

GRI Content Index

■ GRI Content Index
General Standard Disclosures GRI G4

		Page/Omission	Review
STRATEGY AND ANALYSIS			
G4-1	Provide a statement from the most senior decision-maker of the organization (such as CEO, chair, or equivalent senior position) about the relevance of sustainability to the organization and the organization's strategy for addressing sustainability.	P. 6-13	✓
G4-2	Provide a description of key impacts, risks, and opportunities.	P. 16-17, 21-23 and 26-27	✓
ORGANIZATIONAL PROFILE			
G4-3	Report the name of the organization.	P. 99	✓
G4-4	Report the primary brands, products, and services.	P. 2-3, 20,24-25, 26-27 and 42-43	✓
G4-5	Report the location of the organization's headquarters.	P. 99	✓
G4-6	Report the number of countries where the organization operates, and names of countries where either the organization has significant operations or that are specifically relevant to the sustainability topics covered in the report.	P. 39 Annual Report (p. 33) Auditors' report and annual consolidated accounts- Annual consolidated accounts (p. 64)	✓
G4-7	Report the nature of ownership and legal form.	P. 49-51 and 99	✓
G4-8	Report the markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries).	P. 3, 39 Annual Report (p. 33)	✓
G4-9	a. Report the scale of the organization, including: • total number of employees; • total number of operations; • net sales (for private sector organizations) or net revenues (for public sector organizations); • total capitalization broken down in terms of debt and equity (for private sector organizations); • quantity of products or services provided.	P. 3, 24, 49 and 50 Annual Report (p. 2)	✓
G4-10	a. Report the total number of employees by employment contract and gender. b. Report the total number of permanent employees by employment type and gender. c. Report the total workforce by employees and supervised workers and by gender. d. Report the total workforce by region and gender. e. Report whether a substantial portion of the organization's work is performed by workers who are legally recognized as self-employed, or by individuals other than employees or supervised workers, including employees and supervised employees of contractors. f. Report any significant variations in employment numbers (such as seasonal variations in employment in the tourism or agricultural industries).	P. 29-37	✓ ¹
G4-11	Report the percentage of total employees covered by collective bargaining agreements.	P. 31	✓
G4-12	Describe the organization's supply chain.	P. 73-75	✓
G4-13	Report any significant changes during the reporting period regarding the organization's size, structure, ownership or its supply chain.	P. 78	✓
Commitments to external initiatives			
G4-14	Report whether and how the precautionary approach or principle is addressed by the organization.	P. 20 and 69 Auditors' report and annual consolidated accounts- Annual corporate governance report (p. 361-366)	✓
G4-15	List externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses.	P. 19	✓
G4-16	a. List memberships of associations (such as industry associations) and national or international advocacy organizations in which the organization: • Holds a position on the governance body • Participates in projects or committees • Provides substantive funding beyond routine membership dues • Views membership as strategic This refers primarily to memberships maintained at the organizational level.	Santander participates in industry associations representing financial activity in the countries where it operates, as the AEB in the case of Spain.	✓

		Page/Omission	Review
IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES			
G4-17	a. List all entities included in the organization's consolidated financial statements or equivalent documents. b. Report whether any entity included in the organization's consolidated financial statements or equivalent documents is not covered by the report.	P. 78 Auditors' report and annual consolidated accounts - Appendices (p. 214-238)	✓
G4-18	a. Explain the process for defining the report content and the Aspect Boundaries. b. Explain how the organization has implemented the Reporting Principles for Defining Report Content.	P. 23 and 78	✓
G4-19	List all the material Aspects identified in the process for defining report content.	P. 23	✓
G4-20	For each material Aspect, report the Aspect Boundary within the organization	Specific standard disclosures GRI G4 (p. 83-95)	✓
G4-21	For each material Aspect, report the Aspect Boundary outside the organization	Specific standard disclosures GRI G4 (p. 83-95)	✓
G4-22	Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements.	P. 78	✓
G4-23	Report significant changes from previous reporting periods in the Scope and Aspect Boundaries.	P. 78	✓
STAKEHOLDER ENGAGEMENT			
G4-24	Provide a list of stakeholder groups engaged by the organization.	P. 21	✓
G4-25	Report the basis for identification and selection of stakeholders with whom to engage.	P. 23	✓
G4-26	Report the organization's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process.	P. 21 and 78	✓
G4-27	Report key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting. Report the stakeholder groups that raised each of the key topics and concerns.	P. 23	✓
REPORT PROFILE			
G4-28	Reporting period (such as fiscal or calendar year) for information provided.	P. 78	✓
G4-29	Date of most recent previous report (if any).	P. 78	✓
G4-30	Reporting cycle (such as annual, biennial).	P. 78	✓
G4-31	Provide the contact point for questions regarding the report or its contents.	P. 99	✓
GRI content index			
G4-32	a. Report the 'in accordance' option the organization has chosen. b. Report the GRI Content Index for the chosen option. c. Report the reference to the External Assurance Report, if the report has been externally assured.	P. 78 GRI content index (p. 79-95) Independent assurance report (p. 97-98)	✓
Assurance			
G4-33	a. Report the organization's policy and current practice with regard to seeking external assurance for the report. b. If not included in the assurance report accompanying the sustainability report, report the scope and basis of any external assurance provided. c. Report the relationship between the organization and the assurance providers. d. Report whether the highest governance body or senior executives are involved in seeking assurance for the organization's sustainability report.	P. 78 Independent assurance report (p. 97-98)	✓

		Page/Omission	Review
GOVERNANCE			
Governance structure and composition			
G4-34	Report the governance structure of the organization, including committees of the highest governance body. Identify any committees responsible for decision-making on economic, environmental and social impacts.	P. 14-15 and 18-19 Auditors' report and annual consolidated accounts - Annual corporate governance report (p. 320-357)	√
G4-35	Report the process for delegating authority for economic, environmental and social topics from the highest governance body to senior executives and other employees.	P. 18-19	√
G4-36	Report whether the organization has appointed an executive-level position or positions with responsibility for economic, environmental and social topics, and whether post holders report directly to the highest governance body.	P. 18-19	√
G4-37	Report processes for consultation between stakeholders and the highest governance body on economic, environmental and social topics. If consultation is delegated, describe to whom and any feedback processes to the highest governance body.	P. 21 Auditors' report and annual consolidated accounts - Annual corporate governance report (p. 320 y 357)	√
G4-38	Report the composition of the highest governance body and its committees.	P. 14-15 Annual report - Annual corporate governance report (p. 70-71) Auditors' report and annual consolidated accounts - Annual corporate governance report (p. 320-357)	√
G4-39	Report whether the Chair of the highest governance body is also an executive officer (and, if so, his or her function within the organization's management and the reasons for this arrangement).	Annual report - Annual corporate governance report (p. 66 and 74) Auditors' report and annual consolidated accounts - Annual corporate governance report (p. 320-357)	√
G4-40	Report the nomination and selection processes for the highest governance body and its committees, and the criteria used for nominating and selecting highest governance body members.	Auditors' report and annual consolidated accounts - Annual corporate governance report (p. 331-333)	√
G4-41	Report processes for the highest governance body to ensure conflicts of interest are avoided and managed. Report whether conflicts of interest are disclosed to stakeholders.	Auditors' report and annual consolidated accounts - Annual corporate governance report (p. 360-361)	√
Highest governance body's role in setting purpose, values, and strategy			
G4-42	Report the highest governance body's and senior executives' roles in the development, approval, and updating of the organization's purpose, value or mission statements, strategies, policies, and goals related to economic, environmental and social impacts.	P. 18-20 Article 3 of the Regulations of the Board of Directors of Banco Santander, S.A	√
Highest governance body's competencies and performance evaluation			
G4-43	Report the measures taken to develop and enhance the highest governance body's collective knowledge of economic, environmental and social topics.	Auditors' report and annual consolidated accounts - Annual corporate governance report (p. 386)	√
G4-44	a. Report the processes for evaluation of the highest governance body's performance with respect to governance of economic, environmental and social topics. Report whether such evaluation is independent or not, and its frequency. Report whether such evaluation is a self-assessment. b. Report actions taken in response to evaluation of the highest governance body's performance with respect to governance of economic, environmental and social topics, including, as a minimum, changes in membership and organizational practice.	Auditors' report and annual consolidated accounts - Annual corporate governance report (p. 333-334)	√

		Page/Omission	Review
Highest governance body's role in risk management			
G4-45	a. Report the highest governance body's role in the identification and management of economic, environmental and social impacts, risks, and opportunities. Include the highest governance body's role in the implementation of due diligence processes. b. Report whether stakeholder consultation is used to support the highest governance body's identification and management of economic, environmental and social impacts, risks, and opportunities.	P. 18-19 Auditors' report and annual consolidated accounts - annual consolidated accounts (p. 172-177)	✓
G4-46	Report the highest governance body's role in reviewing the effectiveness of the organization's risk management processes for economic, environmental and social topics.	P. 18-19, 44-45 y 69	✓
G4-47	Report the frequency of the highest governance body's review of economic, environmental and social impacts, risks, and opportunities.	P. 18-19 Auditors' report and annual consolidated accounts - annual consolidated accounts (p. 172-177)	✓
Highest governance body's role in sustainability reporting			
G4-48	Report the highest committee or position that formally reviews and approves the organization's sustainability report and ensures that all material Aspects are covered.	Santander's Board approved this report, related to 2016 period, on February 21st, 2017. P. 18	✓
Highest governance body's role in evaluating economic, environmental and social performance			
G4-49	Report the process for communicating critical concerns to the highest governance body.	Auditors' report and annual consolidated accounts - annual consolidated accounts (p. 368-369)	✓
G4-50	Report the nature and total number of critical concerns that were communicated to the highest governance body and the mechanism(s) used to address and resolve them.	P. 16-19	✓
Remuneration and incentives			
G4-51	a. Report the remuneration policies for the highest governance body and senior executives for the below types of remuneration. b. Report how performance criteria in the remuneration policy relate to the highest governance body's and senior executives' economic, environmental and social objectives.	P. 14 and 34 Report of the Committees - Report of the Remuneration Committee (p. 43-71)	✓
G4-52	Report the process for determining remuneration. Report whether remuneration consultants are involved in determining remuneration and whether they are independent of management. Report any other relationships which the remuneration consultants have with the organization.	P. 14 and 34 Report of the Committees - Report of the Remuneration Committee (p. 43-71)	✓
G4-53	Report how stakeholders' views are sought and taken into account regarding remuneration, including the results of votes on remuneration policies and proposals, if applicable.	P. 14 and 34 Report of the Committees- Report of the Remuneration Committee (p. 43-71)	✓
G4-54	Report the ratio of the annual total compensation for the organization's highest-paid individual in each country of significant operations to the median annual total compensation for all employees (excluding the highest-paid individual) in the same country.	Confidential information	NO
G4-55	a. Report the ratio of percentage increase in annual total compensation for the organization's highest-paid individual in each country of significant operations to the median percentage increase in annual total compensation for all employees (excluding the highest-paid individual) in the same country.	Confidential information	NO
ETHICS AND INTEGRITY			
G4-56	Describe the organization's values, principles, standards and norms of behavior such as codes of conduct and codes of ethics.	P. 16-17	✓
G4-57	Report the internal and external mechanisms for seeking advice on ethical and lawful behavior, and matters related to organizational integrity, such as helplines or advice lines.	P. 16-17	✓
G4-58	Report the internal and external mechanisms for reporting concerns about unethical or unlawful behavior, and matters related to organizational integrity, such as escalation through line management, whistleblowing mechanisms or hotlines.	P. 16-17	✓

Specific Standard Disclosures GRI G4

Identified Material Aspects	Material Aspects Boundary	G4	Indicator	Page/Omission	Scope	Review																														
CATEGORY: ECONOMIC																																				
Economic performance																																				
Risk control and management. Ethics and compliance	Internal and external	EC1	Direct economic value generated and distributed	<table border="1"> <thead> <tr> <th colspan="2">EC1: Santander</th> </tr> <tr> <th>€ million</th> <th>2016</th> </tr> </thead> <tbody> <tr> <td>Economic value generated¹</td> <td>44,232</td> </tr> <tr> <td>Gross income</td> <td>44,232</td> </tr> <tr> <td>Net loss on discontinued operations</td> <td>0</td> </tr> <tr> <td>Gains/(losses) on disposal of assets not classified as non-current held for sale</td> <td>0</td> </tr> <tr> <td>Gains/(losses) on disposal of assets not classified as discontinued operations</td> <td>0</td> </tr> <tr> <td>Economic value distributed</td> <td>24,697</td> </tr> <tr> <td>Dividends²</td> <td>2,469</td> </tr> <tr> <td>Other administrative expenses (except taxes)</td> <td>7,733</td> </tr> <tr> <td>Personnel expenses</td> <td>11,004</td> </tr> <tr> <td>Income tax and other taxes²</td> <td>3,282</td> </tr> <tr> <td>CSR investment</td> <td>209</td> </tr> <tr> <td>Economic value retained (economic value generated less economic value distributed)</td> <td>19,535</td> </tr> </tbody> </table> <p>1. Gross income plus net gains on asset disposals. 2. Only includes income tax on profits accrued and taxes recognised during the period. The chapter on Community Investment provides additional information on taxes collected and paid. 3. In addition to the €2,398 million indicated above, shares valued at €607 million were earmarked for distribution to shareholders under the shareholder remuneration system (Santander Dividendo Elección / scrip dividend), approved at the General Shareholders' Meeting of 27 March 2015. Under the programme, the Bank offers shareholders the possibility of receiving an amount equivalent to the first, second and third interim dividends for 2015 either in cash or in newly-issued shares.</p>			EC1: Santander		€ million	2016	Economic value generated¹	44,232	Gross income	44,232	Net loss on discontinued operations	0	Gains/(losses) on disposal of assets not classified as non-current held for sale	0	Gains/(losses) on disposal of assets not classified as discontinued operations	0	Economic value distributed	24,697	Dividends ²	2,469	Other administrative expenses (except taxes)	7,733	Personnel expenses	11,004	Income tax and other taxes ²	3,282	CSR investment	209	Economic value retained (economic value generated less economic value distributed)	19,535	Group	√
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EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change	P. 19 and 68-70	Group	√ ²																																
EC3	Coverage of the organization's defined benefit plan obligations	The liability for provisions for pensions and similar obligations at 2016 year-end amounted to EUR 6,576 million. Endowments and contributions to the pension funds in the 2016 financial year have amounted to EUR 375 million. The detail may be consulted in Auditors' report and annual consolidated accounts - annual consolidated accounts (p. 105-119 (note 25) and 140 -149 (note 47)).	Group	√																																
EC4	Financial assistance received from government	The bank has not received significant subsidies or public aids during 2016. The detail may be consulted in Auditors' report and annual consolidated accounts - Appendix (p. 254).	Group	√																																

Identified Material Aspects	Material Aspects Boundary	G4	Indicator	Page/Omission	Scope	Review
Market presence						
Attract and retain talent and diversity. Community investment	Internal	EC5	Ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation.	P. 34	Group	√ ³
		EC6	Proportion of senior management hired from the local community at significant locations of operation.	The Group Corporate Human Resources Model aims to attract and retain the best professionals in the countries in which it operates. P. 32	Group except for UK y USA	√
Indirect economic impacts						
Community investment	External	EC7	Development and impact of infrastructure investments and services supported	P. 53-65	Group	√
		EC8	Significant indirect economic impacts, including the extent of impacts	P. 42-43 and 53-65	Group	√
Procurement practices						
Risk control and management, ethics and compliance	External	EC9	Proportion of spending on local suppliers at significant locations of operation	P. 74	Group	√ ⁸
CATEGORY: ENVIRONMENT						
Materials						
Internal environmental footprint	Internal and external	EN1	Materials used by weight or volume	P. 71	Group	√ ⁴
		EN2	Percentage of materials used that are recycled input materials	The percentage of the environmentally-friendly paper consumption with respect to the total consumption is 83.7%. This percentage includes both recycled and certified paper.	Group	√ ⁴
Energy						
Internal environmental footprint	Internal and external	EN3	Energy consumption within the organization	P. 71	Group	√ ⁴
		EN4	Energy consumption outside of the organization	Not available.	Group	NO
		EN5	Energy intensity	P. 71	Group	√ ⁴
	Not applicable	EN6	Reduction of energy consumption	An specific analysis of cause and effect relation for the implemented measures and of the obtained saving is not available.	Group	NO
		EN7	Reductions in energy requirements of products and services	Not applicable due to type of Group financial activity.	Group	NO
Water						
Internal environmental footprint	Internal and external	EN8	Total water withdrawal by source	P. 71	Group	√ ⁴
	Not applicable	EN9	Water sources significantly affected by withdrawal of water	Not applicable due to type of Group financial activity.	Group	NO
		EN10	Percentage and total volume of water recycled and reused	Not applicable due to type of Group financial activity.	Group	NO

Identified Material Aspects	Material Aspects Boundary	G4	Indicator	Page/Omission	Scope	Review
Biodiversity						
Non material	Not applicable	EN11	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Non material	Group	NO
		EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas	Non material	Group	NO
		EN13	Habitats protected or restored	Non material	Group	NO
		EN14	Total number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk	Non material	Group	NO
Emissions						
Internal environmental footprint	Internal and external	EN15	Direct greenhouse gas (GHG) emissions (Scope 1)	P. 71	Group	√ ⁴
		EN16	Energy indirect greenhouse gas (GHG) emissions (Scope 2)	P. 71	Group	√ ⁴
		EN17	Other indirect greenhouse gas (GHG) emissions (Scope 3)	P. 71	Group	√ ⁴
		EN18	Greenhouse gas (GHG) emissions intensity	P. 71	Group	√ ⁴
	Not applicable	EN19	Reduction of greenhouse gas (GHG) emissions	An specific analysis of cause and effect relation for the implemented measures and of the obtained saving is not available.	Group	NO
		EN20	Emissions of ozone-depleting substances (ODS)	Not applicable due to type of Group financial activity.	Group	NO
		EN21	NOx, SOx, and other significant air emissions	Not applicable due to type of Group financial activity.	Group	NO

Identified Material Aspects	Material Aspects Boundary	G4	Indicator	Page/Omission	Scope	Review
Internal environmental footprint	Not applicable	EN22	Total water discharge by quality and destination	Not applicable due to type of Group financial activity.	Group	NO
	Internal and external	EN23	Total weight of waste by type and disposal method	P. 71	Group	√ ⁴
		EN24	Total number and volume of significant spills	Not applicable due to type of Group financial activity.	Group	NO
	Not applicable	EN25	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally	Not applicable due to type of Group financial activity.	Group	NO
		EN26	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the organization's discharges of water and runoff	Not applicable due to type of Group financial activity.	Group	NO
Effluents and waste						
Internal environmental footprint and products and services with added environmental and social value	Internal and external	EN27	Extent of impact mitigation of environmental impacts of products and services	P. 20, 43, 69	Group	√ ²
	Not applicable	EN28	Percentage of products sold and their packaging materials that are reclaimed by category	Not applicable due to type of Group financial activity.	Group	NO
Compliance						
Risk control and management. Ethics and compliance	Internal and external	EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	The Bank has received a sanction for this concept in Brasil. That sanction is not final and currently it has been appealed by administrative means.	Group	√
Transport						
Internal environmental footprint	Internal and external	EN30	Significant environmental impacts of transporting products and other goods and materials for the organization's operations, and transporting members of the workforce	P. 71	Group	√ ⁴
Overall						
Non material	Not applicable	EN31	Total environmental protection expenditures and investments by type	Non material	Group	NO

Identified Material Aspects	Material Aspects Boundary	G4	Indicator	Page/Omission	Scope	Review
Supplier environmental assessment						
Risk control and management. Ethics and compliance	Internal and external	EN32	Percentage of new suppliers that were screened using environmental criteria	P. 73-74	Group	√ ^{8,9}
		EN33	Significant actual and potential negative environmental impacts in the supply chain and actions taken	P. 73-74	Group	√ ^{8,9}
Environmental grievance mechanisms						
Risk control and management. Ethics and compliance	Internal and external	EN34	Number of grievances about environmental impacts filed, addressed, and resolved through formal grievance mechanisms	Environmental typology is not identified within grievances registries in the Bank.	Group	NO
CATEGORY: SOCIAL						
Subcategory: labor practices and decent work						
Employment						
Attract and retain talent Diversity	Internal	LA1	Total number and rates of new employee hires and employee turnover by age group, gender and region	P. 31 See turnover rate p. 96	Group	√
		LA2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation	P. 34 Benefits detailed in p. 34, are regarding only full-time employees.	Group	√
		LA3	Return to work and retention rates after parental leave, by gender	This information is not available	Group	NO
Labour/management relations						
Attract and retain talent Diversity	Internal	LA4	Minimum notice periods regarding operational changes, including whether these are specified in collective agreements	Santander Group has not established any minimum period to give prior notice relating to organisational changes different to those required by law in each country.	Group	√

Identified Material Aspects	Material Aspects Boundary	G4	Indicator	Page/Omission	Scope	Review
Occupational health and safety						
Attract and retain talent Diversity	Internal	LA5	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs	In Banco Santander S.A the percentage of workforce represented in the Health and Safety Committee is 100%.	Banco Santander S.A.	√
		LA6	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender	P. 37	Group	√ ¹⁰
	Not applicable	LA7	Workers with high incidence or high risk of diseases related to their occupation	There have not been identified work positions with high risks of diseases.	Group	NO
		LA8	Health and safety topics covered in formal agreements with trade unions	Formal agreements with unions take into account issues concerning the health of workers and occupational health and safety, such as health monitoring and check-ups, both periodic for all workers and for workers returning from prolonged sick leave.	Banco Santander S.A.	NO
Training and education						
Attract and retain talent Diversity	Internal	LA9	Average hours of training per year per employee by gender, and by employee category	P. 33 See gender and employee category in p. 96	Group	√
		LA10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	Banco Santander in Spain offers in specific occasions programmes for skills management and lifelong learning that support the employability of their employees once they have finished their careers or have been affected by collective redundancies. P. 31, 33	Banco Santander S.A.	√
		LA11	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category	P. 31 Regular performance and career development reviews are received by the 100% of the employees.	Group	√
Diversity and equal opportunity						
Attract and retain talent Diversity	Internal	LA12	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity	P. 15, 29 and 31-32	Group	√

Identified Material Aspects	Material Aspects Boundary	G4	Indicator	Page/Omission	Scope	Review
Equal remuneration for women and men						
Attract and retain talent and diversity and ESG-related incentives	Internal	LA13	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation	Confidential information	Group	NO
Supplier assessment for labor practice						
Risk control and management. Ethics and compliance	Internal and external	LA14	Percentage of new suppliers that were screened using labor practices criteria	P. 73-74	Group	√ ^{8,9}
		LA15	Significant actual and potential negative impacts for labor practices in the supply chain and actions taken	P. 73-74	Group	√ ^{8,9}
Labor practices grievance mechanisms						
Risk control and management. Ethics and compliance	Internal	LA16	Number of grievances about labor practices filed, addressed, and resolved through formal grievance mechanisms	Information on litigation and other Group contingencies can be found in Auditors' report and annual consolidated accounts - annual consolidated accounts (p. 113-119)	Group	√ ⁵
Subcategory: human rights						
Investment						
Risk control and management. Ethics and compliance	External	HR1	Total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	No significant investment agreement setting out human rights clauses has been signed.	Group	√
		HR2	Total hours of employee training on human rights policies or procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained	Not available	Group	NO
Non-discrimination						
Risk control and management. Ethics and compliance	Internal and external	HR3	Total number of incidents of discrimination and corrective actions taken	P. 17	Group	√ ⁶
Freedom of association and collective bargaining						
Non material	Not applicable	HR4	Operations and suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and measures taken to support these rights	Non material	Group	NO

Identified Material Aspects	Material Aspects Boundary	G4	Indicator	Page/Omission	Scope	Review
Child labor						
Non material	Not applicable	HR5	Operations and suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor	Non material	Group	NO
Forced or compulsory labor						
Non material	Not applicable	HR6	Operations and suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor	Non material	Group	NO
Security practices						
Risk control and management. Ethics and compliance	Internal and external	HR7	Percentage of security personnel trained in the organization's human rights policies or procedures that are relevant to operations	Santander requires to its Safety Services suppliers during the hiring process compliance with Human Rights Regulations.	Group	√
Indigenous rights						
Risk control and management. Ethics and compliance	External	HR8	Total number of incidents of violations involving rights of indigenous peoples and actions taken	The existing potential risk in this matter is mitigated throughout analysis carried out within the framework of Equator Principles.	Group	√ ¹¹
Assesment						
Risk control and management. Ethics and compliance	External	HR9	Total number and percentage of operations that have been subject to human rights reviews or impact assessments	No assessments of this type have been carried out during the year, because no risks of this type have been identified in Santander Group operations.	Group	√
Supplier human rights assessment						
Risk control and management. Ethics and compliance	Internal and external	HR10	Percentage of new suppliers that were screened using human rights criteria	P. 73-74	Group	√ ^{8,9}
		HR11	Significant actual and potential negative human rights impacts in the supply chain and actions taken	P. 73-74	Group	√ ^{8,9}
Human rights grievance mechanisms						
Risk control and management. Ethics and compliance	Internal and external	HR12	Number of grievances about human rights impacts filed, addressed, and resolved through formal grievance mechanisms	P. 17	Group except UK and USA	√ ⁵

Identified Material Aspects	Material Aspects Boundary	G4	Indicator	Page/Omission	Scope	Review
Subcategory: society						
Local communities						
Community investment	External	SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs	The Santander Group has several programmes in its ten main countries aim to encourage development and participation of local communities, in which it is carried out an assessment on people helped, scholarships given through agreement with Universities, among others. Moreover, in the last years the Group has developed different products and services offering social and/or environmental added value adapted to each country where Santander develops its activities. P. 42-43, 53, 56 and 60	Group	√ ¹²
	Not applicable	SO2	Operations with significant actual and potential negative impacts on local communities	No operations centers in this situation have been identified.	Group	NO
Anti-corruption						
Risk control and management. Ethics and compliance	Internal and external	SO3	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified	P. 17	Group	√
		SO4	Communication and training on anti-corruption policies and procedures	P. 17	Group	NO
		SO5	Confirmed incidents of corruption and actions taken	P. 17	Group except UK and USA	√ ⁶
Public policy						
Risk control and management. Ethics and compliance	Internal and external	SO6	Total value of political contributions by country and recipient/beneficiary	The vinculation, membership or collaboration with political parties or with other kind of entities, institutions or associations with public purposes, as well as contributions or services to them, should be done in a way that can assure the personal character and that avoids any involvement of the Group, as indicated in Santander Group General Code of Conduct. P. 20	Group	√ ²
Anti-competitive behavior						
Risk control and management. Ethics and compliance	Internal and external	SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes	The bank has received two sanctions for this concept in Brasil. These sanctions are not final and currently they have been appealed. Furthermore, the Bank has a disciplinary proceeding taken by CNMV. In addition, information on litigation and other Group contingencies can be found in Auditors' report and annual consolidated accounts - annual consolidated accounts (p. 113-119)	Group	√ ⁵

Identified Material Aspects	Material Aspects Boundary	G4	Indicator	Page/Omission	Scope	Review
Compliance						
Risk control and management. Ethics and compliance	Internal and external	SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	The bank has received a sanction for this concept in Poland. That sanction is not final and currently it is in allegations period. In addition, information on litigation and other Group contingencies can be found in Auditors' report and annual consolidated accounts - annual consolidated accounts (p. 113-119).	Group	√ ⁵
Supplier assessment for impacts on society						
Risk control and management. Ethics and compliance	Internal and external	SO9	Percentage of new suppliers that were screened using criteria for impacts on society	P. 73-74	Group	√ ^{8,9}
		SO10	Significant actual and potential negative impacts on society in the supply chain and actions taken	P. 73-74	Group	√ ^{8,9}
Grievance mechanisms for impacts on society						
Risk control and management. Ethics and compliance	Internal and external	SO11	Number of grievances about impacts on society filed, addressed, and resolved through formal grievance mechanisms	P. 17	Group except UK and USA	√ ⁶
Subcategory: product responsibility						
Customer health and safety						
Transparent information on products and services	Internal and external	PR1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	The Commercialisation Committee evaluates potential impact of all products and services, previously they are launched onto the market. These impacts include, among others, clients security and compatibility with other products. P. 44	Group	√
		PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their life cycle, by type of outcomes	The Bank has not received final sanctions for this concept. In addition, information on litigation and other Group contingencies can be found in Auditors' report and annual consolidated accounts - annual consolidated accounts (p. 113-119).	Group	√ ⁵

Identified Material Aspects	Material Aspects Boundary	G4	Indicator	Page/Omission	Scope	Review
Product and service labeling						
Transparent information on products and customer satisfaction measures	Internal and external	PR3	Type of product and service information required by the organization's procedures for product and service information and labeling, and percentage of significant product and service categories subject to such information requirements	The Commercialisation Committee evaluates potential impact of all products and services, previously they are launched onto the market. These impacts include, among others, clients security and compatibility with other products. P. 44	Group	√ ⁷
		PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes	The Bank has not received final sanctions for this concept. In addition, information on litigation and other Group contingencies can be found in Auditors' report and annual consolidated accounts - annual consolidated accounts (p. 113-119).	Group	√ ⁵
		PR5	Results of surveys measuring customer satisfaction	P. 46	Group	√
Marketing communications						
Transparent information on products and services	Internal and external	PR6	Sale of banned or disputed products	The Bank has received sanctions for this concept. These sanctions are not final and have been appealed before de relevant bodies.	Group	√
		PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, by type of outcomes	In Spain, the Bank forms part of the Spanish Advertising Association (AEA). It is also a member of the Association for the Self-regulation of Commercial Communication, which in turn is a member of the European Advertising Standards Alliance. Therefore, the Bank assumes the ethical obligation of responsibly exercising the freedom of commercial communication and contributes to strengthening advertising self-regulation as a way of ensuring that consumers' and competitors' rights are respected. The Bank has received in USA a penalty amount to \$ 3.000.000 and another one not final which it being reviewed. Information on litigation and other Group contingencies can be found in Auditors' report and annual consolidated accounts (p. 113-119).	Group	√ ⁵
Customer privacy						
Customer satisfaction measures	Internal and external	PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	The Bank has received one sanction for this concept in Spain and another one in Mexico. These sanctions are not final and currently have been appealed through contentious administrative proceeding. In addition, information on litigation and other Group contingencies can be found in Auditors' report and annual consolidated accounts - annual consolidated accounts (p. 113-119).	Group	√ ⁵
Compliance						
Transparent information on products and services	Internal and external	PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	The Bank has received four sanctions for this concept in Brasil. These sanctions are not final and have been appealed. Futhermore USA has received a penalty amount to \$ 3.400.000. In addition, information on litigation and other Group contingencies can be found in Auditors' report and annual consolidated accounts - annual consolidated accounts (p. 113-119).	Group	√ ⁵

Identified Material Aspects	Material Aspects Boundary	G4	Indicator	Page/Omission	Scope	Review
FINANCIAL SERVICES SECTOR DISCLOSURES						
Product Portfolio						
Risk control and management, ethics and compliance Transparent information on products and services Products and services with added environmental and social value	Internal and external	FS1	Policies with specific environmental and social components applied to business lines	P. 20	Group	√
		FS2	Procedures for assessing and screening environmental and social risks in business lines	P. 20, 44 and 69	Group	√
		FS3	Processes for monitoring clients' implementation of and compliance with environmental and social requirements included in agreements or transactions	P. 20, 44 and 69	Group	√
		FS4	Process(es) for improving staff competency to implement the environmental and social policies and procedures as applied to business lines	To raise awareness and transmit the policies content, a training session gave by an external consultant in this subject was held in October.	Group	√
		FS5	Interactions with clients/ investees/ business partners regarding environmental and social risks and opportunities	P. 51, 68	Group	√
		FS6	Percentage of the portfolio for business lines by specific region, size (e.g. micro/SM/large) and by sector.	P. 39 Auditors' report and annual consolidated accounts - Management report (P. 258-262).	Group	√
		FS7	Monetary value of products and services to deliver a specific social benefit for each business line broken down by purpose.	P. 42-43	Group	√
		FS8	Monetary value of products and services designed to deliver a specific environmental benefit for each business line broken down by purpose	P. 43, 67 and 70	Group	√

Identified Material Aspects	Material Aspects Boundary	G4	Indicator	Page/Omission	Scope	Review
Audits						
Control and risk management, ethics and compliance	Internal and external	FS9	Coverage and frequency of audits to assess implementation of environmental and social policies and risk assessment procedures	In 2016, Internal Audit Area of the Group reviews sustainability function to assess, among other aspects, the compliance degree of social and environmental responsibility policies, which included not only the review of Equator Principles but also other additional risk-assessment procedures about specific sectors.	Group	√
Active ownership						
Control and risk management, ethics and compliance Products and services with added environmental and social value Transparent information on products and services Community investment	Internal and external	FS10	Percentage and number of companies held in the institution's portfolio with which the reporting organization has interacted on environmental or social issues	P. 69	Group	√ ¹¹
		FS11	Percentage of assets subject to positive and negative environmental or social screening	P. 69	Group	√ ¹¹
		FS12	Voting policy(ies) applied to environmental or social issues for shares over which the reporting organization holds the right to vote shares or advises on voting	The Santander Group has no voting policies relating to social and/or environmental matters for entities over which it has voting power or for which acts as an advisor. The Santander Employees Pension Fund does have a policy of formal vote in relation to social and environmental aspects, for shareholder meetings of the entities over which it has voting rights.	Group	√
		FS13	Access points in low-populated or economically disadvantaged areas by type	P. 43	Group	√
		FS14	Initiatives to improve access to financial services for disadvantaged people	P. 42-43	Group	√
		FS15	Policies for the fair design and sale of financial products and services	P. 44	Group	√
	External	FS16	Initiatives to enhance financial literacy by type of beneficiary	P. 60-64	Group	√

√ Reviewed content according to described scope. Report on independent limited assurance is included in p. 97-98 of the Sustainability Report.

NO Non reviewed content.

1 Only information regarding owned employees is disclosed.

2 Only qualitative information is disclosed.

3 Not broken down by gender.

4 The scope and limitations of this indicator are described on p. 71.

5 Information is provided on accounting provisions for claims of any type.

6 Information is provided on the total number of complaints channels, for any reason.

7 Information about each type of products and services is not detailed.

8 Data refers exclusively to centralised purchases data in Aquánima.

9 Only total amount of approved suppliers is included.

10 Review scope not includes Brasil data.

11 Information is only provided on the number of project finance deals of Santander's Bank, which have been analysed regarding social and environmental risks in Equator Principles' frame.

12 Information is provided on programmes and their direct impacts of the ten main countries of the Group, instead on centers.

External turnover rate by age bracket*

	aged <= 25	aged 26-35	aged 36-45	aged 46-50	aged over 50	Total
Continental Europe	35.73	12.32	6.00	3.60	15.07	10.20
United Kingdom	32.02	14.19	7.15	5.82	9.97	13.66
Latin America and other regions	26.90	16.65	13.97	15.85	21.73	17.58
Grup Total	29.16	15.35	10.10	8.90	16.89	14.68

* Excludes temporary leaves of absence and transfers to other Group companies.

External turnover rate by gender*

	Men	Women	Total
Continental Europe	10.81	9.68	10.20
United Kingdom	14.96	12.73	13.66
Latin America and other regions	17.67	17.51	17.58
Grup Total	15.04	14.39	14.68

* Excludes temporary leaves of absence and transfers to other Group companies.

Hours of training by category

	Average
Senior officers	46.69
Other managers	33.65
Partners	34.06
Total	34.14

Hours of training by gender

	Average
Men	34.50
Women	33.85
Total	34.14

Training

	2015	2016
Total hours of training	7,634,473	6,435,034
% employees trained	93.74%	94.52%
Total attendees	2,516,910	2,932,624
Hours of training per employee	39.38	34.14
Total investment in training	103,697,123 €	88,815,825 €
Investment in training by employee	535.00	471.19
Cost per hour	14.00	13.80
% of women participants	55.63%	54.96%
% of e-learning hours	42.23%	
% of e-learning training attendees		88.65%
Employee satisfaction (scale of 1 to 10)	8.8	8.1
% of hours with internal trainers	45.62%	
% of internal training hours		77.97%

Employees with disabilities

	% differently-abled emp.
Continental Europe	1.10
United Kingdom	0.86
Latin America and other regions*	2.62
Group total	1.85

*Excludes Santander USA.

