



**SUSTAINABILITY
PERFORMANCE**
2020 HIGHLIGHTS



SUSTAINABILITY PERFORMANCE 2020 HIGHLIGHTS

This document aims to provide our stakeholders ⁽¹⁾ with a global overview of the main activities carried out by Caixa Geral de Depósitos (CGD) in Portugal, in 2020, contributing to the various dimensions of sustainable development.



colorADD

This report uses the color code ColorADD, promoting inclusion and allowing for it to be read by users that are color blind.

For any suggestions or questions concerning this document, please refer to the following e-mail: sustentabilidade@cgd.pt

⁽¹⁾ People or entities affected by CGD or impacting its activity.

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For more information,
please refer to the the 2020
Sustainability Report.



The information contained in this document was verified by Ernst & Young Audit & Associados, SROC, S.A. within the scope of the independent review process of the 2020 Sustainability Report.



From its inception, Caixa Geral de Depósitos (CGD) has been directly and indirectly involved with the country's economic and social development. Since 1876 we have aimed to contribute towards a better society, making available banking products and services aiming to improve the well-being of households and the development of the corporate sector.

In view of this mission, we carry out our activity and we strive to create sustainable added value for our stakeholders, which requires a human resource management underpinned by the principles of economic, social and environmental responsibility.

CGD'S VALUES

TRUST

PROFITABILITY

PROXIMITY

RISK AND RIGOR CULTURE

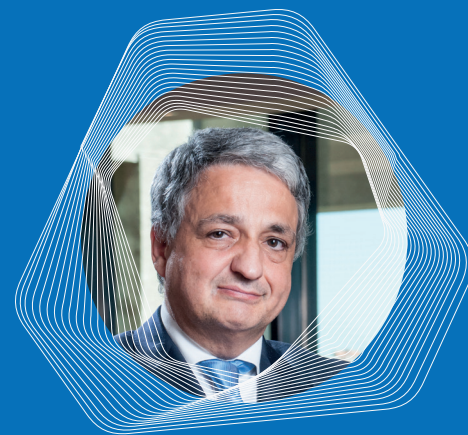
TRANSPARENCY

PROFISSIONALISM

INTEGRITY

RESPONSABILITY

INNOVATION



“2020 has posed unexpected and unprecedented challenges, with deep and longlasting impacts on an individual and collective level, as well as from a household and socioeconomic perspective. Within this framework, we have developed and supported a broad range of initiatives and projects promoting the economic and financial resilience of households and companies, while helping communities in need.

The 2018/2020 Sustainability Strategy has been the main reference in terms of Responsible business, with six areas of structural operation, encompassing 118 initiatives, ensuring a demeanor that is in line with the expectations of the stakeholders towards CGD, as the “Bank of all the Portuguese People”. In this context, it is crucial to keep up our ability to respond and be close to our clients through our innovation, inclusive principles, responsibility and long-term sustainability.”

Paulo Moita de Macedo,
Chief Executive Officer

2020 HIGHLIGHTS



4,2 M
clients



1,8 M
active digital
clients



556
bank branches



6.452
employees ⁽²⁾



38% Man
62% Woman



460 ATS
2.357 ATM



4.966 GJ
renewable
energy production



38
partnerships and
cooperation agreement
With Higher Education
institutions



+ 4 Bn €
investment funds with
ESG criteria



67.070 ⁽³⁾
approved
credit
moratoria



3.089
answers following
the consultation of
stakeholders



1.621 M € ⁽³⁾
worth of funding
through
COVID credit facilities
for companies and
businesses.

⁽²⁾ Number of CGD employees as of 31/12/2020

⁽³⁾ Data as of 31/01/2021

AWARDS AND DISTINCTIONS



Sustainability Finance Award
2020
Euronext Lisbon



Active Aging and Preparation for Retirement
Human Resources



Most desirable company to work for (financial sector) in Portugal
Randstad Employer Brand
Research 2020



Brand Reputation Portugal 2020
Awards Reputation Knowledge Center



Best Bank 2019
In Portugal
Emea Finance



Most Reputable Brand
Banking Industry
Marktest Reputation Index

* Awards and distinctions under the exclusive responsibility of the entities that awarded them

COMMITMENT

Companies for sustainability

In 2020, CGD signed up to BCSD Portugal's Commitment "Profiting from the crisis to build a new paradigm for sustainable development", which endeavors to contribute to building a development model based on five fundamental principles:

- promotion of sustainable and inclusive development, promotion of growth, search for efficiency, strengthening resiliency and reinforcing corporate citizenship.



For more information on these policies, go to:
cgd.pt/English/Sustainability-CGD/Vision/Pages/Policies.aspx

POLICIES AND COMMITMENTS

Policies and commitments define the bank's initiatives in what concerns responsible management practices, promoting ethics, rigor and transparency across all activities and operations, bringing together and binding employees and functional structures, Group companies and, whenever applicable, partners, suppliers and other stakeholders.

CGD voluntarily signs up to benchmark commitments and principles, namely:



PRINCIPLES FOR
RESPONSIBLE
BANKING



ALIANÇA
OBJETIVOS DE
DESENVOLVIMENTO
SUSTENTÁVEL PORTUGAL



NÓS APOIAMOS
O PACTO GLOBAL



CGD's Sustainability development is also assessed by several external entities and indices. This practice allows for the Bank to follow up on trends and best practices and reflect this information on a more suitable Sustainability Strategy.



In 2020, CGD obtained a Management (B) score in the Climate Change questionnaire and a Leadership (A-) score in CDP's Supplier Engagement Rating.

For more information on CGD's External Assessments, go to:
www.cgd.pt/English/Sustainability-CGD/Performance/Pages/External-Assessments.aspx

WHAT OUR STAKEHOLDERS SAY



“Thanks to CGD’s support and deep involvement, the Commitment to Timely Payment to Suppliers, coordinated by ACEGE, registered a strong growth and impact on the Portuguese corporate ecosystem. Counting on over 1,500 companies, associations and organizations, this commitments aims to dismantle the “late payment culture” in Portugal, putting an end to a practice which hampers our economy from growing, hinders its competitiveness, producing countless inefficiencies within companies, and causes unnecessary suffering. In this critical period, it is urgent to promote a timely payment culture which brings liquidity and confidence to companies, allowing us to regain trust in the recovery and successful achievement of the 8th SDG— Decent Work and Economic Growth, a much needed asset for our economy.”

Jorge Libano Monteiro

Secretary-General of the Christian Association of Entrepreneurs and Managers (ACEGE)

SUSTAINABLE DEVELOPMENT GOALS

The UN’s Sustainable Development Goals (SDGs) define the priorities and ambitions of the global sustainable development for 2030, and aim to mobilize global efforts towards a series of common objectives and targets. CGD is a member of the Global Compact Network Portugal (GCNP), internationally responsible for handling the Portuguese Company Sector’s contribution to the achievement of the 17 Goals.

Priority SDGs

In view of the specificities of the financial sector, and bearing in mind the materiality assessment exercise, six priority SDGs stand out, promoted in line with the Sustainability Strategy.

These goals are further enforced through strategic partnerships (SDG 17).

PRIORITY SDGs



SUPPORTING



For more information on SDGs, go to: cgd.pt/English/Sustainability-CGD/Vision/Pages/Sustainable-Development-Goals.aspx

WHAT OUR STAKEHOLDERS SAY



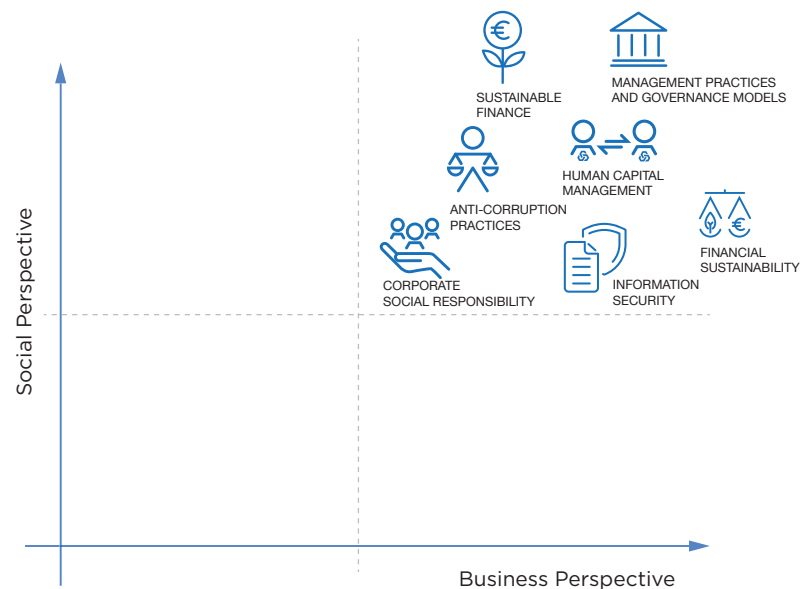
“CGD’s Sustainability Strategy sets out the priority intervention areas within environmental, social and economic scenarios. Assessing materiality and getting to know the expectations of the main stakeholders is a crucial contribution to defining the main areas of intervention. The inclusive approach to the stakeholders’ expectations within the scope of decision-making processes and business acumen, as well as the regular open debate with stakeholders, are underpinned by the principles of inclusion, responsibility and value generation for a more prosper, inclusive and fairer society.”

Miguel Namorado Rosa,
General Manager of CGD’s Corporate
Support Division

MATERIALITY

The materiality assessment provides relevant information on future trends, risks and business opportunities that bear on value generation and the evolution towards a more responsible, inclusive and long-lasting business model.

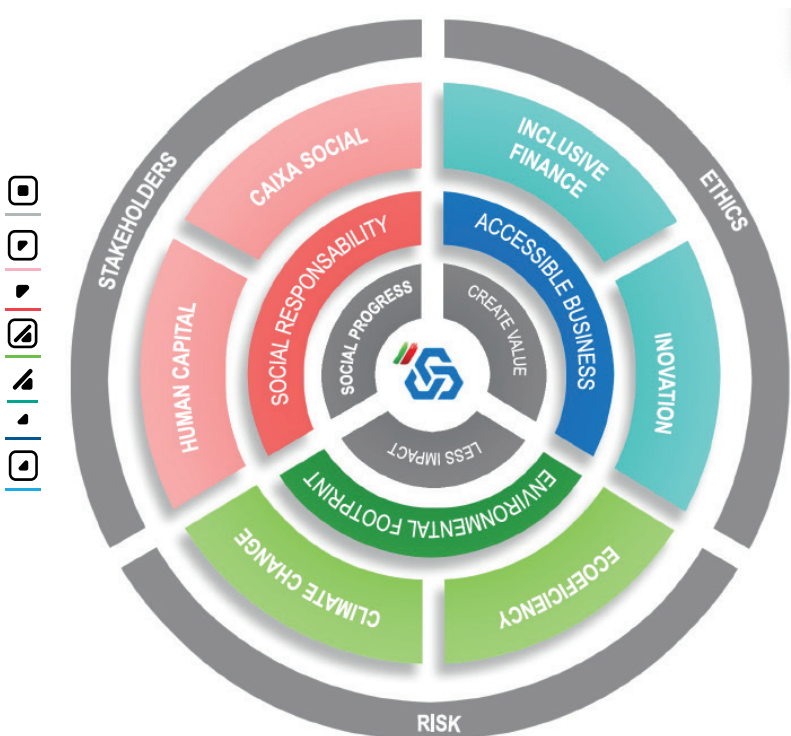
The opinion of internal and external stakeholders has been ascertained though an on-line survey, and meetings were held with suppliers, social institutions and environmental NGOs. As a result of this process, the following seven material subjects were identified:



2018-2020 SUSTAINABILITY STRATEGY

The Sustainability Strategy translates CGD's commitment, within the scope of sustainable development, to an investment in the future of its assets and to providing guidance for creating value for its clients and employees, reducing environmental impacts and closing more responsible and inclusive deals.

The 2018/2020 Sustainability Strategy addresses six areas of structural intervention – Responsible Business, Social Responsibility, Environmental Footprint, Ethics and Compliance, Risk Management and Involvement with Stakeholders.



WHAT OUR STAKEHOLDERS SAY

“CGD is, without a doubt, the founding partner and the driving force behind Casa Papa Francisco and the project for an Integrated Offer of Therapeutic Services, allowing to support more patients at Casa do Gaiato in Lisbon and the surrounding global community. In addition to providing its institutional support, which is a key aspect in our relationship, the commitment and care of the people at CGD is touching and encouraging. We feel like a community fighting for the UN's First Sustainable Development Goal: No Poverty. Thank you.”



Teresa Antunes,

Chairman of the Board of Casa do Gaiato, Lisbon



“To be a Trainee at CGD is to be aware that all the work developed at the bank extends across several lines of work and is not limited to the financial area. I have had the opportunity of being involved with volunteer work at Banco Alimentar and to get to know the way in which CGD prioritizes, namely in what concerns its buildings, its concern with environmental sustainability. To be a part of a company with these values allows me to perform my duties with a feeling that my mission has been accomplished.”

Bruno Carvalho,

Geração Caixa Trainee

GOVERNANCE MODEL AND MANAGEMENT PRACTICES

As a key asset to CGD's Governance Model, it is important to highlight the Sustainability Committee (CSU), an advisory body to the Executive Committee which supervises the management and provides guidance on the decisions concerning the definition and implementation of the Sustainability Strategy, incorporating the sustainable development goals, those of Responsible Banking and Sustainable Finance in CGD's everyday business, in line with the Institution's Strategic Plan and with the expectations of the stakeholders.



WHAT OUR STAKEHOLDERS SAY



“Ernesto Grilo Sucessores Lda is a company that produces and sells cooking utensils, based in Vila Nova de Gaia. With over 90 years of experience, hard work and perseverance, we have come to be a success story. Caixa Geral de Depósitos has been a key asset in building an ever more robust partnership, even during the pandemic, providing us with vital support, mainly through the Covid-19 credit facility for supporting the economy. We would also like to highlight the swiftness, efficiency and diligence with which this process was handled by our Caixa Negócios manager.”

José Grilo,
Managing Partner

MITIGATION MEASURES FOR COVID-19'S IMPACT

CGD has come to develop a number of measures aimed at mitigating the impact of the COVID-19 pandemic on its clients and employees.

Measures for companies and businesses: Possibility to apply moratoria to operations already in force; Capitalizar 2018 – COVID- 19 Credit Facility; COVID-19 Facility for Supporting the Economy; Specific Credit Facilities for Madeira and Azores; Credit Facilities for Supporting Fisheries and Agriculture; Providing small businesses with the exemption from paying monthly fees for point-of-sale (POS) terminals, inter alia.

Measures for individual customers: Possibility to apply moratoria to operations already in force; Protection for Mortgage Loans and Personal Loans; Protection for Non-Mortgage Loans, Specialized Credit and Leasing; Unlimited Transfers, SEPA and MB Way; Fee exemption during the first year or during the crisis; Easing of Insurance Policies; inter alia.

Measures for protecting employees: Within the scope of CGD's Contingency Plan, a number of measures have been deployed so as to strengthen the customer and employee safety and protection, which has allowed to maintain 99% of the branches open, ensuring the delivery of essential banking services and face-to-face assistance for individual customers and companies (mainland and islands), as well as full operational capacity in central services.



WHAT OUR STAKEHOLDERS SAY



“ To change the world will never be a standalone mission, achievable with only one person, one city, or one organization. That is precisely what Caixa Geral de Depósitos has come to teach us and constantly remember us over the past few years. Through this partnership, we were able to create U.DREAM Lisboa, tripling the impact of this support with the program Partnerships for Impact for more than 8 local institutions and enabling over 60 future Social Leaders. And just like in the best of Dreams, tomorrow will bring a brighter future if we keep on walking together. ”

Diogo Cruz,
Chairman and Founder of U. DREAM Portugal

CORPORATE SOCIAL RESPONSIBILITY

Corporate Social Responsibility aims to develop strategies, policies and initiatives that promote a more inclusive and responsible business, on a social and environmental level.

In 2020, within the scope of **CGD's Volunteering Day**, **37 initiatives** were deployed nation-wide, with the participation of approximately **250 volunteers**, supporting **28 Charities**.

The **Caixa Social Awards** reward and provide financial support for work carried out by third-sector entities.

In 2020, the following results⁽⁴⁾ have been achieved:

- **52 projects;**
- **161.928 estimated beneficiaries;**
- **1 Million euro** Investment.

⁽⁴⁾ The sum of the 2020 Caixa Social Awards plus the Bringing Forward of the 2021 Caixa Social Awards

WHAT OUR STAKEHOLDERS SAY



“The Polytechnic Institute of Portalegre is a Higher Education institution committed to its students, to the quality of their education and their research and to its local, national and international partners. The articulation between the academic world and the social and corporate world has made it possible to establish the Polytechnic Institute as an anchor for regional development, promoting further qualification and innovation.

Throughout this journey, the Polytechnic Institute of Portalegre has counted on the proximity of Caixa Geral de Depósitos (CGD) in supporting the acknowledgement of the merit of its students, making them stay and settle in the region, in the promotion of scientific and cultural activities and in the strengthening of the academic environment in the cities of Portalegre and Elvas. CGD is a privileged partner in constant search for improving the well-being of our students, helping them become, throughout their lives, good professionals and citizens that play an important role in our society in culture.”

Albano Silva

Chairman of the Polytechnic Institute of Portalegre

FOSTERING KNOWLEDGE

The academic segment is a strategic area of intervention for CGD. Acknowledging the importance of Education and Knowledge, CGD has established 38 partnerships and cooperation agreements with Higher Education institutions and has invested 7.5 million euros in this segment in 2020.

In 2020, CGD promoted the Second Edition of the Caixa Mais Mundo Awards, aiming to acknowledge academic merit for students who have finished their studies at secondary schools to pursue their studies and promote equality of opportunity in the access to Higher Education institutions. In 2020, CGD assigned **100 merit awards** each amounting to **1,500 euros**.

FOSTERING HEALTH



Dadores de Sangue
SERVIÇOS SOCIAIS DA CGD

CGD's Blood Donor Group (GDS, in the Portuguese acronym) is the largest blood donor group in Portugal and the only one linked to a national financial institution.

GDS has 9,125 active donors and performed, in 2020:

- **50 programmed blood collection drives;**
- **14 enrollments for potential bone marrow donors**

For more information on the Caixa Mais Mundo Awards, go to:
www.cgd.pt/English/Sustainability-CGD/Social-Responsibility/Pages/Caixa-Mais-Mundo.aspx

WHAT OUR STAKEHOLDERS SAY

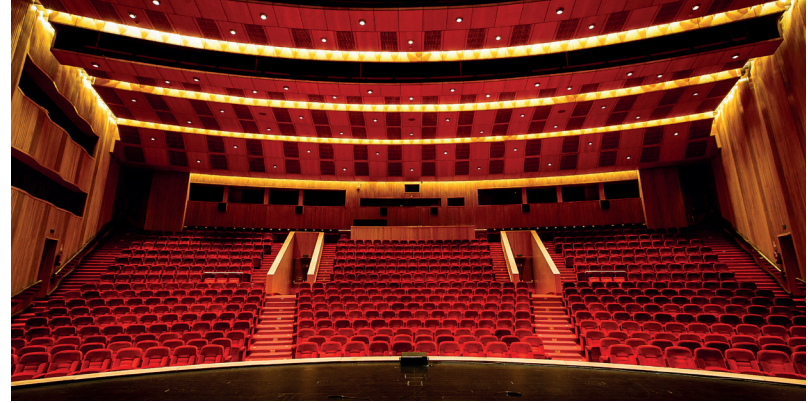


“Working with Culturgest is always an excellent opportunity to be in contact with the highest level of artistic creation and distribution in Portugal.

Alongside having an extremely professional and welcoming team, the pleasure and dedication with which ideas come to fruition at Culturgest are remarkable.

During this pandemic, we have had the need to reschedule our concerts (without ever being fully certain that they would take place), and Culturgest had the brilliant idea of reinforcing its agenda with a version of the concerts that could be broadcasted online so that we could ensure that the public would not lose the experience and we would not lose the motivation to go on during this tough period. These solutions can only be thought out by true “soldiers” of artistic distribution.”

Ricardo Toscano
Composer



FOSTERING CULTURE

Culturgest – Foundation Caixa Geral de Depósitos is the cultural branch of CGD’s Corporate Social Responsibility. Committed to several areas of contemporary arts – theater, dance, music, visual arts, cinema and discourse –, it offers a wide range of activities to an ever more diversified public. 2020 was a particularly difficult year for the artistic sector, but, without hesitation, Culturgest has stood next to the artists and the public.

Despite the adverse conditions, it has honored all its commitments to “its” artists and created new opportunities through a consistent and quality online endeavor. And the public responded positively: whereas the in-house audience was well below the original expectations, the online program managed to attract over 64,000 viewers.

In 2020, Culturgest strengthened its Environmental sustainability angle in its programming, joining forces with the municipal project Lisbon European Green Capital 2020. In the beginning of 2020, Culturgest took on the management of the European Project ACT – Art, Climate, Transition, opening up new paths for the development of activities related to ecology, climate change and environmental sustainability. The project includes ten partners in ten European countries and is co-funded by the European Union’s Creative Europe program for the period spanning 2019-2023.

For more information about Culturgest’s program, go to:
www.culturgest.pt/en



ENVIRONMENTAL MANAGEMENT SYSTEM

Environmental Management System implemented and certified at the Head Office, in accordance with the ISO 14001 standard strengthens CGD's commitment to continuous improvement, through its Environmental Policy.

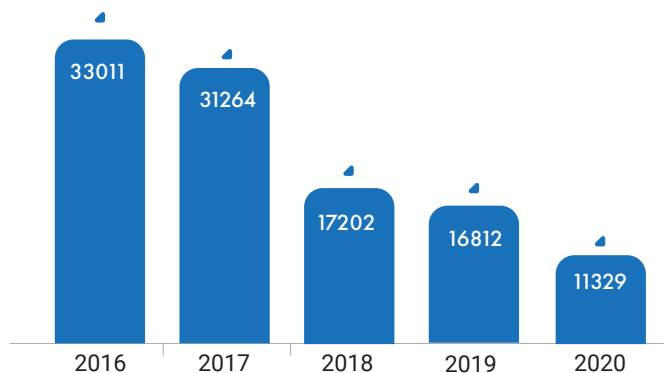
In 2020, CGD renewed its Environmental certificate according to the ISO 14001:2015 standard attesting CGD's evolution in its response to the requirements of the aforementioned standard.

LOW CARBON PROGRAM

The Low-Carbon Program materializes CGD's strategy for climate change, thus contributing to the reduction of the environmental impact on its activity and to the adoption of the best environmental practices by its stakeholders.

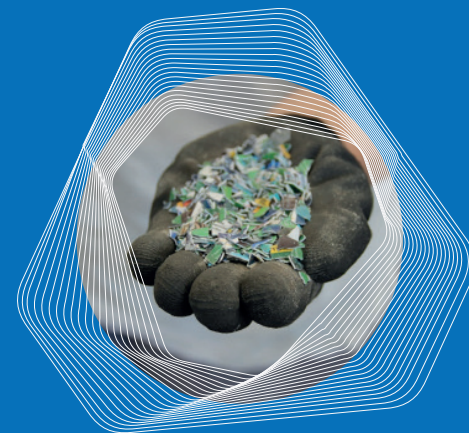
Over the past 5 years (2016-2020), CGD reached a significant reduction in greenhouse gas (GHG) emissions.

TOTAL OF GHG EMISSIONS (tCO₂e)⁽⁵⁾



⁽⁵⁾ Scope 1, 2 (market-based method) and 3 Emissions

WHAT OUR STAKEHOLDERS SAY



“Aware of the relevance of an efficient waste management and considering the high amount of obsolete banking cards that are returned to branches on a daily basis, CGD identified, as a room for improvement, the development of a project for recycling expired or obsolete bank cards. Based on a circular economy and resorting to a project developed in partnership with Extruplás, bank and non-bank cards are given a new life through the recycling of plastic, transforming it into furniture that is offered to charities.”

Sandra Castro

General Manager — Extruplás

For more information on the Card Recycling Project, go to:
<https://www.cgd.pt/English/Sustainability-CGD/Environmental-Responsibility/Pages/Card-Recycling.aspx>

WHAT OUR STAKEHOLDERS SAY



“As a Signatory of the UN Principles for Responsible Banking, CGD is part of a unique framework, designed to ensure banking practices align with the vision society has set out for its future in the Sustainable Development Goals and the Paris Climate Agreement. As part of this global movement for change, CGD is leading the way towards a future in which the banking community embeds sustainability across all activities, continuously improving its impact and able to demonstrate a positive contribution to people and the planet.”

Eric Usher,

Head of United Nations Environment
Programme Finance Initiative (UNEP FI)

SUSTAINABLE FINANCE

To achieve a carbon-neutral economy, it is crucial for every economic agent to participate in this effort, mainly the financial sector, by steering capital flows toward more sustainable investments.

CGD has come to invest in the development and trading of sustainable finance facilities, such as the Credit Facility for Decarbonisation and Circular Economy.



Credit facility aiming to contribute to the targets set out in the National Plan for Energy and Climate 2030 and speed up the transition process toward a circular economy.

Caixa Gestão de Ativos carried on with its Socially Responsible Investment model, achieving, at the end of 2020, over 4 Bn euros worth of Real Estate Investment Funds⁽⁶⁾ with ESG (Environmental, Social and Governance) criteria.



In 2020, CGD aligned its information reporting with the recommendations issued by the Task Force on Climate-related Financial Disclosures (TCFD), allowing for better comprehension and transparency on the climate risk management process.

⁽⁶⁾ With the exception of Alternative Investment and the Money Market
For more information, go to: <https://www.cgd.pt/English/Sustainability-CGD/Responsible-Business/Pages/Sustainable-Finance.aspx>

HUMAN CAPITAL MANAGEMENT

CGD's Social Responsibility Principles are the reflection of a corporate management that privileges the human factor and a socially responsible leadership, involving all of the company's hierarchical levels in creating an environment that fosters respect, inclusion and meritocracy, striving to invest in the development of people and their career progression.



These Principles can be found in the Plan for Gender Equality published in 2020, which represents a significant step toward the pursuit of the 5th Sustainable Development Goal – Gender Equality, honoring its commitment to reducing inequalities.

The year 2020 was also marked by the reinforcement of human resources processes, of which we highlight the implementation of

several policies, the Model for Welcoming and Integration at CGD, and the investment in the Trainees Program.

The investment in training and development was further developed, as a key instrument for transforming business and for managing knowledge and talent.



242.467

Training hours in 2020
(+23% as compared to 2019)



91%

Overall satisfaction with the 2020 training
(+11% as compared to 2019)

For more information on hiring opportunities, go to <https://recrutamento.cgd.pt>

WHAT OUR STAKEHOLDERS SAY



To think sustainably is to invest in the Future. In this transformation process, it is crucial to invest in new knowledge, methodologies and practices that may help transform business and generate value, earning the clients' trust. Back in 2012, when CGD embraced the challenge to implement an Environmental Management System, we knew that the kick-off would not be met without some hardship. It was vital to have a team that believed in the project, to achieve results and savings and, above all, it was of the utmost importance to appoint ambassadors to represent these subject within each of the divisions and develop and strengthen competencies year after year.

Eight years later, the Sustainability area faces other challenges, namely the transition toward a low-carbon economy. The training in Sustainable Finance is thus an investment made by CGD, to be extended to all business areas, so as to promote the development of more inclusive and environmentally responsible products and services.



Ana Gomes

CGD Caixa Academia Coordinator

WHAT OUR STAKEHOLDERS SAY



“ The Compliance Division’s activity focuses not only on legal and regulatory compliance, but also on the ethical conduct of the Institution and its Employees. In this context, the way in which CGD manages environmental, social and governance takes on significant relevance. The Compliance Division monitors the implementation of CGD’s Sustainability Strategy, mainly focusing on the current legal and regulatory framework, which ultimately constitutes Caixa’s contribution to the sustainable development of the communities where it operates. ”

José Varela

Coordinator – Compliance Risk
Management Unit

ANTI-CORRUPTION PRACTICES

Ethical conduct in business is of the utmost importance for the development and growth of companies, and particularly of financial institutions. Caixa is committed to fighting corruption and connected infractions, as well as other forms of crime, such as money laundering and terrorist financing.



In 2020, Caixa’s Code of Conduct was updated, with the reinforcement of the provisions related to ethical issues, such as the prevention of corruption, social responsibility and sustainable development, conflicts of interest, reporting of irregular practices, inter alia.

Caixa is committed to the best practices within the scope of Anti-Money Laundering and Countering Terrorist Financing; thus, in order to comply with the legal and regulatory standards in force, as well as the recommendations of the relevant international entities, it has implemented a clear set of policies, procedures and control systems allowing to assess and mitigate the possible risks inherent to its clients and to the business relationships established with them.

Read CGD’s Code of Conduct at: cgd.pt/English/Institutional/Corporate-Governance/Documents/CGD-Code-of-Conduct.pdf

WHAT OUR STAKEHOLDERS SAY



“ CGD’s Technological Transformation Plan had a relevant impact in responding to the challenges and needs that were aggravated by the COVID-19 pandemic. In this context, it is important to highlight the cybersecurity front, which was critical for the implementation of a remote working model that ensured not only the safety of employees, but also the protection of the data and assets of CGD’s clients. ”

Maria João Carioca

Executive Board

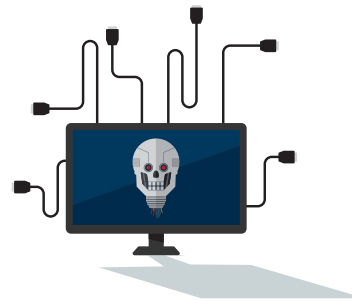
Member of CGD Responsible for IT Systems

INFORMATION SECURITY

Information is an essential component to the management of Caixa’s business, making up the basis for business processes and the means for obtaining an advantage over the competition, making it a critical asset that must be adequately protected. It is crucial to preserve its confidentiality, availability and integrity.

In order to boost the digital transformation of the CGD Group, a Strategic Plan was designed, structured around 5 pillars and encompassing a total of 96 initiatives.

1. Governance and Organization Model;
2. Technological Transformation;
3. Cybersecurity and IT Risk;
4. Data (BCBS239 Principles);
5. International.



In 2020, the e-Learning course “Cybersecurity and Information Protection” was launched, and is mandatory for all employees.



Within the scope of the COVID-19 Contingency Plan, CGD managed to assign, for the first time in its long history, remote work to all of the Call Center employees.

FINANCIAL SUSTAINABILITY

CGD Group's activity in 2020 was marked by the impact and the response to the Covid-19 pandemic, reflected on the significant reinforcement of

the support to households and companies and the preventive constitution of impairments conditioning CGD's results. Yet, it was still possible to achieve a 491.6 million euro positive net result.

CGD has complied with the overall commitments taken up in the Strategic Plan, having reached a profitability higher than the European banking average.



⁽¹⁾ Current activity ROE = (Net income + Non-recurring costs + non-controlling interests) / Own funds (average of 13 monthly observations, updated value);

⁽²⁾ Domestic activity ⁽³⁾ EBA Risk Dashboard – September 2020

