



Stakeholder Engagement

- Statement -

Banco Montepio recognises the importance of different stakeholder groups, relevant and holders of interests, for its activity and for the positive impact it intends to create on society, the economy, and the environment. Engagement with relevant stakeholders reinforces the purpose of better addressing the Bank's knowledge and expertise to benefit its customers, communities, and markets.

Our Business

Our approach to generating sustainable value is linked to a comprehensive dialogue with our stakeholders, who are key participants in our operations, financial activities, and corporate reality, following the commitments outlined in our Code of Conduct and Sustainability Strategy. We aim to strengthen social interest and develop a sustainable business model with the participation of different stakeholder groups considering their effect on Banco Montepio's performance and simultaneously affected by our activities.

We are committed to involving all interested parties in the economic return and environmental impact generated by our activities, either directly or together with other entities related to the Banco Montepio Group.

We are focused on achieving financial success, implementing ethical business methods, embracing universal human rights, and upholding gender equality and diversity. Furthermore, we highlight our efforts on contributing to social and financial inclusion, encouraging innovation and entrepreneurship, promoting decent and quality employment, and equal opportunities, while valuing belonging and fairness.

Banco Montepio is dedicated to making a constructive contribution to the safeguarding of the environment, helping the mitigation and adaptation of the impacts of climate change, and supporting in the accomplishment of sustainable development goals as outlined in the national and international agendas.

Objectives and Scope

Building Banco Montepio's good reputation is influenced by the insights of diverse stakeholder groups, which shape expectations and investment decisions, achievements, and recommendations. In this regard, we aim to:

- Proactively manage diverse stakeholder groups to consider their expectations in management and to mitigate the associated risks.
- Foster the interests of stakeholders by incorporating their concerns and values into decision-making, thereby fostering the creation of shared value, and advocating for the communities in which Banco Montepio operates.
- Ensure that the legitimate interests of relevant stakeholders are respected.



- Improve the trust of different stakeholder groups to establish solid and lasting relationships.
- Promote the Bank's commitment to corporate social responsibility, especially the professional development of employees and their work-life balance.
- Enhance the Bank's reputation in the communities and markets where it operates by promoting its strategy, brand identity, and corporate principles.

This Stakeholder Engagement Statement applies across Banco Montepio, its employees, and subsidiaries within the Banco Montepio Group. It pertains to the Bank's consistent execution in areas such as investments, assistance to social economy institutions and entities, funding undertakings or schemes, corporate volunteering, and other pertinent duties.

Stakeholder Groups

The value chain that encompasses the activities of Banco Montepio and the Banco Montepio Group name the stakeholders according to the categories below:

- Employees
- Shareholder and Associação Mutualista Montepio (Montepio Mutual Association)
- Regulatory and supervisory bodies
- Customers
- Suppliers
- Investors
- Social Economy Entities, Charities, Non-Governmental Organisations and other non-profit institutions
- Academia
- Media organisations
- Society in general
- Environment
- Financial industry

Stakeholder groups are further subdivided into sub-categories that enable adaptation to specific and local realities, needs, and expectations, which are also associated with Banco Montepio and BM Group networks.

Our channels and touchpoints in customer journey ensure engagement with each group.



Principles

We hold the belief that establishing trustworthy relationships with stakeholders is contingent upon the following:

- Responsibility. Acting under ethical premises, ensuring material sustainability issues and concerns are found, understood, and responded to, and communicating to stakeholders about their decisions, actions and performance.
- Responsiveness. Safeguarding transparency of material subjects in interactions and financial and non-financial disclosure by sharing correct, proper, and meaningful information.
- Inclusiveness. Encouraging the participation and involvement of stakeholders in Banco Montepio's activities by promoting voluntary consultation processes, means, and engagement channels.
- Confidentiality. Ensuring the confidentiality of data and information shared with Banco Montepio and the Banco Montepio Group, recognising the privacy and rights enshrined in the General Data Protection Regulation (GDPR).
- Continuous improvement. Pursue continuous improvement by reviewing and adjusting stakeholder engagement processes, thus contributing to efficient and effective interaction.

Materiality

Materials topics are found and analysed based on the following standards:

- Global Reporting Initiative (GRI), and
- AA1000 Accountability Principles Standard (AA1000AP 2018) verification standard.

Communication

The outcomes of the dialogue with interested parties are communicated on the institutional website, as well as through the presence of the Banco Montepio name on social media platforms, and in various information sources, such as the Sustainability Report.

Governance

The "Stakeholder Engagement Statement" is supervised by the governance bodies with strategic functions at Banco Montepio, which include the Board of Directors and the Sustainability Committee. Banco Montepio's Sustainability Office oversees the statement's management, implementation, and dissemination.

Lisbon, 29 June 2023.