promotes the reuse of various discontinued equipment and materials, delivering them to communities, institutions and entities that can give them a new use and value.

Thus, we are promoting the reuse of materials and, therefore, contributing toward reducing waste and environmental damage.

In 2017, CGD donated a total of 445 goods to 9 institutions, including office furniture and computer equipment.

CGD offered furniture to I.P.O. Porto for the creation of a *Contact Centre*. Chairs, desks, shelves, display cases, coat racks, safes, paper baskets and stepladders were some of the items that Caixa delivered to IPO Porto, so the Institute could create a Contact Centre to provide support to the patients' families.

DONATION COLLECTION

In 2017, Portugal was devastated by several major fires with uncontrollable violence that affected mainly the municipalities of Pedrógão Grande, Castanheira de Pêra e Figueiró de Vinhos, Góis, Pampilhosa da Serra, Sertão and Penela.

These fires had tragic consequences, both in terms of loss of lives and material losses.

CGD's Policy of Engagement with the Community aims at consolidating its position as a Socially Responsible Bank, focusing on the response to social emergencies.

Therefore, CGD opened the Caixa Charity Account "Unidos por Pedrógão Grande" (Together for Pedrógão Grande), which raised 2,650,975.60 euros from more than 36,000 contributors.

CGD also contributed with an initial donation of 50,000 euros.

As a Socially Responsible Bank, Caixa reacted immediately to social and environmental emergencies, becoming the first national bank to open a charity account - the Caixa Charity Account "Unidos por Pedrógão Grande" (Together for Pedrógão Grande) - and to allocate its means and resources to provide support in the aftermath and reconstruction of affected areas, means, populations and businesses.

The Caixa Charity Account "Unidos por Pedrógão Grande" (Together for Pedrógão Grande), opened with an initial donation from CGD in the amount of 50,000 euros, raised 2,650,975.60 euros from more than 36,000 contributors.

All funds raised were forwarded to the Calouste Gulbenkian Foundation Fund, with which CGD signed a cooperation protocol for managing the funds and the corresponding progress report is audited and disclosed every three months.

The assessment of the impact of the Charity Account "Unidos por Pedrógão" (Together for Pedrógão) as of 31 December 2017 is summarized below:

Housing

- 54 Housing reconstructions (22 total, 29 partial and 3 outbuildings);

Subsistence activities:

- 246 farmers supported;
- 300 beekeepers supported, 35,000 kg of feed distributed and 3,750 colonies fed.

Local institutions

- Acquisition of key equipment for mobile healthcare units that supported around 3,000 people directly affected by the fires;
- Acquisition of an operational vehicle for wheelchair users;
- Acquisition of an ambulance for the Humanitarian Association of the Volunteer Fire Brigade of Cernache do Bonjardim, which supports approximately 5,000 people;

Acquisition of an electric wheelchair for Santa Casa da Misericórdia de Castanheira de Pera.

Enhancing Human Potential

- Psychological follow-up of cases of post-traumatic stress in schools, ensuring the continuous clinical follow-up of children from the school groups of the municipalities of Castanheira de Pera, Figueiró dos Vinhos, Góis, Pampilhosa da Serra, Pedrógão Grande and Sertão;
- Visual and hearing screenings provided to pre-school children and students in the 1st, 2nd and 3rd cycles of basic education enrolled in School Groups of these municipalities; 140 children were flagged and referred for speciality appointments (2017).



5.3. Financial Literacy

As part of financial education and literacy, CGD has been developing and supporting initiatives geared to society as a whole, from children to companies, aimed at encouraging savings, more responsible consumption and investments, while fostering the involvement in volunteering programmes.

EUROPEAN MONEY WEEK

In 2017, CGD participated in the *European Money Week*, an initiative organised by the *European Banking Federation* (EBF).

As part of this initiative developed by the Portuguese Banking Association (APB) together with *Junior Achievement*, CGD received five young High School students.

The students were welcomed by the Chairman of the Executive Committee of CGD, who accompanied them in a welcome breakfast and in a visit to the Head Office Building facilities, which were followed by a presentation on CGD's Internship and Financial Literacy programmes.

One of the goals of this project is to draw attention to the importance of a greater and more comprehensive financial education in Portugal and Europe, raising the community's awareness to the relevance of adopting appropriate behaviours in the context of present and future financial choices.

FINANCIAL EDUCATION WORKING GROUP

CGD is part of the Financial Education Working Group of the Portuguese Banking Association (APB), thus promoting the dissemination of concepts of financial literacy and entrepreneurship among young people.

In 2017, we organised an Innovation Challenge with the aim of harnessing the entrepreneurial skills of about 100 high school students, who, as a team, developed innovative proposals in areas such as security, dematerialisation, mobility and Customer proximity.

POSITIVE BALANCE

In 2017, CGD continue to offer its retail and corporate customers "Saldo Positivo" (Positive Balance), Caixa's financial literacy website.

Under Caixa's financial literacy programme, the "Saldo Positivo" portal continued to stand as a major tool to support the financial inclusion of the Portuguese people.

CGD is thus aiming to contribute to promote financial education among the Portuguese, so they can plan and manage consumption and financial resources in a responsible and forward-looking manner.

BANCO INTERATLÂNTICO

In order to promote access to financial literacy, BI sponsored a number of projects, namely:

- The Cape Verde Project, which was a cooperation project that developed several training activities aimed at the local community of Bairro Fonton, in Praia. Among several initiatives within as part of Health and Education, we highlight the entrepreneurship course that helped participants create a business plan. These students were also able to interact with the President of the Executive Committee, the Coordinator of the GGR and the person in charge of the API, to whom they were able to ask questions about loan applications and business support.

- The Conference "Governance Challenges in the Financial Sector and Governance Framework in Cape Verde" promoted a debate on the core principles of Governance in the global context and in the Cape Verdean context. This initiative also contributed to the analysis of training models in banking expertise;
- "Coins & Notes: The History and Culture of Cape Verde" exhibition, of the National Archive of Cape Verde. This project, which will last for two years (2017-2018), aims at disseminating the journey of the archipelago's notes and coins, from the age of Discoveries to the present day, both in Cape Verde and abroad.
- BI sponsored the launch of the book "Diplomacia Económica" (Economic Diplomacy), with a view to promoting access to literacy, as this work presents the bases for the presentation of economic policies, strategies for attracting direct foreign investment and the operationalisation of economic diplomacy in Cape Verde.

TIMOR BRANCH

In order to promote community support, the Timor Branch has developed a number projects, namely:

- Rehabilitation of 2 school libraries that were completely destroyed, with books piled up or in boxes that could not be properly used by the students - Libraries of the Liquiçá and Becora Schools (Esperança da Pátria). Integrated participation in the "Formar Mais" project, which provided financial support for refurbishment works.
- Distribution of 1600 children's books - "Grão a Grão." The books were distributed as part of initiatives aimed at disseminating the Portuguese language promoted by the "Formar Mais" Project, Fundação Oriente, the CAFEs (Centre for Learning and School Education, cooperation between the Ministries of Education of Portugal and East Timor), being delivered to students and/or School libraries. Books were also distributed as part of the celebrations of the Proclamation of Independence Day, on 28 November, and 50 books were donated to the Xanana Gusmão Library.
- Promoting savings - distribution of 1,250 piggy banks In line with the goals for the promotion of savings set by the Central Bank of East Timor (BCTL), the piggy banks were distributed by the Branches for delivery upon the opening of H'au Nia Futuru accounts, aimed at young people up to the age of 17, which can only be used as debit accounts once they come of age (17 years of age), in order to allow them to save money to pay for their education. The piggy banks need to be "cracked" in order to be opened, and the aim is for the savings to be deposited in the corresponding account.
- Offer of \$20 to the first 300 savings accounts opened at the Oecussi branch, as part of the Central Bank's financial literacy campaign. As part of the National Savings Day celebrations promoted by the BCTL in Oecusse, the first 300 accounts opened under this initiative with a minimum of US \$1 were rewarded with a prize in the amount of \$20. This offer from BNU Timor was disclosed in the speeches held at the celebrations and covered 281 children (number of accounts opened).



Sustainability Indicators for 2017

102-8 STAFF MEMBERS BY PROFESSIONAL CATEGORY AND GENDER - BY REGION (2017)

(number)

CGD, S.A. BY REGION AND GENDER	Male	Female	Total
Portugal	3,255	4,675	7,930
South Africa	1	-	1
Germany	1	1	2
Angola	4	-	4
Belgium	1	-	1
Cape Verde	4	-	4
Canada	-	1	1
Spain	2	1	3
United States of America	1	-	1
France	2	-	2
England	1	-	1
Luxembourg	1	2	3
Macao	3	-	3
Mozambique	2	-	2
São Tomé and Príncipe	2	-	2
Switzerland	-	2	2
Timor	5	1	6
Venezuela	1	-	1
China	1	-	1

401-1 – HIRES AND EXITS BY GENDER AND AGE GROUP (2017)(percentage and number)

	< age 30		Ages 30 to 50		> age 50		TOTAL		TOTAL		
	M	F	M	F	M	F	M	F	2015	2016	2017
CGD, S.A.											
Rate of new hirings	56 %	45 %	0%	0%	0%	0%	2%	2%	3%	3%	2%
No. of new hirings	50	70	7	11	0	1	57	82			139
Turnover rate	53 %	58 %	3%	3%	14%	12%	9%	7%	9%	11%	8%
No. of exits	48	90	63	115	170	132	281	337			618

BCA

Rate of new hirings	63 %	47 %	0%	0%	0%	0%	7%	5%	2%	5%	6%
No. of new hirings	12	14	-	-	-	-	12	14			26
Turnover rate	0%	3%	4%	2%	13%	10%	7%	4%	4%	2%	5%
No. of exits	0	1	4	3	7	8	11	12	16	7	23

BI

Rate of new hirings	0%	40 %	3%	11 %	0%	0%	2%	15 %	7%	8%	11%
No. of new hirings	0	6	1	9	0	0	1	15			16
Turnover rate	20 %	27 %	5%	0%	0%	0%	7%	4%	1%	5%	5%
No. of exits	1	4	2	0	0	0	3	4			7

BCG Brasil

Rate of new hirings	33 %	100 %	5%	21 %	60%	0%	21 %	33 %	36 %	27%	26%
No. of new hirings	4	5	1	4	3	0	8	9			17
Turnover rate	50 %	160 %	43 %	37 %	80%	0%	50 %	56 %	36 %	26%	52%
No. of exits	6	8	9	7	4	0	19	15			34

Timor Branch

Rate of new hirings	33 %	25 %	3%	0%	0%	0%	7%	8%	-	-	8%
No. of new hirings	4	5	1	0	0	0	5	5			10
Turnover rate	8%	15 %	3%	9%	11%	0%	6%	10 %	-	-	8%
No. of exits	1	3	1	3	2	0	4	6			10

404-1 – AVERAGE NUMBER OF TRAINING HOURS BY PROFESSIONAL CATEGORY AND GENDER (2017)(in hours/employee)

CGD, S.A.	2015	2016	2017
Board of Directors	-	-	74.00
Senior Managers	19.76	29.05	36.54
Intermediate Managers	23.44	26.30	73.97
Highly-qualified and qualified professionals	17.75	15.80	68.38
Semi-qualified professionals	2.28	1.64	1.82
Non-qualified professionals	0.16	0.02	0.39
TOTAL	20.12	21.49	67.25

CGD, S.A.	2015	2016	2017
Female	20.58	21.12	46.90
Male	19.50	22.02	96.24
Total	20.12	21.49	67.25

BCA	2015	2016	2017
Board of Directors	-	2.00	-
Administration	19.55	12.44	12.30
Leadership/Management	25.09	21.92	11.99
Technical Staff	16.62	14.68	20.57
Multi-role	9.72	17.00	10.02
Administrative	8.02	16.69	0.85
Auxiliary Staff	4.01	1.38	0.34
TOTAL	14.86	14.29	13.47

BCA	2015	2016	2017
Female	15.98	16.76	12.57
Male	12.90	9.97	15.06
Total	14.86	14.29	13.47

BI	2015	2016	2017
Board of Directors	-	-	-

Technical staff	15.50	19.17	31.01
Bank clerks	7.94	4.64	10.41
General Service Assistants	-	-	-
TOTAL	8.76	6.57	13.16

	2015	2016	2017
BI			
Female	8.55	5.96	12.53
Male	9.15	7.69	14.52
Total	8.76	6.57	13.16

	2015	2016	2017
BCG BRASIL			
Administration	0.33	14.00	30.25
Executive Staff	4.63	6.60	14.42
Management	6.48	40.24	5.36
Administrative Staff	18.15	27.71	28.83
TOTAL	12.14	29.94	19.96

	2015	2016	2017
BCG BRASIL			
Female	11.58	37.69	25.13
Male	12.59	24.88	16.29
Total	12.14	29.94	19.96

	2017
TIMOR BRANCH	
Administration	-
Leadership/Management	11.57
Technical Staff	32.53
Administrative	17.18
Auxiliary Staff	-
TOTAL	16.60

	2017
TIMOR BRANCH	
Female	15.77
Male	17.59
Total	16.60

405-1 – STAFF MEMBERS BY PROFESSIONAL CATEGORY, GENDER AND AGE GROUP (2017)

(in percentage and number)

CGD, S.A.	< age 30	Ages 30 to 50	> age 50	Gender		Total Number
				M	F	
Board of Directors	0%	0%	100%	100%	0%	1
Senior Managers	0%	55%	45%	56%	44%	748
Intermediate Managers	2%	78%	20%	43%	57%	3,580
Highly-qualified and qualified professionals	5%	62%	33%	37%	63%	3,564
Semi-qualified professionals	0%	27%	73%	80%	20%	15
Non-qualified professionals	0%	0%	100%	0%	100%	62

BCA	< age 30	Ages 30 to 50	> age 50	Gender		Total Number
				M	F	
Board of Directors	0%	0%	100%	100%	0%	3
Administration	0%	40%	60%	50%	50%	10
Leadership/Management	0%	72%	28%	33%	67%	94
Technical Staff	19%	60%	21%	34%	66%	217
Multi-role	10%	81%	8%	27%	73%	48
Administrative	0%	42%	58%	35%	65%	26
Auxiliary Staff	3%	43%	54%	51%	49%	65

BI	< age 30	Ages 30 to 50	> age 50	Gender		Total Number
				M	F	
Board of Directors	0%	0%	0%	0%	0%	0
Technical staff	5%	95%	0%	29%	71%	21
Bank Clerks	15%	83%	2%	30%	70%	117
General Service Assistants	25%	50%	25%	100%	0%	4

BCG BRASIL	< age 30	Ages 30 to 50	> age 50	Gender		Total Number
				M	F	
Administration	0%	100%	0%	100%	0%	2
Executive Staff	0%	50%	50%	83%	17%	6
Management	14%	76%	10%	52%	48%	21
Administrative Staff	39%	53%	8%	56%	44%	36

TIMOR BRANCH	< age 30	Ages 30 to 50	> age 50	Gender		Total Number
				M	F	
Administration	0%	50%	50%	50%	50%	2

Leadership/Management	10%	53%	37%	73%	27%	30
Technical Staff	27%	47%	27%	53%	47%	15
Administrative	32%	64%	4%	44%	56%	77
Auxiliary Staff	0%	33%	67%	100%	0%	6

405-2 – AVERAGE BASE SALARY RATIO AND AVERAGE REMUNERATION BY PROFESSIONAL CATEGORY AND GENDER (2017)(percentage)

CGD, S.A.	AVERAGE BASE SALARY RATIO (F/M)	AVERAGE REMUNERATI ON RATIO (F/M)
Board of Directors	-	-
Senior Managers	92%	83%
Intermediate Managers	93%	91%
Highly-qualified and qualified professionals	95%	95%
Semi-qualified professionals	100%	85%
Non-qualified professionals	-	-
TOTAL	89%	84%

BCA	AVERAGE BASE SALARY RATIO (F/M)	AVERAGE REMUNERATI ON RATIO (F/M)
Board of Directors	-	-
Administration	100%	109%
Leadership/Management	98%	98%
Technical Staff	99%	96%
Multi-role	94%	94%
Administrative	113%	102%
Auxiliary Staff	75%	72%
TOTAL	96%	95%

	AVERAGE BASE SALARY RATIO (F/M)	AVERAGE REMUNERATI ON RATIO (F/M)
BI		
Board of Directors	-	-
Technical staff	106%	106%
Bank clerks	94%	94%
General Service Assistants	-	-
TOTAL	102%	102%

	AVERAGE BASE SALARY RATIO (F/M)	AVERAGE REMUNERATI ON RATIO (F/M)
BCG BRASIL		
Administration	-	-
Executive Staff	110%	110%
Management	70%	70%
Administrative Staff	109%	109%
TOTAL	64%	64%

	AVERAGE BASE SALARY RATIO (F/M)	AVERAGE REMUNERATI ON RATIO (F/M)
TIMOR BRANCH		
Administration	80%	80%
Leadership/Management	120%	118%
Technical Staff	137%	152%
Administrative	101%	102%
Auxiliary Staff	-	-
TOTAL	97%	140%

ENERGY CONSUMPTION BY SOURCE AND COUNTRY

(in GJ)

	CGD, S.A.			BCA			BI			BCG Brasil		
	2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017
Energy consumption												
Fuels for buildings	1,671	1,660	1,529	517	324	215	43	57	65	3	1	1
Diesel (GJ)	254	240	338	517	324	215	43	57	65	3	1	1
Natural gas (GJ)	1,417	1,421	1,191	-	-	-	-	-	-	-	-	-
Fuels used by own fleet	54,477	50,715	34,424	2,467	2,050	2,458	603	529	537	112	106	106
Gasoline (GJ)	0	0	2.8	466	461	483	95	65	63	112	106	106
Diesel (GJ)	54,477	50,715	34,422	2,000	1,589	1,975	508	464	473	-	-	-
Electricity	275,282	259,833	234,272	7,671	7,640	7,671	1,496	1,553	1,762	1,463	1,087	1,070
Central Buildings (GJ)	115,785	108,968	97,643	7,671	7,640	7,671	1,496	1,553	1,762	1,463	1,087	1,070
Commercial Network (GJ)	159,497	150,866	136,629									
Direct primary energy generated												
Solar Thermal Power Plant at CGD's Head Offices (GJ)	3,457	3,808	4,207									
Photovoltaic Electricity, Commercial Network (GJ)	1,684	1,544	1,645									
Direct primary energy sold												
Photovoltaic Electricity, Commercial Network (GJ)	1,684	1,544	1,645									
Total Energy Consumption (GJ)	334,887	316,017	274,432	10,655	10,014	10,344	2,142	2,140	2,364	1,578	1,194	1,177

GHG EMISSIONS BY SCOPE, SOURCE AND STRUCTURE(in t CO₂e)

	CGD, S.A.			BCA			BI			BCG Brasil		
	2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017
GHG Emissions												
Scope 1	4,400	4,199	4,838	422	307	214	48	43	45	8	18	18
Direct emissions resulting from fuel consumption at facilities (t CO ₂ e)	99	98.12	92	39	24	16	3	4	5	~0	~0	~0
Direct emissions resulting from fuel consumption by CGD's vehicle fleet (t CO ₂ e)	4,031	3,758	2,551	182	151	181	44	39	40	8	7	7
Direct emissions resulting from f-gas leaks from equipment at facilities (t CO ₂ e)	270	343	2,195	202	132	17	-	-	-	-	10	10
Scope 2												
Indirect emissions resulting from electricity generation (t CO ₂ e)	37,432	27,541	25,289	1,123	1,118	997	219	227	229	51	25	28
Scope 3	1,745	1,271	1,121	25	24	20	42	45	39	107	77	40
Work-related trips (t CO ₂ e)												
Aeroplane	1,553	1,107	985	25	24	20	42	45	39	104	73	38
Train	38	28	20	-	-	-	-	-	-	-	-	-
Boat	-	-	-	~0	~0	~0	-	-	-	-	-	-
Private transportation	133	112	83	-	-	-	-	-	-	2	4	2
Treatment of waste produced at facilities (t CO ₂ e)	21	24	32	-	-	-	-	-	-	-	-	-
Total (t CO₂e)	43,577	33,010	31,247	1,570	1,450	1,231	308	316	312	165	119	86

Note: In 2016, BCG Brasil started to have f-gases leakage activity. Regarding the scope of reporting of direct emissions resulting from the leakage of f-gases in equipment at CGD, S.A.'s commercial network level, only up to 50% of the installations (about 346 installations) could be verified by 2016. As of 2017, the scope was extended to about 773 installations. Also in CGD, S.A., the emissions related to the year 2016, associated to trips by train were corrected

DISTANCE TRAVELLED BY MEANS OF TRANSPORTATION AND STRUCTURE

(in km)

	CGD, S.A.			BCA			BI			BCG Brasil		
	2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017
Work-related trips (km)												
Aeroplane	9,277,448	7,398,144	5,383,977	207,545	214,481	202,322	408,110	485,224	432,553	928,296	733,869	362,786
Train	879,631	1,033,276	745,240	-	-	-	-	-	-	-	-	-
Boat	-	-	-	1,245	1,082	1,230	-	-	-	-	-	-
Private transportation	669,708	656,709	471,527	-	-	-	-	-	-	11,496	21,569	13,221

Note: in 2017, the values of service trips (km) in individual transportation for BCG Brasil were corrected.

WATER CONSUMPTION BY SOURCE AND COUNTRY

(in m3)

	CGD, S.A.			BCA			BI			BCG Brasil		
	2015	2016	2017	2015	2016	2017	2015	2016	2017	2015	2016	2017
Water supply – municipal or other (m³)	153,080	149,577	125,261	4,879	4,240	5,389	1,124	1,216	1,179	770	975	1,552

MATERIAL CONSUMPTION BY TYPE AND COUNTRY

(in t)

	CGD, S.A.			BCA			BI			BCG Brasil		
	2015	2016	2017	2015	2016	2017	2015	2016	2017	2016	2016	2017
White photocopy paper (t)	530	537	502	10	12	9	7	11	13	4	4	4
Paper in the form of envelopes (t)	128	102	286	1	1	~0	~0	~0	~0	~0	~0	~0
Paper and cardboard in the form of booklets (t)	42	38	29	-	-	~0	-	-	-	-	-	-
Plastic in the form of bank cards (t)	7	8	9	-	-	-	~0	~0	-	-	-	-
Plastic cups (t)	4	4	4	-	-	-	~0	~0	-	~0	~0	~0
Advertising material: posters and flyers (t)	21	0	0	~0	~0	~0	~0	~0	-	-	-	-

Brochures / Other (t)	~0	12	21	3	3	~0	-	-	-	-	-	-
Pre-printed Paper	117	28	16	-	12	-	-	-	-	-	-	-

Note: From 2016 onward, consumption figures for white photocopy paper used for BI's activities include consumption figures for branches located on the islands.

FS6 – PERCENTAGE OF SPECIFIC BUSINESS LINES/SEGMENTS IN THE OVERALL VOLUME, BY REGION AND SIZE

(in thousands of euros)

CGD, S.A.

Breakdown of the gross credit exposure and individual and collective impairment by sector of activity.

Activity sector	31-12-2017											
	Government				Retail and Corporate Clients				Total			
	Individual Assessment		Collective Assessment		Individual Assessment		Collective Assessment		Individual Assessment		Collective Assessment	
	Exposure	Impairment	Exposure	Impairment	Exposure	Impairment	Exposure	Impairment	Exposure	Impairment	Exposure	Impairment
Construction and real estate activities (CRE)	92,694	80,935	42,824	1,386	1,875,830	1,344,247	4,315,579	418,485	1,968,524	1,425,181	4,358,403	419,871
Agriculture, forestry and fishing	-	-	-	-	3,979	3,381	289,496	18,945	3,979	3,381	289,496	18,945
Mining industries	-	-	-	-	-	-	71,339	5,403	-	-	71,339	5,403
Manufacturing industries	-	-	-	-	127,011	105,432	2,101,675	132,730	127,011	105,432	2,101,675	132,730
Production and distribution of electricity, gas, steam, and air conditioning	-	-	-	-	15,150	3,036	451,675	4,012	15,150	3,036	451,675	4,012

Water supply	-	-	-	-	58,907	28,875	232,661	6,081	58,907	28,875	232,661	6,081
Wholesale and retail business	-	-	-	-	99,249	79,482	1,420,441	91,730	99,249	79,482	1,420,441	91,730
Transports and storage	-	-	1,521	11	13,286	9,113	698,857	27,055	13,286	9,113	700,379	27,066
Hotel and restaurant businesses	-	-	95	-	99,826	55,361	457,046	24,743	99,826	55,361	457,141	24,743
Information and communication	-	-	12,225	-	-	-	136,534	14,461	-	-	148,759	14,461
Consulting, scientific, technical, and similar activities	-	-	3,779,259	220	496,225	428,265	2,562,381	32,787	496,225	428,265	6,341,640	33,006
General administration and support services	-	-	13,290	90	39,791	26,825	223,856	8,936	39,791	26,825	237,146	9,026
Public administration and defence, compulsory social security	-	-	1,573,898	0	-	-	243	4	-	-	1,574,142	4
Education	-	-	4,206	12	27,420	9,070	67,059	5,310	27,420	9,070	71,265	5,323
Human health and social activities	-	-	4,460	23	7,217	5,387	126,706	5,549	7,217	5,387	131,166	5,572
Artistic activities, shows, performances, and recreational activities	-	-	342	2	17,032	7,536	168,357	2,126	17,032	7,536	168,699	2,128
Other services	-	-	986,713	30	16,785	15,359	264,681	6,198	16,785	15,359	1,251,394	6,228
Other financial activities	-	-	-	-	240,361	136,763	455,482	14,568	240,361	136,763	455,482	14,568
Retail - Housing	-	-	-	-	81,445	2,973	26,826,314	579,959	81,445	2,973	26,826,314	579,959
Retail - Others	-	-	-	-	393,709	369,697	1,276,132	86,485	393,709	369,697	1,276,132	86,485
	92,694	80,935	6,418,832	1,775	3,613,225	2,630,801	42,146,517	1,485,566	3,705,919	2,711,736	48,565,348	1,487,340

Deposit distribution by type of deposit and by type of customer (on 31 December)	CGD, S.A.	
	Monetary amount (millions of €)	%
Demand Deposits	22,514	100%
Corporate	4,999	22%
Large Companies	1,041	5%
Medium-Sized Companies	832	4%
Small-Sized Companies	2,975	13%
Other	151	1%
Retail	13,791	61%
Administrative Public Sector	1,219	5%
Financial Institutions	2,505	11%
Term and Savings Deposits	29,406	100%
Corporate	1,532	5%
Large Companies	317	1%
Medium-Sized Companies	138	0%
Small-Sized Companies	1,022	3%
Other	55	0%
Retail	27,215	93%
Administrative Public Sector	109	0%
Financial Institutions	550	2%
Structured Deposits	2,028	100%
Corporate	48	2%
Large Companies	0	0%
Medium-Sized Companies	2	0%
Small-Sized Companies	46	2%
Other	0	0%
Retail	1,980	98%
Administrative Public Sector	0	0%
Financial Institutions	0	0%

Compulsory Deposits	250	100%
Corporate	112	45%
Large Companies	13	5%
Medium-Sized Companies	17	7%
Small-Sized Companies	64	26%
Other	18	7%
Retail	109	44%
Administrative Public Sector	28	11%
Financial Institutions	1	0%
Total Deposits – Domestic Operations	54,198	100%
Corporate	6,691	12%
Large Companies	1,371	3%
Medium-Sized Companies	989	2%
Small-Sized Companies	4,107	8%
Other	224	0%
Retail	43,095	80%
Administrative Public Sector	1,356	3%
Financial Institutions	3,056	6%

BI

Breakdown of the gross credit exposure and individual and collective impairment by sector of activity.

Activity sector	31-12-2017											
	Government				Retail and Corporate Clients				Total			
	Individual Assessment		Collective Assessment		Individual Assessment		Collective Assessment		Individual Assessment		Collective Assessment	
	Exposure	Impairment	Exposure	Impairment	Exposure	Impairment	Exposure	Impairment	Exposure	Impairment	Exposure	Impairment
Construction and real estate activities (CRE)	-	-	-	-	6,757	2,455	15,121	345	6,757	2,455	15,121	345
Agriculture, forestry and fishing	-	-	-	-	-	-	214	16	-	-	214	16
Mining industries	-	-	-	-	-	-	277	6	-	-	277	6
Manufacturing industries	-	-	-	-	-	-	2,576	236	-	-	2,576	236
Production and distribution of electricity, gas, steam, and air conditioning	-	-	-	-	-	-	1,837	-	-	-	1,837	-
Water supply	-	-	-	-	-	-	800	29	-	-	800	29
Wholesale and retail business	-	-	-	-	561	233	6,602	416	561	233	6,602	416
Transports and storage	-	-	-	-	3,711	1,533	2,739	212	3,711	1,533	2,739	212
Hotel and restaurant businesses	-	-	-	-	1,826	731	9,429	266	1,826	731	9,429	266
Information and communication	-	-	-	-	-	-	1,053	64	-	-	1,053	64
Consulting, scientific, technical, and similar activities	-	-	-	-	-	-	-	-	-	-	-	-
General administration and support services	-	-	-	-	-	-	-	-	-	-	-	-
Public administration and defence, compulsory social security	-	-	349	0	-	-	-	-	-	-	349	0
Education	-	-	-	-	-	-	2,334	76	-	-	2,334	76

Human health and social activities	-	-	-	-	-	-	1,183	13	-	-	1,183	13
Artistic activities, shows, performances, and recreational activities	-	-	-	-	282	283	198	56	282	283	198	56
Other services	-	-	38,531	-	7,088	1,873	16,632	522	7,088	1,873	55,164	522
Other financial activities	-	-	-	-	-	-	-	-	-	-	-	-
Retail - Housing	-	-	-	-	51	14	25,831	517	51	14	25,831	517
Retail - Others	-	-	-	-	2,519	852	22,303	940	2,519	852	22,303	940
	-	-	38,880	0	22,795	7,973	109,127	3,713	22,795	7,973	148,007	3,713

Deposit distribution by type of deposit and by type of customer (on 31 December)

	BI	
	Monetary amount (millions of €)	%
Demand Deposits	95,329	47%
Corporate	42,084	44%
Large Companies	0	0%
Medium-Sized Companies	42,084	100%
Small-Sized Companies	0	0%
Other	0	0%
Retail	39,716	42%
Administrative Public Sector	13,530	14%
Financial Institutions	0	0%
Term and Savings Deposits	107,773	53%
Corporate	16,519	15%
Large Companies	0	0%
Medium-Sized Companies	16,519	100%
Small-Sized Companies	0	0%
Other	0	0%

Retail	73,185	68%
Administrative Public Sector	18,070	17%
Total Deposits	203,103	100%
Retail	112,901	56%
Corporate	58,602	29%
Public sector	31,600	16%
Small-Sized Companies	0	0%
Other	0	0%
Financial Institutions	0	0%

BCA

Breakdown of the gross credit exposure and individual and collective impairment by sector of activity.

	31-12-2017											
	Government				Retail and Corporate Clients				Total			
	Individual Assessment		Collective Assessment		Individual Assessment		Collective Assessment		Individual Assessment		Collective Assessment	
	Exposure	Impairment	Exposure	Impairment	Exposure	Impairment	Exposure	Impairment	Exposure	Impairment	Exposure	Impairment
Activity sector												
Construction and real estate activities (CRE)	-	-	-	-	31,370	14,934	10,762	1,010	31,370	14,934	10,762	1,010
Agriculture, forestry and fishing	-	-	-	-	-	-	501	48	-	-	501	48
Mining industries	-	-	-	-	-	-	-	-	-	-	-	-
Manufacturing industries	-	-	-	-	4,067	1,227	4,794	380	4,067	1,227	4,794	380
Production and distribution of electricity, gas, steam, and air conditioning	-	-	25,445	10	-	-	-	4	-	-	25,445	14
Water supply	-	-	-	-	-	-	233	3	-	-	233	3
Wholesale and retail business	-	-	-	-	11,710	3,937	17,239	1,282	11,710	3,937	17,239	1,282

Transports and storage	-	-	5,633	1	2,240	1,301	4,959	532	2,240	1,301	10,592	532
Hotel and restaurant businesses	-	-	-	-	4,802	1,006	16,356	1,145	4,802	1,006	16,356	1,145
Information and communication	-	-	-	-	1,171	411	3,153	155	1,171	411	3,153	155
Consulting, scientific, technical, and similar activities	-	-	-	-	942	410	904	98	942	410	904	98
General administration and support services	-	-	-	-	-	-	-	-	-	-	-	-
Public administration and defence, compulsory social security	-	-	107,743	-	-	-	3,423	0	-	-	111,165	0
Education	-	-	-	-	-	-	119	4	-	-	119	4
Human health and social activities	-	-	922	-	263	193	5,106	187	263	193	6,028	187
Artistic activities, shows, performances, and recreational activities	-	-	-	-	-	-	536	40	-	-	536	40
Other services	-	-	1,582	1	1,520	372	6,168	327	1,520	372	7,750	328
Other financial activities	-	-	-	-	-	-	-	-	-	-	-	-
Retail - Housing	-	-	-	-	1,825	666	130,969	4,792	1,825	666	130,969	4,792
Retail - Others	-	-	-	-	1,157	232	48,403	2,761	1,157	232	48,403	2,761
	-	-	141,325	12	61,069	24,688	253,624	12,768	61,069	24,688	394,950	12,780

Deposit distribution by type of deposit and by type of customer (on 31 December)	BCA	
	Monetary amount (millions of €)	%
Demand Deposits	312,76	45%
Corporate	69.04	22%
Large Companies	0	0%
Medium-Sized Companies	0	0%
Small-Sized Companies	0	0%
Other	69.04	100%
Retail	202.88	65%
Administrative Public Sector	29.78	10%
Financial Institutions	11.06	4%
Term and Savings Deposits	379.82	55%
Corporate	13.31	4%
Large Companies	0	0%
Medium-Sized Companies	0	0%
Small-Sized Companies	0	0%
Other	13.31	100%
Retail	351.94	93%
Administrative Public Sector	13.80	4%
Financial Institutions	0.77	0.2%
Compulsory Deposits	1.33	0.2%
Corporate	0.37	38%
Large Companies	0	0%
Medium-Sized Companies	0	0%
Small-Sized Companies	0	0%
Other	0.37	100%
Retail	0.27	20%
Administrative Public Sector	0.69	52%

Financial Institutions	0	0%
Total Deposits	693.90	100%
Retail	555.08	80%
Corporate	82.72	12%
Public sector	44.27	6%
Financial Institutions	11.83	2%

Timor Branch

Breakdown of the gross credit exposure and individual and collective impairment by sector of activity.

	31-12-2017											
	Government				Retail and Corporate Clients				Total			
	Individual Assessment		Collective Assessment		Individual Assessment		Collective Assessment		Individual Assessment		Collective Assessment	
	Exposure	Impairment	Exposure	Impairment	Exposure	Impairment	Exposure	Impairment	Exposure	Impairment	Exposure	Impairment
Activity sector												
Construction and real estate activities (CRE)	-	-	-	-	-	-	3,469	2,664	-	-	3,469	2,664
Agriculture, forestry and fishing	-	-	-	-	-	-	-	-	-	-	-	-
Mining industries	-	-	-	-	-	-	-	-	-	-	-	-
Manufacturing industries	-	-	-	-	-	-	707	88	-	-	707	88
Production and distribution of electricity, gas, steam, and air conditioning	-	-	-	-	-	-	-	-	-	-	-	-
Water supply	-	-	-	-	-	-	1,553	39	-	-	1,553	39
Wholesale and retail business	-	-	-	-	-	-	11,314	2,520	-	-	11,314	2,520
Transports and storage	-	-	-	-	-	-	704	512	-	-	704	512
Hotel and restaurant businesses	-	-	-	-	5	5	3,335	3,086	5	5	3,335	3,086

Information and communication	-	-	-	-	-	-	-	-	-	-	-	-
Consulting, scientific, technical, and similar activities	-	-	-	-	-	-	-	-	-	-	-	-
General administration and support services	-	-	-	-	-	-	281	3	-	-	281	3
Public administration and defence, compulsory social security	-	-	-	-	-	-	243	4	-	-	243	4
Education	-	-	-	-	-	-	-	-	-	-	-	-
Human health and social activities	-	-	-	-	-	-	0	0	-	-	0	0
Artistic activities, shows, performances, and recreational activities	-	-	-	-	-	-	5	0	-	-	5	0
Other services	-	-	-	-	-	-	-	-	-	-	-	-
Other financial activities	-	-	-	-	-	-	414	390	-	-	414	390
Retail - Housing	-	-	-	-	17	17	14,987	5,638	17	17	14,987	5,638
Retail - Others	-	-	-	-	-	-	16,634	14,677	-	-	16,634	14,677
	-	-	-	-	22	22	53,647	29,621	22	22	53,647	29,621

Deposit distribution by type of deposit and by type of customer (on 31 December)	Timor Branch	
	Monetary amount (millions of €)	%
Demand Deposits	159,317	100%
Corporate	44,467	28%
Large Companies	0	0%
Medium-Sized Companies	0	0%
Small-Sized Companies	0	0%
Other	44,467	28%
Retail	37,423	23%
Administrative Public Sector	68,379	43%
Financial Institutions	9,048	6%

Term and Savings Deposits	109,780	100%
Corporate	6,037	5%
Large Companies	0	0%
Medium-Sized Companies	0	0%
Small-Sized Companies	0	0%
Other	6,037	5%
Retail	9,437	9%
Administrative Public Sector	85,963	78%
Financial Institutions	8,343	8%
Total Deposits – Domestic Operations	269,096	100%
Retail	46,860	17%
Corporate	50,503	19%
Administrative Public Sector	154,342	57%
Financial Institutions	17,391	6%

Sustainability Report 2017 – GRI Index

GRI INDICATOR		LOCATION	SDG	OMISSIONS
STRATEGY AND ANALYSIS				
102-14	Chairman's Statement on the relevance of sustainability for the organisation and its sustainability strategy	Accounts and Management Report 2017 – pp. 8-9	-	n.a.
102-15	Main impacts, risks and opportunities	Accounts and Management Report 2017 – pp. 72, 79, 94-112, 114-121	-	n.a.
ORGANISATIONAL PROFILE				
102-1	Name of the organisation	Accounts and Management Report 2017 – p. 6 Sustainability Report 2017 – p. 4	-	n.a.
102-2	Main products and services	Accounts and Management Report 2017 – pp. 61-79, 117-120 Sustainability Report 2017 – pp. 27-32 Commercial offer for private customers at: https://www.cgd.pt/English/Institutional/Pages/Institutional_v2.aspx Commercial offer for corporate customers at: https://www.cgd.pt/English/Institutional/Pages/Institutional_v2.aspx Scope: CGD, S.A.	-	n.a.
102-3	Location of the organisation's head office	CGD's head office is located at Avenida João XXI, 63, 1000-300, Lisbon.	-	n.a.
102-4	Number of countries where the organisation operates and the names of the countries where its main operations are located or which are particularly relevant for the sustainability topics addressed in the report	Accounts and Management Report 2017 – pp. 10-12	-	n.a.
102-5	Type and legal nature of ownership	CGD is a Public Limited Company held by a single shareholder: the Portuguese Government. The Minister of Finance appoints the shareholder's representative at a General Meeting.	-	n.a.
102-6	Markets served	Accounts and Management Report 2017 – pp. 10-12	-	n.a.
102-7	Size of the organisation	Accounts and Management Report 2017 – pp. 10-12, 124-125 Sustainability Report 2017 – pp. 8, 34	-	n.a.
102-8	Total number of employees, broken down by labour contract and gender.	Accounts and Management Report 2017 – p. 124 Sustainability Report 2017 – pp. 37-39 Sustainability Indicators for 2017 Methodological Notes 2017	8. Dignified work and economic growth	n.a.

		<p>In 2017 there were no outsourced subcontractors at CGD, S.A., at the international structures of Cape Verde – BI and BCA or at the Timor Branch</p> <p>At CGD, S.A. at the end of 2017, there were 302 workers under the control of the Bank (excluding employees) – 168 males and 134 females.</p> <p>In 2017, there were no part-time employees at BI.</p> <p>Scope: CGD, SA + Affiliate Banks</p>		
102-41	Percentage of employees covered by collective bargaining agreements	<p>All of CGD, SA's employees are under collective bargaining agreements, directly, by virtue of Company Contracts, or via an internal regulation that determines their enforcement on the remaining workers.</p> <p>In 2017, there are no collective bargaining agreements at BCA or BI. There is a Personnel Statute that sets out the rights, guarantees and duties of BCA staff employees and regulates labour relations, except as otherwise laid down in an agreement or specific provision. At BCG Brasil, 100% of employees are under collective bargaining agreements.</p> <p>Scope: CGD, S.A. + Affiliate Banks (BCA, BI and BCG Brasil)</p>	8. Dignified work and economic growth	n.a.
102-9	The organisation's supplier chain*	<p>Accounts and Management Report 2017 – p. 122-123</p> <p>Sustainability Report 2017 – p. 13</p> <p>Scope: CGD, S.A.</p>	-	n.a.
102-10	Significant changes occurred during the period covered by the report with regard to the organisation's size, structure, shareholding or supplier chain	Accounts and Management Report 2017 – p. 6	-	n.a.
102-11	Addressing the precautionary principle	<p>By signing on to the United Nations Environment Programme's Financial Initiative (UNEP-FI), in April 2009, CGD was required to take on the commitment to observe the Precautionary Principle. Moreover, through its strategy of fighting climate change, CGD introduced environmental variables in its approaches to risk management, operational planning, development and introduction of products and services. Accounts and Management Report 2017 – p. 464</p>	-	n.a.
102-12	Charters, principles or other externally developed initiatives of an economic, environmental and social nature that the organisation subscribes to or endorses	Accounts and Management Report 2017 – p. 464	-	n.a.
102-13	Participation in national or international defence associations and organisations	https://www.cgd.pt/English/Institutional/Sustainability/Partnerships/Pages/Partnerships-Endorsements.aspx	-	n.a.

102-45	All of the organisations included in the consolidated financial statements	Accounts and Management Report 2017 – chapter 1.11	-	n.a.
102-46	Procedure adopted for outlining the report contents and the Aspect limits	Accounts and Management Report 2017 – pp. 6, 114-117 Sustainability Report 2017 – pp. 4, 9-10 Methodological Notes 2017	-	n.a.
102-47	Material aspects identified in the process of outlining the report content	Accounts and Management Report 2017 – pp. 6, 114-117 Sustainability Report 2017 – pp. 9-10 Methodological Notes 2017	-	n.a.
103-1	Limit of each material aspect within and outside the organisation	Methodological Notes 2017	-	n.a.
102-48	Reworking of information provided in previous reports and the reasons for such reworking	Methodological Notes 2017	-	n.a.
102-49	Significant changes relative to periods covered by previous reports with regard to the scope and the Aspect limit	There were changes in the geographic scope of the activity reported in terms of sustainability, namely the integration of the Timor Branch and the exclusion of Mercantile Bank, which was an asset held for sale.	-	n.a.
INVOLVEMENT WITH STAKEHOLDERS*				
102-40	List of groups of stakeholders in the organisation	Sustainability Report 2017 – pp. 11-12	-	n.a.
102-42	Basis for identifying and selecting stakeholders	Page 28 of the 2009 Sustainability Report – Technical Dossier via the link https://www.cgd.pt/English/Institutional/Sustainability/Reporting-and-performance/Sustainability-Reports/Report-2009/Documents/Sustainability-Report-CGD-2009_GRI.pdf Methodological Notes 2017	-	n.a.
102-43	Approach adopted regarding involvement with stakeholders, including the frequency of involvement by type and by group	Sustainability Report 2017 – pp. 11-12 BCA, BI and BCG Brasil gauged customer satisfaction using the complaints management procedure. Scope: CGD, S.A.+ Affiliate Banks (BI, BCA and BCG Brasil)	-	n.a.
102-44	Main issues and concerns stated by the stakeholders as a result of the engagement process and the measures adopted by the organisation in how they are processed	Accounts and Management Report 2017 – pp. 114-117, 121-122 Sustainability Report 2017 – pp. 10, 25-26 BCA, BI and BCG Brasil gauged customer satisfaction using the complaints management procedure. Scope: CGD, S.A.+ Affiliate Banks (BI, BCA and BCG Brasil)	-	n.a.
REPORT PROFILE				
102-50	Period covered by the report	1 January to 31 December 2017 Sustainability Report 2017 – p. 4	-	n.a.
102-51	Date of the latest previous report	2016	-	n.a.

102-52	Report issuance cycle	Annual	-	n.a.
102-53	Contacts for issues concerning the report or its contents	Accounts and Management Report 2017 – p. 6 Sustainability Report 2017 – p. 5	-	n.a.
102-54	'As per' option chosen by the organisation and corresponding GRI table of contents	Present table Accounts and Management Report 2017 – p. 6 Sustainability Report 2017 – p. 4	-	n.a.
102-56	Current policy and practice adopted by the organisation for submitting the report for external verification	Accounts and Management Report 2017 – pp. 6, 382-383 Sustainability Report 2017 – p. 4	-	n.a.
GOVERNANCE*				
102-18	The organisation's governance structure, including commissions under the highest hierarchical governing body	Accounts and Management Report 2017 – pp. 36, 404-418 Sustainability Report 2017 – p. 14	-	n.a.
102-19	Process used for delegating authority regarding economic, environmental and social topics by the highest governing body on senior executives and other employees	Accounts and Management Report 2017 – pp. 113, 449-450, 464 Sustainability Report 2017 – p. 14	-	n.a.
102-20	Appointment of one or more executive-level roles and positions as head in charge of economic, environmental and social topics and whether those in charge report directly to the Board of Directors	Accounts and Management Report 2017 – pp. 114, 449-450, 464 Sustainability Report 2017 – p. 14	-	n.a.
102-21	Consultation processes used between stakeholders and the Board of Directors on economic, environmental and social topics	Accounts and Management Report 2017 – pp. 114-117, 449-450, 464 Sustainability Report 2017 – pp. 9-12, 14	16 – Peace, justice and effective institutions	n.a.
102-22	Composition of the Board of Directors and its Committees	Accounts and Management Report 2017 – pp. 404-413; 442-443 Sustainability Report 2017 – p. 14; 17	5. Gender equality 16. Peace, justice and effective institutions	n.a.
102-23	Whether the Chairman of the Board of Directors is also an executive director (and, in that case, his/her role in the management of the organisation and the reasons for the accumulation)	Accounts and Management Report 2017 – pp. 404-405	16. Peace, justice and effective institutions	n.a.
102-24	Procedures for selecting and appointing the Board of Directors and its Committees, as well as the criteria adopted for selecting and appointing the members of the Board of Directors	Accounts and Management Report 2017 – pp. 398, 405, 410	5. Gender equality 16. Peace, justice and effective institutions	n.a.
102-25	Procedures used by the Board of Directors to make sure conflicts of interest are avoided	Accounts and Management Report 2017 – pp. 449	16. Peace, justice and effective institutions	n.a.

102-26	Roles played by the Board of Directors and by senior executives in developing, approving and updating the goals, the mission, vision and values, and outlining strategies, policies and targets related to economic, environmental and social impacts	Accounts and Management Report 2017 – pp. 114-115, 449-450, 464	-	n.a.
102-27	Measures taken to develop and improve the Board of Directors' knowledge regarding economic, environmental and social topics	Accounts and Management Report 2017 – pp. 114-117, 449-450, 464 Sustainability Report 2017 – pp. 9-12, 17	4. Quality education	n.a.
102-28	Processes for assessing the Board of Directors' performance with regard to the governance of economic, environmental and social topics	Accounts and Management Report 2017 – pp. 449--459 Sustainability Report 2017 – p. 17		n.a.
102-29	The role played by the Board of Directors in identifying and managing impacts, risks and opportunities related to economic, environmental and social issues, as well as in implementing due diligence procedures	Accounts and Management Report 2017 – pp. 114-117, 449-450, 464 Sustainability Report 2017 – pp. 9-12, 17, 29-31	16. Peace, justice and effective institutions	n.a.
102-30	The role played by the Board of Directors in analysing the efficiency of the organisation's risk management processes regarding economic, environmental and social topics	Accounts and Management Report 2017 – pp. 114-117, 449-450, 464 Sustainability Report 2017 – pp. 9-12, 16, 29-31	-	n.a.
102-31	The frequency with which the Board of Directors analyses impacts, risks and opportunities related to economic, environmental and social issues	Accounts and Management Report 2017 – pp. 114-117, 449-450, 464	-	n.a.
102-32	Body or role that analyses and formally approves the organisation's Sustainability Report and ensures that every material aspect is addressed	The Executive Commission is the body in charge of analysing and formally approving the Sustainability Report. The Team Coordinating the Corporate Sustainability Programme is in charge of preparing this report and the sustainability contents included in the Annual Report and Accounts.	-	n.a.
102-33	Process adopted to notify the Board of Directors of any critical concerns	Accounts and Management Report 2017 – pp. 449-450, 464	-	n.a.
102-34	Nature and total number of critical concerns of which the Board of Directors was notified, as well as the mechanism(s) adopted for addressing and solving them	Accounts and Management Report 2017 – pp. 114-122, 449-450, 464	-	n.a.
102-35	Remuneration policies applicable to the Board of Directors and to senior executives	Accounts and Management Report 2017 – pp. 441-444	-	n.a.
102-36	Procedure adopted for determining remuneration	Accounts and Management Report 2017 – pp. 441-444	-	n.a.

102-37	Stakeholder opinions are requested and taken into account with regard to the issue of remuneration, including results of votes on policies and remuneration proposals, where applicable	Accounts and Management Report 2017 – pp. 114-122, 454-455, 466-467	16. Peace, justice and effective institutions	n.a.
102-38	Proportion of total annual remuneration of the highest paid individual in each country where the organisation has significant operations in relation to the total annual average remuneration of all employees (excluding the highest paid employee) in the same country	The total annual remuneration of the highest paid individual comes to 7.29 of the average annual remuneration (excluding the highest paid employee). Methodological Notes 2017 Scope: CGD, S.A. in Portugal	-	n.a.
102-39	Proportion of the percentage increase of the total annual remuneration of the highest paid individual in each country where the organisation has significant operations to the average percentage increase of the total annual remuneration of all employees (excluding the highest paid employee) in the same country	The percentage increase in the total annual remuneration of the highest paid individual corresponds to 1.01 of the average percentage increase in the total annual remuneration of all employees. Methodological Notes 2017 Scope: CGD, S.A.	-	n.a.
ETHICS AND INTEGRITY*				
102-16	The organisation's values, principles, patterns and behaviour standards	Accounts and Management Report 2017 – p. 9, 431 https://www.cgd.pt/English/Institutional/Corporate-Governance/Documents/CGD-Code-of-Conduct.pdf	16. Peace, justice and effective institutions	n.a.
102-17	Internal and external mechanisms adopted by the organisation for requesting guidelines regarding ethical behaviours and in compliance with legislation	Accounts and Management Report 2017 – p. 418-419, 431	16. Peace, justice and effective institutions	n.a.

INDICATOR	LOCATION	GLOBAL COMPACT	SDG	OMISSIONS
ECONOMIC INDICATORS				
ASPECT: ECONOMIC PERFORMANCE* Forms of Management (103): 103-1) – The identification of CGD's material topics consisted of assessing the importance of a set of topics based on the results of stakeholder consultations and on an internal impact classification of those topics. The topic 'Economic Performance' was considered high priority. (Materiality matrix – Accounts and Management Report 2017 – 1.7.1 – Sustainability and Sustainability Report 2017 – p. 10). 103-2 and 103-3 – CGD has in place a set of initiatives related to this topic, monitors the indicators related thereto and reports them publicly (Accounts and Management Report 2017 (throughout the report) and Sustainability Report 2017 – p. 8)				

201-1	Direct economic value generated and distributed	Sustainability Report 2017 – p. 8 Methodological Notes 2017 Scope: CGD, S.A.+ Affiliate Banks (BI, BCA, BCG Brasil and Timor Branch)	-	2. Eradicating hunger 5. Gender equality 7. Renewable and accessible energy sources 8. Dignified work and economic growth 9. Industry, innovation and infrastructures	n.a.
201-2	Financial implications and other risks and opportunities for the organisation due to climate change	Each year, CGD voluntarily takes part in the CDP – Carbon Disclosure Project, under which it lists the risks and opportunities arising from its activity in terms of climate change. CGD's response is available at CDP's website or through CGD's website https://www.cgd.pt/Institucional/Sustentabilidade-CGD/Indices-Externos/Documents/CGD-Responses-Climate-Change-2016.pdf In 2017, CGD responded to the CDP questionnaire and scored “A-“ https://www.cgd.pt/Institucional/Sustentabilidade-CGD/Indices-Externos/Pages/Distincao-CPD-2017.aspx (only in Portuguese) In 2017, CGD did not acquire any carbon credits. Scope: CGD, S.A.	-	13. Climate-related action	n.a.
201-3	Benefit plans offered by the organisation	Report and Financial Statements 2017 - Item 2.1 Notes to the Individual Financial Statements – Note 33 – Retirement Pensions and Other Employee Benefits. In 2017, Banco Interatlântico (BI) did not have in place a benefit/pension plan. All the Bank's employees are registered with the national social security system and its pension schemes, all under the full responsibility of this body. At BCA, there is an established Benefit Plan. The value of the bonds in 2017 was 2,900,037.28 euros. The Bank and the Employees contribute with a percentage of 11% and 6%, respectively, of the wage bill (excluding holiday and Christmas bonuses).	-	-	n.a.

		<p>At BCG Brasil, as a supplement to the Social Security benefits, there is a private pension plan for employees, with an estimated 5,614.11 euros per month in bonds under the retirement plan covered by the company's general resources.</p> <p>Scope: CGD, S.A. + Affiliate Banks (BCA, BI and BCG Brasil)</p>			
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INDICATOR	LOCATION	GLOBAL COMPACT	SDG	OMISSIONS
ASPECT: ECONOMIC PERFORMANCE*				
201-4	Significant financial benefits received by the government	<p>According to legislation in force, the Statute of Tax Benefits (EBF) provides for the deduction of charges with the net creation of new jobs and the Corporate Income Tax Code (CIRC) provides for an increase in contributions and donations. In FY 2017, these realities translated into a total amount of 2,950,788.77 euros, which, by applying an income tax rate of 21%, would generate an amount of recoverable income tax of 619,665.64.</p> <p>However, CGD will not enjoy these benefits, as it did not generate a qualifying tax base.</p> <p>BCA, BI and BCG Brasil did not receive any financial aid from the Government.</p> <p>Scope: CGD, S.A. + Affiliate Banks (BCA, BI and BCG Brasil)</p>	-	n.a.
ASPECT: MARKET PRESENCE				
202-1	Range of variation in the proportion of the lowest salary to the local minimum wage, by gender	<p>CGD, S.A.:</p> <ul style="list-style-type: none">- Females: 197%- Males: n.a. (in 2017, there were no males in the lowest pay grade) <p>BCA:</p> <ul style="list-style-type: none">- Females: 246%- Males: 246% <p>BI:</p> <ul style="list-style-type: none">- Females: 287%- Males: 287% <p>BCG Brasil:</p> <ul style="list-style-type: none">- Females: 253%- Males: 394% <p>Methodological Notes 2017</p> <p>Scope: CGD, S.A. + Affiliate Banks (BCA, BI and BCG Brasil)</p>	Principle 6	<p>1. Eradicating poverty</p> <p>5. Gender equality</p> <p>8. Dignified work and economic growth</p>

INDICATOR		LOCATION	GLOBAL COMPACT	SDG	OMISSIONS
202-2	Proportion of hires to upper-management positions in the local community	<p>Not applicable to CGD, S.A. The Bank's registered office is in Portugal.</p> <p>BI's upper management (Board of Directors) is appointed by the General Meeting of shareholders. Up to 2015, most of its members were not recruited in the Cape Verde market. As of 2015, with BI's BoD expanding to include two new members (for a total of 7), most of its members are recruited in the Cape Verde market. First-line positions are filled with hires from the Cape Verde market.</p> <p>At BCA and BCG Brasil, upper management positions are set by CGD's Executive Committee.</p> <p>Methodological Notes 2017 Scope: CGD, S.A. + Affiliate Banks (BCA, BI and BCG Brasil)</p>	Principle 6	8. Dignified work and economic growth	n.a.
203-1	Development and impact of investments on infrastructures and supported services	<p>Accounts and Management Report 2017 – p. 129</p> <p>Sustainability Report 2017 – pp. 64-75</p> <p>Methodological Notes 2017 Scope: CGD, S.A.+ Affiliate Banks (BI, BCA, BCG Brasil and Timor Branch)</p>	-	<p>2. Eradicating hunger</p> <p>5. Gender equality</p> <p>7. Renewable and accessible energy sources</p> <p>9. Industry, innovation and infrastructures</p> <p>11. Sustainable cities and communities</p>	n.a.
203-2	Indirect economic impacts, including their extent	<p>Accounts and Management Report 2017 – p. 122-123</p> <p>Sustainability Report 2017 – p. 13</p> <p>Scope: CGD, S.A.+ Affiliate Banks (BCA, BI and BCG Brasil)</p>	-	<p>1. Eradicating poverty</p> <p>2. Eradicating hunger</p> <p>3. Quality healthcare</p> <p>8. Dignified work and economic growth</p> <p>10. Reducing inequalities</p> <p>17. Partnership for the implementation of the goals</p>	n.a.

INDICATOR		LOCATION	GLOBAL COMPACT	SDG	OMISSIONS
ASPECT: PROCUREMENT PRACTICES*					
Forms of Management (103): 103-1) – The identification of CGD's material topics consisted of assessing the importance of a set of topics based on the results of stakeholder consultations and on an internal impact classification of those topics. The topic “Responsible Supplier Management” was considered medium priority. (Materiality matrix – Accounts and Management Report 2017 – 1.7 Sustainability and Sustainability Report 2017 – p. 10). 103-2) – CGD has in place a set of initiatives related to this topic (Sustainability Strategy 2015-2017 – Sustainability Report 2017 – p. 13). 103-3) – CGD monitors indicators associated with this area and reports them to the public (Responsible Supplier Management – Accounts and Management Report 2017 1.7 – Sustainability and Sustainability Report 2017 – p. 13)					
G4 – 204-1	Proportion of expenses with local suppliers	Accounts and Management Report 2017 – p. 122-123 Sustainability Report 2017 – p. 13 Methodological Notes 2017 Scope: CGD, S.A.+ Affiliate Banks (BCA, BI and BCG Brasil)	-	12. Sustainable production and consumption	n.a.
ASPECT: CORRUPTION*					
Forms of Management (103): 103-1) – The identification of CGD's material topics consisted of assessing the importance of a set of topics based on the results of stakeholder consultations and on an internal impact classification of those topics. The topic 'Practices for Combating Corruption and Money Laundering,' associated with this aspect, was considered high priority. (Materiality matrix – Accounts and Management Report 2017 – 1.7 – Sustainability and Sustainability Report 2017 – p. 10). 103-2) – CGD has implemented a set of initiatives related to this topic (Sustainability Strategy 2015-2017 – Sustainability Report 2017 – pp. 15, 17-19, 29). 103-3) – CGD monitors indicators associated with these topics and reports them to the public (Application of rules for preventing corruption and action plans for preventing and mitigating fraud – p. 648-650 – Management and Account Report 2017 and Sustainability Report 2017 – pp. 17-19).					
205-1	Operations subject to corruption risk analysis	In 2017, the Internal Audit Division conducted the following auditing initiatives: A – Commercial Structures (face-to-face): Universal Model - 6 Private Banking Regional Divisions and 92 Branches; 6 Corporate Offices; Caixa Empresas Model - 4 Regions with a total of 47 branches; B – Central Structures and Processes: 12 Regulatory Actions; 11 Process actions; 6 Quality / Environmental Management System actions; C – Information Systems: 9 audit actions;	Principle 10	16. Peace, justice and effective institutions	n.a.

		<p>D – Group Entities: Branches, Subsidiaries and Representation Office – 10 audit actions; Provision of services to the IA Function – 7 actions;</p> <p>E – Continuous Monitoring: 71 alerts and 4 reports;</p> <p>F – Recommendation Follow-up Audit: i) Commercial Structures: Universal Model – 36 Branches; 3 Corporate Offices; Caixa Empresas Model – 4 Regions with a total of 48 branches; ii) Processes – 5 Audit Actions; iii) Branches, Subsidiaries and Representation Offices – 9 audit actions; iv) Provision of Services to the IA Function (CLF and CGA) - 3 Audit actions; H – Inspection Processes: 277 completed processes.</p> <p>In 2017, there were no operations subject to corruption risk analysis at BCA.</p> <p>At BI, the following actions were carried out by the Internal Audit Office in 2017: 3 inquiries: (possible breach of bank secrecy; possible entry of LD without collateralisation; accident with a vehicle).</p> <p>BCG Brasil assesses all of its operations in terms of anti-corruption; for this purpose, it uses media information and judicial proceeding consultation tools, so that any customer or counterparty for which corruption risk is identified is submitted to the Executive Board for approval and, if approved, included in a Compliance watch list, which is periodically monitored. BCG Brasil uses this tool to verify not only the risk associated with customers (KYC) but also with employees (KYE) and suppliers (KYS).</p> <p>Scope: CGD, S.A. + Affiliate Banks (BI, BCA and BCG Brasil)</p>			
205-2	Communication and training on anti-corruption	CGD, S.A., through its website, provides information related its Code	Principle 10	16. Peace, justice and	n.a.

	<p>policies and procedures</p>	<p>of Conduct, namely its mission and values, principles for action and standards of professional conduct. In addition, some supplier contracts also include the Ethical Principles and Best Business Practices for Suppliers, which address anti-corruption issues. For more information, see the Report and Accounts 2017 – p. 122-123.</p> <p>In 2017, 82% of the employees of CGD, S.A. (6,538 employees) also received training on anti-corruption policies and procedures.</p> <p>It is the practice at BI to distribute the Manual of Conduct upon the admission of a new Employee, which, in its Article 31 - CORRUPTION reads as follows: 1- BI actively rejects all forms of corruption, and its employees must refrain from engaging in any situations conducive to acts likely to be associated with this phenomenon. In addition to the practice of communicating it to all new employees, BI's Conduct Manual is available at the <i>Bank's</i> website. Thus, all employees of BI, as well as other interested parties, have access to this information. All employees admitted to BI in 2017 were trained in anti-corruption policies and procedures (16 employees).</p> <p>BCA is guided by its code of conduct, which enshrines the operating principles and professional conduct rules to be observed in the exercise of its activities, and which binds all members of the governing bodies, employees, trainees, service providers and representatives (permanent or occasional). This document, which formalises BCA's clear position on actively rejecting all forms of corruption, was disseminated among all employees, through its distribution as a Service Order. It is also available on</p>		<p>effective institutions</p>	
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		<p>the company's intranet and website. In 2017, no anti-corruption training actions were carried out at BCA.</p> <p>In turn, at BCG Brasil, 100% of employees received training on anti-corruption policies and procedures.</p> <p>Scope: CGD, S.A.+ Affiliate Banks (BI, BCA and BCG Brasil)</p>			
205-3	Confirmed occurrences of corruption and measures taken	<p>In 2017, at CGD and affiliate banks (BI, BCA and BCG Brasil), there were no procedures that would fall under the response to this indicator.</p> <p>In 2017, BI worked to adapt its Corruption and Related Offence Prevention Policy, which is currently being verified by CGD's Compliance Office, for subsequent approval and application at BI.</p> <p>There is a record of competences being reinforced in terms of PLC/CFT training sessions during 2017, with highlight to the attendance of 1 employee at the Workshop on the Preparation of the Final National Risk Assessment Report; 1 employee at the Workshop Action Plan – National ML/TF Risk Assessment (both led by UIF); 1 employee at the Seminar Prevention of Money Laundering and Combating the Terrorist Financing promoted by ATTF/BCV; 2 employees at the vocational training on Compliance – Fraud and Money Laundering provided by KEY Corporate; 2 employees at the Compliance training held at CGD for the Compliance Teams of BCA, BI, BCI and BCGA.</p> <p>At BCG Brasil, there is no record of any internal incidents related to corruption. With regard to operations, it should be noted that BCG Brasil's corporate customer portfolio includes companies involved in the 'Lava Jato' scandal (one of the largest investigations</p>	Principle 10	16. Peace, justice and effective institutions	n.a.

		<p>conducted by the Brazilian Federal Police to investigate financial crimes committed by politicians and by public and private companies, with highlight to Petrobras). In this context, BCG Brasil reports that it has taken the necessary measures in relation to the companies that were in its customer base, namely reducing its Credit exposure, when applicable, terminating relationships, and including the remaining companies in a Compliance watch list, also ensuring a close follow-up of residual operations.</p> <p>Scope: CGD, S.A. + Affiliate Banks (BI, BCA and BCG Brasil)</p>			
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ASPECT: UNFAIR COMPETITION					
206-1	Total number of legal proceedings due to unfair competition, antitrust and anti-monopoly practices, and their results	The misdemeanour proceedings filed by the Competition Authority in 2015, which CGD disputed calling for total acquittal, are still pending. Scope: CGD, S.A.	-	16. Peace, justice and effective institutions	n.a.
ENVIRONMENTAL INDICATORS					
ASPECT: MATERIALS* Forms of Management (103): 103-1) – The identification of CGD's material topics consisted of assessing the importance of a set of topics based on the results of stakeholder consultations and on an internal impact classification of those topics. The topic "Eco-efficiency" was considered medium priority. (Materiality matrix – Accounts and Management Report 2017 – 1.7 – Sustainability and Sustainability Report 2017 – p. 10). 103-2) – CGD has in place a set of initiatives related to this topic (Sustainability Strategy 2015-2017 – Sustainability Report 2017 – p. 18-19; 51; 56) 103-3) – CGD monitors indicators associated with this topic and reports them to the public (Environmental Management – Accounts and Management Report 2017 – 1.7 – Sustainability and Sustainability Report 2017 – p. 57).					
301-1	Total consumption of materials by weight or volume	Accounts and Management Report 2017 – p. 135-136 Sustainability Report 2017 – p. 57 Sustainability Indicators for 2017 Methodological Notes 2017 Scope: CGD, S.A.+ Affiliate Banks (BCA, BI and BCG Brasil)	Principles 7 and 8	8. Dignified work and economic growth 12. Sustainable production and consumption	n.a.
301-2	Percentage of materials used that come from recycling	Sustainability Report 2017 – p. 56 Scope: CGD, S.A.	Principle 8	8. Dignified work and economic growth 12. Sustainable production and consumption	n.a.
301-3	Recovered products and packaging	CGD's operations do not allow for the recovery of products and/or packages. However, CGD has invested in waste recovery, such as the recycling of cancelled bank cards. (See response to indicator 306-2). Scope: CGD, S.A.	Principle 8	8. Dignified work and economic growth 12. Sustainable production and consumption	n.a.

**ASPECT:
ENERGY***

Forms of Management (103):

103-1) – The identification of CGD's material topics consisted of assessing the importance of a set of topics based on the results of stakeholder consultations and on an internal impact classification of those topics. The topic "Eco-efficiency" was considered medium priority. (Materiality matrix – Accounts and Management Report 2017 – 1.7 – Sustainability and Sustainability Report 2017 – p. 10).

103-2) – CGD has in place a set of initiatives related to this topic (Sustainability Strategy 2015-2017 – Sustainability Report 2017 – p. 18-19; 51-55)

103-3) – CGD monitors indicators associated with this topic and reports them to the public (Environmental Management – Accounts and Management Report 2017 – 1.7 – Sustainability and Sustainability Report 2017 – p. 44-46)

302-1	Energy consumption within the organisation	<p>Accounts and Management Report 2017 – p. 133-134 Sustainability Report 2017 – pp. 52-55 Sustainability Indicators for 2017 Methodological Notes 2017</p> <p>Scope: CGD, S.A.+ Affiliate Banks (BCA, BI and BCG Brasil)</p>	Principles 7 and 8	<p>7. Renewable and accessible energy sources 8. Dignified work and economic growth 12. Sustainable production and consumption 13. Climate-related action</p>	n.a.
302-2	Energy consumption outside the organisation	<p>Accounts and Management Report 2017 – p. 134 Sustainability Report 2017 – pp. 52-55, 62</p> <p>CGD monitors waste treatment and business trips. However, there are no conversion factors available in the literature that allow CGD to easily determine the associated energy consumption.</p> <p>Scope: CGD, S.A.</p>	Principle 8	<p>7. Renewable and accessible energy sources 8. Dignified work and economic growth 12. Sustainable production and consumption 13. Climate-related action</p>	n.a.
302-3	Energy intensity	<p>Sustainability Report 2017 – p. 53 Methodological Notes 2017 Scope: CGD, S.A. + Affiliate Banks (BCA, BI and BCG Brasil)</p>	Principle 8	<p>7. Renewable and accessible energy sources 8. Dignified work and economic growth 12. Sustainable production and consumption 13. Climate-related action</p>	n.a.
302-4	Lower energy consumption	<p>Accounts and Management Report 2017 – p. 133-139, 136-138 Sustainability Report 2017 – pp. 52-53 Scope: CGD, S.A.+ Affiliate Banks (BCA, BI and BCG Brasil)</p>	Principles 8 and 9	<p>7. Renewable and accessible energy sources 8. Dignified work and economic growth 12. Sustainable production and consumption</p>	n.a.

				13. Climate-related action	
302-5	Reduced energy needs for products and services	Accounts and Management Report 2017 – p. 79, 117-119 Sustainability Report 2017 – pp. 32-33 Scope: CGD, S.A.	Principles 8 and 9	7. Renewable and accessible energy sources 8. Dignified work and economic growth 12. Sustainable production and consumption 13. Climate-related action	n.a.

ASPECT: WATER*

Forms of Management (103):

103-1) – The identification of CGD's material topics consisted of assessing the importance of a set of topics based on the results of stakeholder consultations and on an internal impact classification of those topics. The topic "Eco-efficiency" was considered medium priority. (Materiality matrix – Accounts and Management Report 2017 – 1.7 – Sustainability and Sustainability Report 2017 – p. 10).

103-2) – CGD has in place a set of initiatives related to this topic (Sustainability Strategy 2015-2017 – Sustainability Report 2017 – p. 18; 51, 55-56).

103-3) – CGD monitors indicators associated with this area and reports them to the public (Environmental Management – Accounts and Management Report 2017 1.7 – Sustainability and Sustainability Report 2017 – p. 46).

303-1	Total water abstractions broken down by source	Accounts and Management Report 2017 – p. 135 Sustainability Report 2017 – p. 56 Sustainability Indicators for 2017 Methodological Notes 2017 Scope: CGD, S.A.+ Affiliate Banks (BCA, BI and BCG Brasil)	Principles 7 and 8	6. Drinking water and sanitation	n.a.
303-2	Water sources significantly affected by water abstraction	Not applicable	Principle 8	-	n.a.
303-3	% and total volume of recycled and reused water	The facilities of CGD, S.A., BCA and BI do not have any type of water recovery system. In 2017, BCG Brasil consumed 1,117 m ³ of rainwater, 58% more than in 2016. Scope: CGD, S.A.+ Affiliate Banks (BCA, BI and BCG Brasil)	Principle 8	6. Drinking water and sanitation 8. Dignified work and economic growth 12. Sustainable production and consumption	n.a.

ASPECT: BIODIVERSITY*
Forms of Management (103):

103-1) – The identification of CGD's material topics consisted of assessing the importance of a set of topics based on the results of stakeholder consultations and on an internal impact classification of those topics. The topic "Environmental Management System" was considered medium priority. (Materiality matrix – Accounts and Management Report 2017 – 1.7 Sustainability and Sustainability Report 2017 – p. 10).

103-2) – CGD has implemented a set of initiatives related to this topic (Sustainability Strategy 2015-2017 – Sustainability Report 2017 – p. 18, 51).

103-3) – CGD monitors indicators associated with this area and reports them to the public (Environmental Management – Accounts and Management Report 2017 1.7 – Sustainability and Sustainability Report 2017 – p. 59-60).

304-1	Location in protected or adjacent areas	This indicator is not deemed relevant for CGD, as its operations are carried out in urban areas. There is zero risk of being located in areas that are protected or of interest for biodiversity, or in adjacent areas. It should be pointed out that CGD develops initiatives related to protecting biodiversity through the <i>Floresta Caixa</i> (Caixa Forest) Project, and that it contributes toward minimising the environmental impact of its operations while fostering environmental best practices among its Employees, Customers and society, from a perspective of social responsibility and sustainable development. Scope: CGD, S.A.	Principle 8	6. Drinking water and sanitation 14. Protection of marine life 15. Protection of terrestrial wildlife	n.a.
304-2	Description of the main impacts of the organisation's operations, products and services on biodiversity in protected areas and in biodiversity-rich areas	This indicator is not deemed relevant for CGD (see 304-1). Scope: CGD, S.A.	Principle 8	6. Drinking water and sanitation 14. Protection of marine life 15. Protection of terrestrial wildlife	n.a.
304-3	Protected or restored habitats	This indicator is not deemed relevant for CGD (see 304-1). Scope: CGD, S.A.	Principle 8	6. Drinking water and sanitation 14. Protection of marine life 15. Protection of terrestrial wildlife	n.a.
304-4	Number of species on the IUCN's Red List and national conservation lists with habitats in areas affected by operations	This indicator is not deemed relevant for CGD (see 304-1). Scope: CGD, S.A.	Principle 8	6. Drinking water and sanitation 14. Protection of marine life 15. Protection of terrestrial wildlife	n.a.

INDICATOR	LOCATION		GLOBAL COMPACT	SDG	OMISSIONS
ENVIRONMENTAL INDICATORS					
ASPECT: EMISSIONS Forms of Management (103): 103-1) – The identification of CGD's material topics consisted of assessing the importance of a set of topics based on the results of stakeholder consultations and on an internal impact classification of those topics. The topic 'Fighting climate change - Energy Efficiency, CO ² emissions and alternative energy sources' was considered medium priority. (Materiality matrix – Accounts and Management Report 2017 – 1.7 – Sustainability and Sustainability Report 2017 – p. 10). 103-2) – CGD has in place a set of initiatives related to this topic (Sustainability Strategy 2015-2017 – Sustainability Report 2017 – p. 18, 51, 61). 103-3) – CGD monitors indicators associated with this area and reports them to the public (Environmental Management – Accounts and Management Report 2017 1.7 – Sustainability and Sustainability Report 2017 – pp. 62).					
305-1	Direct emissions (Scope 1)	GHG Accounts and Management Report 2017 – p. 134-135 Sustainability Report 2017 – p. 62 Sustainability Indicators for 2017 Methodological Notes 2017 Scope: CGD, S.A.+ Affiliate Banks (BCA, BI and BCG Brasil)	Principles 7 and 8	3. Quality healthcare 12. Sustainable production and consumption 13. Climate-related action 14. Protection of marine life 15. Protection of terrestrial wildlife	n.a.
305-2	Indirect emissions (Scope 2)	GHG Accounts and Management Report 2017 – p. 134-135 Sustainability Report 2017 – p. 62 Sustainability Indicators for 2017 Methodological Notes 2017 Scope: CGD, S.A.+ Affiliate Banks (BCA, BI and BCG Brasil)	Principles 7 and 8	3. Quality healthcare 12. Sustainable production and consumption 13. Climate-related action 14. Protection of marine life 15. Protection of terrestrial wildlife	n.a.
305-3	Indirect emissions (Scope 3)	GHG Accounts and Management Report 2017 – p. 134-135 Sustainability Report 2017 – p. 62 Sustainability Indicators for 2017 Methodological Notes 2017 Scope: CGD, S.A.+ Affiliate Banks (BCA, BI and BCG Brasil)	Principles 7 and 8	3. Quality healthcare 12. Sustainable production and consumption 13. Climate-related action 14. Protection of marine life	n.a.

				15. Protection of terrestrial wildlife	
305-4	Carbon intensity	Accounts and Management Report 2017 – p. 134-135 Methodological Notes 2017 Scope: CGD, S.A.+ Affiliate Banks (BCA, BI and BCG Brasil)	Principle 8	13. Climate-related action 14. Protection of marine life 15. Protection of terrestrial wildlife	n.a.
305-5	Reduction of GHG emissions	Accounts and Management Report 2017 – p. 134-139 Sustainability Report 2017 – p. 62 Scope: CGD, S.A.+ Affiliate Banks (BCA, BI and BCG Brasil)	Principles 8 and 9	13. Climate-related action 14. Protection of marine life 15. Protection of terrestrial wildlife	n.a.

INDICATOR		LOCATION	GLOBAL COMPACT	SDG	OMISSIONS
305-6	Emissions of ozone-depleting substances, by weight	According to GRI guidelines, ozone-depleting substances contained in products or equipment derived from use or disposal are not covered by this indicator. For this reason, this Indicator does not apply to CGD. Scope: CGD, S.A.	Principles 7 and 8	3. Quality healthcare 12. Sustainable production and consumption	n.a.
305-7	NO _x , SO _x and other atmospheric emissions	Emissions of this type of substances can stem from the use of CGD's emergency generators and vehicle fleet. In the case of CGD, these emissions are not very significant. Total NO _x emissions: 28 t Total SO ₂ emissions: 7.4 t Methodological Notes 2017 Scope: CGD, S.A.	Principles 7 and 8	3. Quality healthcare 12. Sustainable production and consumption 14. Protection of marine life 15. Protection of terrestrial wildlife	n.a.

ASPECT: EFFLUENTS AND WASTE***Forms of Management (103):**

103-1) – The identification of CGD's material topics consisted of assessing the importance of a set of topics based on the results of stakeholder consultations and on an internal impact classification of those topics. The topic 'Environmental Management System' was considered medium priority. (Materiality matrix – Accounts and Management Report 2017 – 1.7 Sustainability and Sustainability Report 2017 – p. 10).

103-2) – CGD has implemented a set of initiatives related to this topic (Sustainability Strategy 2015-2017 – Sustainability Report 2017 – p. 18, 57-58).

103-3) – CGD monitors indicators associated with this topic and reports them to the public (Environmental Management – Accounts and Management Report 2017 – 1.7 – Sustainability and Sustainability Report 2017 – p. 57-58).

306-1	Production of liquid effluents, by quality and destination	CGD's facilities are located in urban areas, equipped with basic sanitation and rainwater harvesting infrastructures. Domestic wastewater is sent to the municipal collector, so this indicator is not considered applicable to CGD. Scope: CGD, S.A.	Principle 8	3. Quality healthcare 6. Drinking water and sanitation 12. Sustainable production and consumption 14. Protection of marine life	n.a.
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INDICATOR	LOCATION	GLOBAL COMPACT	SDG	OMISSIONS	
ENVIRONMENTAL INDICATORS					
306-2	Weight of waste produced, by type and by treatment method	Accounts and Management Report 2017 – p. 136 Sustainability Report 2017 – p. 58 Methodological Notes 2017 BI, BCA, and BCG Brasil do not compile information regarding waste generation. Scope: CGD, S.A.	Principle 8	3. Quality healthcare 6. Drinking water and sanitation 12. Sustainable production and consumption	n.a.
306-3	Occurrence of spills	According to CGD's operations, this indicator is not considered to be material. However, since 2014, as part of the EMS, retention basins are in place at strategic points of the Head Office Building, in order to prevent and contain any spills that may occur. Annually, several drills are carried out in which emergency response procedures are tested, including those that may have a significant environmental impact on CGD's facilities. One of the drills carried out in 2016 tested a scenario of spillage of corrosive liquids.	Principle 8	3. Quality healthcare 6. Drinking water and sanitation 12. Sustainable production and consumption 14. Protection of marine life 15. Protection of terrestrial wildlife	n.a.

		It should also be noted that, as part of audits to the Environmental Management System, certified under ISO 14001, emergency response procedures, including the conduct of drills, are assessed.			
		Scope: CGD, S.A.			
306-4	Weight of hazardous waste hauled, imported, exported or processed, and percentage of internationally shipped waste loads	Non applicable to CGD, given the nature of its operations.	-	3. Quality healthcare 12. Sustainable production and consumption	n.a.
306-5	Water resources and respective habitats affected by water discharges and drainage	Because CGD's facilities are located in urban areas, no water resources are affected by water discharges. Scope: CGD, S.A.	Principle 8	6. Drinking water and sanitation 14. Protection of marine life 15. Protection of terrestrial wildlife	n.a.

INDICATOR		LOCATION	GLOBAL COMPA CT	SDG	OMISSIONS
ASPECT: ENVIRONMENTAL COMPLIANCE					
307-1	Monetary amount of fines and number of non-monetary penalties resulting from non-compliance with environmental laws and regulations	There were no such occurrences in 2017. Methodological Notes 2017 Scope: CGD, S.A.	Principle 8	16. Peace, justice and effective institutions	n.a.
ASPECT: ENVIRONMENTAL EVALUATION OF SUPPLIERS* – Forms of Management (103) – p. 11 (Procurement practices)					
308-1	New suppliers assessed under environmental criteria	Accounts and Management Report 2017 – p. 122-123 Sustainability Report 2017 – p. 13 Methodological Notes 2017 Scope: CGD, S.A.	Principle 8	-	n.a.
308-2	Negative environmental impacts on the supply chain and measures taken	In 2017, 5 CGD suppliers were subject to environmental assessments as part of internal and external audit procedures concerning CGD's environmental management	Principle 8	-	n.a.

		<p>system and legal compliance. These suppliers were chosen based on their relevance to the activities carried out in CGD's Head Office Building.</p> <p>CGD's Risk Management Division has no specific procedures in place for identifying this type of situations, which can be included under operational risk management only in unequivocal instances of legal non-compliance on the part of CGD. Impacts of this type of situations basically fall under reputational risk. The operational risk event database was queried in order to identify any situations that could impact the supply chain that have been validated in 2017 and no events were identified.</p> <p>Accounts and Management Report 2017 – p. 130 Scope: CGD, S.A.</p>			
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INDICATOR	LOCATION	GLOBAL COMPACT	SDG	OMISSIONS	
SOCIAL INDICATORS					
ASPECT: EMPLOYMENT* Forms of Management (103):					
103-1) – The identification of CGD's material topics consisted of assessing the importance of a set of topics based on the results of stakeholder consultations and on an internal impact classification of those topics. The topics 'Diversity and Equal Opportunities', 'Occupational Health and Safety' and 'Conciliation of Professional and Personal Life' are associated with this aspect and were considered medium priority. (Materiality matrix – Accounts and Management Report 2017 – 1.7 – Sustainability and Sustainability Report 2017 – p. 10).					
103-2) – CGD has implemented a set of initiatives related to these topics (Sustainability Strategy 2015-2017 – Sustainability Report 2017 – p. 17-18, 37-39).					
103-3) – CGD monitors indicators associated with this topic and reports them to the public (1.7 Human Capital – Accounts and Management Report 2017 and Sustainability Report 2017 – pp. 37-39, 42-43).					
401-1	Number and rate of new hires and turnover rate by age group, gender and region	Sustainability Report 2017 – p. 38 Sustainability Indicators for 2017 Methodological Notes 2017 Scope: CGD, S.A.+ Affiliate Banks (BI, BCA, BCG Brasil and Timor Branch)	-	5. Gender equality 8. Dignified work and economic growth	n.a.

401-2	Benefits for full-time employees that are not granted to temporary or part-time workers*	Accounts and Management Report 2017 – p. 130 Sustainability Report 2017 – p. 42-43 At CGD S.A. there is no difference in the benefits granted to full-time and part-time employees.	-	8. Dignified work and economic growth	n.a.
		At BI, the benefits that are not granted to temporary or part-time include Loans to Employees and Mortgage Loans to Employees, under applicable regulations; and career advancements occur as set forth in the Personnel Statutes in force. There are no other benefits granted to full-time employees that are not granted to part-time employees. At BCG Brasil, benefits granted to staff members include medical and dental assistance for all staff members and their direct dependants (spouses or partners and children); a complementary social security programme 90 days after the date of hiring; life insurance; transportation, meal, food and culture vouchers; nursery and babysitter subsidies and subsidies for children with disabilities. It should be noted that, in 2017, BCG Brasil had no part-time employees. In 2017, BCA continued to grant the following benefits to its staff members: • Mortgage loans, car loans, tax allowances and payments in advance at preferential rates; • Housing rent subsidy, for some managers; • Productivity Bonus granted annually and indexed to the Performance Assessment; • Co-payment of 50% of tuition fees related to academic or vocational Training Courses attended in the country, when considered to be of interest for the Bank; • Co-payment of 75% of monthly tuition fees related to the attendance of English courses taught in the country (in this case, the decision is made on a case-by-case basis, according to the specific interest of the Bank and the tuition fees in question); • Life Insurance for all Staff Members;			

	<ul style="list-style-type: none"> • Co-payment of gym fees for all staff members; • Meal allowance and fuel allowance (granted to some senior managers); • Allocation of mobile phones and top-ups (granted to some senior managers and technicians in specific areas); and • Allocation of vehicles to Directors and Staff Body Coordinators. <p>The benefits are granted to employees regardless of whether they are working full-time or on a reduced schedule.</p> <p>Scope: CGD, S.A.+ Affiliate Banks (BCA, BI and BCG Brasil)</p>			
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INDICATOR		LOCATION	GLOBAL COMPACT	SDG	OMISSIONS
401-3	Rates of return to work and retention after maternity/paternity leave, by gender	<p>CGD, S.A.: Employees entitled to parental leave: Males: 3,287; Females: 4,683 Employees who have enjoyed parental leave, by gender: Males: 130; Females: 275 Employees who returned to work after the end of parental leave, by gender: Males: 124; Females: 270 Employees who returned to work after the end of parental leave and who are still employed 12 months after their return, by gender: Males: 142 Females: 202</p> <p>Rate of return to work: Males: 95%; Females: 98%; Total: 97% Retention rate: Males: 100%; Females: 100%; Total: 100%</p> <p>BCA Employees entitled to parental leave: Males: 168; Females: 295 Employees who have enjoyed parental leave, by gender: Males: 0; Females: 13 Employees who returned to work after the end of parental leave, by gender: Males: 0; Females: 14</p>	Principle 3	5. Gender equality 8. Dignified work and economic growth	n.a.

		<p>Employees who returned to work after the end of parental leave and who are still employed 12 months after their return, by gender: Males: 3 Females: 9</p> <p>Rate of return to work: Males: -; Females: 62%; Total: 62% Retention rate: Males: 100%; Females: 100%; Total: 100%</p> <p>BI: Employees entitled to parental leave: Males: 45; Females: 97 Employees who have enjoyed parental leave, by gender: Males: 2; Females: 9 Employees who returned to work after the end of parental leave, by gender: Males: 2; Females: 7 Employees who returned to work after the end of parental leave and who are still employed 12 months after their return, by gender: Males: 2 Females: 6</p> <p>Rate of return to work: Males: 100%; Females: 78%; Total: 82% Retention rate: Males: 67%; Females: 100%; Total: 100%</p> <p>BCG Brasil: Employees entitled to parental leave: Males: 38; Females: 27 Employees who have enjoyed parental leave, by gender: Males: 1; Females: 1 Employees who returned to work after the end of parental leave, by gender: Males: 1; Females: 1 Employees who returned to work after the end of parental leave and who are still employed 12 months after their return, by gender: Males: 1; Females: 1</p> <p>Rate of return to work: Males: 100%; Females: 100%; Total: 100% Retention rate: Males: 100%; Females: 50%; Total: 67%</p> <p>Methodological Notes 2017 Scope: CGD, S.A.+ Affiliate Banks (BI, BCA and BCG Brasil)</p>			
402-1	Minimum notice periods in the event of operational changes	As a rule, the minimum notification periods for what may be considered 'operating changes' shall be those set forth in the Labour Code.	Principle 4	8. Dignified work and economic growth	n.a.

		<p>Only specific situations are provided for in the Company Agreements.</p> <p>We highlight the following situations, for which minimum notice periods are established:</p> <ul style="list-style-type: none"> - Transfer of the worker to a different workplace, by initiative of the company: the transfer must be communicated to the employee with a minimum notice of 30 days (clause 48(6) of CGD's Company Agreements) - Relevant changes in normal working hours: must be preceded by a consultation of the affected employee, with a minimum notice of 10 days, depending on the employee, with a minimum notice of 30 days, in case the 			
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402-1	Minimum notice periods in the event of operational changes	<p>working hours have been established more than 10 years ago (clause 36(2)(3) of CGD's Company Agreement)</p> <ul style="list-style-type: none"> - Differentiated and shift work schedules may be terminated at the company's initiative, subject to a notice to the affected employees at least 30 days in advance (clauses 37(4) and 39(4) of CGD's Company Agreement) - Expiration of fixed-term employment contract: the employer must notify the employee of its will to terminate the contract with a minimum notice of 15 days before the contract's expiry date (Article 344(1) of the Labour Code) - Expiration of open-ended employment contract: the employer must notify the employee of its will to terminate the contract with a minimum notice of 7, 30 or 60 days, respectively for contracts with a duration of up to 6 months, 6 months to 2 years or more than 2 years (Article 345(1) of the Labour Code) - Collective dismissal or extinction of work position: variable prior notice, between 15 and 75 days, depending on the worker's seniority (Article 363(1) and Article 371(3) of the Labour Code). However, in the event the establishment closes permanently, CGD is under obligation to place employees at another establishment or at companies that are legally or financially associated or economically interdependent. Only in the event this new placement is entirely impossible can the company go ahead with the legal process of collective dismissal (cf. Clause 30 of the CA). <p>Scope: CGD, S.A.</p>	Principle 4	8. Dignified work and economic growth	n.a.
403-1	Employees represented at occupational health and safety committees	<p>There is no specific occupational health and safety committee. The Delegated Council for CGD S.A.'s Personnel, Resources and Systems addresses the topic of occupational health and safety, among others, covering all employees.</p> <p>Scope: CGD, S.A.</p>	-	8. Dignified work and economic growth	n.a.

INDICATOR		LOCATION	GLOBAL COMPACT	SDG	OMISSIONS
403-2	Ratios of accidents, occupational diseases, lost days, absenteeism and number of work-related deaths, by region and gender	Rate of occurrence of work accidents: CGD, S.A.: Males: 2.40; Females: 6.02; Portugal: 4.51 BCA: Males: 0; Females: 0; Cape Verde: 0 BI: Males: 0; Females: 0; Cape Verde: 0 BCG Brasil: Males: 0; Females: 0 Degree of seriousness of work accidents: CGD, S.A.: Males: 67.44 Females: 216.48; Portugal: 151.70 BCA: Males: 0; Females: 0; Cape Verde: 0 BI: Males: 0; Females: 0; Cape Verde: 0 BCG Brasil: Males: 0; Females: 0 Rate of occurrence of occupational diseases: CGD, S.A.: Males: 0; Females: 0; Portugal: 0 BCA: Males: 0; Females: 0; Cape Verde: 0 BI: Males: 0; Females: 0; Cape Verde: 0 BCG Brasil: Males: 0; Females: 0 Absentee rate: CGD, S.A.: Males: 2.29%; Females: 4.29% Portugal: 3.42% CGD, S.A. – Employees assigned to CGD and ACE own staff: Males: 1.14%; Females: 2.54% Portugal: 1.76% BCA: Males: 2.05%; Female: 4.91%; Cape Verde: 3.87% BI: Males: 0%; Female: 0%; Cape Verde: 0% BCG Brasil: ND Number of work-related deaths:	-	3. Quality healthcare 8. Dignified work and economic growth	n.a.

		CGD, S.A.: Males: 0; Female: 0; Portugal: 0 BCA: Males: 0; Females: 0; Cape Verde: 0 BI: Males: 0; Female: 0; Cape Verde: 0 BCG Brasil: Males: 0; Females: 0 Methodological Notes 2017 Scope: CGD, S.A.+ Affiliate Banks (BCA, BI and BCG Brasil)			
403-3	Employees with high incidence and high risk of serious illnesses	At CGD, there are no employees involved in occupational activities with high incidence/risk of specific/serious illnesses. Methodological Notes 2017 Scope: CGD, S.A.	-	3. Quality healthcare 8. Dignified work and economic growth	n.a.

INDICATOR		LOCATION	GLOBAL COMPACT	SDG	OMISSIONS
403-4	Health and safety topics covered by formal agreements with labour unions	CGD concluded Company Agreements with all the Labour Unions represented at the company, for a rate of 100%.	-	8. Dignified work and economic growth	n.a.
		As for health and safety, enshrined in articles 95 and 96 of these Agreements is a set of obligations for the company in terms of health (Occupational Health) and health and safety at the workplace.			
		With regard to health (Clause 95), in addition to legally required regular exams, the Occupational Health service is under obligation to put into practice the measures required to prevent infectious/contagious diseases and to conduct annual ophthalmology screenings.			
		In the event of a work accident or sudden illness at the workplace, the company is required to provide immediate medical and pharmaceutical attention, as well as to transport those affected to hospital centres.			
		With regard to health and safety at the workplace (Clause 96), the Company undertook to endow the workplaces with the proper hygiene, health and safety			

		<p>conditions, so as to ensure a healthy working environment and prevent the risk of occupational diseases and work accidents, ensure proper sound levels, as recommended by official bodies, provide drinking water to all workers and at accessible locations and conduct cleaning operations outside business hours, except in cases of force majeure, as well as to ensure all repairs and conservation works, so as not to endanger the life or health of workers.</p> <p>Scope: CGD, S.A.</p>			
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INDICATOR	LOCATION	GLOBAL COMPACT	SDG	OMISSIONS	
ASPECT: TRAINING AND EDUCATION* Forms of Management (103): 103-1) – The identification of CGD's material topics consisted of assessing the importance of a set of topics based on the results of stakeholder consultations and on an internal impact classification of those topics. The Topic 'Human capital development' was considered high priority. (Materiality matrix – Accounts and Management Report 2017 – 1.7 – Sustainability and Sustainability Report 2017 – p. 10). 103-2) – CGD has implemented a set of initiatives related to these topics (Sustainability Strategy and Sustainability Report 2017 – p. 17-18, 39-41). 103-3) – CGD monitors indicators associated with this topic and reports them to the public (2017 Human Capital – Accounts and Management Report 2017 and Sustainability Report 2017 – p. 39-41).					
404-1	Average annual number of hours of training per employee, gender and professional category	Accounts and Management Report 2017 – p. 126 Sustainability Indicators for 2017 Methodological Notes 2017 Scope: CGD, S.A.+ Affiliate Banks (BI, BCA, BCG Brasil and Timor Branch)	-	4. Quality education 5. Gender equality 8. Dignified work and economic growth	n.a.
404-2	Programmes for managing skills and continuous learning*	Accounts and Management Report 2017 – p. 125-126 Sustainability Report 2017 – p. 39-41) Scope: CGD, S.A.+ Affiliate Banks (BCA, BI and BCG Brasil)	-	8. Dignified work and economic growth	n.a.
404-3	Percentage of employees regularly subject to performance assessments, by gender and professional category	In 2017, 100% of CGD, S.A.'s employees (eligible for the evaluation process) were subject to performance assessments. At BI, the performance assessment programme is carried out on an annual basis. The percentage of employees evaluated was	Principle 6	5. Gender equality 8. Dignified work and economic growth	n.a.

		75%, and the Executive Committee removed from the scope of the Evaluation System in place the positions directly assessed by the BoD, as it deemed the model inadequate for these employees.		
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INDICATOR		LOCATION	GLOBAL COMPACT	SDG	OMISSIONS
404-3	Percentage of employees regularly subject to performance assessments, by gender and professional category	At BCG Brasil, the performance assessment process applies to all bank employees. Temporary workers and service providers are left out of the Bank's performance assessment Policy.	Principle 6	5. Gender equality 8. Dignified work and economic growth	n.a.
		The performance assessment at BCA is conducted annually on all Bank employees (except the Board of Directors), regardless of their labour contract. It is the duty of the Bank, in general, and of the assessor, in particular, to assess employees who have been active for at least 3 months during the year of the evaluation. All employees who met the requirement of having been active for at least 3 months were evaluated. Accounts and Management Report 2017 – p. 126 Sustainability Report 2017 – p. 41 Methodological Notes 2017 Scope: CGD, S.A.+ Affiliate Banks (BCA, BI and BCG Brasil)			
ASPECT: DIVERSITY AND EQUAL OPPORTUNITIES – EQUAL PAY BETWEEN MEN AND WOMEN Forms of Management (103):					
103-1) – The identification of CGD's material topics consisted of assessing the importance of a set of topics based on the results of stakeholder consultations and on an internal impact classification of those topics. The Topic 'Diversity and equal opportunities' was considered medium priority. (Materiality matrix – Accounts and Management Report 2017 – 1.7 – Sustainability and Sustainability Report 2017 – p. 10).					
103-2) – CGD has implemented a set of initiatives related to this topic (Sustainability Strategy 2015-2017 – Accounts and Management Report – 2017 Sustainability Report 2017 – p. 17-18, 37).					
103-3) – CGD monitors indicators associated with this topic and reports them to the public (1.7 Human Capital – Accounts and Management Report 2017 and Sustainability Report 2017 – p. 37).					
405-1	Manpower by professional category, gender.	Accounts and Management Report 2017 – p. 124-125	Principle 6	5. Gender equality	n.a.

	age group and minority, as well as other diversity indicators	Sustainability Report 2017 – p. 37 Sustainability Indicators for 2017 Methodological Notes 2017 Scope: CGD, S.A.+ Affiliate Banks (BI, BCA, BCG Brasil and Timor Branch)		8. Dignified work and economic growth	
405-2	Ratio of base salary to remuneration for females and males, by location of the significant operation*	Sustainability Indicators for 2017 Methodological Notes 2017 Scope: CGD, S.A.+ Affiliate Banks (BI, BCA, BCG Brasil and Timor Branch)	Principle 6	5. Gender equality 8. Dignified work and economic growth 10. Reducing inequalities	n.a.

INDICATOR	LOCATION	GLOBAL COMPACT	SDG	OMISSIONS	
ASPECT: HUMAN RIGHTS ASSESSMENT* Forms of Management (103): 103-1) – The identification of CGD's material topics consisted of assessing the importance of a set of topics based on the results of stakeholder consultations and on an internal impact classification of those topics. The topic 'Human Rights' was considered medium priority. (Materiality matrix – Accounts and Management Report 2017 – 1.7 – Sustainability and Sustainability Report 2017 – p. 10). 103-2) – CGD has implemented a set of initiatives related to this topic (Sustainability Strategy 2015-2017 – Sustainability Report 2017 – p. 17-18). 103-3) – CGD monitors indicators associated with these topics and reports them to the public (1.7 – Sustainability and 1.6.1 – Credit Risk Accounts and Management Report 2017 and Sustainability Report 2017 – p. 29-31).					
412-1	Operations subject to human rights assessments	<p>During the year 2017 no new projects were financed under the Project Finance system. The existing portfolio was monitored and several opportunities that may materialise in 2018 were analysed.</p> <p>In 2017, at BI and BCA, there was no record of any operations subject to human rights assessments. However, if necessary, the credit analysis process shall include evaluations of this nature.</p> <p>In 2017 there was no record of internal operations subject to human rights assessments at BCG-Brasil. However, with respect to our products/services, all of BCG Brasil's customer operations are subject to human rights assessments during the Know Your Customer (KYC) process, which includes, among other information, media inquiries, proceedings or indications of non-compliance with human rights legislation, as well as regulations and best practices (particular regarding labour aspects). In 2017, at BCG Brasil, there was no record of any operations subject to specific human rights assessments. However, if necessary, the credit analysis process shall include evaluations of this nature.</p> <p>Scope: CGD, S.A.+ Affiliate Banks (BI, BCA and BCG Brasil)</p>	Principle 1	-	n.a.

412-2	Training of employees with regard to human rights	<p>In 2017, no training was provided to CGD, S.A. employees on human rights policies or procedures related to aspects of human rights with relevance for CGD, S.A.'s operations.</p> <p>In 2017, no specific training on Human Rights was provided to BCG-Brasil employees. However, it should be noted that employees follow BCG-Brasil's Code of Ethics, which addresses Human Rights aspects. In addition to the handing out of this Code to all new hires, periodic training (e-learning) is also provided to all active employees.</p> <p>Scope: CGD, S.A.+ Affiliate Banks (BI, BCA and BCG Brasil)</p>	Principle 1	-	n.a.
412-3	Investment agreements and contracts containing human rights clauses	<p>The CGD Group's Project Finance portfolio CGD is particularly focused on projects developed in the Iberian Peninsula. The safeguarding of human rights is enshrined in those countries' legislation, with mandatory compliance on the part of their economic agents. In other geographic locations where the CGD Group operates, such as Brazil and Africa, funded Projects that directly or indirectly include human rights clauses namely concern operations in which multilateral institutions also take part. However, these are still not very significant, if we take into account the total number of projects monitored by the Project Finance Area.</p> <p>Accounts and Management Report 2017 – pp. 73, 99</p> <p>At BI, there were no contracts including human rights clauses in 2017. At BCA, there were no loan contracts including human rights clauses in 2017. However, in security service contracts, there were some references to best practices – compliance with labour legislation in force, under penalty of contract termination.</p>	Principle 2	-	n.a.

		<p>All operations contracts signed by BCG Brasil comprise clauses holding customers accountable regarding non-compliance with every aspect of legislation, including human rights.</p> <p>Methodological Notes 2017 Scope: CGD, S.A.+ Affiliate Banks (BI, BCA and BCG Brasil)</p>			
<p>ASPECT: NON-DISCRIMINATION* Forms of Management (103): 103-1) – The identification of CGD's material topics consisted of assessing the importance of a set of topics based on the results of stakeholder consultations and on an internal impact classification of those topics. The topic 'Diversity and equal opportunities,' associated with this aspect, was considered medium priority. (Materiality matrix – Accounts and Management Report 2016 – 1.7 – Sustainability and Sustainability Report 2017 – p. 10). 103-2) – CGD has implemented a set of initiatives related to this topic (Sustainability Strategy 2015-2017 – Sustainability Report 2017 – p. 17-18, 37). 103-3) – CGD monitors indicators associated with these topics and reports them to the public (1.7 – Human Capital – Accounts and Management Report 2017 and Sustainability Report 2017 – p. 37-38)</p>					
406-1	Total number of cases of discrimination and corrective measures taken	<p>In 2017, no instances of discrimination were recorded at affiliated banks. No specific procedures are in place for identifying this type of occurrence.</p> <p>In relation to CGD, S.A., in 2017, there was a record of one incident related to a complaint of discrimination filed by a customer.</p> <p>Scope: CGD, S.A.+ Affiliate Banks (BI, BCA and BCG Brasil)</p>	Principle 6	<p>5. Gender equality</p> <p>8. Dignified work and economic growth</p> <p>16. Peace, justice and effective institutions</p>	n.a.
<p>ASPECT: FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING* - Forms of Management (103) - p. 35 (Human Rights Assessment)</p>					
407-1	Operations and suppliers identified as running the risk of violating the right of freedom of association and collective bargaining, as well as measures taken	<p>At CGD S.A., there is no knowledge of any such situations in 2017. No specific procedures are in place for identifying this type of occurrence.</p> <p>CGD's Risk Management Division (DGR) does not have in place specific procedures for identifying this type of situations, which can be included under operational risk management only in unequivocal instances of legal noncompliance on the part of CGD. Impacts of this type of situations basically fall under reputational risk. The operational risk event database was queried in order to identify any situations that could impact the supply chain that have been validated in 2017 and no events were identified.</p>	Principle 3	8. Dignified work and economic growth	n.a.

		<p>BI does not prevent anyone from freely exercising their freedom of association or from concluding collective bargaining agreements. And neither was any supplier identified as having this type of risk.</p> <p>At BCA, no operations were identified as entailing a risk of violation of the right to freedom of association and collective bargaining.</p> <p>At BCG Brasil, no operations were identified as entailing a risk of child labour or forced labour and the bank does not prevent anyone from freely exercising their freedom of association and from concluding collective bargaining agreements. And neither was any supplier identified as having this type of risk.</p> <p>Scope: CGD, S.A.+ Affiliate Banks (BI, BCA and BCG Brasil)</p>			
ASPECT: CHILD LABOUR* - Forms of Management (103) - p. 35 (Human Rights Assessment)					
408-1	Operations and suppliers identified as running the risk of child labour, and measures taken	<p>At CGD S.A., there is no knowledge of any such situations in 2017. No specific procedures are in place for identifying this type of occurrence.</p> <p>CGD's Risk Management Division (DGR) does not have in place specific procedures for identifying this type of situations, which can be included under operational risk management only in unequivocal instances of legal noncompliance on the part of CGD. Impacts of this type of situations basically fall under reputational risk. The operational risk event database was queried in order to identify any situations that could impact the supply chain that have been validated in 2017 and no events were identified.</p> <p>At BI, no operations were identified as entailing a risk of child labour.</p> <p>At BCA, no operations were identified as entailing a risk of child labour.</p> <p>At BCG Brasil, no operations were identified as entailing a risk of child labour or forced labour and the bank does not prevent anyone from freely</p>	Principle 5	8. Dignified work and economic growth 16. Peace, justice and effective institutions	n.a.

		exercising their freedom of association and from concluding collective bargaining agreements. And neither was any supplier identified as having this type of risk. Scope: CGD, S.A.+ Affiliate Banks (BI, BCA and BCG Brasil)			
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INDICATOR	LOCATION	GLOBAL COMPACT	SDG	OMISSIONS	
ASPECT: FORCED LABOUR OR TANTAMOUNT TO SLAVERY * - Forms of Management (103) - p. 35 (Human Rights Assessment)					
409-1	Operations and suppliers identified as running the risk of forced labour or tantamount to slavery, and measures taken*	<p>At CGD S.A., there is no knowledge of any such situations in 2017. No specific procedures are in place for identifying this type of occurrence.</p> <p>CGD's Risk Management Division (DGR) does not have in place specific procedures for identifying this type of situations, which can be included under operational risk management only in unequivocal instances of legal non-compliance on the part of CGD. Impacts of this type of situations basically fall under reputational risk. The operational risk event database was queried in order to identify any situations that could impact the supply chain that have been validated in 2016 and no events were identified.</p> <p>At BI, no operations were identified as entailing a risk of forced labour.</p> <p>At BCA, no operations were identified as entailing a risk of forced labour.</p> <p>At BCG Brasil, no operations were identified as entailing a risk of child labour or forced labour and the bank does not prevent anyone from freely exercising their freedom of association and from concluding collective bargaining agreements. And neither was any supplier identified as having this type of risk.</p>	Principle 4	8. Dignified work and economic growth	n.a.

		Scope: CGD, S.A.+ Affiliate Banks (BI, BCA and BCG Brasil)			
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INDICATOR	LOCATION	GLOBAL COMPACT	SDG	OMISSIONS
ASPECT: SECURITY PRACTICES* - Forms of Management (103) - p. 35 (Human Rights Assessment)				
410-1	Training of security personnel regarding human rights	<p>CGD's Prevention and Security Office received no human rights training; however, it is a member of the Advisory Committee of UNICRI – Security Governance and Counter-Terrorism Laboratory, which, in this regard, undertook efforts to bring CGD under the Global Compact. This fact became possible as of 12 December 2013.</p> <p>Security companies providing services to CGD are duly qualified with the professional private security licence, as issued the PSP's National Private Security Administration. The issuance of the corresponding licence card is regulated under Ordinance no. 148/2014 of 18 July.</p> <p>Said ordinance also regulates the training required for obtaining the professional licence; Art. 9(2)(b) (Annex III – Basic training module), as concerns promoting rights, freedoms and guarantees. The issuance of replacement cards and/or forms dated</p>	<p>Principle 1</p> <p>16. Peace, justice and effective institutions</p>	n.a.

		<p>prior to said ordinance was regulated under Section 3(a) of Ordinance no. 1325/2001, regarding training on rights, freedoms and guarantees.</p> <p>The training content on the topics in question basically hinges on the Universal Declaration of Human Rights.</p> <p>For CGD, verification of compliance with the Law involves confirming the authenticity and validity of each security guard's professional licence during the GPS accreditation procedure.</p> <p>In 2017, 5 CGD security guards underwent training on contents regarding human rights, upon the renewal of their professional security licence. Said renewal occurs every 5 years.</p> <p>Scope: CGD, S.A.</p>			
ASPECT: INDIGENOUS PEOPLES' RIGHTS* - Forms of Management (103) - p. 35 (Human Rights Assessment)					
411-1	Total number of instances of violated rights of indigenous peoples, as well as measures taken	<p>In 2017, there were no instances of violation of the rights of indigenous peoples as part of CGD S.A.'s operations</p> <p>Scope: CGD, S.A.</p>	Principle 1	2. Eradicating hunger	n.a.
ASPECT: SOCIAL EVALUATION OF SUPPLIERS* - Forms of Management (103) - p. 11 (Procurement Practices)					
414-1	New suppliers assessed according to social criteria	<p>Accounts and Management Report 2017 – p. 122-123 Sustainability Report 2017 – p. 13 Methodological Notes 2017</p> <p>At BCA, in 2017, suppliers were not evaluated with regard to human rights criteria.</p> <p>In 2017, no systematic practice was in place at BI for supplier evaluation in terms of human and labour rights.</p> <p>BCG Brasil evaluates its suppliers based on their observance of labour standards, any judicial or administrative cases/sentences and media consultation regarding the company.</p>	Principle 2	-	n.a.

		Scope: CGD, S.A. + Affiliate Banks (BI, BCA and BCG Brasil)			
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INDICATOR	LOCATION	GLOBAL COMPACT	SDG	OMISSIONS
414-2	Negative social impacts on the supply chain and measures taken	<p>CGD's Risk Management Division (DGR) does not have in place specific procedures for identifying this type of situations, which can be included under operational risk management only in unequivocal instances of legal non-compliance on the part of CGD. Impacts of this type of situations basically fall under reputational risk. The operational risk event database was queried in order to identify any situations that could impact the supply chain that have been validated in 2017 and no events were identified.</p> <p>In 2017, no systematic practice was in place at BI for supplier evaluation in terms of human and labour rights.</p> <p>BCA did not evaluate negative impacts in terms of human rights on its supply chain.</p> <p>BCG Brasil evaluates its suppliers based on their observance of labour standards, any judicial or administrative cases/sentences and media consultations regarding the company.</p> <p>BCG Brasil has in place a contract management system that monitors all supplier contracts in force at the Institution. Additionally, a KYS (know your supplier) policy is in place, which provides for the evaluation of new contracts.</p> <p>Scope: CGD, S.A. + Affiliate Banks (BI, BCA and BCG Brasil)</p>	-	n.a.

INDICATOR		LOCATION	GLOBAL COMPACT	SDG	OMISSIONS
SOCIETY INDICATORS					
ASPECT: LOCAL COMMUNITIES*					
Forms of Management (103): 103-1) – The identification of CGD's material topics consisted of assessing the importance of a set of topics based on the results of stakeholder consultations and on an internal impact classification of those topics. The topic 'Social activities benefiting the community,' associated with this aspect, was considered medium priority. (Materiality matrix – Accounts and Management Report 2017 – 1.7 – Sustainability and Sustainability Report 2017 – p. 10). 103-2) – CGD has implemented a set of initiatives related to this topic (Sustainability Strategy 2015-2017 – Sustainability Report 2017 – pp. 18, 64). 103-3) – CGD monitors indicators associated with these topics and reports them to the public (1.7 – Sustainability and 1.5 – Activity and Financial Information – Accounts and Management Report 2017 and Sustainability Report 2017 – pp. 64-75).					
413-1	Operations with programmes involving local communities	Accounts and Management Report 2017 – pp. 58-59, 129-132 Sustainability Report 2017 – pp. 64-75 Scope: CGD, S.A.	Principle 1	-	n.a.
413-2	Operations with negative impacts on local communities	In 2017, there were no funding operations with negative impacts on local communities. Scope: CGD, S.A.	Principle 1	1. Eradicating poverty 2. Eradicating hunger	n.a.

INDICATOR		LOCATION	GLOBAL COMPACT	SDG	OMISSIONS
SOCIETY INDICATORS					
ASPECT: PUBLIC POLICIES*					
Forms of Management (103): 103-1) – The identification of CGD's material topics consisted of assessing the importance of a set of topics based on the results of stakeholder consultations and on an internal impact classification of those topics. The topic "Participation in public policies" was considered medium priority. (Materiality matrix – Accounts and Management Report 2017 – 1.7 – Sustainability and Sustainability Report 2017 – p. 10). 103-2) – CGD has implemented a set of initiatives related to this topic (Sustainability Strategy 2015-2017 – Sustainability Report 2017), namely the alignment of its sustainability strategy with the UN's Sustainable Development Goals, being a member of the Coordinating Committee of the Portuguese Alliance for Sustainable Development..					
415-1	Total amount of political contributions by country and by recipient	In compliance with its mission and its fundamental values, and as a benchmark bank in Portugal, Caixa does not fund political causes, as its conduct hinges on principles of transparency, non-segregation and ethical principles recognised by all stakeholders.. Moreover, political contributions from	Principle 10	-	n.a.

		<p>companies are forbidden under Portuguese law: Law No. 19/2003, dated June 20th (art. 8).</p> <p>BI, BCA and BCG Brasil do not make this kind of contributions, as their conduct hinges on principles of transparency, non-segregation and ethical principles recognised by all stakeholders.</p> <p>Scope: CGD, S.A. + Affiliate Banks (BI, BCA and BCG Brasil)</p>			
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INDICATOR		LOCATION	GLOBAL COMPACT	SDG	OMISSIONS
ASPECT: SOCIOECONOMIC COMPLIANCE					
419-1	Monetary amount of significant fines and total number of non-monetary penalties due to non-compliance with laws and regulations	<p>There were no such occurrences in 2017. Methodological Notes 2017</p> <p>At BI and BCA in Cape Verde, and at BCG Brasil, there is no record of any penalties/significant fines during 2017.</p> <p>Scope: CGD, S.A. + Affiliate Banks (BI, BCA and BCG Brasil)</p>	-	16. Peace, justice and effective institutions	n.a.
ASPECT: CUSTOMER HEALTH AND SAFETY* Forms of Management (103): 103-1) – The identification of CGD's material topics consisted of assessing the importance of a set of topics based on the results of stakeholder consultations and on an internal impact classification of those topics. The topic 'Security of customers and their financial assets' was considered high priority. (Materiality matrix – Accounts and Management Report 2017 – 1.7 – Sustainability and Sustainability Report 2017 – p. 10). 103-2) – CGD has in place a set of initiatives related to this topic (Sustainability Strategy 2015-2017 – Sustainability Report 2017 – p. 17). 103-3) – CGD monitors indicators associated with this area and reports them to the public (Human Capital Management – Sustainability Report 2017 – p. 43-45).					
PRODUCT LIABILITY INDICATORS					
416-1	Assessment of impacts of products on health and safety	<p>Accounts and Management Report 2017 – pp. 127-128</p> <p>Sustainability Report 2017 – pp. 43-45</p> <p>Scope: CGD, S.A.</p>	-	-	n.a.
416-2	Total number of instances of non-compliance with regulations and voluntary codes pertaining to impacts on health and safety caused	<p>In 2017, the following instances of non-compliance with regulations and voluntary codes in services, with impact on customer health and safety, were identified:</p> <ul style="list-style-type: none"> - 4 Notifications from the Authority for Working 	-	16. Peace, justice and effective institutions	n.a.

	by products and services	Conditions for submission of documents related to occupational health and safety: CaixaTec, Mirandela, Lameações-Braga and Head Office Building Scope: CGD, S.A.			
ASPECT: LABELLING OF PRODUCTS AND SERVICES* Forms of Management (103): 103-1) – The identification of CGD's material topics consisted of assessing the importance of a set of topics based on the results of stakeholder consultations and on an internal impact classification of those topics. The topic 'Clarity of the information provided to customers' was considered high priority. (Materiality matrix – Accounts and Management Report 2017 – 1.7 – Sustainability and Sustainability Report 2017 – p. 10). 103-2) – CGD has in place a set of initiatives related to this topic (Sustainability Strategy 2015-2017 – Sustainability Report 2017 – p. 17). 103-3) – CGD monitors indicators associated with this area and reports them to the public (Sustainability Strategy 2015-2017 – Sustainability Report 2017 – pp. 19-20, Application of Rules on Competition and Consumer Protection – Accounts and Management Report 2017 – p. 433-434)					

INDICATOR		LOCATION	GLOBAL COMPACT	SDG	OMISSIONS
417-1	Type of product information required under labelling procedures, as well as the percentage of products and services subject to such requirements	Accounts and Management Report 2017 – pp. 122, 433-434 In 2017, 100% of the new products and services offered by CGD, S.A. were subject to an assessment of compliance with requirements/labelling. BI continuously monitors and adapts its activity to any new legal and regulatory obligations, as well as recommendations and best practices issued by supervisory authorities, relating to transparency in relationships with customers, also acting with truth and clarity, in accordance with the values and principles enshrined in the Institution's Code of Conduct. In 2017, highlight goes to adjustments made to the business as a result of the following regulations: - Law no. 7/IX/2017 of 27 January – on the creation of a deposit guarantee fund; - Decree-Law no. 18/2017 of 17 April – concerning the removal of 200\$00 and 2,000\$00 banknotes from circulation; - Notice no. 3/2017 of August 14 - which creates new procedures to be followed when opening deposit accounts and	-	12. Sustainable production and consumption	n.a.

		<p>regarding customer information duties;</p> <ul style="list-style-type: none"> - Notice no. 7/2017 of 7 September – which reinforces information duties as part of institution good governance. 			
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INDICATOR	LOCATION	GLOBAL COMPACT	SDG	OMISSIONS	
417-1 (Cont)	Type of product information required under labelling procedures, as well as the percentage of products and services subject to such requirements	<p>As for BCA, it constantly monitors and adapts its activity to the publication of new legal and regulatory obligations, as well as to the recommendations and best practices issued by supervisory authorities relating to transparency in relationships with customers, acting with truth and clarity, and also in accordance with the values and principles enshrined in its Code of Conduct.</p> <p>With regard to the advertising of BCA's products and services – Corporate Customers – in late 2015, Service Order No. 29/2015 was published on 23 December, effective as of January 2016. This service order sets out the general principles to which BCA's advertising is subject, outlines the responsibilities of the intervening Divisions and establishes the obligation of validation, by the relevant body, of the advertising of the financial products and services offered by the Bank. It also sets the rules, depending on the means of diffusion used, and any mandatory or restricted wording.</p> <p>The BCA also follows recommendations in Regulation 1/2016 of 6 May, which establishes more precise rules regarding the content of the Corporate Governance Code – the Governance Code for Issuers of Securities admitted to Trading in Regulated Markets.</p> <p>BCG Brasil has the following elements to support the products and services</p>	-	12. Sustainable production and consumption	n.a.

		<p>offered: (i) product sheet, for internal evaluation by each area, so that they can be familiar with the aspects of each product offered by the Bank; (ii) Disclosure of Derivatives by the Treasury (NDF, Swap, Options) (iii) disclosure of the Terms and Conditions applicable to LCI, LCA, CDB and LF products, Buyback Transactions and DPGE.</p> <p>Since 2009, all products and services offered by BCG Brasil are described in an appropriate product sheet, which is submitted for approval by the Product Committee, with the participation of the Board of Directors and the main areas involved. Only after approval by the Products Committee is the product / service made available to customers</p> <p>BCG Brasil is subject to Resolution 3694/2009 of the Central Bank, which provides for the prevention of risks in the contracting of operations and the provision of services by financial institutions and other institutions authorised to operate by the Central Bank of Brazil. Moreover, in the general context, BCG Brasil, as a service provider, is subject to the Brazilian Consumer Code (Federal Law No. 08.078/1990).</p> <p>Scope: CGD, S.A.+ Affiliate Banks (BI, BCA and BCG Brasil)</p>			
417-2	Total number of occurrences of non-conformity with legislation and voluntary codes regarding information and labelling of products and services, by type of result	<p>In 2017, CGD, S.A. recorded 5 cases of non-compliance with labelling procedures for products and services related to information duties, including pre-contractual and contractual information. One of these non-compliances resulted in a fine or a penalty and the remainder in notices from the Bank of Portugal.</p> <p>BCA, BI and BCG Brasil did not record any non-conformities with procedures for the labelling of products and services.</p> <p>Methodological Notes 2017 Scope: CGD, S.A.+ Affiliate Banks (BI, BCA and BCG Brasil)</p>	-	16. Peace, justice and effective institutions	n.a.

417-3	Total number of non-conformities with regulations and voluntary codes pertaining to marketing communications, including advertising, promotion and sponsorship, by type of result	In 2017, CGD, S.A. recorded 3 non-compliance situations in this matter, which resulted in warnings. Methodological Notes 2017 Scope: CGD, S.A.	-	16. Peace, justice and effective institutions	n.a.
ASPECT: CUSTOMER PRIVACY					
418-1	Total number of confirmed complaints regarding the violation of privacy and loss of customer data	In 2017, CGD S.A. received 1 complaint for violation of privacy and loss of customer data. The complaint was the result of an email campaign to disseminate an offer in which destination addresses were all visible (the BCC field was not used). In 2017, BCA received 6 complaints regarding customer privacy breaches, specifically related to the leak, theft or loss of customer data, of which one was attributed to the complaining customer and 5 were attributed to the Bank BI and BCG Brasil did not receive any complaints for violations of privacy or loss of customer data in 2017. Methodological Notes 2017 Scope: CGD, S.A.+ Affiliate Banks (BI, BCA and BCG Brasil)	-		n.a.

INDICATOR	LOCATION	GLOBAL COMPACT	SDG	OMISSIONS
FINANCIAL SUPPLEMENT INDICATORS				
ASPECT: PRODUCT PORTFOLIO*				
Forms of Management: a) – The identification of CGD's material topics consisted of assessing the importance of a set of topics based on the results of stakeholder consultation and on an internal impact classification of those topics. The topics 'Products with environmental benefits,' 'Products for customer financial inclusion' and 'Products for SMEs, institutional customers and in response to society's challenges' were considered medium and high priority. (Materiality matrix – Accounts and Management Report 2017 – 1.7 – Sustainability and Sustainability Report 2017 – p. 10). b) – CGD has implemented a set of initiatives related to this topic (Sustainability Strategy 2015-2017 – Sustainability Report 2017 – pp. 17, 29-31, 37, 50, 64).				

c) – CGD monitors indicators associated with this topic and reports them to the public (Sustainability strategy 2015-2017 – Sustainability Report 2017 – p. 27-36, 59-61, 68-75)

Forms of Management	Policies regarding specific environmental and social aspects enforced on business lines*	Accounts and Management Report 2017 – p. 99, 113 Sustainability Report 2017 – pp. 29-31, 37, 50, 64 CGD, S.A.: https://www.cgd.pt/English/Institutional/Sustainability/Commitments-and-Policies/Pages/Commitments-Policies.aspx BI: BI has established and implemented a sustainability policy and an environmental and social risk policy, available at its website: http://www.bi.cv/Conteudos/All/lista.aspx?idc=2017&idsc=2051&idl=1 or at the following link: http://www.bi.cv/upl/%7Bd1997245-e1ef-4ae0-886d-a5008f0b8f7c%7D.pdf BCG Brasil: https://www.bcgbrasil.com.br/Paginas/Sustentabilidade.aspx (Only in Portuguese) Scope: CGD, S.A.+ Affiliate Banks (BI, BCA and BCG Brasil)	-	16. Peace, justice and effective institutions	n.a.
	Procedures for the assessment of environmental and social risks along the various business lines	Accounts and Management Report 2017 – p. 99 Sustainability Report 2017 – p. 29-31 Scope: CGD, S.A. + Affiliate Banks (BI, BCA and BCG Brasil)	-	16. Peace, justice and effective institutions	n.a.
	Processes for developing employee skills, leading to the implementation of environmental and social policies and procedures applicable to business lines	Accounts and Management Report 2017 – pp. 136-138 In 2017, no employee skills of this kind were developed at BI, BCA or BCG Brasil. Sustainability Report 2017 – pp. 31, 59-60 Scope: CGD, S.A. + Affiliate Banks (BI, BCA and BCG Brasil)	-	16. Peace, justice and effective institutions	n.a.
	Processes for monitoring customers' compliance with the various requirements included under the agreements/contracts	Accounts and Management Report 2017 – pp. 101-105 At CGD, customer contract compliance monitoring procedures focus primarily on: risk management processes that include the monitoring of compliance with contractual conditions agreed upon with the CGD Group; assessing the economic and financial situation; forecasts on the	-	16. Peace, justice and effective institutions	n.a.

		<p>development of customer activity; verification of the existence of operations with overdue loans or interest in the CGD Group and/or the financial system; adequacy of guarantees and collaterals for the mitigation of the respective loans; and analysis of historical information on the customer's timely payment behaviour. CGD also has two specialised monitoring units: the Business Monitoring Division (DAE), which monitors and recovers loans granted to companies, and respective groups, whose dealings with CGD involve amounts over 1 million euros; and the Retail Customers Monitoring Division (DAP), which follows up on customers in financial difficulties, in the negotiation and litigation segments.</p> <p>Under a project finance system, customers are required to comply with legislation in force, particularly that concerning socio-economic and environmental issues. In specific cases of projects whose activity has a more relevant environmental impact (eg.: projects involving a high level of CO₂ emissions), it is customary for technical consultants to refer to compliance with emission levels in project monitoring reports.</p> <p>Scope: CGD, S.A.</p>			
	Interaction with customers/investors/partners with regard to social and environmental risks and opportunities*	<p>CGD interacts with its stakeholders with regard to these matters in several ways - consultation on sustainability, responsible supplier management, risk management procedures in credit-granting analyses, sustainability in the commercial offer and support to awareness-raising events.</p> <p>BI has developed a set of actions among its Staff Members and other stakeholder groups because it is important to maintain a good relationship, which is considered a key element for the success of the bank's activity. In turn, it</p>	-	16. Peace, justice and effective institutions	n.a.

		<p>allows ensuring the continuity of the institution's sustainability while also creating an impact on the prosperity of the business. In this regard, the following actions were developed:</p> <p>a) Combating corruption and money laundering, whose response took the form of continuous internal training, the internal rules and procedures system and the role of the Compliance Office;</p> <p>b) Brand and reputation management through the preparation of the biannual sustainability report. The next report will be for 2017/2018, to be issued in 2019;</p> <p>c) Dissemination of support provided by BI in social networks, in order to publicise the social work carried out by many institutions and encourage support for these causes.</p> <p>Accounts and Management Report 2017 – p. 99, 116-122, 129-132, 136-138 Sustainability Report 2017 – p. 13, 24-36, 58-60, 64-75 Scope: CGD, S.A. + Affiliated Banks (BI, BCA, BCG Brasil, Timor Branch)</p>			
G4-FS6	Percentage of specific business lines/segment, relative to overall volume, by region and size	<p>Accounts and Management Report 2017 – p. 313-314 Sustainability Indicators for 2017 Scope: CGD, S.A.+ Affiliate Banks (BI, BCA, BCG Brasil and Timor Branch)</p>	-	<p>1. Eradicating poverty 8. Dignified work and economic growth 9. Industry, innovation and infrastructure s</p>	n.a.
G4-FS7	(Monetary) volume of products and services with social benefit, by business line	<p>Accounts and Management Report 2017 – pp. 68-69, 116-119 Sustainability Report 2017 – pp. 33-36 In 2017, at BCG Brasil, there were no figures to report under this indicator Scope: CGD, S.A. + Affiliate Banks (BI, BCA and BCG Brasil)</p>	-	<p>1. Eradicating poverty 8. Dignified work and economic growth 9. Industry, innovation and infrastructure s 10. Reducing inequalities 11. Sustainable cities and communities</p>	n.a.

G4-FS8	(Monetary) volume of products and services with environmental benefit, by business line	<p>Accounts and Management Report 2017 – pp. 79, 117-118</p> <p>Sustainability Report 2017 – pp. 32-33</p> <p>In 2017, at affiliate banks, there were no figures to report under this indicator. Scope: CGD, S.A. + Affiliate Banks (BI, BCA and BCG Brasil)</p>	-		n.a.
<p>ASPECT: AUDITING* Forms of Management (103):</p> <p>a) – The identification of CGD's material topics consisted of assessing the importance of a set of topics based on the results of stakeholder consultation and on an internal impact classification of those topics. The topic 'Socio-environmental criteria in credit/project finance risk' was considered high priority. (Materiality matrix – Accounts and Management Report 2017 – 1.7 – Sustainability and Sustainability Report 2017 – p. 10).</p> <p>b) – CGD has implemented a set of initiatives related to this topic (Sustainability Strategy 2015-2017 – Sustainability Report 2017 – p. 17).</p> <p>c) – CGD monitors indicators associated with this topic and reports them to the public (Sustainability strategy 2015-2017 – Sustainability Report 2017 – p. 29-31, 1.7 – Sustainability – Accounts and Management Report 2017)</p>					
Forms of Management	Scope and frequency of audits for assessing the implementation of environmental and social policies as well as risk assessment procedures	<p>CGD does not have specific audits in place for assessing the level of implementation and compliance with the sustainability, environmental and social policies, with the exception of the monitoring conducted as part of the Environmental Management System, under which CGD and the suppliers involved in the certification under Standard ISO 14001 are subject to annual external audits, conducted by the certifying body. The communication and periodic reporting of the performance as well as environmental and social management practices undertaken by CGD is vital for compliance with the set goals and ensures the involvement of all parties concerned. Thus, the progress achieved in the different spheres of action of the various policies is reported. This reporting process is subject to independent external verification and auditing. The General Sustainability Commission monitors the status of implementation of these policies. In order to pursue these policies, implementation plans are set forth and periodically</p>	-	10. Reducing inequalities	n.a.

		<p>revised, with defined goals and targets, in the various spheres of action, directly related to significant environmental and social aspects/impacts of CGD's operations. In its sustainability policy, CGD undertakes to gradually include environmental and social aspects in the evaluation of credit risks and in the selection of companies and projects to be funded.</p> <p>Scope: CGD, S.A.</p>			
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INDICATOR		LOCATION	GLOBAL COMPACT	SDG	OMISSIONS
G4 - FS10	Percentage and number of companies included in the organisation's portfolio and with which it interacted with regard to social and environmental aspects	<p>The Sustainability, Environment, Community Involvement and Product and Service Policies apply to CGD, S.A.</p> <p>Affiliated banks in Cape Verde (BI, BCA), Brazil (BCG Brasil) and the Timor Branch are companies included in the Corporate Sustainability Programme.</p> <p>Scope: CGD, S.A.+ Affiliate Banks (BI, BCA, BCG Brasil and Timor Branch)</p>	-	10. Reducing inequalities	n.a.

INDICATOR		LOCATION	GLOBAL COMPACT	SDG	OMISSIONS
FINANCIAL SUPPLEMENT INDICATORS					
G4 - FS11	Percentage of assets subject to environmental and social assessment	<p>As part of sustainability, at the end of 2017, 9.1 million euros were under the management of the alternative investment fund Caixagest Energias Renováveis, designed to finance investment projects that contribute to increasing the production of energy from renewable and clean sources, reducing CO₂ emissions and, subsequently, improving environmental quality – 2 million euros under its management at the end of the year.</p> <p>In January 2017, CGD launched Caixagest Investimento Socialmente Responsável – Open Securities Investment Fund, the first fund in Portugal to promote respect for Human Rights, Social Justice and Environmental Management, with an amount of 68.7 million euros. The management of this fund applies social responsibility filters on the assets in which it invests, thus responding to a growing and conscious concern of expressing wholesome Values also in investments. This fund provides participants with access to a diversified portfolio of assets made up of companies with above-average sustainability</p>	-	10. Reducing inequalities	n.a.

		<p>performance (based on the Ethibel Sustainability Index® (ESI) Excellence Europe).</p> <p>At the end of the year, the alternative investment fund Caixagest Energias Renováveis represented 0.23% of the total volume of funds managed by Caixagest, with Caixagest Investimento Socialmente Responsável accounting for 1.75%.</p> <p>Scope: CGD, S.A.</p>			
Forms of Management	<p>Policies with regard to voting on social and environmental aspects applied to initiatives on which the organisation holds voting rights or aids in the voting decision</p>	<p>When necessary, CGD exercises its voting right, bearing in mind the implications of decisions regarding direct social and environmental impacts. Generally speaking, CGD exercises its voting right with regard to aspects of a formal social nature with no direct implications in matters of an environmental or social nature.</p> <p>Scope: CGD, S.A.</p>	-	-	n.a.
G4 - FS13	<p>Access in sparsely populated or economically underprivileged areas*</p>	<p>Accounts and Management Report 2017 – p. 58-61</p> <p>Scope: CGD, S.A.</p>	-	<p>1. Eradicating poverty</p> <p>8. Dignified work and economic growth</p> <p>10. Reducing inequalities</p>	n.a.
G4- FS14	<p>Initiatives for improving access to financial services by underprivileged individuals*</p>	<p>Accounts and Management Report 2017 – p. 58-61</p> <p>Sustainability Report 2017 – p. 27-28</p> <p>Scope: CGD, S.A.</p>	-	<p>1. Eradicating poverty</p> <p>8. Dignified work and economic growth</p> <p>10. Reducing inequalities</p>	n.a.

ASPECT: LABELLING OF PRODUCTS AND SERVICES*

Forms of Management:

a) – The identification of CGD's material topics consisted of assessing the importance of a set of topics based on the results of stakeholder consultation and on an internal impact classification of those topics. The topic 'Clarity of the information provided to customers' was considered high priority. (Materiality matrix – Accounts and Management Report 2017 – 1.7 – Sustainability and Sustainability Report 2017 – p. 10).

b) – CGD has implemented a set of initiatives related to this topic (Sustainability Strategy 2013-2015 – Sustainability Report 2017 – p. 17, 64).

c) – CGD monitors indicators associated with this topic and reports them to the public (Sustainability strategy 2013-2015 – Sustainability Report 2017 – p. 19-20, 68, 71, 73-75, Application of competition and consumer protection rules – Accounts and Management Report 2017 - pp. 434-435)

Forms of Management	Design and marketing policies of financial products and services*	Accounts and Management Report 2017 – pp. 433-434 Scope: CGD, S.A.	-	10. Reducing inequalities	n.a.
	Initiatives for improving financial literacy, by type of beneficiary*	In 2017, neither BCA nor BCG Brasil recorded any initiatives in the area of financial literacy. Accounts and Management Report 2017 – pp. 131-132 Sustainability Report 2017 – pp. 73-75 Scope: CGD, S.A.+ Affiliate Banks (BI, BCA, BCG Brasil and Timor Branch)	-	1. Eradicating poverty 8. Dignified work and economic growth 10. Reducing inequalities	n.a.

* Relevant/material topic

Methodological Notes

102-8

In 2017 there are no subcontracted employees at CGD, S.A. or at its affiliated banks. This considers employees active as of 31 December 2017.

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 2017 sustainability report, including the Sustainability Report 2017 and the sustainability information contained in the 2017 Management Report and Accounts, has been prepared in accordance with the guidelines of 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 2017 – pp. 648-650, 683-684

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 <i>Product</i> 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 2017 – pp. 13-14
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 <i>Stakeholders</i>	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 and 102-39

It only considers 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 2017.

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 CVE, which corresponds to level 1, grade 1. On 31 December 2017, 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).

204-1

For calculating the indicator in CGD, all supplies of goods and services with annual invoicing of €2,500 (with non-deductible VAT) were considered. Local suppliers are those with NIF of the nationality where the bank is present (eg CGD, SA - Portuguese NIF, BCA and BI - NIF Cape Verdean).

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).

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.

301-2

In 2017, it was not possible to determine the percentage of materials used from recycling, due to a need to update the characteristics of CGD, S.A.'s material inventory.

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. In 2017, the consumption associated with the CGD, S.A. commercial network installations in the Azores and Madeira islands was included.

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 2017, 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	Amount	Source
Electricity		kWh/GJ	0.0036	International Energy Agency
CGD, S.A				
Diesel	PCI (heat of combustion)	GJ/ton	42.60	Portuguese Agency for the Environment - Portuguese National Inventory Report on Greenhouse Gases 1990-2015, 2017 (page 3-99, table 3.89)
	Density	kg/l	0.8325	Decree-Law no. 152-C / 2017, of December 11
Petrol	PCI (heat of combustion)	GJ/ton	44.00	Portuguese Agency for the Environment - Portuguese National Inventory Report on Greenhouse Gases 1990-2015, 2017 (page 3-99, table 3.89)
	Density	kg/l	0.7475	Decree-Law no. 152-C / 2017, of December 11
Natural gas	PCI (heat of combustion)	GJ/((N)m ³ x 10 ³)	38.44	Portuguese Environment Agency (http://www.apambiente.pt/_zdata/DPAA/C/CELE/tabela_PCI_FE_FO_2013.pdf)
BI Cape Verde, BCA Cape Verde and BCG Brasil				
Diesel	PCI (heat of combustion)	GJ/t	43.0	GHG Protocol (March 2017) http://www.ghgprotocol.org/calculation-tools/all-tools
	Density	kg/l	0.84	
Petrol	PCI (heat of combustion)	GJ/t	44.3	
	Density	kg/l	0.74	

In 2017, ENDESA supplied the electricity for CGD, S.A., from January to June. From July to December, CGD S.A. bought electricity from EDP Comercial. In addition to these two suppliers, in the Autonomous Region of the Azores, the electricity company was the Electricity Company of the Azores (EDA) and the Madeira Electricity Company (EEM) in the Autonomous Region of Madeira. 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.

Sources:

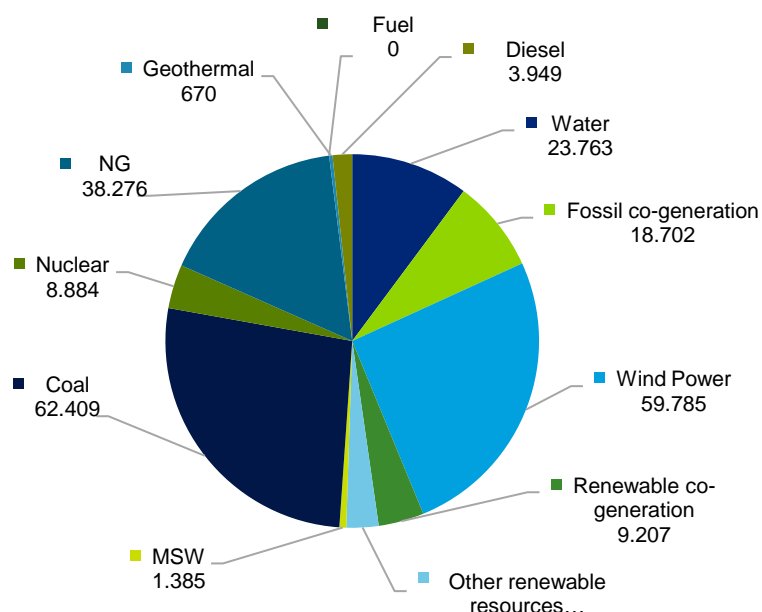
Mix EDP Comercial 2017 (total EDP Comercial) - available at <https://www.edp.pt/particulares/apoio-cliente/origem-energia/?sector=Total%20EDP%20Comercial&year=-1&period=-1>

Mix Endesa 2017 - available at <https://www.endesa.pt/particulares/quemsomos/Origem-de-Energia.html>

Mix EDA 2016 - available at <http://www.eda.pt/Regulacao/Rotulagem/Paginas/Folhetos.aspx#> (the energy mix of 2016 was considered, since the annual mix for 2017 is not available on the website).

Mix EEM 2017 - available at http://www.eem.pt/media/323353/evol_mad_11_2017.pdf

Energy mix associated with electricity consumption 2017 – CGD, S.A.



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.

For calculating energy intensity, all types of energy consumption within the organisation (included in response to indicator 301-1) are being considered.

Emissions of scope 1 (indicator 305-1), scope 2 (indicator 305-2) and scope 3 (indicator 305-3) are taken into account for calculating the carbon intensity, assuming the assumptions described in the respective methodological notes.

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 do not have any type of water recovery system, except for BCG Brasil facilities, which have a rainwater reuse system.

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.

Emission factors	CGD, S.A		
	Unit	Amount	Source
Natural gas	kg CO ₂ /GJ	56.1	Portuguese Agency for the Environment - <i>Portuguese National Inventory Report on Greenhouse Gases 1990-2015, 2017</i> (page 3-123, table 3.119)
	kg CH ₄ /GJ	0.001	
	kg N ₂ O/GJ	0.001	
Diesel	kg CO ₂ /GJ	74.1	
	kg CH ₄ /GJ	0.0007	
	kg N ₂ O/GJ	0.0004	
Petrol	kg CO ₂ /GJ	69.3	
	BI Cape Verde, BCA Cape Verde and BCG Brasil		
Diesel	kg CO ₂ /GJ	74,100	GHG Protocol (March 2017) http://www.ghgprotocol.org/calculation-tools/all-tools
	kg CH ₄ /GJ	10	
	kg N ₂ O/GJ	0.6	
Petrol	kg CO ₂ /GJ	69,300	
	kg CH ₄ /GJ	10	
	kg N ₂ O/GJ	0.6	
Oxidation Factors	Unit	Amount	Source
Natural gas	-	1	Portuguese Agency for the Environment - <i>Portuguese National Inventory Report on Greenhouse Gases 1990-2015, 2017</i> (page 3-123, table 3.119)
Diesel	-	1	

In order to convert methane (CH₄) and nitrous oxide (N₂O) emissions, the *Global Warming Potential* (GWP) of the IPCC *Fourth Assessment Report* (AR4) (IPCC 2007) was used.

Global Warming Potential (2016)		
Unit	Amount	Source
CO ₂	1	Portuguese Agency for the Environment - <i>Portuguese National Inventory Report on Greenhouse Gases 1990-2015, 2017</i> (page 1-7, table 1.1)
CH ₄	25	
N ₂ O	298	

In the case of gas leaks, the global warming potential of the gas was considered. Only the central heating systems leaks are counted (extinguishing equipment excluded). Regarding the commercial network, it was only possible to determine the information for about 50% of the installations (about 346 installations) until 2016. As of 2017, the scope was extended to about 773 installations. The leakage is determined through information on the equipment and type of f-gases covered by the Kyoto Protocol and assuming an annual loss of 3% (source: calculation tool provided by the *GHG Protocol* (<http://www.ghgprotocol.org/calculation-tools>), assuming the average annual losses for "*Residential and Commercial A/C, including Heat Pumps*").

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			
Gas	Gas	Amount	Source
	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	
	SF6	22,800	

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	Amount	Source
Electricity (EDP)	kg CO ₂ /km	0.2896	https://www.edp.pt/particulares/apoio-cliente/origem-energia/?sector=Total%20EDP%20Comercial&year=-1&period=-1 (considered the total EDP Comercial)
Electricity (ENDESA)	kg CO ₂ /km	0.480	https://www.endesa.pt/particulares/quemsomos/Origem-de-Energia.html
EDA (Electricity from Azores)	kg CO ₂ /km	0.489	http://www.eda.pt/Regulacao/Rotulagem
EEM (Electricity Company from Madeira)	kg CO ₂ /km	0.452	http://www.eem.pt/media/323353/evol_mad_11_2017.pdf
BI Cape Verde and BCA Cape Verde			
Other Africa	kg CO ₂ /km	0.468	International Energy Agency (2015). CO ₂ Emissions from Fuel Combustion, 2015 Edition.
BCG Brasil			

Brazilian National Interconnected System	kg CO ₂ /MWh	0.0927	Ministry of Science, Technology and Innovation (MCTI) http://www.mctic.gov.br/mctic/opencms/ciencia/SEPED/clima/textogeral/emissao_corporativos.html
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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	Amount	Source
Aeroplane – Domestic flights (<463 km)	kg CO ₂ /pkm	0.14002	2017 Guidelines to Defra / DECC's GHG Conversion Factors for Company Reporting
	CH ₄ kg CO ₂ e/pkm	0.00006	
	N ₂ O kg CO ₂ e/pkm	0.00133	
Aeroplane - Short Haul (> 463km and < 3700 km)	kg CO ₂ /pkm	0.08432	
	CH ₄ 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	0.1034	
	CH ₄ kg CO ₂ e/pkm	0.00001	
	N ₂ O kg CO ₂ e/pkm	0.00098	
Train	kg CO ₂ /pkm	0.0273	CP – Comboios de Portugal – Sustainability Report 2014 (p. 83)
Taxi	kg CO ₂ /vkm	0.1548	2017 Guidelines to Defra / DECC's GHG Conversion Factors for Company Reporting
	CH ₄ kg CO ₂ e/vkm	0.00001	
	N ₂ O kg CO ₂ e/vkm	0.00133	
Car (fuel unknown)	kg CO ₂ /km	0.18109	2017 Guidelines to Defra / DECC's GHG Conversion Factors for Company Reporting
	CH ₄ kg CO ₂ e/km	0.00019	
	N ₂ O kg CO ₂ e/km	0.00114	
Boat	kg CO ₂ /km	0.0191	
	CH ₄ kg CO ₂ e/km	0.00001	
	N ₂ O kg CO ₂ e/km	0.00014	

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			
	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).

Emission factors	CGD, S.A		
	Unit	Amount	Source
Landfill – Municipal Solid Waste	kg CO ₂ /t RSU	588.9	2017 Guidelines to Defra / DECC's GHG Conversion Factors for Company Reporting

305-7

The calculation of the atmospheric emissions of SO_x and NO_x, 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.

Emission factors	CGD, S.A		
	Unit	Amount	Source
Diesel	kg NO _x /GJ	0.8	IPCC 2006
	kg CO ₂ /GJ	0.21	
Petrol	kg NO _x /GJ	0.6	
	kg CO 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 generating 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 2017 in Porto and on their specific waste production) of the amount of waste taken to the central building's waste plant.

BI, BCA, and BCG Brasil do not compile information regarding waste generation.

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 (Sociedade de 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 who returned to work after the end of parental leave and who are still employed after 12 months of their return / Total number of employees

that returned to work after the end of parental leave in the previous 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	Amount
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 when such accident occurred. For instance, if an employee suffers a work accident on his/her way back home, the absence is recorded on the following day. CGD considers an "occupational accident" that resulting in sick leave. Lost days are only considered to be business work 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 31/12/2017 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 in 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 SGD 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 2017.

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 non-compliance 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'.

Independent Limited Assurance Report of the 2017 Sustainability Report

(Free translation from the Original Independent Limited Assurance Report in Portuguese dated June 29, 2018. In case of any discrepancy, the Portuguese version always prevails.)

To the Board of Directors of CGD, S.A.

Introduction

1. We were contracted by the Board of Directors of Caixa Geral de Depósitos, SA to proceed with the independent review of the Information disclosed included in the "Sustainability Report 2017", relating to the sustainability activities carried out from 1 January to 31 December 2017.

Responsibilities

2. The Board of Directors is responsible for preparing the information disclosed in the "Sustainability Report 2017", and to maintain an appropriate internal control system that allows the information presented to be free of material misstatements due to fraud or error.
3. It is our responsibility to issue a limited assurance report, professional and independent, based on the procedures performed and described in the "Scope" section below.

Scope

4. Our review procedures have been planned and executed in accordance with the International Standard on Assurance Engagements (ISAE 3000, Revised) - "Assurance engagements other than Audits and Reviews of Historical Financial Information", for a limited level of assurance.
5. The procedures performed in a limited assurance engagement vary in timing and nature from, and are less in extent than for, a reasonable assurance engagement. Therefore, the assurance provided by these procedures is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed. Our independent review procedures comprised the following:
 - ▶ Conducting interviews with Management, in order to understand how the information system is structured and assess their level of knowledge of the topics addressed in the report;
 - ▶ Review of the processes, criteria and systems adopted to collect, consolidate, report and validate the data for the year 2017;
 - ▶ Analytical review, on a sample basis, of the data calculated by Management, and verification of quantitative and qualitative information disclosed in the report;
 - ▶ Confirmation on how collection, consolidation, validation and report procedures are being implemented in selected operating units;
 - ▶ Verification of the conformity of the information included in the non-financial information statements with the results of our work.

6. Regarding sustainability reporting standards of the Global Reporting Initiative - GRI Standards 2016 and their Financial Services Sector Supplement, we performed a review of the self-evaluation made by Management of the adopted option to apply the GRI Standards 2016.

Quality and independence

7. Our firm applies International Standard on Quality Control 1 (ISQC 1), and consequently maintains a global quality control system which includes documented policies and procedures relating to compliance with ethical requirements, professional standards, and the legal and regulatory provisions applicable and we comply with the independence and ethical requirements of the International Ethics Standards Board for Accountants (IESBA) Code of Ethics and the Code of Ethics of the Order of Chartered Accountants (OROC).

Conclusion

8. Based on our work, nothing has come to our attention that causes us to believe that the systems and procedures for the collection, consolidation, validation and reporting of the Information included in the "Sustainability Report 2017" are not operating appropriately and the information disclosed is not free from relevant material misstatements. Additionally, nothing has come to our attention that causes us to believe that the "Sustainability Report 2017" do not include all the required data and information for a Comprehensive option as defined by the GRI Standards 2016 and their Financial Services Sector Supplement.

Lisboa, June 29, 2018

Ernst & Young Audit & Associados - SROC, S.A.
Sociedade de Revisores Oficiais de Contas (nº 178)

Represented by:

(signed)

Manuel Ladeiro de Carvalho Coelho da Mota - ROC nº 1410
Registado na CMVM com o nº20161020