

Member of DJSI World, DJSI Europe

Company Information

Country: Spain

Index market cap*: 61,509

*USD millions

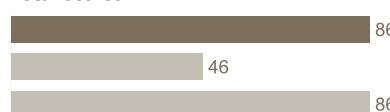
Source: S&P Global BMI, 30 August 2019

Banco Santander SA leads the Banks industry in SAM Corporate Sustainability Assessment based on its Total Sustainability Score in 2019. This report provides a broad overview of the performance of the Banks industry and the relative positioning of Banco Santander SA at the dimension and criteria level.

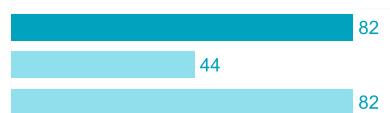
2019 Assessment Results

Source: SAM CSA, 13 September 2019

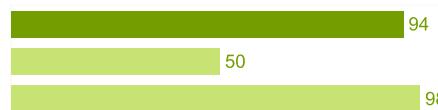
Total Scores



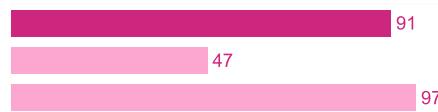
Economic



Environmental



Social



 Banco Santander SA
 Industry Average Score
 Industry Best Score

Industry Overview	Maximum Score	Average Score
Total	86	46
Economic Dimension	82	44
Environmental Dimension	98	50
Social Dimension	97	47

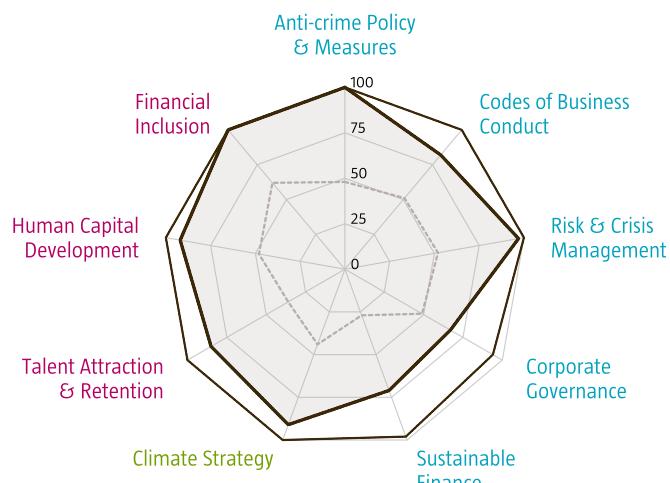
DJSI World	Maximum Score	Average Score
Total	86	81
Economic Dimension	82	76
Environmental Dimension	98	90
Social Dimension	97	88

Industry Drivers

In response to increased regulatory scrutiny, many banks have transitioned to simplified business models and focused increasingly on the core principles of ethics and customer trust. Much of this strategic change has been initiated at board level, demonstrating the emphasis investors have placed on effective corporate governance. Banking culture remains one of the foremost items on board agendas, and establishing effective incentive schemes is increasingly viewed as a way of aligning investment professionals' attitudes and behaviors with the long-term interests of shareholders and society as a whole. Leading banks are now using well-designed human capital schemes not only to ensure that the company has the appropriate skill set to execute the business strategy, but also to improve talent attraction and retention, which is of utmost importance in the midst of the sector's digital transition. Additionally, banks are increasingly managing confidential data. Therefore, protecting customers' financial and personal data and minimizing cyber risk are crucial to maintaining client trust. By effectively integrating sustainability with ethical principles and increased customer focus, banks can reduce credit and operational risk, which will further enhance their capacity to generate long-term economic, environmental and social value.

Company Performance

RobecoSAM has selected the most relevant criteria in each sustainability dimension based on their weight in the assessment and their current or expected significance for the industry. The spider chart below visualizes the performance of the industry leader against the best score achieved in each criterion and the median industry score.



— Industry best score ----- Industry average score ■ Banco Santander SA

Corporate Sustainability Assessment

The SAM Corporate Sustainability Assessment (CSA) is a comprehensive annual evaluation of companies' sustainability practices and performance. Every March, RobecoSAM extends invitations to over 3,500 of the largest, listed companies globally to participate in the assessment by completing an in-depth questionnaire. Assessment results are published in September, following the analysis of companies' submissions complemented by additional research performed by RobecoSAM.

The CSA is one of the longest standing ESG rating methodologies worldwide, dating back to 1999. It assesses companies on the basis of 80 – 120 industry-specific questions across 61 industries focusing on financially material economic, environmental, and social factors that are relevant to companies' success, but that are under-researched in conventional financial analysis. Every year, the CSA undergoes rigorous methodological review in order to ensure that the most current material sustainability topics, as well as emerging, long-term sustainability themes often of interest to investors are reflected, and companies are challenged on topics that lack disclosure today. The ESG Ratings derived from the CSA are used for the annual rebalancing of the iconic Dow Jones Sustainability Indices (DJSI), as well as the S&P Dow Jones Indices (S&P DJI) ESG Index family and are made available to investors, researchers, and non-governmental organizations through the S&P DJI and Bloomberg data platforms. The results of the CSA are also used for the creation of the SAM Sustainability Yearbook, one of the most comprehensive annual publications on corporate sustainability. Selected ratings are made available to the general public through the Sustainability Yearbook website: <http://yearbook.robecosam.com>

Additional Resources

For more information on the CSA and a complete list of all Dow Jones Sustainability Indices constituents visit www.robecosam.com/CSA

Assessed companies can access their own results and benchmark themselves against their peers directly through the online assessment portal.

Contact

RobecoSAM AG
 Josefstrasse 218
 CH-8005 Zürich Switzerland
 Tel +41 44 653 10 10
assessments@robecosam.com

Disclaimer. As per its Media & Stakeholder Analysis process, RobecoSAM may make periodic adjustments to company scores, rankings and index inclusion. **No Offer:** The information and opinions contained in this publication neither constitute an offer nor an invitation to make an offer to buy or sell any securities or any options, futures or other derivatives related to such securities. The information described in this publication is not directed to persons in any jurisdiction where the provision of such information would run counter to local laws and regulation. **No warranty:** This information is derived from sources believed to be accurate and reliable, but neither its accuracy nor completeness is guaranteed. The material and information in this publication is provided "as is" and without warranties of any kind, either expressed or implied. RobecoSAM and their related and affiliated companies disclaim all warranties, expressed or implied, including, but not limited to, implied warranties of merchantability and fitness for a particular purpose. Any opinions and views in this publication reflect the current judgment of the authors and may change without notice. It is each reader's responsibility to evaluate the accuracy, completeness and usefulness of any opinions, advice, services or other information provided in this publication. **Limitation of liability:** All information contained in this publication is distributed with the understanding that the authors, publishers and distributors are not rendering any legal, accounting or other professional advice or opinions on specific facts or matters and accordingly assume no liability whatsoever in connection with its use. In no event shall RobecoSAM and its related, affiliated and subsidiary companies be liable for any direct, indirect, special, incidental or consequential damages arising out of the use of any opinion or information expressly or implicitly contained in this publication. **Copyright:** Unless otherwise noted, text, images and layout of this publication are the exclusive property of RobecoSAM and/or its related, affiliated and subsidiary companies and may only be copied, reproduced or distributed, in whole or in part, provided that RobecoSAM AG is explicitly indicated as the source. SAM is a registered trademark of RobecoSAM AG. SAM is used to market services and products of a business unit within RobecoSAM, which specializes in providing ESG data, ESG rating services, and ESG benchmarking. SAM is not to be considered as a separate legal entity.