



# Sustainability Report 2021

**UCI**

*Hipotecas  
para vivir*

# Letter from Management

At UCI one of our priorities is to drive the transition towards a more equitable, inclusive and sustainable future for all. At a time of technological and social transformation, diversity and inclusion are crucial for companies to be able to create value for their stakeholders and society as a whole.

In 2021 we therefore strengthened our strategy by setting up the Sustainability and Corporate Responsibility Department, which forms part of the Executive Committee and reports directly to the Group's CEO.

As a financial institution we play a fundamental role in the development of sustainable economic models - the only viable models according to the essential principles of the UN Global Compact, which we have joined.

Moreover, in an environment where consumer models have adapted to new social and environmental risks, we have incorporated ESG criteria into our strategy, our business model and our activities.

Our ESG efforts are focused on the creation of a robust and dynamic agenda with the following pillars: supporting our customers' transition towards a resilient and low-carbon economy (E), enabling inclusive, diverse and egalitarian growth (S), and basing our business on ethical, responsible and transparent criteria (G).

**"We promote transparency and dialogue with the stakeholders thanks as a consequence of a stronger governance"**

During the year we also carried out an analysis of UCI's contribution to the 2030 agenda in order to align and incorporate it into our ESG framework, as well as the projects and initiatives developed by the company. This has resulted in the identification of 5 priority SDGs, 4 interrelated SDGs, 1 cross-cutting SDG and 21 targets to which we contribute through our activities.

With regard to the E, which concerns the direct and indirect effects our activity has on the environment, on the one hand, we have focused our efforts on reinforcing our Environmental Management System and, on the other, on creating a positive impact on the environment through our business, helping people to decarbonise the economy by promoting new financing solutions, and reaching collaboration agreements with supranational (EIB), state (IDAE) and local (COAM) organisations.

In February we became the first financial institution in the Iberian Peninsula to be awarded the Energy Efficient Mortgage Label (EEML) by the European Mortgage Federation, which certifies that our sustainable financing solutions and green mortgages comply with the strictest environmental protection criteria.

In this regard, in 2021 our Green production increased by 31% compared to 2020, representing 7% of total production in Spain and 8% in Portugal.

As I mentioned, we are also continuing to move forward with our Environmental Management System and the reduction of our CO2 emissions. Moreover, we have incorporated Green technology into the evaluation of our environmental performance and calculation of CO2 emissions in order to make our management processes more efficient. This has allowed us to renew our ISO 14001 certification from AENOR. In line with the recommendations and expectations of the European Banking Authority (EBA) and the European Central Bank (ECB), we have incorporated ESG factors into our risk management, in particular measurement and analysis of the physical risks in our portfolio in Spain since 2010 in order to have a comprehensive and well-documented overview.

With regard to our impact on the social environment, S, in 2021 we placed the focus on the four key areas of our “We’ll be with you” programme: People First, Social Commitment, Customer Centric, and Training of Real Estate Professionals. With the help of 199 staff volunteers, we’ve enabled 429 people to benefit from actions to which a total of 48,715 euros has been allocated.

For the second year running, we’ve also renewed our Great Place to Work® certification, one of the most prestigious national and international human resources awards.

Lastly, with regard to the G, one of our priorities is to strengthen our Corporate Governance framework and boost its effectiveness, in order to meet the goals that we’ve set ourselves in this area. Since May we have thus had a new policy in place which sets out our Governance and Risk Management structure for all the companies in the UCI Group.

I hope you’ll find our Sustainability Report interesting.

Best wishes,



Scan me to watch the message Cátia has to offer.

**Cátia de Almeida Alves**  
Sustainability and corporate social responsibility Manager



# 1. Introduction

## We are responsible and sustainable.

We contribute to the progress, not only growing as business, but aiming to help our stakeholders to face the main coming challenges. This is our mission.

We will publish our corporate sustainability report of the UCI Group, in which we have collected the main milestones reached in 2021 and the most relevant environmental, social and corporate governance (ESG) indicators.

This report reflects the work made in all of the entity's ESG axes.

At UCI, we are aware of our responsibility to support our stakeholders in the trip towards a better, more inclusive, healthier, more responsible and sustainable world. We have therefore incorporated the ESG axes (Environmental, Social and Governance) in our strategy and in our business model, where all areas have collaborated with responsibility and enthusiasm, for the purpose of facing this year's challenges.

In this year, we highlight the evolution, exceeding each and every situation with resilience, effort, trust and achievement.

Circumstances derived from the society and economy in which we currently live have put to the test our teams' ability to adapt to continue accompanying our stakeholders in an context of uncertainty. New priorities and responsibilities have been pointed for the financial sector, in general, and for UCI, in particular.

Credit institutions play a crucial role, are part of the solution, and agents of change. At UCI, we believe we can contribute to a better society.

Things do not change by themselves; we have to make them change.

## 2. Our commitment

### The future is built today

Events such as the Paris Agreement of 2015 on climate change, the pandemic we are living, since 2020, and the consequent economic crisis have marked a before and after in our societies, which are resolutely moving towards a new socioeconomic paradigm of sustainability. This is a challenge that particularly calls upon the credit institutions, key players of the economy as efficient credit and savings mana-

gers. We have a main role to play in the change towards a sustainable world, and contemplate in our decisions its impact in the climate, in the social changes and in the governance of companies and institutions.

At UCI, we do not only make progress towards sustainability, but we also actively boost it, together with our stakeholders.

We develop our activity by applying ethics principles in the responsible and sustainable management, for the purpose of guaranteeing actions committed to the long-term value creation.

We have integrated the Responsibility and Sustainability in our strategy and business model

We have incorporated the UN SDG (sustainable development goals) in our commitment to the different stakeholders

We have adhered to the Spanish network of Global Compact

Our sustainable products have the “green stamp” of the Energy Efficient Mortgage Label of the European Mortgage Federation (EEML-EMF)

We have established public-private and technical-financial agreements to contribute to the decarbonisation of the Iberian housing stock and decent access to housing

In our general Sustainability policy, we have the purpose to promote the development of responsible behaviours that lead to the business sustainability and that, on the one hand, through a rigorous and efficient management, generate value and trust to our clients and shareholders; maintain the ability to obtain positive

results, compatible with the principles of transparency and financial ethics; and that favour the development of people and the respect for the environment.

Sustainability has become part of the UCI Group’s strategy and business model, unders-

tanding it as the development that satisfies the needs of the present, not compromising the capacity of the future generations, guaranteeing a balance between the economic growth, the care for the environment and the social wellbeing.

As a credit institution, we promote sustainable financing solutions to ease the access to housing. We focus in the responsible purchase of houses, accompanying people for them to feel guided, duly informed, and to know the economic and personal impact of a vital project such as the purchase of a home. We contribute to the rehabilitation of houses and to the renovation of the housing stock of Spain and Portugal under sustainable, energetically efficient and environment-respectful criteria, thus contributing to the SDG (Sustainable Development Goals) challenges.

Through our activity, we also aim to promote an inclusive and sustainable growth to actively contribute to an economic and social system with more diversity, equity and inclusion.



## INCLUSIVE

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Helping our clients to access to housing or to improve their current home. We provide financial empowerment. We also help young people to receive the necessary financial education.



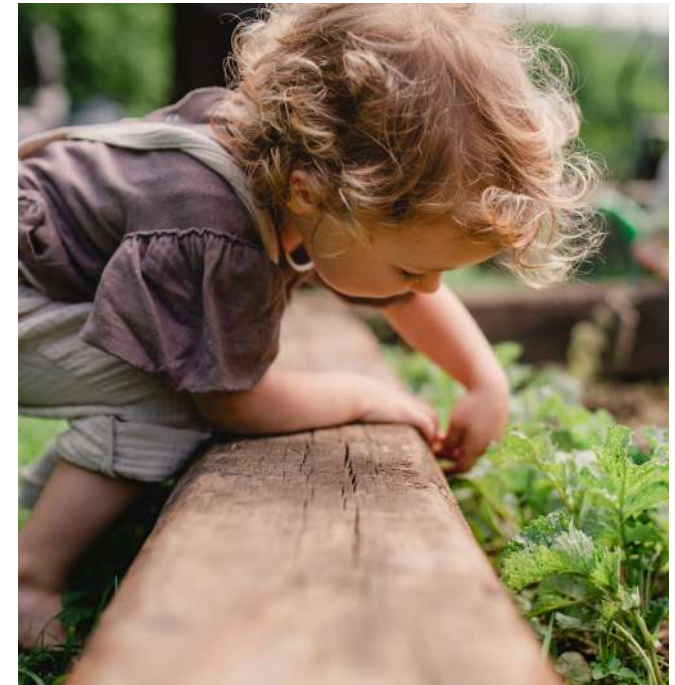
## SUSTAINABLE

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We contribute to our clients to be aware of the climate change and promote our business partners to incorporate the sustainability in their business models.

As credit institution, we consider that we are in a privileged position to tackle these challenges, both together with our stakeholders and through the creation of synergies and network effects. Our principles and standards clearly define the way in which we make businesses and interact at UCI. We relate with our stakeholders always on the base of our Code of Ethics and our Sustainability Policy.

Complying with our social responsibilities contributes to the wider purpose of our company's sustainable development. As agent to promote debates on the significance of social matters, mainly in the construction of the transition towards a low-carbon, resilient and inclusive economy, we are ready to contribute to the establishment of standards and to collaborate within and beyond our sector.



We are changing our corporate behaviour and reassessing our relationships with our clients, employees, suppliers and the community as a whole.

We believe that it is everyone's responsibility to promote an ESG ecosystem and to guarantee that this actually happens.

### 3. Meet UCI

Unión de Créditos Inmobiliarios (UCI) is a credit institution that started its journey in 1989, when Banco Santander and BNP Paribas decided to create a joint venture (where both entities participate by 50%), specialised in the housing finance. We have 30 years of experience in the sec-

tor and counts with a team of more than 600 people in our staff.

This year, as innovating business line, fully aligned with the Group's Sustainable and Responsible strategy, we have decided to embrace the

business of financing a the rehabilitating houses, with the purpose of renewing the Spanish housing stock, under a sustainability criterion, energy efficiency and respect for the environment, thus contributing to the decarbonisation of the real estate sector.

Apart from the brand UCI, the Group counts with the following brands:

#### **HIPOTECAS.COM**

**Our most digital channel, with a personal and irreverent approach.**

Hipotecas.com finances homes in one click and through its offices located in Barcelona, Madrid, Valencia and Seville.



**We rehabilitate the real estate stock and promote the purchase of sustainable housing through the project Green Mortgages & Loans**

An initiative with European strategic alliances that facilitates sustainable financial solutions and training in the sale of sustainable real estate



**Créditos.com is the UCI rehabilitation channel.**

We share our experience together with a wide network of collaborators specialized in reforms and rehabilitation to offer the best service.



**The real estate network.**

With more than twenty years of history and more than 150 offices spread throughout the Iberian Peninsula, Compracasa has the objective of promoting quality services for professionals in the real estate sector



Spanish International Realty Alliance®

**Our development channel for real estate professionals through hybrid training (online and face-to-face).**

We created SIRA in 2016 thanks to the agreement with the NAR (National Association of Realtors), the largest association of real estate professionals in the US.



**We have created the largest event for real estate professionals in Spain.**

Every year since 2010 we promote the growth, training and networking of real estate professionals.



## 4. A new business environment

We either adapt or we die.

The adaptation of long-lasting companies is a constant and the environment in which we live is permanently evolving.

### Digitalisation and Sustainability, an indivisible couple

At UCI, we believe that technology, innovation and genuine social approach, to be more profitable, gain more talent and be competitive, are tools to achieve the Sustainability.

We face the greatest challenge of the humanity in our existence.

Undoubtedly, the business universe has been evolving in the last decades towards a very different environment than the traditional one, marked by the progressive incorporation of computer tools, of environmental and social values and cosmopolitan spirit.

The climate emergency, the need to adapt to the digital transformation accelerated by the pandemic and the commitment to comply with the new global social contract established for the purposes of the UN Sustainable Development Goals (SDGs) by 2030, place sustainability at the forefront of the business strategy.

In a generalised manner, the society is increasingly demanding the business world to collaborate in the process of change required by these challenges. Therefore, if the companies want to perdure in time, they must open to the environment that surrounds them, and become aware of its issues and demands. This opening towards the environment must be instrumented through an active listening of the different stakeholders' demands and needs.

The main challenge is the continuous threat to the «planetary limits», which leads to extreme weather patterns and to a growing limitation of resources. This increasingly affects our businesses. We continue being convinced that a company that cares both about the citizens' concerns and about the environmental needs will prosper in the long run.

The EU Next Generation plan aims to help rebuild Europe after the pandemic in a more

ecologic, digital and resilient way. The European Green Deal and the digitalisation are an axis through which the member States will promote the employment and their economic growth in coming years.

Also, complying with the UN Sustainable development Goals (SDG) forces to reduce to zero, in the coming 30 years, the current 51,000 million tons of CO2. Therefore, the single possible present is that promotes a sustainable economic model, based on disruptive technologies that respect the environment and the people. This is known as sustainable digitalisation, that is to say, that where «the transformation of processes and the activity of an organisation based on new technologies does not only affect its activity, costs and the quality of its products and services, but also an appropriate use of materials and resources to progress towards a circular economy and respectful with the planet».

This double transformation is no longer an option for the entities, but a need, if they want to survive in this new and challenging era.

Indeed, the digitalisation open a new world of possibilities to interact with the clients, better know their needs and offer a better service. It also increases the competition with the appearance of new competitors.

All this tests the financial sector's agility and innovating ability.

Only flexible organisations, those that are able to constantly question whether the way in which things were done yesterday is the way in which they should be done today, may opt to success.

The growing complexity in which the business world should evolve requires integrated thinking, which will have several consequences for the businesses' new order: new organisational structures and cultures, new leadership traits, interconnected entities, new value approaches and relevance of transparency and responsibility.

## Sustainability Governance and Management Sys-

At the beginning of 2021, the UCI Group's Sustainability and Corporate Responsibility Direction was created. Its main function is to develop the sustainable transformation as a strategic line in the company, and to lead the entity's integration of sustainability in the commitment with its stakeholders. This Direction directly reports to the entity's CEO.

In 2021, we have reinforced our ESG management system to allocate it with a greater efficiency, coherence and to integrate it both in the business and in the Group's internal activities. A solid, diverse and transparent corporate governance has been created to lead to more responsible and sustainable strategies.

The Sustainability Management is divided in 3 areas of action:

<b>Green Area</b>	For a Green Recovery Financing Green Transition. Support to the commercial area to boost business, improvement of sales process
<b>Green &amp; ESG Taxonomy</b>	Future Finance; Finance Inteligence, Control & Reporting, improvement of the databases in integrity and information
<b>Corporate responsibility</b>	Ethical & Social, Corporate Engagement, New business environment, sustainable and inclusive growth

Each of these areas has defined its range of action to efficiently boost the company towards the sustainability both in its business model and in its internal activities.

During 2021, action strategies, principles and policies have been defined, which are the framework of UCI's commitment to integrate Sustainability in its activity.



# Our ESG Commitments



## Environmental

- › Minimize the impact of our activities and supply chain, with a focus on reducing emissions of Carbon towards Net Zero
- › Develop sustainable products and implement an environmental management system with the aim of minimizing the environmental impact of operations.



## Social

- › Promote talent, diversity, equity and inclusion.
- › Promote residential inclusion and contribute to financial education.
- › Go along with our client in all its stages.
- › IPromote the professionalization and diversification of the Real Estate Sector.



## Governance

- › Continue with a participatory, consensus-oriented, responsible, transparent, responsive, efficient business model, equitable and inclusive.
- › Communicate our policies and strategy clearly to our supply chain.
- › Do appropriate levels of monitoring and disclosure to show our strong approach.

We consider that the impact in the ESG pillars is greater when we act in three levels, considering the four fundamental dimensions:



# 4.1 Analysis of materiality and the power of dialogue

## Dialogue with the stakeholders

We create shared value for our stakeholders and generate long-term relationships based on trust and transparency

The dialogue with stakeholders is increasingly relevant, in such an interdependent and global context.

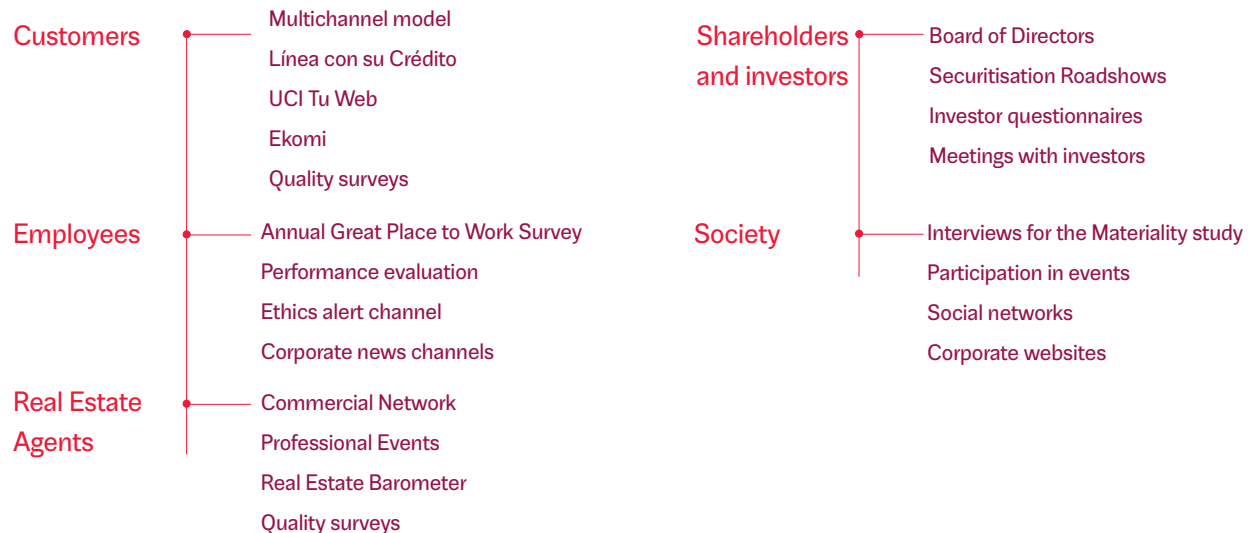
Boosting the dialogue and proactive relationship with all stakeholders is particularly relevant for UCI in its commitment with the economic,

social and environmental development and allows:

Analysing and integrating the clients, employees, shareholders, investors and other stakeholders' new expectations and needs.	Developing innovating and sustainable products and services that respond to our stakeholders' needs.
Responding in a transparent and clear manner to the information requirements of all of our stakeholders in the entity's sustainability and ESG matters.	Identifying emerging risks and opportunities for the business through the stakeholders' involvement in the study of the entity's materiality.

We additionally participate in national and European forums and working groups to contribute to sustainable initiatives and projects.

We detail below the main channels of dialogue for the stakeholders:



In order to cover the expectations and needs of our stakeholders and of the business in 2021 we have carried out our Materiality Study for the purpose of identifying the priority environmental, social and governance matters for our

stakeholders and our business. Following UCI's strategy and key sector trends in sustainability, the material matters have been classified in agreement with their link with the ESG criteria (Environment, Society and Governance).

The most outstanding novelty of the study is the incorporation of a specific analysis to identify key issues and respond to the consequences of the Covid-19 pandemic.

## Methodology

The materiality report is elaborated by a third party expert in sustainability matters, and has been based on an exhaustive analysis of internal and external sources, analysis of the main sustainability trends, consultation to

the main stakeholders, employees, clients, real estate professionals, and also external experts.

### Identification of relevant issues

- 1 Identification of relevant issues based on an analysis of internal and external sources related to the business and stakeholders

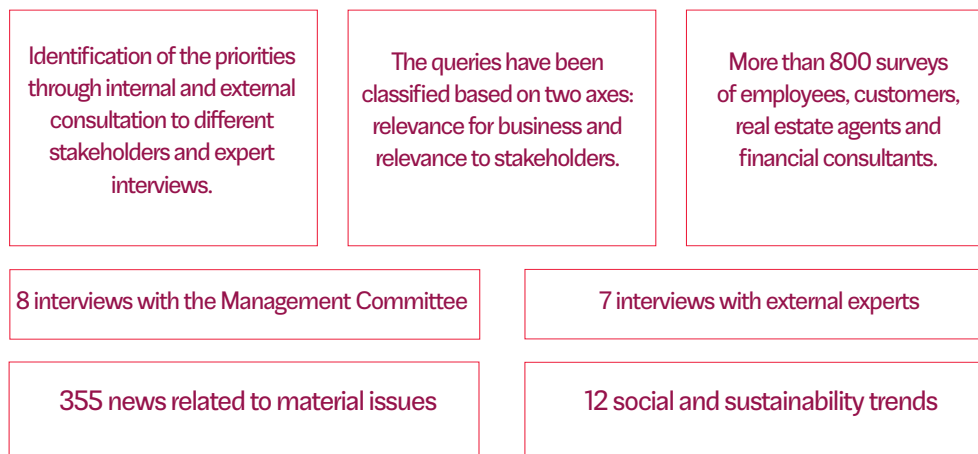
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- 2 Internal work session to carry out the validation, definition and grouping of topics according to ESG criteria.

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- 3 Identification of 20 relevant topics.

### Prioritisation of material matters

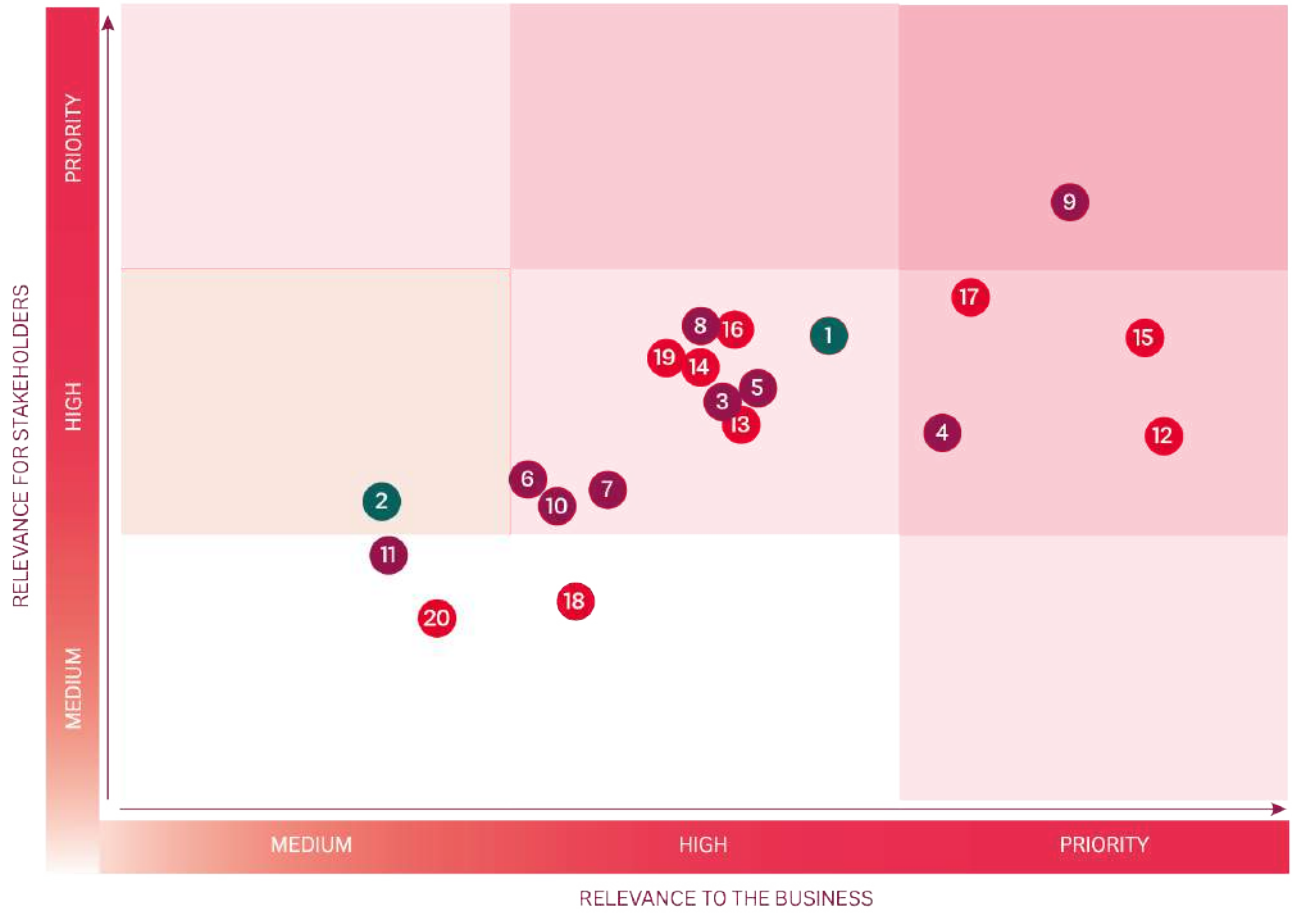


### Materiality matrix

Consolidation of global results from the matters' prioritisation for the business and stakeholders

### Material matters of the Group's parent company

Environment	1.Sustainable Housing Finance
	2. Sustainable management of resources and spaces
Social	3.Health and well-being at work
	4. Equality and diversity
	5. Talent development and training
	6. Support for the development of real estate professionals
	7. Follow-up and training for financial consultants
	8. Responsible purchase
	9. Customer satisfaction and experience
	10. Ethical and responsible management of supplier
	11. Social investment and volunteering
	12. Financial autonomy and profitability
	13. Comprehensive risk management
Governance	14. Good corporate governance
	15. Compliance and adaptation to the regulatory framework
	16. Transparency and clear language
	17. Cybersecurity and data protection
	18. Multichannel business strategy
	19. Digital transformation
	20. Alignment with shareholder policies



The main conclusions from the prioritisation have been the following:

**1** The three priority issues in the Materiality Study 2020 are related to the care and safety of customers: Customer satisfaction and experience, Compliance and adaptation to the regulatory framework and Cybersecurity and data protection.

**2** In the business area, the three priority issues are Financial autonomy and profitability, Compliance and adaptation to the regulatory framework and Satisfaction and Customer experience.

**3** Stakeholders prioritize four key issues related to their relationship with the company: Satisfaction and customer experience, Cybersecurity and protection of data, Transparency and clear language and Purchase responsible.

**4** Compared to the 2018 study, there is an increase in relevance of the topics Sustainable Housing Financing and talent training and development. The topics Risk Management and Transparency and Clear Language are the ones that most reduce relevance, although they remain as two key issues.



Four key themes that correspond to interest groups with their relationship with the company:  
 Customer satisfaction and customer experience,  
 Cybersecurity and data protection,  
 Transparency and clear language and

As part of the Materiality Study, the consultations included a specific question on matters to face the consequences of the COVID-19 pandemic.



The following conclusions have been obtained:

**Internal Experts**

Digital transformation is a priority issue to adapt to a new context (21%).

Main themes for responsible business: sustainable financing of housing, responsible purchasing and the health and well-being of employees (17% in each of them).

**Financial Consultants**

Digital transformation (25%) to improve its relationship with clients and UCI.

They value the support and training offered to them (17.5%). Financial autonomy (14.5%) and responsible purchasing (14%).

**Customers**

Flexibility and aid for the payment of their homes in a context complex economy like the current one (63%).

Protection of the health and safety of the company's workers (13%).

**Employees**

They believe that UCI has been able to answer the needs of employees and customers during the pandemic. In the next year UCI should continue working to protect the health of employees (30%), offer solutions to customers in difficulties (14.5%) and boost digital transformation (14%).

**External Experts**

Responsible purchase (20%) and sustainable housing financing (20%) as two topics to continue developing in 2021 to answer the consequences of the pandemic.

**Real Estate Agents**

Responsible purchase of housing with solutions to customers in difficulties (56%), keep profitability and financing and enhance the digital transformation (13%).



## 4.2 Contribution to the SDG

We support our stakeholders to face the challenges of the agenda 2030.

We are aware that we must assume ambitious objectives, both environmental and of human rights, inclusion, diversity, equity and equality, to reach the best market practices of transparency and good governance.

During this year, we have tackled the analysis of UCI's contribution to the agenda 2030 in order to align and integrate it in our ESG framework and in projects and initiatives developed by the entity.

In order to determine the SDGs to which UCI contributes, an analysis has been made of more than 20 corporate sources, as well as of the regulation and strategy related to the Agenda 2030, sector trends and sustainability and of the sector companies.

### SDGs to which UCI contributes

#### Priority SDG's

UCI contributes to them directly with its activity and commitments



#### Interrelated SDG's

UCI contributes to them in a direct and/or indirect through projects and specific initiatives



#### Transversal SDG's

In all SDGs to which UCI contributes



UCI has analyzed the 2030 Agenda to identify the SDGs to which it contributes most significantly through:

**+20** Internal and external information sources analyzed

As a result, they have been identified

5 SDGs priority

4 SDGs interrelated

1 SDGs transversal

21 Goals with UCI contributes to

From these SDGs

**45** indicators have been selected to measure the annual contribution of the company

Somos también parte de la red del Pacto Mundial desde 2020, y por ello estamos comprometidos con sus 10 principios:

- 1 Support and respect the protection of internationally proclaimed human rights.

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- 2 Ensure that business practices are not complicit in human rights abuses.

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- 3 Uphold the freedom of association and the effective recognition of the right to collective bargaining.

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- 4 Eliminate all forms of forced and compulsory labor.

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- 5 The effective abolition of child labour.

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- 6 The elimination of discrimination in respect of employment and occupation.

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- 7 Businesses should support a precautionary approach to environmental challenges.

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- 8 Undertake initiatives to promote greater environmental responsibility.

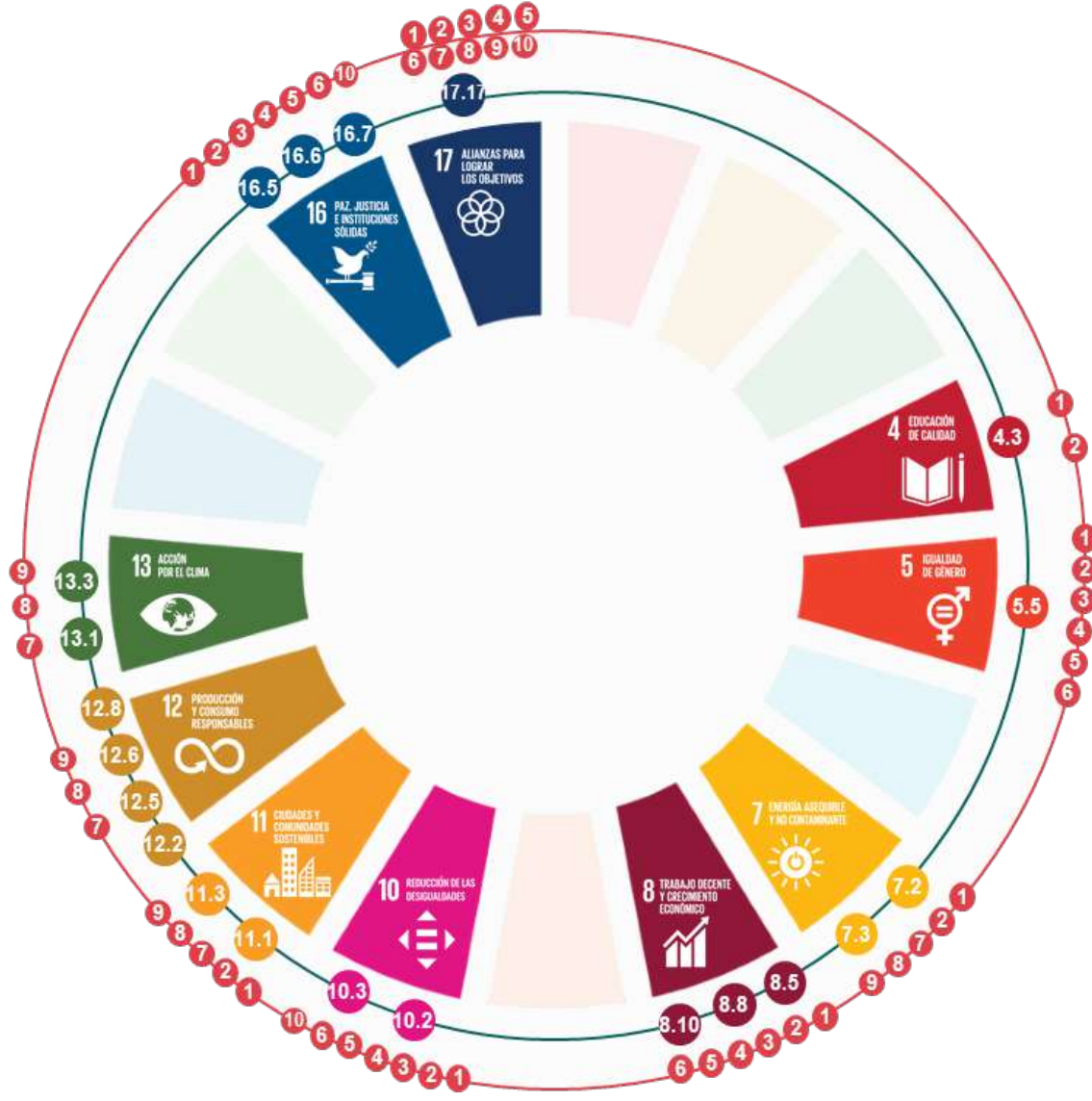
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- 9 Encourage the development and diffusion of environmentally friendly technologies.





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- 10 Businesses should work against corruption in all its forms, including extortion and bribery.



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## SDGs and goals to which UCI contribute and associated initiatives

SDG	Goals to which UCI contribute	Main initiatives
	<p>4.3. Ensure equal access for all women and men to affordable and quality technical, vocational and tertiary education, including university</p>	<ul style="list-style-type: none"> <li>› Aprendizándome: dynamic ecosystem for employees with 16 areas of learning.</li> <li>› SIRA: attract, train and contribute to the development of the best real estate professionals to identify them in the sector for their capabilities, ethical commitment and quality of service.</li> <li>› Programa "Te acompañamos". Financial education for young people through the initiatives "Tus finanzas, tu futuro" (Junior Achievement) and Scholarship for extraordinary talent without resources (Fundación Dáboris).</li> </ul>
	<p>8.5. Achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value.</p> <p>8.8. Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment.</p> <p>8.10. Strengthen the capacity of domestic financial institutions to encourage and expand access to banking, insurance and financial services for all.</p>	<ul style="list-style-type: none"> <li>› Well-being and safety of employees and flexible environments: Cuídate Corazón En Casa to improve the health and quality of life of the workforce, development of teleworking as prevention measure against Covid-19 and AENOR Covid-19 Certification.</li> <li>› Agreements with CEE: contracting of material and services for the employment of people with intellectual disability.</li> <li>› Customer relationship model: based on responsible purchasing, free choice, in-depth knowledge of the products and services to be contracted and support at each stage of the customer's life. including different digital tools and platforms.</li> </ul>
 	<p>10.2. Empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status.</p> <p>10.3. Ensure equal opportunity and reduce inequalities of outcome, including by eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and action in this regard.</p> <p>5.5. Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life.</p>	<ul style="list-style-type: none"> <li>› "Te acompañamos" Educational and awareness programs for the inclusion of people with intellectual disabilities through Iniciativas Molonas with Fundación Prodis.</li> <li>› Guidance service on disability and dependency with Fundación Alares for UCI employees and their families.</li> <li>› Equality and diversity. Diversity white paper. Protocol against harassment in the workplace, inclusive language guide and equality plan.</li> </ul>

SDG	Goals to which UCI contribute	Main initiatives
   	<p>7.2. Increase substantially the share of renewable energy in the global energy mix.</p> <p>7.3. Double the global rate of improvement in energy efficiency.</p> <p>11.1. Ensure access for all to adequate, safe and affordable housing and basic services and upgrade slums.</p> <p>11.3. Enhance inclusive and sustainable urbanization and capacity for participatory, integrated and sustainable human settlement planning and management in all countries.</p> <p>12.2. Achieve the sustainable management and efficient use of natural resources.</p> <p>12.5. Substantially reduce waste generation through prevention, reduction, recycling and reuse.</p> <p>12.6. Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle.</p> <p>12.8. Ensure that people everywhere have the relevant information and awareness for sustainable development and lifestyles in harmony with nature.</p> <p>13.1. Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters in all countries.</p> <p>13.3. Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning.</p>	<ul style="list-style-type: none"> <li>&gt; Environmental management system: following the standards of ISO 14:001: 2015 (Spain and Portugal headquarters) to minimize the environmental impact and comply with the legal requirements and those derived from our interest groups. new organization with measurement tools based on homogeneous parameters for Spain and Portugal.</li> <li>&gt; Green product range, Energy rehabilitation of buildings, Self-construction Create Mortgage and Photovoltaic.</li> <li>&gt; Green bonds: RMBS Green Belem 1 and FT RMBS Prado VII.</li> </ul>

SDG	Goals to which UCI contribute	Main initiatives
	<p>16.5. Substantially reduce corruption and bribery in all their forms.</p> <p>16.6. Develop effective, accountable and transparent institutions at all levels.</p> <p>16.7. Ensure responsive, inclusive, participatory and representative decision-making at all levels.</p>	<ul style="list-style-type: none"> <li>&gt; Corporate policies and robust internal governance to ensure proper management responsibility and ethics of the entity.</li> <li>&gt; Client's interest protection: 9 principles that govern our professional activity.</li> <li>&gt; Fight against corruption and bribery: criminal prevention device and money laundering prevention device.</li> <li>&gt; Information security.</li> <li>&gt; Annual report of financial and non-financial results of the company (report verified)</li> <li>&gt; Promote and ensure responsible publicity and communication of products and services</li> </ul>
	<p>17.17. Encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships.</p>	<ul style="list-style-type: none"> <li>&gt; Green Alliances: EMF, GBCe, EDW, Gloval, Grupo BC, EMF, BEI, EDW, Consorci de Habitatge del Àrea Metropolitana de Barcelona, EMVS, CONCOVI, Colegio de Administradores de Fincas de España, Generalitat de Catalunya, Emvisesa municipal housing company of Seville, Barcelona City Council - Illa Eficient, CAF (Alicante, Seville, Huelva, Valencia, Barcelona), COAM, COAMU.</li> <li>&gt; Business and sector alliances: AHE, ASNEF, Asociación Española de Calidad, alliance with NAR.</li> <li>&gt; Sustainability and corporate responsibility alliances: Global Compact and DIRSE.</li> <li>&gt; Agreements with Special Employment Centers: Prodis, Juan XXIII, La Amistad Montesol.</li> <li>&gt; Agreements with social entities (Foundations, NGOs): Prodis, Dádoris, Junior achievement</li> </ul>

## 4.3 Governance and Priorities

In the development of our business activity and of our commitments with the society, in addition to being linked to several international ini-

tatives related to the sustainable development, we count with an internal regulatory framework, constituted by policies and action principles, that

guides us to adopt responsible behaviours in the integration of the ESG criteria.

### Policies that guide the integration of sustainability in our actions

Ethical Code	Sustainability Policy	Environmental Risk Management Policy	Diversity Policy	Customer Protection Policy
<p>Establish a set of principles and conduct guidelines aimed at guaranteeing the ethical behavior and responsible for all UCI employees in the development of its activity.</p>	<p>Establish the sustainability general principles and commitments with our stakeholders for creating long-term value.</p>	<p>Specify the criteria and procedures to follow in connection with the grant loans to real estate assets that can have a bigger environmental impact.</p>	<p>Includes goals, principles and actions to ensure diversity and inclusive culture in the organization.</p>	<p>Details the 9 principles that must govern the relationship between UCI and its clients to respect their interests and inherent rights.</p>

### Other policies that support the development of our ESG strategy

Information Security Policy	Anti-corruption and Anti-bribery Policy	Clash of Interests General Policy	Supplier Contracting Principles and Procedure	Social Action Policy	Sustainable Events Guide
<p>Collect the main lines of action to guarantee the confidentiality, integrity and availability of the UCI Group information.</p>	<p>Identify the most common cases of acts of corruption and what to do in these situations.</p>	<p>Set the guidelines to prevent and manage conflict of interests that can happen as a result of the activities of the employees, directors and entities of UCI Group</p>	<p>Set the general framework in relation to the selection, control and monitoring of service providers as well as the quality evaluation.</p>	<p>Set the action lines for donations made in the group, regardless of whether they are economic, in kind or through volunteering.</p>	<p>Rise awareness about the importance of incorporating sustainability criteria in the organization of events to minimize negative impacts.</p>

# 5. We support the sustainable transition

“Sustainability is the challenge of the 21st century and credit institutions are called upon to play a catalytic role in the transition towards a more sustainable world. For a greener and more inclusive future”

## 4.1. Why?/How?/What?

As entity committed to the planet, we have integrated the ESG criteria as one of the pillars that guide our sustainability strategy.

ESG is the acronym of ‘environmental, social and governance’ and we call it: We greenimise,

We accompany and We comply, and it covers the following matters:

<p><b>E</b> of <b>Environmental &gt; Greenizamos</b></p>	<p>About the effect that our activity has on the environment, directly or indirectly.</p>
<p><b>S</b> of <b>Social &gt; Te Acompañamos</b></p>	<p>It includes our customer relationship model and the impact on the community, for example, in terms of diversity or human rights.</p>
<p><b>G</b> of <b>Governance &gt; Cumplimos</b></p>	<p>About the corporate governance of the company, the composition of the Board of Directors or the transparency policies and codes of conduct applied.</p>



Our ESG approach is continuously compared to our stakeholders’ expectations, and we actively participate in discussions to understand their different perspectives. This means being transparent on the costs and opportunities involved. Issues such as innovation, best market practices are essential for the evolution of the ESG framework.

## Our PURPOSE?

We want to contribute to a better world.

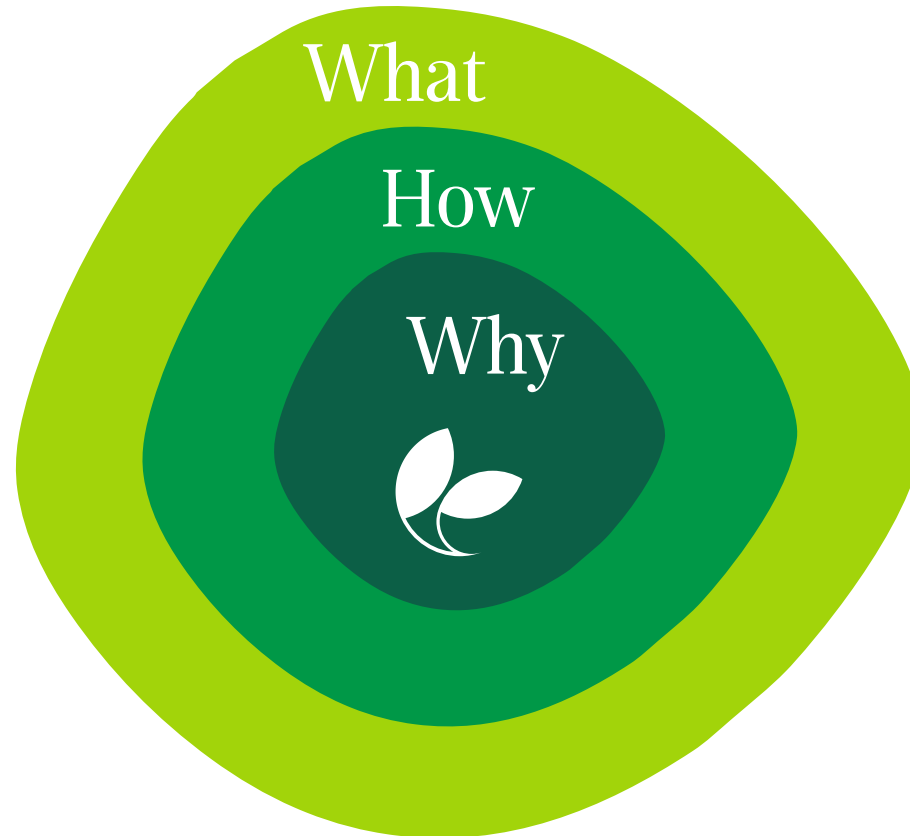
In an environment where consumption models can adapt to the new social and environmental risks, as a financial institution we have taken part in this challenge by launching initiatives and financial products that contribute to social welfare, sustainability and care for the environment.

## HOW we do it?

We build sustainable and innovative financial solutions to support the transition towards a resilient and low-carbon economy. In addition, we promote a inclusive, diverse and equalitarian growth, working in a culture of Good Governance with an ethical, responsible approach and transparent criteria that meet the demands of ESG investors and regulators.

## WHAT we offer?

We offer innovative, sustainable and responsible financing solutions, positive for people and for the planet and we help each client in their vital project, making the journey a simple and transparent process.





## 5.2. ‘We greenimise’

Our contribution to accelerate the change towards the environmental sustainability.

“Greenisation is the action we adopt to promote our stakeholders’ need to integrate sustainability in their business model and to accelerate the awareness towards energetically efficient homes.”

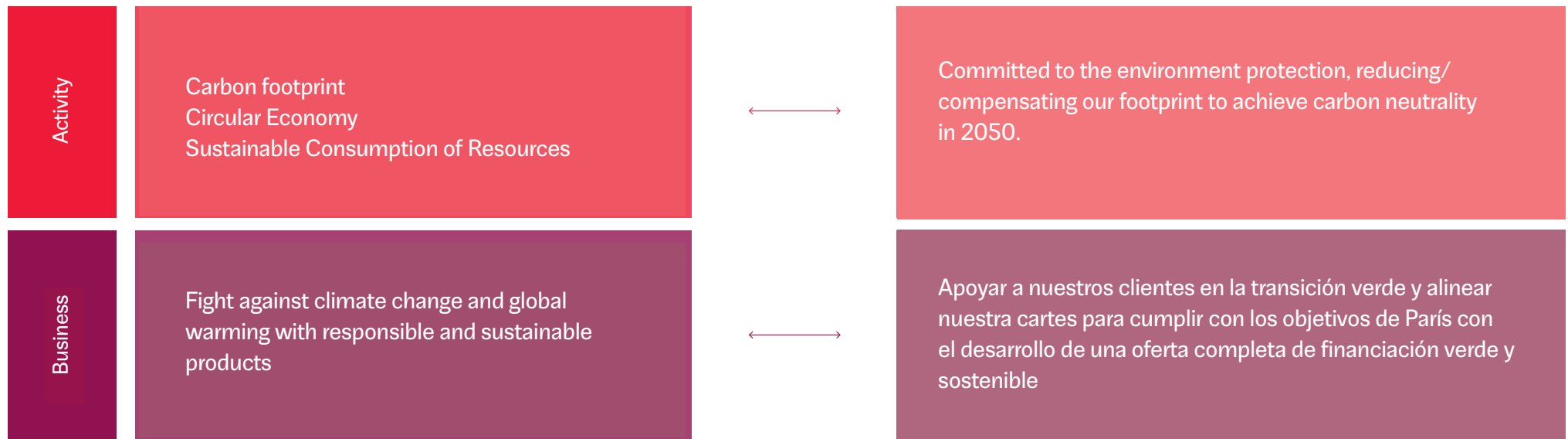


Climate change implies one of the greatest disruptions in history, due to its global nature and deep economic and social impact in all areas. It therefore requires a decisive response from the governments, regulators, companies and the society as a whole.

We commit to fighting climate change. We support the climate change goals established by the Paris Agreement. Our ambition is to reach zero net emissions in 2050 and we are working in the establishment of our first decarbonisation goals.

Although the financial sector is characterised by a very limited level of direct CO2 emissions, credit institutions play an essential role to assist and accompany our clients in the transition towards a sustainable future, through financing.

### Nuestras principales líneas de actuación en el eje Ambiental:



Our commitment with the environmental sustainability and the fight against climate change are depicted in the ESG framework, focused on framing the entity’s activity and organisation within the ESG parameters, and in the group’s Sustainability Policy, both approved by the Board of Directors in 2021, as representation of its decisive will to contribute to the development of a more sustainable economy and financial activity, aligned with the principles, guidelines and regulations in force in this matter.

In addition to incorporating sustainability in a transversal manner in the business model and strategy, with regard to environmental matters, we guarantee the minimisation of its processes and installations and this is the pillar on which the environmental management system (SGA),

implemented in 2020 following the global standard ISO 14001:2015, is based.

Concerning the organisation’s transformation in connection to the environmental training and awareness, we have made available to all our staff an online green training course, which must be compulsorily followed by all employees from the different areas and departments. Additionally, in 2021, in order to accompany our clients in the transition process, UCI has launched a new specialised green course for the Financial Consultants function.

Moreover, the organisation’s best practices and expertise are assessed through the internal platform Aprendizándome and with the internal communication channel, where employees

can also make contributions and suggestions to improve environmental matters and of fight against the climate change.

With the above, the entity takes a further step in the exercise of its responsibility as accelerating agent towards a sustainable economy and in the fight against climate change as financial agent.

Furthermore, through our financial activity, we commit to:

Analyze the impact of climate change, detecting needs than the transition towards an economy decarbonized can to present, to answer with business solutions that support sustainability environmental.

Analyze the climatic and environmental risks, its impact on customers and their financial activity, its gradual integration in compliance with the regulatory requirements.

Communicate transparently our advances in environmental sustainability, increasing awareness internally and and externally for foster a sense of environmental responsibility.

Assume and endorse the main commitments national and international that help protect of the environment and fight change weather, working on your implementation.

## E1- Internal axis: Environmental management system

The Environmental Management System (SGA) is implemented in the entity since 2020 and is externally certified by AENOR, which evidences the adequacy of the central services building to the requirements the Standard ISO 14001:2015. As required by this Standard, the entity has identified risks and opportunities derived from the system, as well as actions to be addressed for each risk.



### Atmospheric emissions and climate change

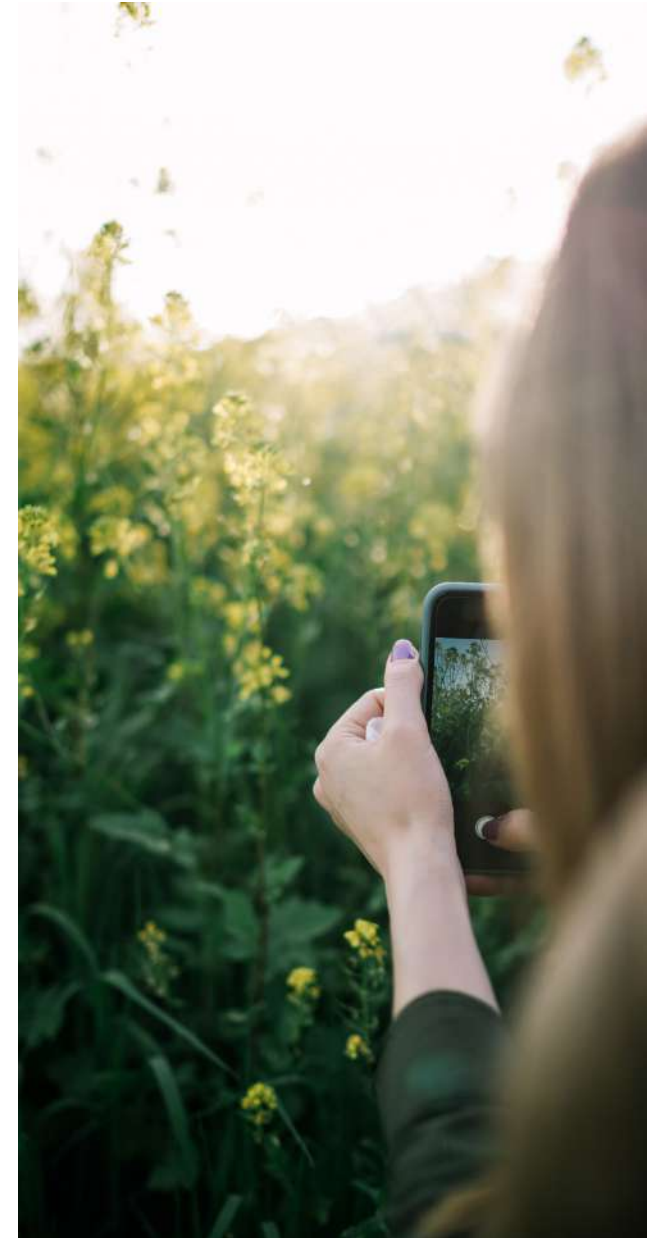
Due to our activity, we have not directly generated a very significant volume of polluting emissions or environmental noise.

The most representative emissions are those indirectly originated from the consumption of electricity, as well as from the consumption of fossil fuels derived from the transportation of staff in work trips.

In order to minimise its impact, UCI continues managing lighting and conditioning installations, in particular in its headquarters.

Calculations of greenhouse gas emissions are given in equivalent tons of CO<sub>2</sub>, which already include the remaining greenhouse gases originated from the combustion of the different energy sources used at UCI. Such greenhouse gases are mainly CO<sub>2</sub>, N<sub>2</sub>O and CH<sub>4</sub> (the Barcelona Premium office residually uses natural gas coming from boiler).

In 2021, UCI has implemented a new methodology to measure environmental matters, based on standards of reference: GRI, GHG Protocol, ISO 14001, ISO 14064 and CDP, which allows us



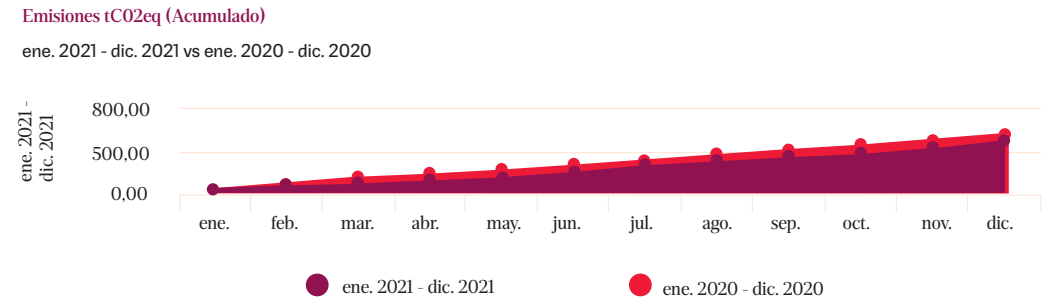
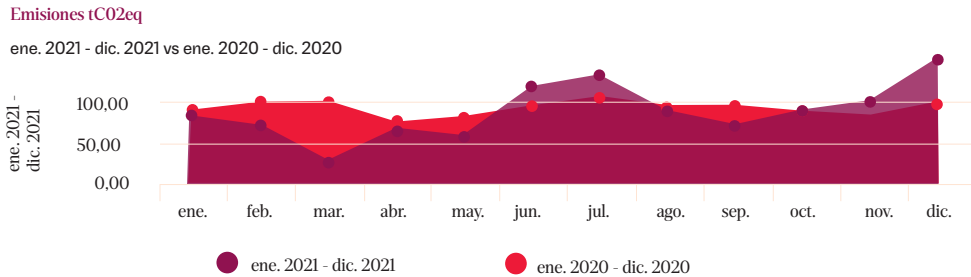
to have a comprehensive solution to structure, consolidate and report all environmental information, increasing the efficiency and the reliability.

This software maintains the traceability of all data for audits or verifications, and allows us to objectively establish goals for the reduction of greenhouse gases in 2022.

The year used as 'base year' in comparisons of trends will be, in each case, the previous financial year.

	2021	2020
<b>Total Carbon Footprint</b>	514,97 t CO2	539 t CO2
<b>Carbon footprint per employee</b>	0,84 t CO2	0,86 t CO2

Emissions generated during the two last years are expressed in tons of CO2 and a decrease with regard to 2020 has been achieved:



Emissions by scope:

Aspect	2021			2020	
	tCO2eq	%		tCO2eq	%
<u>Scope 1</u>					
Natural gas consumption	1.5170	100.00		0.9981	100.00
Total scope	1.5170		Total	0.9981	
<u>Scope 2</u>					
Electricity consumption	115.4769	100.00		126.5809	100.00
Total scope	115.4769		Total	126.5809	
<u>Scope 3</u>					
Ink and toner cartridges	0.3965	0.10		0.0630	0.02
Diesel consumption A (A3)	93.1378	23.40		56.3755	13.58
Gasoline consumption (A3)	95.8298	24.08		56.4755	13.61
Business travel emissions (CO2)	34.5743	8.69		280.6204	67.61
Discarded equipment	0.0017	0.00		0.0000	0.00
Paper	0.2595	0.07		0.3554	0.09
Alkaline batteries	0.0003	0.00		0.0002	0.00
Plastic	0.0280	0.01		0.1115	0.03
Municipal waste	3.2038	0.81		7.1759	1.73
Business trips	170.5420	42.85		13.8859	3.35
Total scope	397.9738		Total	415.0632	
<u>Total emissions</u>	<b>Total</b>	<b>514.9677</b>	<b>-5.10</b>	<b>Total</b>	<b>542.6423</b>

**SCOPE 1: DIRECT EMISSIONS** clarify consumptions corresponding to this scope

It includes emissions generated by installations through the consumption of fuels, such as gasoil (in our HQ, we have a generator set that is activated when the power system fails). There is a minimum consumption, we only have the natural gas (at the Barcelona Premium Office).

**SCOPE 2: INDIRECT EMISSIONS FROM ELECTRICITY**

It includes emissions derived from the power consumption in Spain and Portugal. For Spain, in this scope, the contracting of clean/renewable energy with guarantee of origin is particularly relevant (we have the certificate of 100% renewable energy since 2020 for all offices that contract Energya – except for Avenida Córdoba, Palma, Marbella and Barcelona Premium-).

We have reduced around 9% of scope 2 emissions with regard to 2020:

**SCOPE 3: OTHER INDIRECT EMISSIONS**

This scope includes other indirect activities in Spain and Portugal, such as emissions in trips made by train, plane, vehicle (except for company vehicles) and consumptions of paper and waste management in Spain and Portugal.

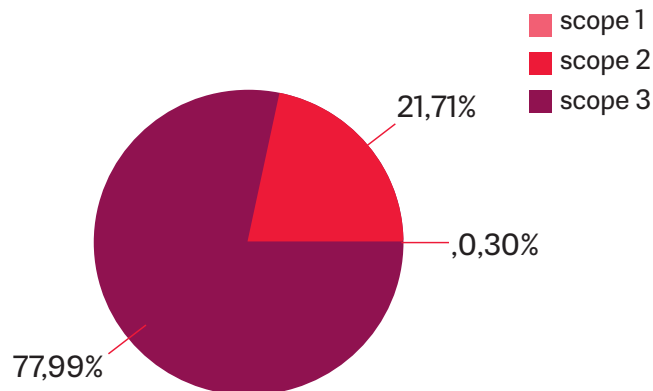
In this sense, in 2021, emissions of CO2 in tons (t) derived from these parameters amounted to a total of 397.97 t/CO2, with regard to 415.06 t/CO2 in 2020.

In relation to working trips, UCI usually applies environmental and expense rationalisation criteria, favouring the choice of transportation means with a lower level of CO2 emissions, and in work trips we promote the use of shared ve-

hicles. The irruption of the COVID-19 pandemic has led, since March 2020, to the interruption of almost all trips within the group, although in 2021 part of the regular trips have been resumed.

The health emergency situation has implied a quantitative and qualitative leap, so that telework has become a reality in the daily work of almost all employees. There are multiple objectives and impacts from these changes, and range from a better balancing of the personal and professional life to evident savings of time, energy and emissions.

Furthermore, this same situation is reflected in the following graphic, where we may observe the significance assumed each one of the scopes of our carbon footprint:



## Sustainable use of resources

UCI's objectives include the efficient consumption of resources, and it implements initiatives focused

on their optimisation, particularly of those that are material for the group: water, energy and paper.

special emphasis is also given to the awareness on their correct use.

	2021	2020
Total electricity consumption per employee	950 KWh	1030 KWh
Total water consumption per employee	1 m3	3,6 m3
Total paper consumption per employee	12 kgs	15 Kgs

Aspect	2021	2020	Var. %
<u>Water</u>			
Water consumption	668.779 m3	2,295.836 m3	-69.56%
	668.779	2,295.836	-69.56%
<u>Gas</u>			
Natural gas consumption	8,335.000 kWh	5,484.000 kWh	-51.99%
	8,335.000	5,484.000	-51.99%
<u>Electricity</u>			
Electricity consumption	580,619.697 kWh	650,285.909 kWh	-10.71%
	580,619.697	650,285.909	-10.71%
<u>Emissions</u>			
Emissions	514.968 t	542.642 t	-5.10%
	514.968	542.642	-5.10%

Aspect	2021	2020	Var. %
<u>Indicators</u>			
Diesel consumption A (A3)	37,922.570 l	22,954.180 l	65.21%
Gasoline consumption (A3)	42,704.903 l	25,167.341 l	69.68%
			67.55%
<u>Raw Materials</u>			
Paper consumption	7,280.100 kg	9,951.704 kg	-26.85%
<u>Waste</u>			
Ink and toner cartridges	0.164 t	0.026 t	528.85%
Discarded equipment	0.080 t	0.000 t	
Paper	12.189 t	16.670 t	-26.88%
Alkaline batteries	0.013 t	0.008 t	50.78 %
Plastic	1.314 t	5.232 t	-74.88%
Municipal waste	5.461 t	11.266 t	-51.52%
	19.221	33.202	-42.11%
<u>Trips</u>			
Business trips	816,754.060 km	81,964.249 km	896.48%
	816,754.060 km	81,964.249	896.48%



## Electricity

The Group's main source of energy is the electricity. In 2021, we have consumed 580,619 kWh at consolidation level, with regard to the consumption of 650,285.90 kWh in 2020, which implies an important reduction in the electric power demand, which reflects, in addition to

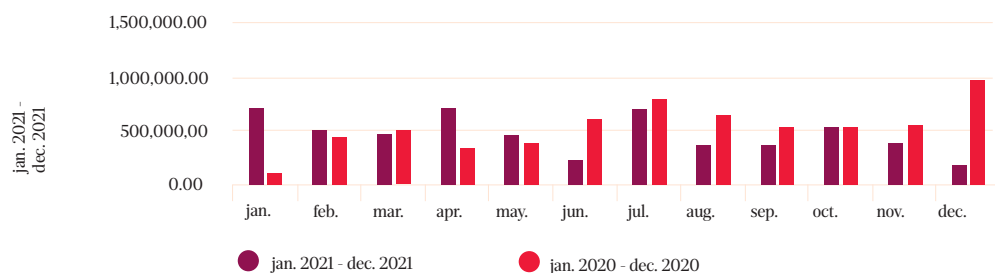
organisational changes caused by the extraordinary situation generated by the COVID-19 pandemic, since March 2020 (which gave rise to a situation of permanent telework for a great part of the staff), the ongoing programming of energetic efficiency actions and the sustainable de-

velopment in the Group companies.

We reflect below this decreasing trend and the efficient use of energy:

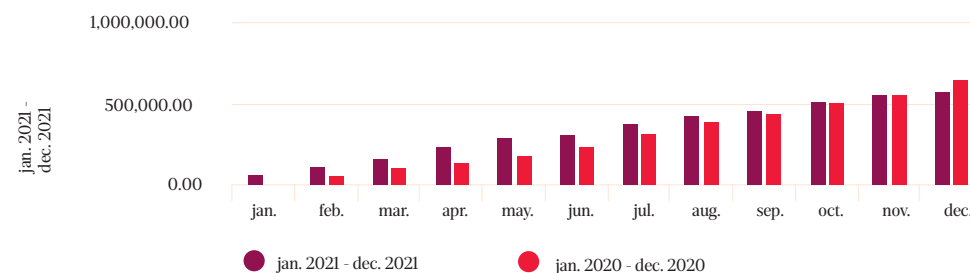
Electrical consumption kWh

jan. 2021 - dec. 2021 vs jan. 2020 - dec. 2020



Electrical consumption kWh (Accumulated)

jan. 2021 - dec. 2021 vs jan. 2020 - dec. 2020



Aspect	2021	2020	Var. %
<u>Electricity</u>			
Electricity consumption	580,619.697 kWh	650,285.909 kWh	-10.71%
	580,619.697	650,285.909	-10.71%

## Water

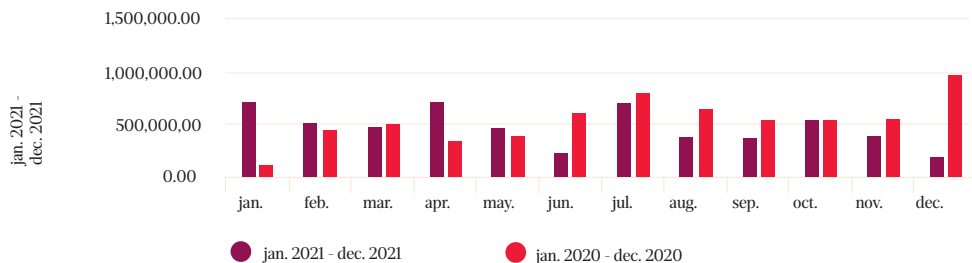
The most relevant water consumptions at UCI correspond to UCI Spain (Building axesur) and UCI Portugal (Building Torre das Amoreiras) headquarters and to offices that have the grea-

test staff volume, all originating from network water; therefore, it is considered that there is no relevant affection to water sources.

Furthermore, we expose below the evolution of the consolidated water consumption in the last two years, expressed in m<sup>3</sup>:

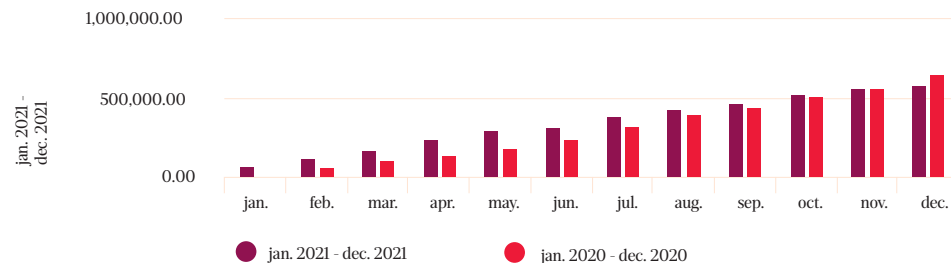
**Electrical consumption kWh**

jan. 2021 - dec. 2021 vs jan. 2020 - dec. 2020



**Electrical consumption kWh (Accumulated)**

jan. 2021 - dec. 2021 vs jan. 2020 - dec. 2020



Aspect	2021	2020	Var. %
<u>Water</u>			
Water consumption	698.779 m3	2,295.836 m3	-69.56%
	668.779	2,295.836	-69.56%

Consumed water is not reused or recycled.

The following agencies/offices include the water consumption in the lease contract (and thus are not included in the global calculation of water consumption): Agency of

Madrid Mortgages; Agency of Marbella; Agency of Murcia; Agency of Palma; Agency of Sabadell; Agency of Seville; Agency of Seville Mortgages; Agency of Príncipe de Verga-

ra; Agency of Valencia; Agency of Vigo; Agency of Zaragoza; Agency of Coimbra; Agency of Algarve; Agency of Oeiras.

**Circular economy and waste prevention and management**

The concept of circular economy is one of the seven iconic initiatives that are part of the strategy Europe 2020 to favour the sustainable development. It is an economic concept interrelated with sustainability, and which objective is for the value of products, materials and resources (water, energy) to be maintained as long as possible in the economy, and to reduce the waste generation to the minimum level. The idea is to implement a new economy, circular

-not linear-, based on the principle of «closing the life cycle» of products, services, waste, materials, water and energy.

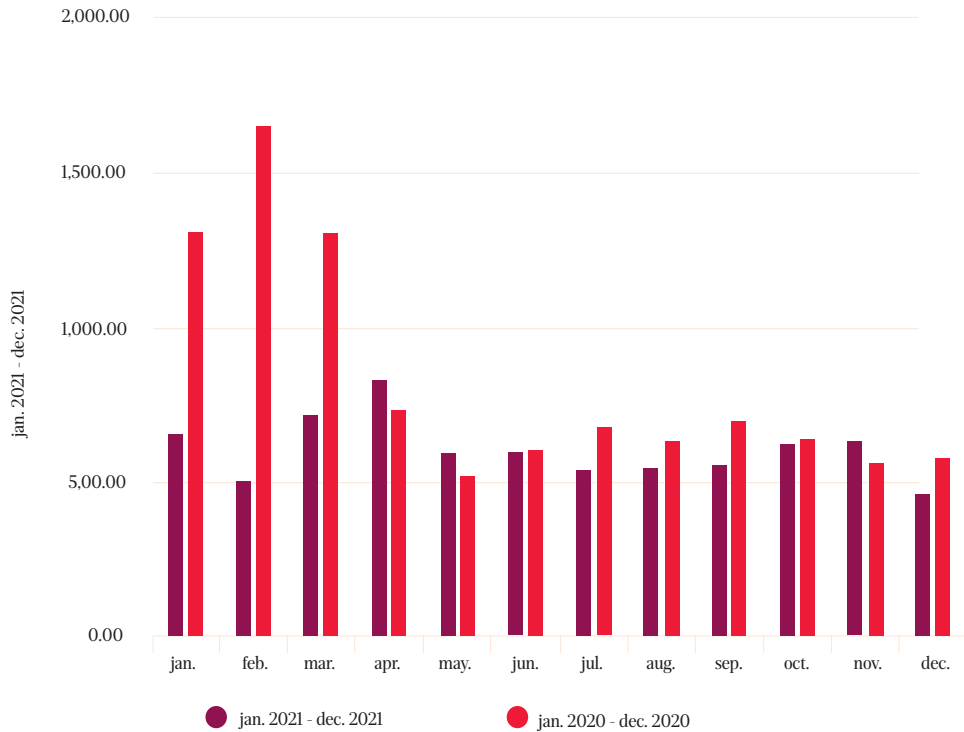
We count with internal procedures to ensure the withdrawal and recycling of 100% of paper and plastic through authorised waste managers. Corporate centres (headquarters) have a selective waste collection of packages, organic matter and batteries.

Paper and toners concentrate the main consumptions of materials used in our offices.

The paper consumption, furthermore, shows a reducing trend, achieved thanks to different policies, such as: digitalisation, reduction of printing points, reuse and use of recycled paper, etc. Below we observe this same trend, where paper consumption is expressed in Kg:

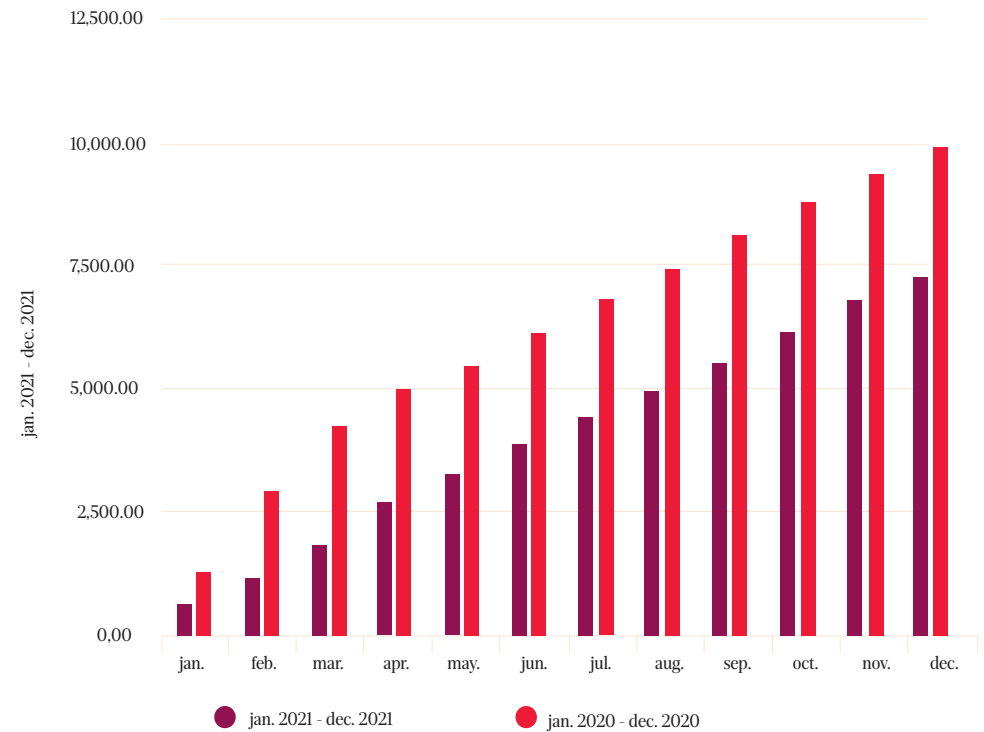
Paper consumption (Kg)

jan. 2021 - dec. 2021 vs jan. 2020 - dec. 2020



Paper consumption (Kg) (Accumulated)

jan. 2021 - dec. 2021 vs jan. 2020 - dec. 2020



Aspect	2021	2020	Var. %
--------	------	------	--------

Raw materials

Paper consumption

7,280.100 kg

9,951.704 kg

-26,85%

Throughout 2021, UCI has maintained the same line with initiatives aimed to substitute the postal mail by email in communications to clients, as well as the use of recycled paper (originated

from sustainable forests – with Eco Label Certificate) for services that could not be digitalised and the use of the tool Postamail, which has undoubtedly allowed decreasing the paper

and toner consumption.

As in the case of non-hazardous waste, most of the generated hazardous waste, and provided

that there is a technological alternative, are aimed to recycling, thus contributing to the concept of circular economy indicated above, as the use of resources that are out of use and cannot be reused in our activity is eased.

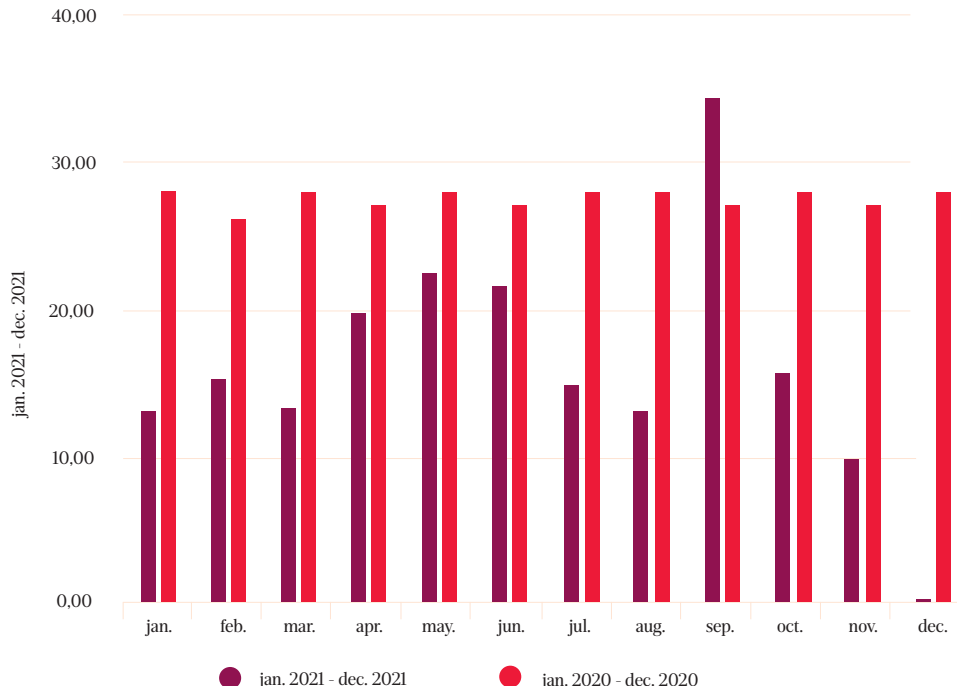
Our method to eliminate all waste is verified through information collected in waste manage-

ment control and monitoring documents (Waste Chronological Record), and through destruction certificates issued by the different suppliers and authorised managers. It is important to note that the supplier's treatment of waste from documentation, paper and cardboard, once shredded, selected and compacted, consists in sending them to paper and cardboard factories for their recycling.

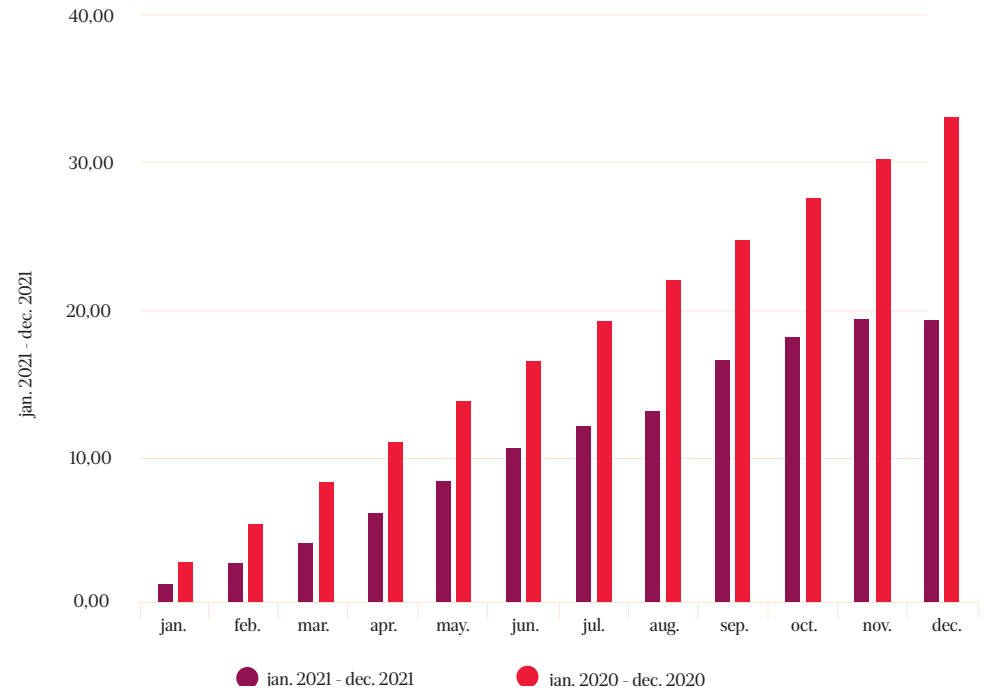
We expose below waste generated by the UCI Group, verifying their clear decrease in 2021:

Aspect	2021	2020	Var. %
<u>Waste</u>			
Ink and toner cartridges	0.164 t	0.026 t	528.85%
Discarded equipment	0.080 t	0.000 t	
Paper	12.189 t	16.670 t	-26.88%
Alkaline batteries	0.013 t	0.008 t	50.78 %
Plastic	1.314 t	5.232 t	-74.88%
Municipal waste	5.461 t	11.266 t	-51.52%
	19.221	33.202	-42.11%

Waste (Total) t  
jan. 2021 - dec. 2021 vs jan. 2020 - dec. 2020



Waste (Total) t (Accumulated)  
jan. 2021 - dec. 2021 vs jan. 2020 - dec. 2020



### Environmental regulatory compliance

Our activity does not cause significant impacts with regard to lighting, noise or atmospheric, discharge and soil pollution, and therefore we have not received fines or non-monetary

penalties for non-compliance of the environmental regulations. Additionally, we have not received claims related to the environmental management.

We detail below some specific actions by the Infrastructures Department in relation to the environmental regulatory compliance:

Date	Action
january 21	Review of 2020 indicators, creation and installation of 2021 indicators and respective internal controls Energy audit Obtaining the NIMA
march21	ISO 14001 online training Consultancy of environmental legal requirements
april 21	Headquarters air quality auditorium Creation of the chronological file of waste Vinyl head office recycling bins
june 21	Recycling of water bottles at headquarters and agencies under the concept of recycling and life cycle
september 21	Installation of air purifiers at headquarters and offices

It should be noted that, due to the health crisis of the Covid-19, most of the staff at UCI part has been teleworking, since March 2020, and therefore both 2020 and 2021 present atypical behaviours with regard to the consumption of resources, trips, and holding of onsite events.

The entity has not carried out measures to preserve or restore the biodiversity, since we consider that UCI's activity does not generate impacts on it and, additionally, the company does not count with facilities in protected areas.

Finally, concerning the fight against food waste, in 2021, UCI has not carried out any action or implemented measures in this sense.

### Consequences from the climate change and transition towards a low-carbon economy

Throughout 2021, we have continued our analysis on how we expect the climate

change to affect the entity and how it will adapt to its consequences.

## E2 - Business: Green Mortgages & Loans

At UCI, we promote financial solutions to ease the access to housing. Our purpose is to boost the responsible purchase of houses through customised loans and mortgages that put our clients and their vital projects at the core.

We contribute to rehabilitating houses and renewing the housing stock of Spain and Portugal under a sustainability criterion, energetic efficiency and respect for the environment, thus contributing to the challenges of the SDGs (Sustainable Development Goals).

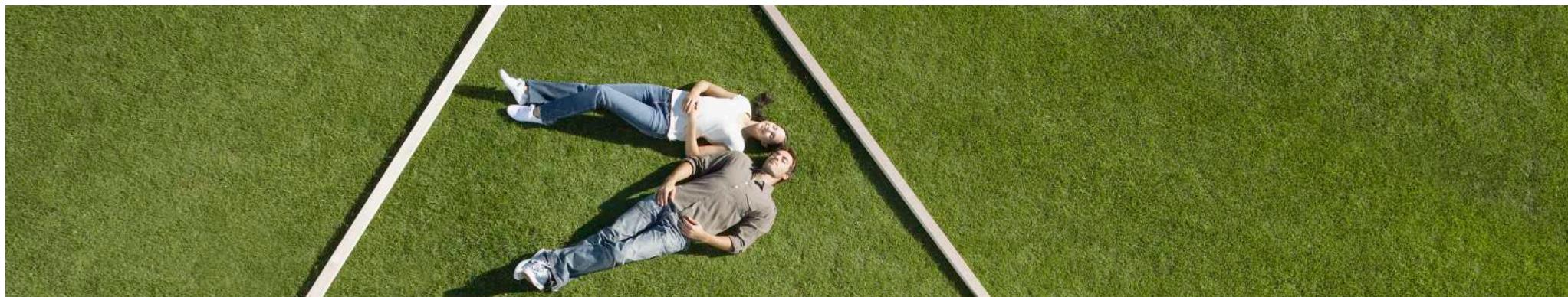
As financial entity, we address the challenge of energy efficiency and sustainability through Green Mortgages & Loans. The objective of this initiative is to promote the acquisition of energetically efficient homes and the rehabilitation of the housing stock.

Since 2018, we participate in the European programme as one of the credit institutions in the Green Mortgage initiative led by the European Mortgage Federation (EEMI – EMF) and, in 2021, within the EEML-EMF, we have been appointed to lead the Taxonomy working group, which objective is to align the standards of the EEML (Energy Efficient Mortgage Label) stamp with the European Union taxonomy.

We participate as members of the AUNA project, which objective is to promote the sustainable rehabilitation of buildings through smart financing (this project has received financing from the research and innovation programme Horizonte 2020 of the European Union, by virtue of the Grant Agreement no. 957119 and is led by the Green Building Council Spain).

We have joined, during 2020, the European Investment Bank in the fight against the climate change, with the issuance of RBMS Green Belém (the first issuance of green bonds in Portugal) with a total of 385MM€, committing to energetically rehabilitate around 450,000 m<sup>2</sup>, and with estimated energy savings estimate by 43.7GWh/year.

In 2021 with the third prime RMBS of the Iberian peninsula since the beginning of the pandemic- Prado VIII, for an amount of 480MM€-, we joined again the European Investment Bank to decarbonise the housing stock. Total energy savings are expected by 57.3 GW/year.

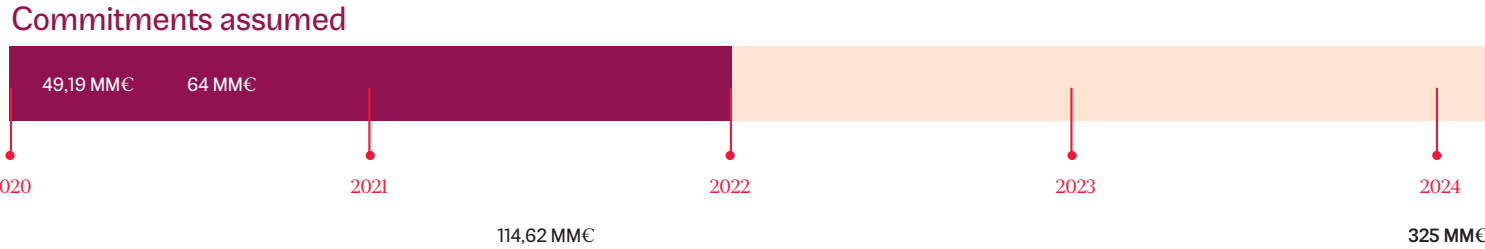


**Our commitment of Green business and progress:**

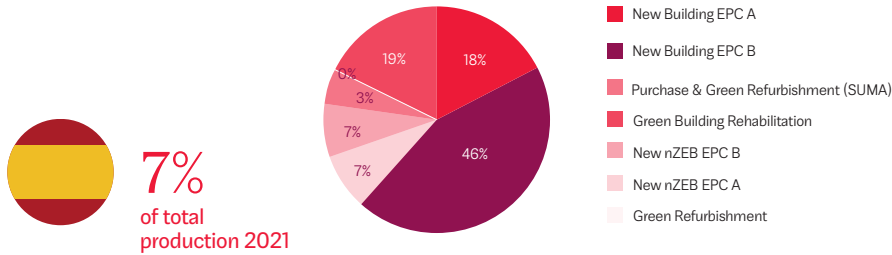
Our Green production in 2021 in Spain represents 7% and in Portugal 8%, with regard to 4%

and 7% in Spain and Portugal in 2020, and we have reached 35% of our commitment.

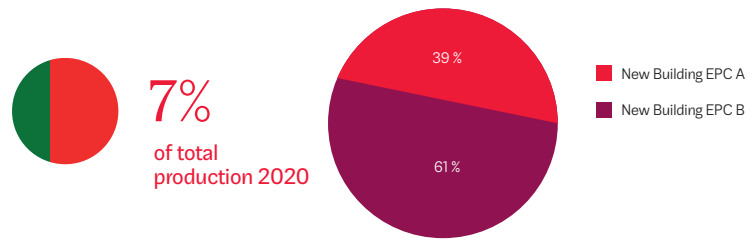
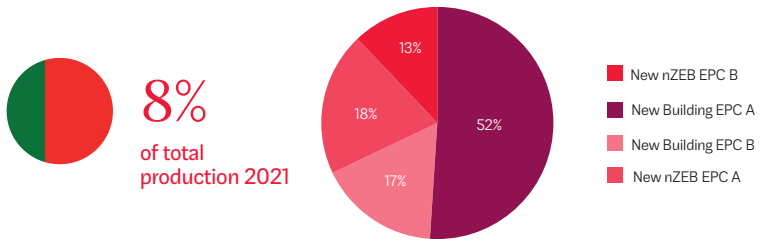
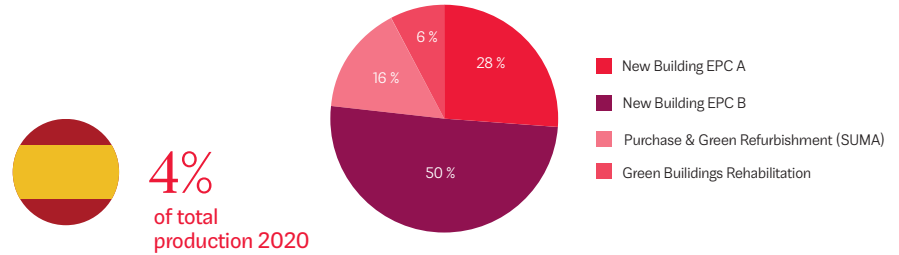
Our Green production has grown by 31% in 2021 with regard to 2020:



**Green Production 2021**



**Green Production 2020**



In line with the recommendations and expectations of the EBA and of the European Central Bank, we have incorporated ESG factors

in the risk management, in particular the exposure of the measurement and analysis of physical risks in our portfolio in Spain, since

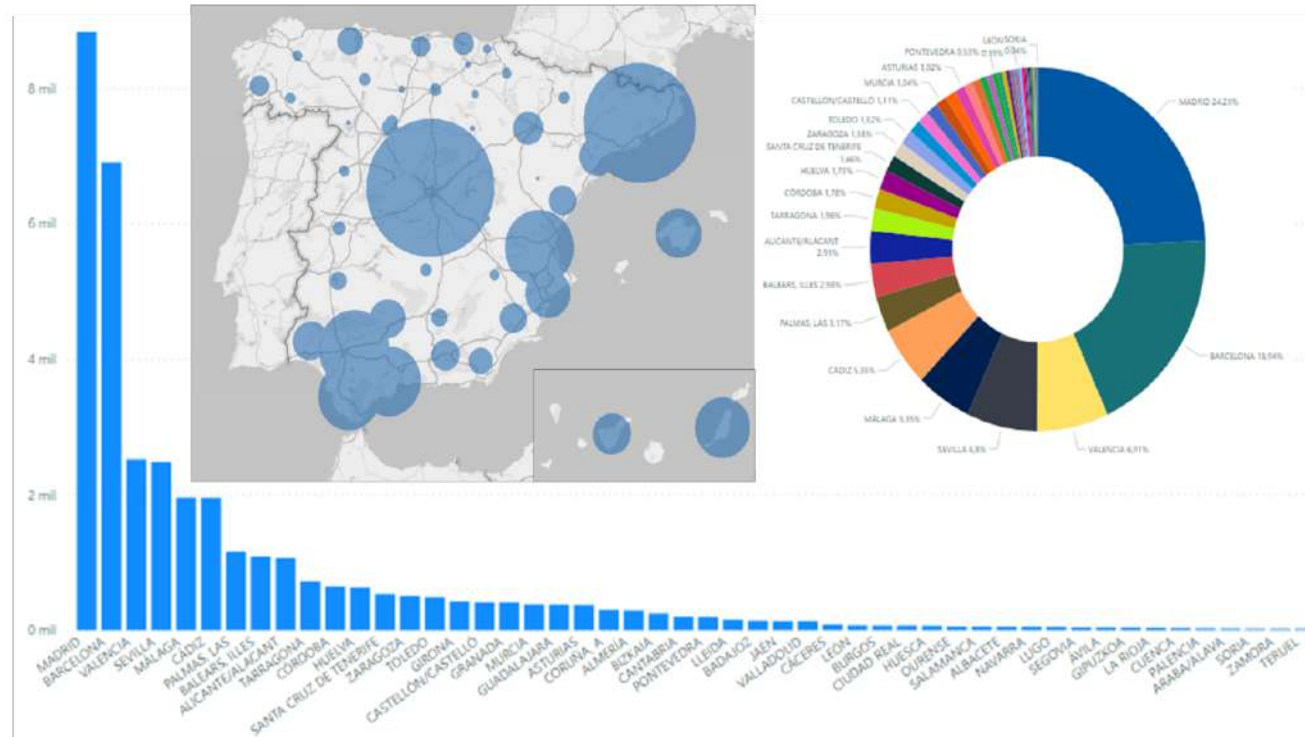
2010, to have a comprehensive and well documented view.



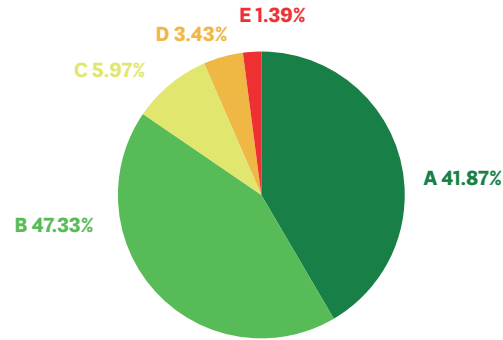
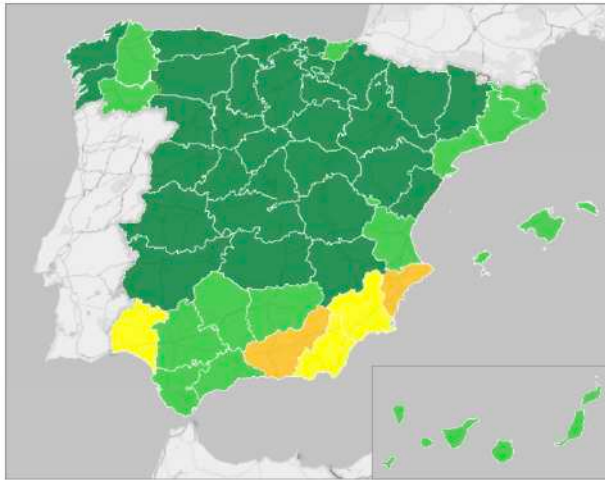
Furthermore, we expose below the analysis obtained from such assessment (only for Spain):



Location of the properties

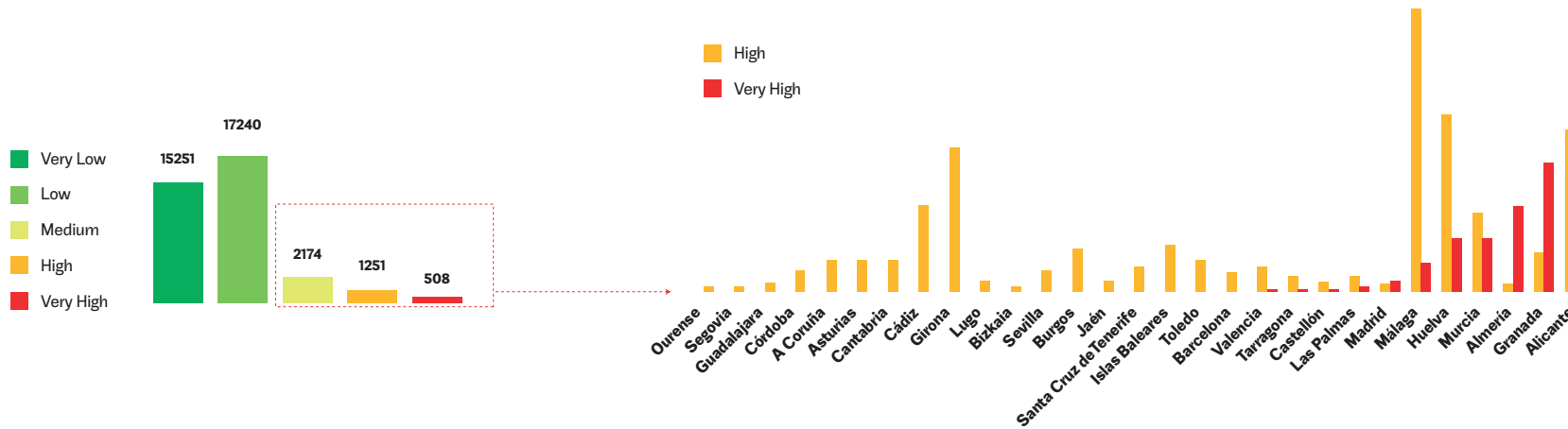


### Seismic risk

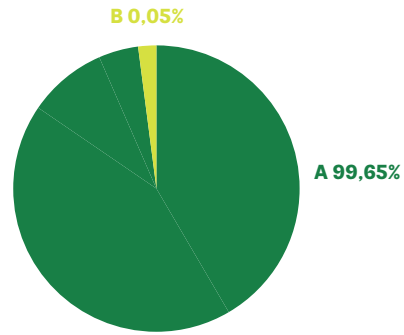
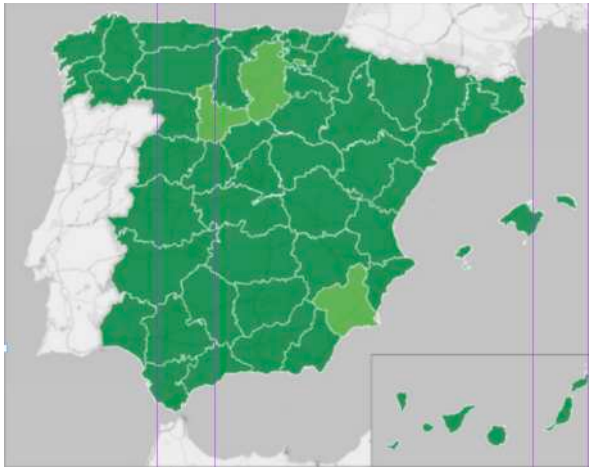


The seismic risk gradient has been calculated following the provisions based on the basic seismic acceleration, a scale that marks the intensity, being the parameter contemplated in the NCSE-02 Standard. The letters have been established according to the following scale, the letter gradients being:

Calification	A	B	C	D	E
<b>Acceleration Gradient</b>	$ab > 0,04g$	$0,04g < ab < 0,08g$	$0,08g \leq ab < 0,12g$	$0,12g \leq ab < 0,16g$	$ab > 0,16g$
<b>Perception</b>	Not Appreciable	Moderate	Strong	Strong to very Strong	Very Strong to Fierce
<b>Potencial damage</b>	Without Damage	Very Low	Low	Moderate	From Moderate to Strong

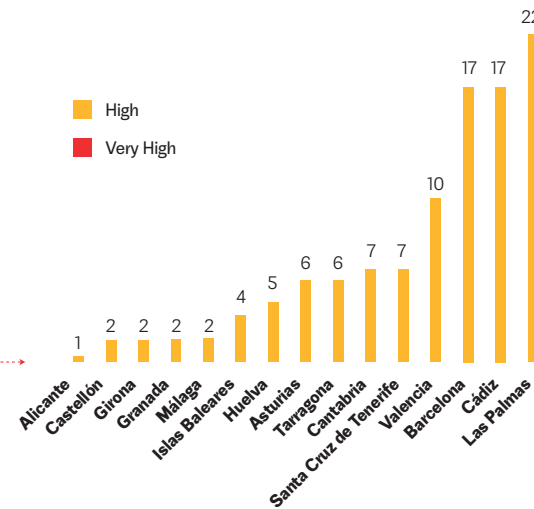
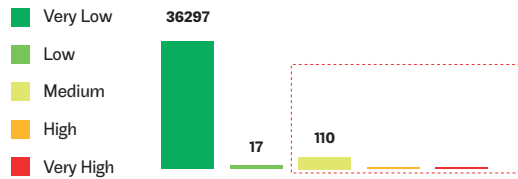


### Risk of River Flood

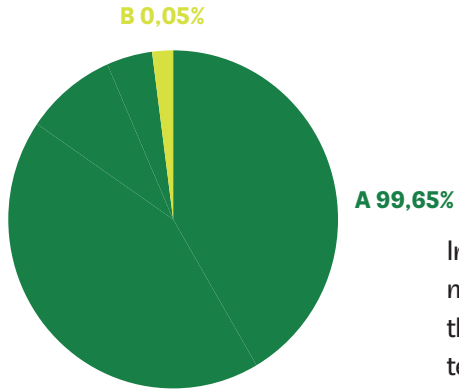
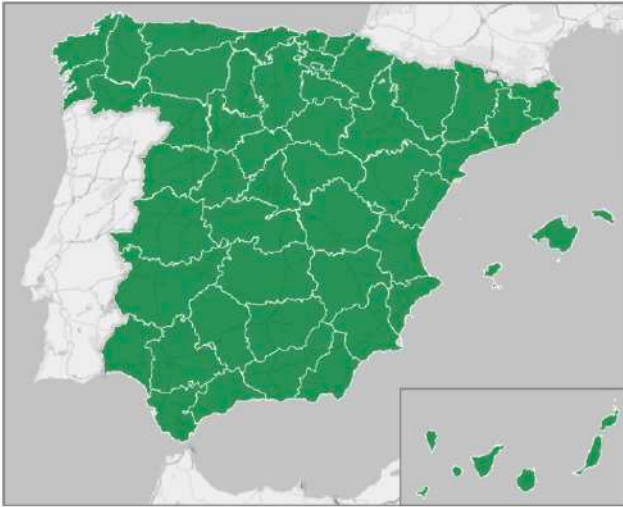


This parameter analyzes the potential danger of river flooding in a specific geographic location. As a flood zone, the definition and criteria set forth in the R.D. 849/1986, and R.D. 9/2008 laws have been followed. The classification has been made according to the evaluation that the river basin districts carry out of the risk of flooding:

Calification	A	B	C	D	E
Flood Periodicity	Very Low Probability >= 500 años	Low Probability <500 y >=100 años	Medium Probability <100 y >=50 years	High Probability <50 y >= 10 years	Very High Probability <10 years



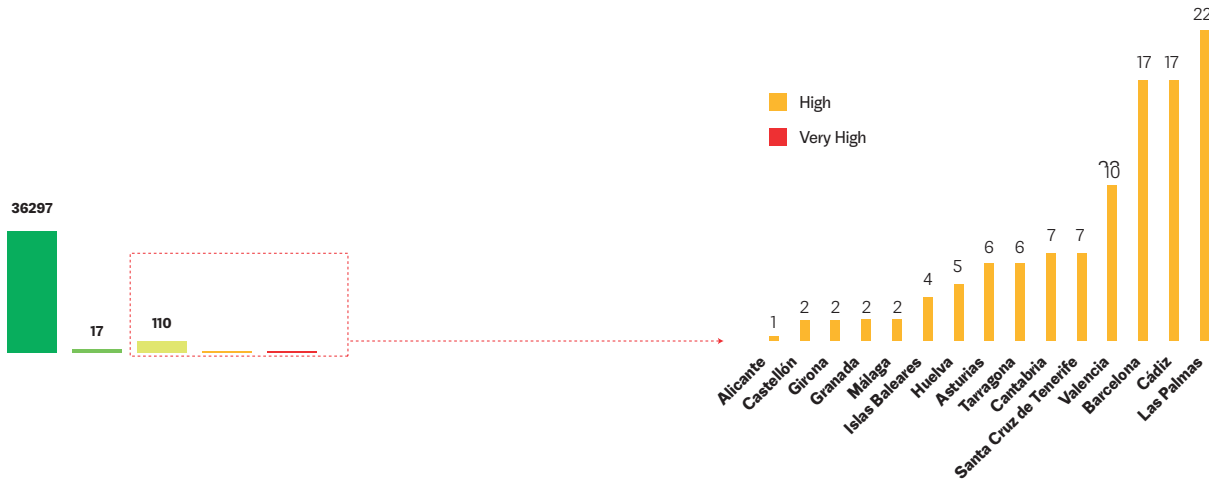
### Risk of Marine Flooding



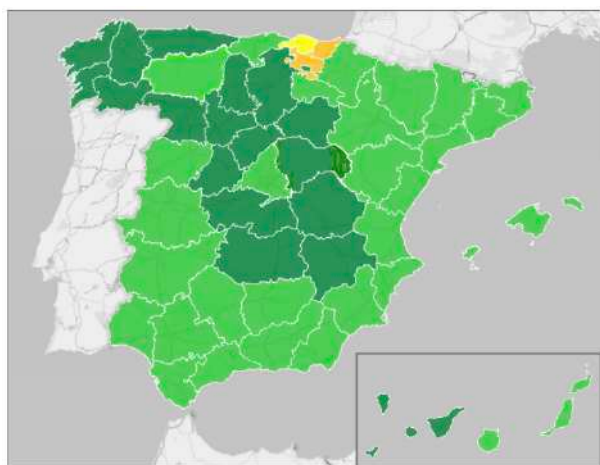
In a similar way to the risk of river flooding, the risk of flooding of marine origin has been analyzed, considering as flood zones those that are not caused by tides, since if so, they would form part of the terrestrial maritime public domain.

Calification	A	B	C	D	E
Flood Periodicity	Very Low Probability >= 500 años	Low Probability <500 y >=100 años	Medium Probability <100 y >=50 años	High Probability <50 y >= 10 años	Very High Probability <10 years

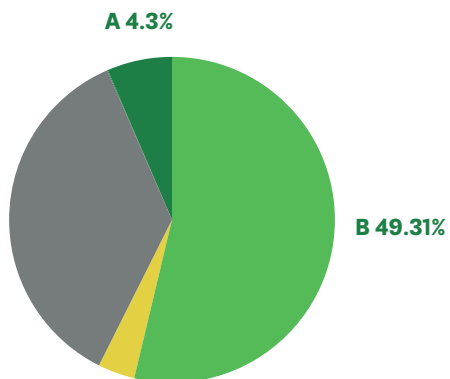
- Very Low
- Low
- Medium
- High
- Very High



## Risk of Air Pollution



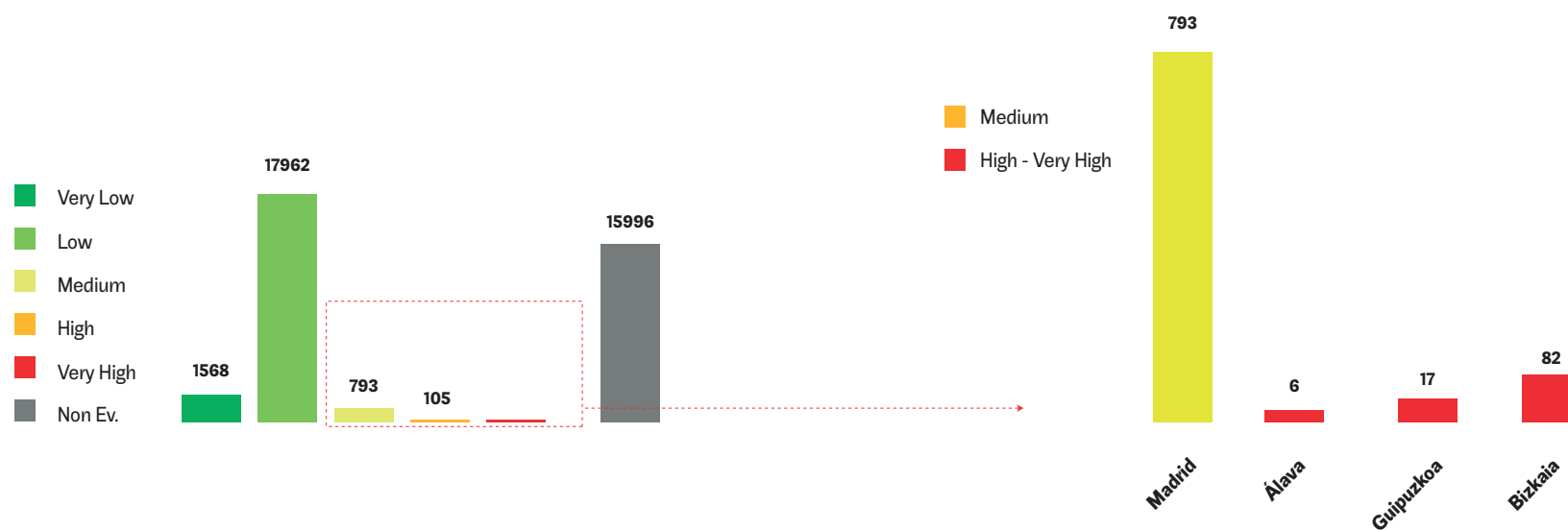
No Ev.  
43.92%



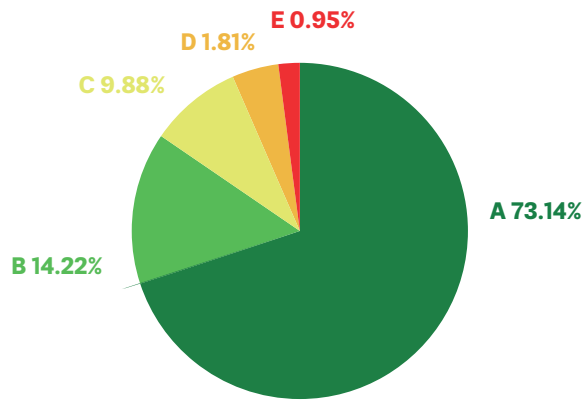
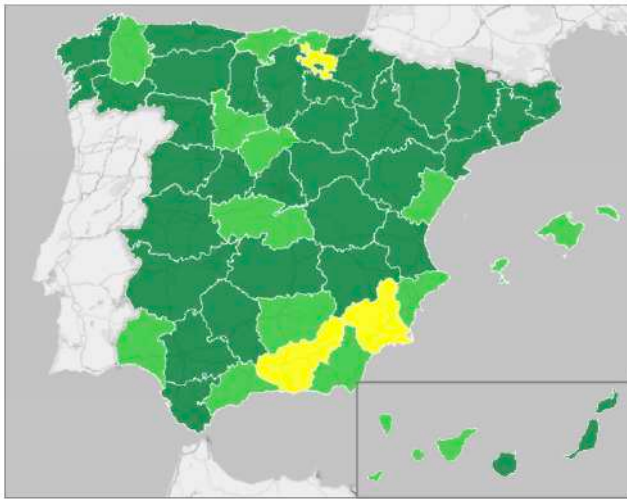
In this parameter the global air quality is categorized, based on the weighting of the ratios of evaluation of the compliance or non-compliance with the limit values or the legal objective values during the last decade, for the different concentrations in the ambient air of the substances pollutants included in RD 102/2011, regarding the improvement of air quality.

D 0.29%

The substances analyzed are: sulfur dioxide (SO<sub>2</sub>), nitrogen dioxide (NO<sub>2</sub>), particles (dust, ash, soot, metallic particles, cement and pollen) with an aerodynamic diameter equal to or less than 10 and 2.5 μm, lead (Pb), benzene (C<sub>6</sub>H<sub>6</sub>), carbon monoxide (CO), ozone (O<sub>3</sub>), arsenic (As), cadmium (Cd), nickel (Ni) and benzo (a) pyrene (C<sub>20</sub>H<sub>12</sub>).

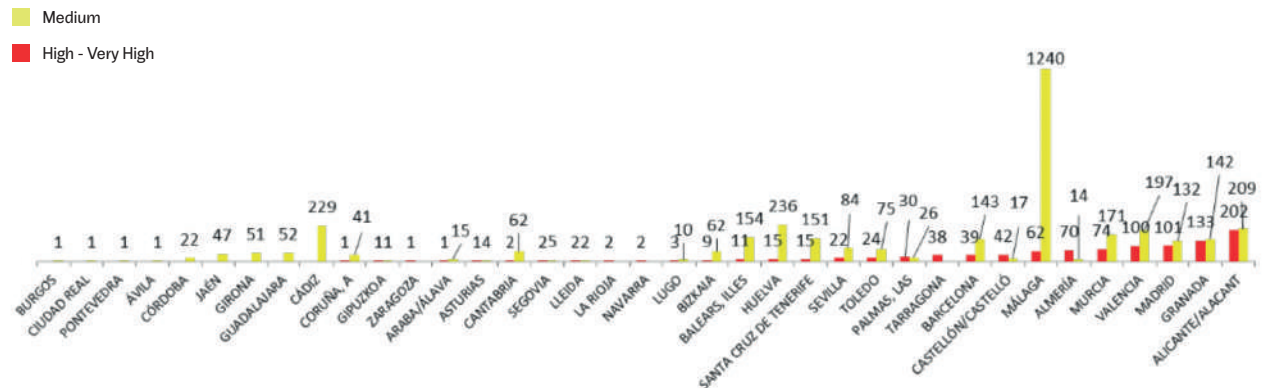
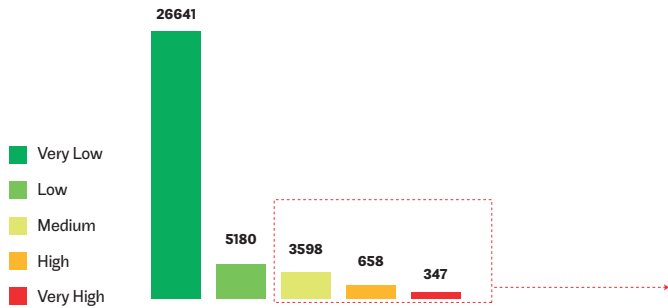


### Risk of Extraordinary Claims

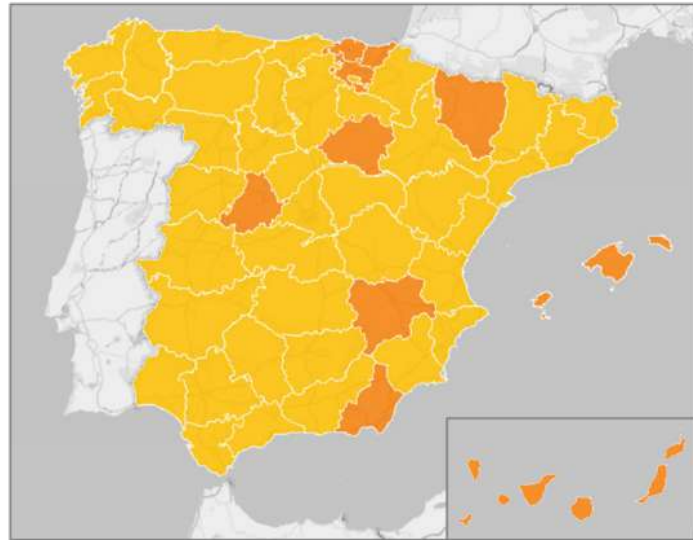


This parameter analyzes the number of extraordinary claims that have been registered on real estate during the last ten years, by municipality, expressed in number of claims per thousand inhabitants. Extraordinary risks are understood to be those not covered by a standard insurance policy. These risks include contingencies of natural origin and those caused by acts of violence.

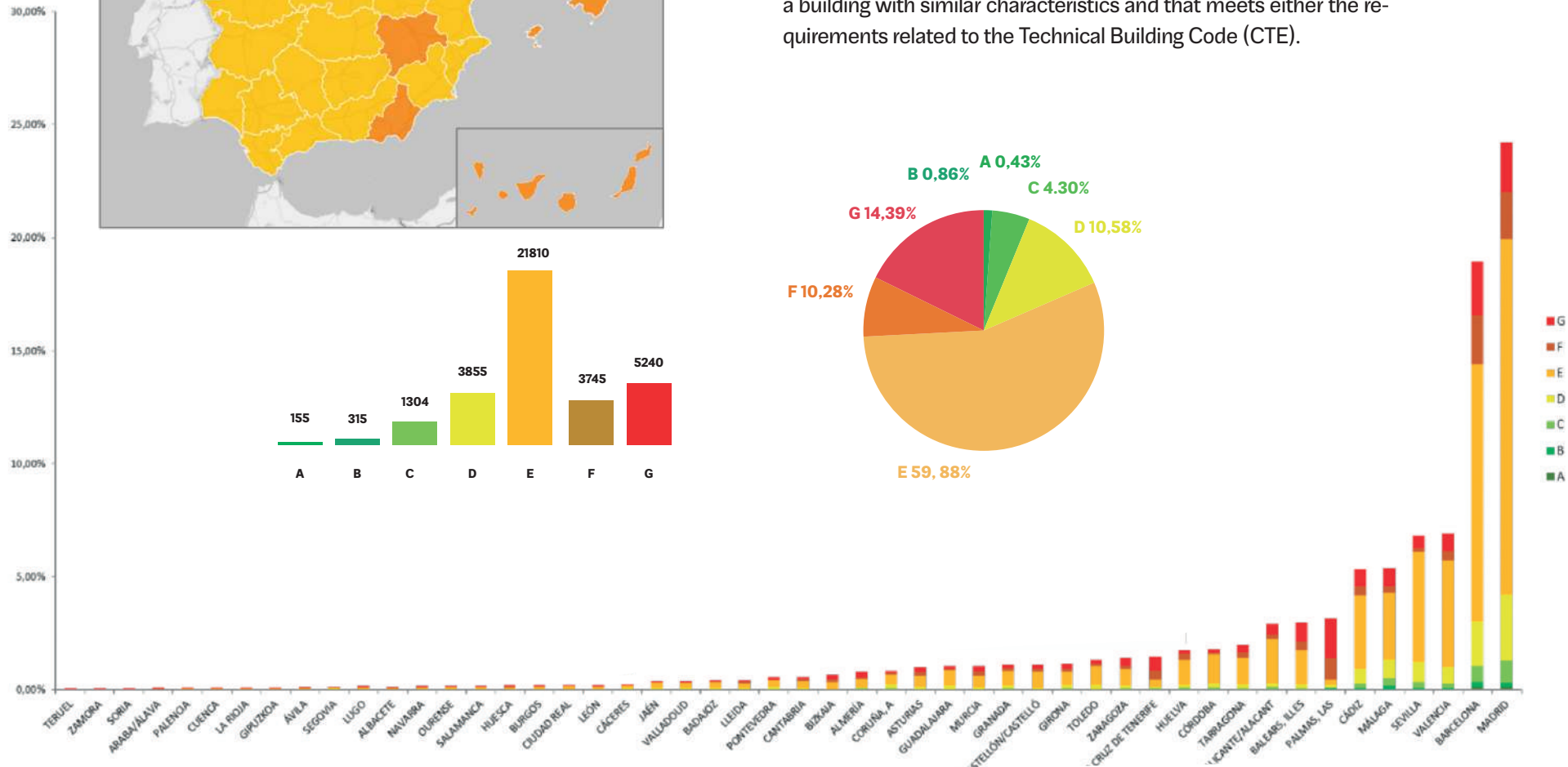
Calification	A	B	C	D	E
<b>r = Number of incidents/100 inhabitats</b>	$r < 0,5$	$0,5 < r < 1$	$1 < r < 5$	$5 < r < 10$	$10 > r$



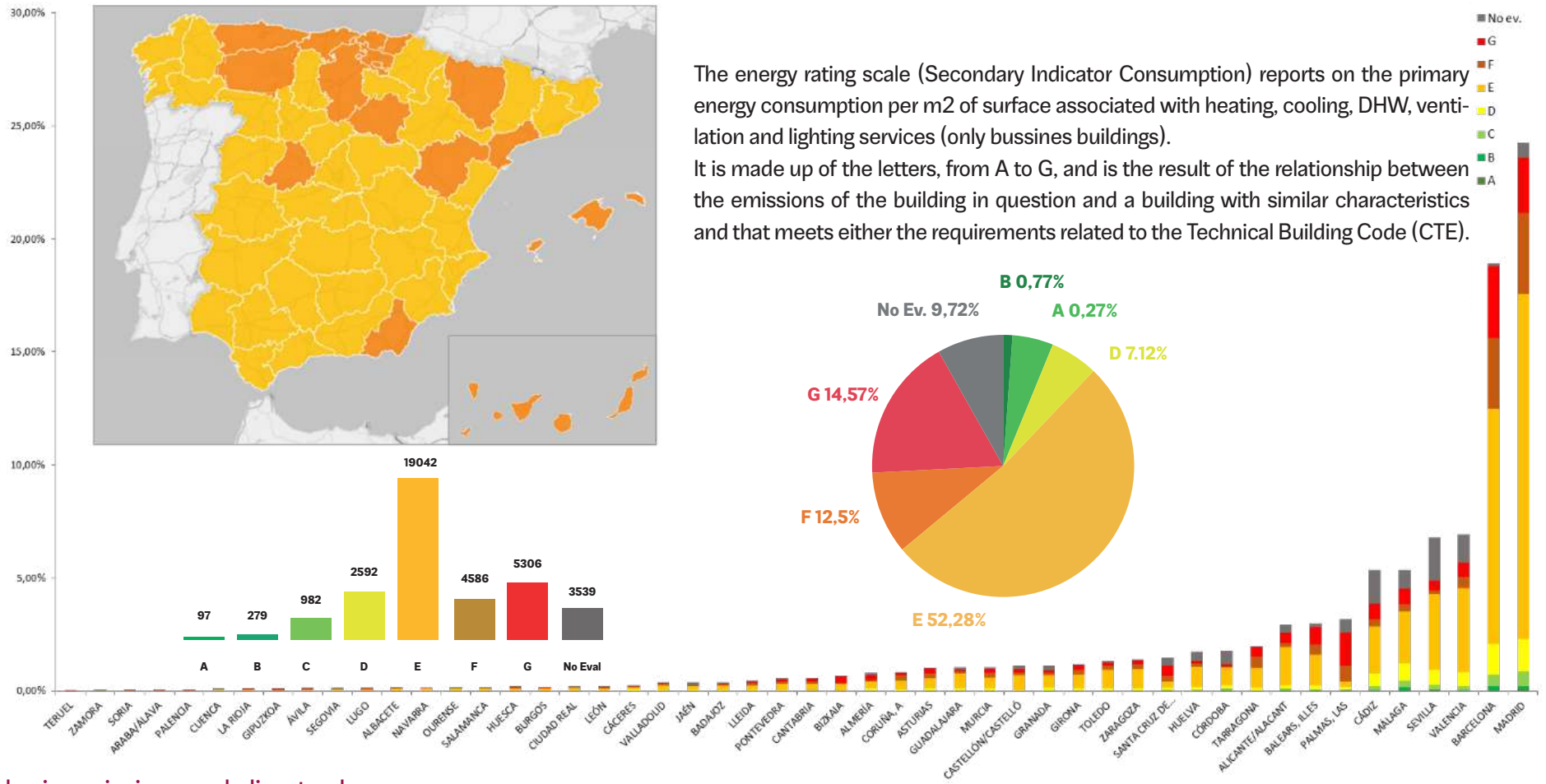
### Energy Rating of the Property (Main Indicator, Emissions)



The energy rating scale (Main Indicator, Emissions) is based on CO2 emissions per m2 of Surface associated with heating, cooling, DHW, ventilation and lighting services (only business buildings). It is made up of the letters, from A to G, and is the result of the relationship between the emissions of the building in question and a building with similar characteristics and that meets either the requirements related to the Technical Building Code (CTE).



### Energy Rating of the Property (Secondary Indicator, Consumption)



### Atmospheric emissions and climate change

Finally, we do not count with provisions and guarantees for environmental risks.

Indicators related to “We greenimise” may be consulted in section 6.1 of the report- Indicators on Environmental Matters



### 5.3. ‘We accompany’

“We generate a positive impact in our stakeholders through the programme ‘we accompany’”

In a world that moves at breakneck speed, we need tolerance and support from all and to all.

“You scratch my back and I’ll scratch yours: people at the heart”.

Our main objectives in the social axis of the ESG framework place **people at the heart** and our purpose for 2022 with the project “UCI NOW” is to connect/integrate the

Social axis with all the areas within the entity.

“It starts and ends with the people”.



<b>S1 - People First</b>	<b>S2 - Financial Social Engagement</b>
Promote talent & Diversity, equality and inclusion among the organizational structure	Foster residential inclusion and financial education
<b>S3 - Customer Centric</b>	<b>S4 - Real Estate Activity Capabilities</b>
Client Support during the several stages of their journey.	Foster Real Estate professionalization and diversification.

#### S1- People First

“Our objective is to promote the talent, diversity, equity and inclusion”

Again, a great place to work

We specialise in homes, and work for our employees to feel at home when working in UCI.

In 2021, we have renewed the certification Great Place to Work®, which has recognised us as a great place to work, one of the most prestigious distinctions in the area Human Resources at national and international level.

The global trust index (Spain and Portugal) has been of 76%, which implies an increase of 4% with regard to 2020.

As relevant detail, we highlight the employees’ high participation and implication in both countries, with an index of 92% in Spain and 93% in Portugal.



## Talent, Employment and Employability

### Training

We strive for the professional development of UCI employees through training and education, in order to boost the skills and abilities required by the organisation in a changing business environment that demands new challenges.

In 2021, in order to evolve learning at UCI and ease its agility in Spain, we have developed the project “**Aprendizándome**” as a key element of the leadership culture, where the employee is

the main player responsible for their own learning and personal development. It is a dynamic and continuously growing ecosystem where each person may find their own path of development.

It is created to boost the learning culture, where the employee as main player has an active role in their own development. Also, the project is aligned with our business needs and offers an array of different learning resources. The employee

establishes targets, objectives and expectations, while the entity finds a vehicle to manage the talent.

The objectives are the following:



The main results in 2021 have been the following:



**145**  
reproduction  
lists.



more than **12.000**  
voluntary training  
hours.



**132**  
people interested  
in presential resources,  
(the previous average was of 10-20)



Average of **1.500**  
accesses per month  
(>200% previous years).

The platform counts with compulsory and voluntary trainings, and their 15 themes cover such wide fields as the following: Sustainability, Digitalisation and Technology, Financial, Legal,

IT, Clients, Marketing, Business, Risk, We share, Culture and RC, Skills, Languages, Leadership and More than work.

We note that, for this project, in 2021, in the survey GPTW, training and development have increased their assessment by 10 points with regard to 2020, reaching 80%

## Talent

We have worked in the organisation's talent mapping to identify key people, skills and abilities of employees in the different profiles and, therefore, to be able to cover and adapt the different positions based on the entity's needs at every moment.

a talent degree that helps to make decisions in relation to the talent management.

Another notable issue is the performance assessment. In 2021, performance assessments have been made for 85% of people in Spain and 77% in Portugal. This assessment is made by managers to each direct collaborator and, therefore, it is a moment to work on the teams' talent and development. The continuous improvement is

part of our commitment as leaders, and the assessment allows us to analyse the evolution and results from established objectives, as well as to measure behaviours and values that define our culture.

The talent mapping is based on different tests to objectively measure the potential and performance at work, which combination resulting in

**Recruitment**

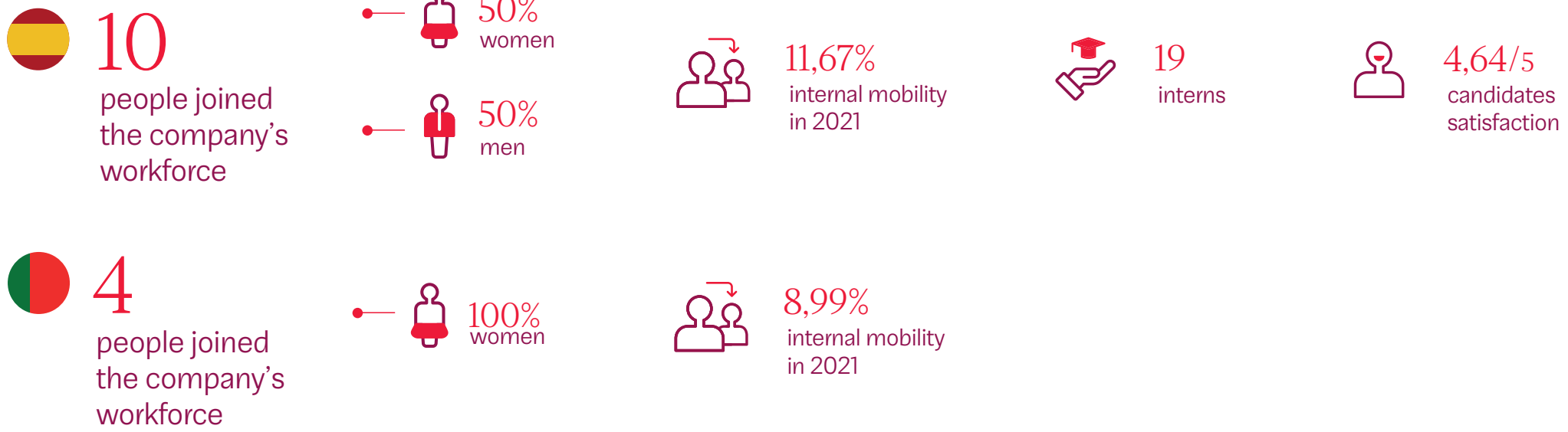
In Spain, during the year, 10 people have joined the payroll, out of whom **50%** are women and **50%** are men, and in Portugal 4 people have joined, all women. In turn, in Spain, 19 new internships have been made in 2021.

In the incorporation process, the candidate is provided with a satisfaction questionnaire, which global valuation has been of 4.64/5.

We also **promote the internal mobility**, which in 2021 reached **11.67% in Spain and 8.99% in Portugal**, as this is an essential element in the people development, allowing UCI professionals to have a global view of the organisation, extend their expertise and continue being trained.

Precisely in order to promote this mobility, we

publish vacancies in the section “Muevete” of our internal Talent management application for interested employees to be able to apply the position and request the change. In 2021, in Spain, 11 vacancies have been published, and 3 positions have been covered through this system. In Portugal, 8 vacancies have been covered with internal staff.



## Employment and remunera-

In Spain the totality of employees are covered by the sector bargaining agreement of ASNEF, the National Association of Credit Financial Establishments in Spain. Portugal does not apply a sector bargaining agreement.

99.43% of our payroll in Spain counts with an indefinite term contract. Out of the 10 people who joined us in 2021, 50% were with indefinite term contract, which represents our commitment with the generation of stable quality

employment. In Portugal, 91% of contracts are indefinite term.

All our professionals benefit from a Remuneration Policy that guarantees an appropriate remuneration system and, also, at UCI we offer social benefits to our collaborators, such as the wellbeing and health management programmes, ergonomics at work, 29 working days of holidays, kindergarten cheques, life insurance, private health insurance, restaurant tickets,

transport aids, no-interest Loans, financing in favourable conditions and flexible hours.

In 2021, we have elaborated a new remuneration policy to comply with regulatory developments applicable to our sector, for the purpose of guaranteeing compatible remuneration practices with an appropriate and efficient risk management in the Entity.



This policy is based on the following general remuneration principles:

Balance of remuneration components	Transparency	Proportionality and long-term sustainability	Prudential risk management	Link to results and recognition of excellence	Strategy and time horizon	Generation of commitment and motivation	Internal equity and external competitiveness	No discrimination
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Also in 2021, we have worked in the Diagnosis of equality to adapt to the new requirements. This

process includes a remuneration audit of UCI. All this contributes to the improvement of the qua-

lity of personal and professional life and to the work balancing.

### Salary equality, a goal to keep working towards

At UCI, we are working to raise awareness and promote gender equality in all positions. The professional development, the balancing, the equality of opportunities and the salary gender equality are an issue to develop at the short term within the Entity.

Our strategy also prioritises the salary parity between men and women, which is measured through the gender salary gap and equity:

At UCI, there are fewer women than men in the senior management; in the remaining posts, the gender diversity is balanced.

#### Gender salary gap

The gender salary gap measures differences of remuneration between the average salary of men and women and is divided by the men's salary.

#### Gender salary equity

The gender salary equity measures the existence of "equal salary for equal work" between women and men in the same professional category. The

#### Our position in 2021



**522**  
people

**56,90%**  
women

**43,10%**  
men



**89**  
people

**59,55%**  
women

**40,45%**  
men



**20,36%**  
2021

**20,44%**  
2022

**-0,39%**  
Variation  
2020 - 2021 (%)



**39,55%**  
2021

**37,70%**  
2022

**4,91%**  
Variation  
2020 - 2021 (%)

comparison does not take into account factors such as the permanence in the position, the years of service, the prior experience or the background.



Salary gap UCI Spain <sup>(1)</sup>

	2021	2020	Variation
Senior Management	32.79%	27.22%	20.46%
Management	3.21%	13.01%	-75.33%
Manager	8.31%	8.95%	-7.15%
Collaborator	2.73%	2.64%	3.41 %

<sup>(1)</sup> For the same professional category, the remuneration of men has been divided by that of women.



Average remuneration of the Board Members and Management

	2021		2020	
	Women	Men	Women	Men
Average remuneration Board Members <sup>(1)</sup>	-	18,312.50 €	-	14,000.00 €
Average remuneration of senior management <sup>(2)</sup>	83,177.42	152,995.82 €	86,895.19 €	149,854.18 €

<sup>(1)</sup> The single female Board Member and one male Board Member waived to perceiving remuneration and allowances.

<sup>(2)</sup> Senior management is the Executive Committee  
Both in Board Members and in Senior management, the remuneration includes the totality of perceptions, both for salary and others.



Salary gap UCI Spain <sup>(1)</sup>

	2021	2020	Variation
Senior Management	53.03 %	55.52 %	-4.48%
Management			
Manager	9.37 %	11.87 %	-21.06%
Collaborator	-0.20 %	-4.10 %	-95.12 %

<sup>(1)</sup> For the same professional category, the remuneration of men has been divided by that of women.



Average remuneration of the Board Members and Management

	2021		2020	
	Women	Men	Women	Men
Average remuneration Board Members	N/A	N/A	N/A	N/A
Average remuneration of senior management <sup>(1)</sup>	36,617.00 €	77,963.71 €	34,688.00 €	77,982.37 €

<sup>(1)</sup> Directors constitute the Executive Committee

## Organisation of the time of work and work-life balance

On March 2020, we implemented the telework modality to contribute to slow down the contagion of the Covid-19. During 2021, we continued using telework as measure of contention.

In order to ease the work-life balance and improve the staff's productivity and commitment, we count with flexible hours that benefit 72.41% of

the staff in Spain and 78% in Portugal. In this line, in 2021, 8 employees have adopted the parental leave in Spain.

Since the end of 2020 we count with a Digital Disconnection Policy that guarantees this right in order to combine the digital connectivity with the work-life balance in an efficient manner.

We note that, in the Great Place to Work, one of the items with greatest evolution has been the one lined to the work-life balance, with a valuation of 72%, increasing by 15 points with regard to 2020.

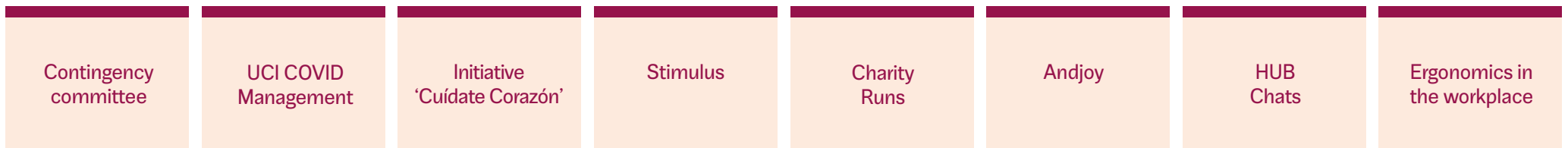
## Health & Wellbeing

### Because we care for our people

In order to continue caring for our staff, during 2021, 305 people have undergone the medical check (293 UCI and 12 medical checks to Execu-

tives), extending medical protocols in the annual medical checks.

The key initiatives developed in 2021 have been the following:



**Contingency committee** to monitor the pandemic, take appropriate measures at each moment, according to the health evolution, and to report employees with regard to the health crisis. We have also design the returning plan under security and prudence criteria and based on the instructions from the health authorities.

**UCI COVID Management Portal**, site of reference for all matters related to the health crisis, the impacts in our company, and the employees' health status. It includes the protocols and procedures in force.

**Initiative 'Cuidate Corazón'** - launched in 2017- to help improve the quality of life of our employees and reduce the risk of cardiovascular accidents. This initiative helps to improve our personnel's health and covers a portfolio of comprehensive solutions on the care of the quality of life of people and their organisations.



**Collaboration agreement with Stimulus**, a company of reference in emotional care, to make available to employees and families a team of psychologists to help them to identify and better understand their emotions, thoughts and conducts at such a complicated moment. With this agreement, associated psychologists are made available to the staff and family

members, for 1 year, from May 2021 to May 2022. From May to the end of 2021, 14 people used the service.

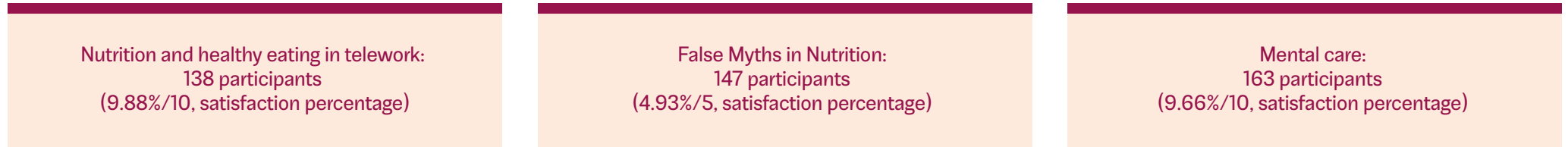
We have also resumed our agreement with **Andjoy**, chain of gyms, offered it to 100% of our staff, with the participation of 1.7%.

We have resumed the **Charity Runs**, trying to promote the exercise among the employees. **Online HUB Chats** have been held for 100% of our staff.

**In particular, we have participated in these races:**



**Theme HUB Chats:**



**Ergonomics in the workplace:** As measures for the labour risk prevention, adapt work posts is one of the determining factors to ensure the good health and security at work, also from home. It is important to count with stable tables, without corners that could cause a bump, ergo-

nomnic chairs for a good posture when working, counting with an illuminated place to work and appropriate computer equipment. Being aware of the above, from the start of the pandemic, UCI provided ergonomic chairs to workers who did not have one at home, and also continued

sending computer screens, laptops or headsets to count with all the necessary material and ease the remote work in full security.

In order to guarantee the integration and universal accessibility of disabled people, the following actions are performed:

<p>Process for the adaptation and integration in HQ post: special chairs, evacuation chair, footrest, ergonomic pads, vertical mice, high-resolution screens, and screen lifters, and voice software.</p>	<p>The Prevention Service has provided footrests and/or special ergonomic chairs to achieve a better adaptation to the post.</p>	<p>During telework, pregnant workers have been provided with a protection lumbar cushion and a footrest.</p>	<p>At the headquarters, there is the possibility to lend a parking space to the sensitive worker, at their request, if it was available.</p>	<p>By means of a risk assessment in each working centre, specially relevant risks will be analysed for sensitive workers.</p>
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We are governed by the sector Bargaining Agreement ASNEF (National Association of Credit Institutions). Article 27 on Health surveillance indicates that entities will guarantee to employees the periodic voluntary surveillance of their health condition, based on risks to which the employee is exposed, with a particular valuation of risks that could affect female workers who are pregnant or have recently given birth, and staff particularly sensitive to certain risks, applying the Protocol of Health Examinations for PVD users of the Mi-

nistry of Health (visual function examinations, musculoskeletal symptoms, task's characteristics and assessment of the mental workload) or substituting regulations.

The HR area manages the application to the staff of the Annual Bargaining Agreement of ASNEF in relation to the health surveillance and, also, initiatives are implemented to cover needs detected in the staff or derived from special situations such as in the case of the pandemic. All these

actions and initiatives are specified in this section of Health and Wellbeing and in the following Special Covid-19 section.

Moreover, visits have been made to new work centres to assess new openings after performing reforms or substantial modifications, in addition to preventing planning to implement corrective measures. Also, and in order to count with spaces protected against the COVID, UCI has implemented collective protection means, such as

protection screens, signage, and individual protection means: masks, virucidal solutions, etc.),

both for centres and for UCI employees, to guarantee their security and health.

In particular, during 2021, 6 work centres have been reviewed:

Josep Tarradellas (New opening)	Headquarters in floor 9 (m30) and floor 8 (training rooms) (reforms)	Castellon (5 year review)	Murcia (5 year review)	Jerez (5 year review)	Seville (New opening)
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### Special COVID-19

The care for the wellbeing, health and security of all employees has been particularly relevant since the beginning of the pandemic in 2020.

We have been certified by AENOR in our action protocols against the COVID-19. This certification guarantees an appropriate implementation and adaptation of security and hygiene measures at the entity's work centres certification. And, in 2021, we have renewed the certificate for the purpose of continuing working and implementing best practices against the pandemic.

The objective was to contrast that protocols applied by UCI follow an appropriate methodology, guaranteed by AENOR. This is based on the expertise of AENOR in the company's implementation of protocols related to best practices in the field of security and health at work; as well as in recommendations and requirements, issued by different bodies, such as the Ministry

of Health or the National Institute of Security and Hygiene at Work.

Given the easiness of contagion of the coronavirus and the human interest of our personnel for their colleagues' wellbeing, it is necessary to train our employees in their health status, anonymously, but indicating the number of people within the team with symptoms, confined or recovered, during this pandemic, in addition to offer advice in the care and protection against the virus, performing 503 Covid-19 tests among the employees.

On a periodic basis, we have analysed, through different Committees, the evolution of the pandemic at level of the society in general, and at level of our company in particular, for the purpose of adopting appropriate preventive measures at each moment.



**Diversity, equality and inclusion**  
**Eliminating discrimination at work**

The world we live in is diverse and this must be reflected in the way in which companies interact with the society and with their own employees. At UCI, we consider that diversity & inclu-

sion are essential pillars, and thus key matters of our corporate culture.

Our culture is aligned with our mission, which is based on contributing to the progress of people in general in a Responsible, Sustainable and Fair manner.

We believe that, in order for the society to prosper, we must commit to the diversity and inclusion, as synonyms of a company's cultural wealth. And, if we want to be fair in everything we do, we must contribute for all people to receive the same treatment, no matter their gender, origin, sexual orientation, disability or believes.

“Diversity in the company enrichens us, makes us greater, stronger, more human.  
  
All different, all equal”.



The diversity management transformed UCI into an entity with better commitment, with pride of belonging, with excellence at work, impact in the society and the customer experience.

The journey towards diversity we have marked in our diversity policy consists of progressively addressing the different realities to achieve an inclusive staff in gender, sexual diversity, culture, disabled people and generational diversity.

Nuestros datos son:



**56,9%**  
of staff are women

**26,32%**  
of women in the senior management

**46,5 years**  
Average age of staff

**0,77%**  
of disabled people in staff





**59,55%**  
of staff are women

**16,67%**  
of women in the senior management

**43 years**  
Average age of staff

We note below certain matters from the GPTW survey related to the equality of treatment, both in Spain and in Portugal.

We detail below the percentage of employees who consider that we are fairly treated:

		
Regardless of the age	87%	90%
Regardless of race	98%	98%
Regardless of gender	86%	96%
Regardless of the sexual orientation	96%	98%

The main initiatives performed have been the following:

<b>A</b>	During 2021, we have worked in an equality diagnosis based on the new requirements. In the first quarter of 2022, the actual Equality Plan, based on the analysis performed, is expected to be reformulated.
<b>B</b>	Guidelines on Inclusive Language were published, coordinating its dissemination to the different UCI Group’s brands to promote the representation of all people.
<b>C</b>	Creation of a specific community was created on diversity in the internal social network.
<b>D</b>	Upwelling project with Alares. Working on the awareness within the entity in relation to functional diversity and, additionally, making available an advisory service on disability and dependence, both for employees and their relatives, not only for people with disability certificate, to enable them to detect new aids, but also for people who could have some kind of disability and who, for unawareness or other reasons, have not yet requested the certificate. Also, this service is aimed to the advice and guiding on how to process the dependence degree, as well as available benefits.
<b>E</b>	Collaboration with special employment centres, such as Prodis, La Amistad Montesol and Foundation Juan XXIII Roncalli, for purchases or services, and thus to favour the indirect employment of intellectually disabled people.
<b>F</b>	“Desayunos molones” with students of Foundation Prodis to favour the relationship and knowledge of disabled people to the UCI employees through a motivating and different format, to break barriers and boost the inclusion of intellectually disabled people.
<b>G</b>	Adherence to Empowering Women’s Talent, a project promoted by Teams&Talent, born for the purpose of developing the women’s empowerment and leadership in the companies. This programme offers to all members the opportunity to inspire, learn and advance towards equality and diversity.
<b>H</b>	External equality awareness actions.

## Dialogue and communication with the employees

The ongoing dialogue and active listening are elements that allow UCI placing its employees in the centre, knowing their opinions and needs, and also receiving proposals to contribute to the ongoing improvement.

In this sense we count with different channels to be able to inform our employees on different matters within the organisation, as well as to collect their opinion and suggestions and know their concerns to improve different processes and situations within UCI.

Our channels and initiatives are the following:  
Virtual breakfasts with General Management: on a periodic manner, a breakfast is held between some employees (in a rotating way) and the CEO, in order to keep in touch with the management and be able to express their concerns and questions.

**HUB chats:** members of the management team share data with the totality of the payroll on the entity's evolution and actions that are being implemented. In these chats, any employee can

formulate their questions to any management team member.

**Corporate Intranet and the news portal** which centralises all employees' services and makes available all corporate and business information, while we collect all news within the organisation, elaborated by the employees. This portal becomes a meeting point for the collaborators to know what is being done and how, and it is a channel to share knowledge and recognition.

**Yammer**, the online corporate network that allows all collaborators in Spain to share professional experiences, participate in debates, and propose improvement ideas for the company.

Moreover, at UCI, we count with other communication means, such as daily newsletters to report the market news to our staff, monthly newsletters on the business evolution or on demand for occasional communications.

"El Batido", the internal communication magazine which reports on the employees' more personal facets, in addition to the Entity's aspects. It is a support to create synergies within UCI, which is quarterly distributed to all staff.

Also, there are **annual events** held for managers (UCIWay) or to all staff (UCIDay).

In 2021, we have launched the '1st innovation campaign' with the theme, 'How could we improve our processes through the artificial intelligence and automation?'. With it, the employees, working as a team, have been able to propose improvement ideas for the entity's processes, through innovation, that have been assessed by the management team, resulting in a series of finalist ideas and one winner, which is currently being developed by the winning team, with the support of the organisation.

## S2- Our Financial-social commitment

“Promoting the residential inclusion, the sustainable rehabilitation and contributing to the financial education”

### Social Inclusion in the business and investment in society.

In 2021, we have helped more than 14,000 people in Spain and Portugal, representing almost the double than the total number of new clients in the year (7,666 new clients).

Main magnitudes of our Socio financial commitment:

Beneficiaries of the programme "We accompany"	2021		2020		
Clients in payment difficulties cleared in the year	9,584	68%	16,913	87%	
Social Rehabilitation	2,400	17%	780	4%	
Mortgages to young people	1,493	11%	1,585	8%	
Financial education	432	3%	193	1%	
Socioeconomic empowerment	225	2%	0	0%	
	<b>Total</b>	<b>14,134</b>	<b>100%</b>	<b>19,471</b>	<b>100%</b>

### Social inclusion in the business

#### Mortgage Management of Critical Clients - “Because we always accompany”

In view of the extraordinary unprecedented situation of the health crisis derived from the COVID-19, homes have become a real shelter. In this sense, we have wanted to remain close to our clients in situations of payment difficulty, adopting solutions adapted to the greatest number of people in vulnerability situation.

The recovery area performs best practices that allows us to anticipate the clients’ defaults, with a bespoke monitoring in order to find solutions adapted to each client.

We have developed a set of tools to help our clients who have faced adverse social situations

during the process of their mortgage and have financial difficulties. This set of tools helps clients not to impair their mortgage and to administer their loan in an efficient, sustainable and responsible manner.

UCI has established a Restructuring Acceptance

Policy and, in general, of solutions for clients with difficulties, adapted to the present and future circumstances expected from the clients. In this sense, we make a distinction between temporary

restructuring operations, long-term solutions and definitive solutions.

The indicator we measure and duly monitor

corresponds to the client's transformation rate from critical stage to regular management, without delay.

Furthermore, this indicator is considered:

1

Relevant, central and material for the general business of UCI, and of a great strategic significance for the current and/or future operations of the Entity. It measures the results from UCI's efforts to continue with moratoriums until our clients can pay their monthly instalments and, therefore, for them to prevent entering the stage of non-compliance. The objective is to reduce the number of clients with financial difficulties from our operations.

2

Measurable or quantifiable on a consistent methodological basis.

3

Able to measure the record. Considering an ambitious and proportional estimate, in order to balance the credit risk and/or the social object.

In 2021 (vs. 2020)

has been reduced

34%

defaults

98%

standstill  
agreements

has been increased

78%

definitive  
solutions

12%

number of rentals  
Social Housing Fund



## Sustainable and social rehabilitation of built-

This parameter is related both with the climate change and with social objectives. Furthermore, in order for a rehabilitation project to be eligible under

this dimension, it must meet the following criteria:

- 1 “Eligible under sustainable energetic efficiency criteria”: UCI, since 2018, has been developing a range of Green products, which count with the Energy Efficient Mortgage Label of the European Mortgage Federation.
- 2 “Eligible under social criteria related to the GDP level per capita in the project’s province”: rehabilitation projects in low-income areas are projects chosen for the green renovation and conversion of buildings into more comfortable and healthier houses, in order to reduce GHG emissions and fight against energy poverty.

Low-income or deprived areas are defined as those postal areas in which the average income is 25% below the average income of the “region” (Province in Spain) where they are located. Their calculation has taken data from

the INE (Spanish National Institute of Statistics), observed in each province.

The following table has been designed to estimate how many people could be affected by this project in the following 5 years with the following considerations:



Also, this indicator is considered:

- 1 Relevant, central and material for the general business of UCI, and of a great strategic significance for the current and/or future operations of the Entity. It measures the results from UCI’s efforts to improve and promote the amount of renovations of ecologic buildings in areas with economic issues in our operations.
- 2 Measurable or quantifiable in a quarterly monitoring by the Corporate Responsibility area, in order to verify the compliance with targets.
- 3 Able to measure the record. Considering an ambitious and proportional estimate, in order to balance the credit risk and/or the social object.

### Access of young people to housing

This parameter focuses on providing mortgage financing to people below 35 years old, in order to promote the access to housing to these profiles.

The resulting indicator is measured by the number of natural persons below 35 years old who have contracted mortgage loans during the year. Multiple and single borrowers will be considered in this methodology.



### Our investment in the Society

At UCI, we contribute to the economic and social development of the society through our own business activity and of our social commitment through the social investment in projects to support groups identified in our strategy. In this matter, our responsible commitments with the society are the following:

Support the progress of societies in which we are present, through the housing financing activity.	Support educational programmes, with special focus on financial education and future skills, in order to promote education in savings and responsible consumption.	Promote the guidance to young people for their professional experience and future work.	Boost the support to these specific groups: disabled people, people in residential exclusion risk and young people.
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In 2021, and in order to materialise our commitments in actions, we have designed our programme “We accompany” for the purpose of developing

initiatives to contribute to the social wellbeing of the groups of people mentioned above, aligned with our ESG strategy.

We have established 4 lines of action:

- |          |  |
|----------|--|
| <b>1</b> | Education to young people, with a special focus on the financial education.      |
| <b>2</b> | Inclusion of intellectually disabled people, through the “Iniciativas molonas” . |
| <b>3</b> | Residential inclusion of vulnerable groups of people.                            |
| <b>4</b> | Donation for global and/or health emergency in countries where UCI is present.   |



## Education

This criterion includes the following:

The financial education programme “Tus Finanzas, Tu Futuro” in collaboration with Foundation Junior Achievement with which we have participated in 6 editions.

The support to Foundation Dáдорis with internships of young people with an extraordinary talented and without resources.

Contribution to educational programmes of Foundation Prodis to promote and boost the inclusion of young people with intellectual disability. In 2021, the selected project was Conecta2 Expert Programme, which is an adapted online course on digital skills.

## Socioeconomic Empowerment

This parameter includes actions related to socioeconomic matters, such as groups of people in risks of residential exclusion, for which, in 2022, we will collaborate with an entity in order to support and palliate these situations.

Also in order to promote the inclusion of intellectually disabled people, together with Foundation Prodis, we have developed “Iniciativas molonas”, which include “Desayunos molones” of which, in 2021, we have held 3 and which will continue performing in 2022. The main objective of these meetings among UCI employees with students of Foundation Prodis is to break barriers through specific actions of exchange

of experiences and knowledge of different realities, which all have a place in our society. Diversity and inclusion are matters to work on in a daily basis and naturally in our personal and professional relationships.

We also include our campaigns in natural or health catastrophes in the countries where UCI is present. In particular, in 2021, we collaborated in the Red Cross initiative #ErupcionLaPalma to help residents affected by the volcano. In this case, UCI employees joined the campaign and their donations were summed to the amount contributed by UCI, achieving a multiplying effect.

Lastly, in the framework of Inmotionate, the greatest forum for real estate professionals of Spain, Inmosolidarios awards are given in recognition of the most charitable initiatives in the real estate sector. These awards consist of donations made by UCI to Foundations and NGOs with which it collaborates in awarded initiatives. Five realtors were awarded for their social contribution projects and help to vulnerable groups.

### Our social commitment at a glance:

429

programme  
beneficiaries

199

participating  
volunteers

participation in

17

programs

48.715 €

NGO grants

### S3- Client at the heart

In this work line, we commit with the mission of accompanying our clients in the different stages

A relational model with the client from the beginning to the end

We have financed a total

218,932

Homes

393,950

Clients

since the company was created

In 2021 we have helped the acquisition

5,000

Homes

in Spain and Portugal

(7% more than 2020)

The centre of our client relationship model is to accompany our clients from the beginning to the end and offer them a clear, natural and bespoke financing model, where the transparency, communication and information are the bases of the relationship.

Our value creation and the impact we generate in the people reside in the relationship model, as the purchase of the house is one of the most impacting decisions in the life and economy of anyone.

Thus, our customer relationship model focuses on maintaining a relationship that goes beyond the simple fact of contracting a loan or buying a

state. Our commitment is to know the client and propose simple, logical solutions, adapted to the client's needs and project.

One of our main objectives is to respect the clients' interests and inherent rights. Therefore, the Consumer Protection is a relevant function within the Compliance area. In this framework, our entity has established its Customer Protection Policy.

Also, and since we recognise that satisfied and loyal clients are essential for the sustainable growth and our ongoing success, we continue promoting the customer's satisfaction and recommendation. This is why the systematic co-

llection of comments from our clients is an important matter in our customer-focused strategy, which is essential for our transformation initiatives. Additionally, we count with a customer care service to channel and solve claims received, and to offer an appropriate customer care. This service is compelled to provide a reasoned reply to claims formulated by clients within the maximum of one month. Its team counts with the necessary experience and tools to duly respond to claims received from UCI clients, Bank of Spain, the CIRBE, the Customer's Ombudsman (independent from UCI), OMIC and consumers' associations.

### New clients



7,666

+7% first and second holders

### Ekomi rating

9.75/10

79.93 %

recommendation

4.86/5

### Aftersales

96.12 %

satisfaction level

89 %

recommendation

96 %

satisfaction level

94.5 %

recommendation



## S4- Professionalisation of the real estate sector

“We promote the professionalisation and diversification of the Real estate sector”.

The real estate professionals are our travel companions, our allies, who have allowed us to connect people to homes, for more than thirty years, and are essential in our commercial model. Currently, we collaborate with more than 2,000 real estate agencies.

The service delivered by real estate agents is essential for those who acquire a house and for the community where they exercise their profession. Their task requires high standards of quality, responsibility and training.

We contribute to the compliance with these increasing market demands, implementing initiatives and providing tools for the development and growth of real estate professionals in Spain and Portugal.

Our commitment focuses on ethics and training and originates from 2005, when we signed the agreement to become the local partner in Spain, Portugal and Brazil of RRC (Residential Real Estate Council), former CRS, non-profit organisation born from the National Association of Realtors (NAR), which integrates the best professionals specialised in residential housing, providing them with knowledge and tools for the development of their activity with the highest efficiency.

Subsequently, in 2016, we entered into an agreement with the NAR to act as their representatives in Spain, administer the REALTOR® designation, give their courses, as well as a code of ethics to protect the consumers’ interests.

Also, through our area of development professional, SIRA (for its acronym Spanish International Realty Alliance, PIRA in Portugal), which belongs to the subsidiary UCI Servicios para Profesionales Inmobiliarios, we promote courses and training sessions that allow them to develop their business and to anticipate the future.

In 2019, the Law regulating Real Estate Credit Contracts came into force, entailing improvements for the consumer and a turning point in the professionals’ work. The standard established a legal system and regulates requirements for the access to the activity and the supervisory regime over the professionals, providing security and transparency to the intermediation in the financing.

Within the annual training catalogue, UCI has offered courses together with Foundation of Financial Studies (FEF) to allow the professionals to obtain their certification as Real Estate Credit Informant. A total of 147 professionals decided to enrol during 2021.

In 2021, SIRA has organised 83 courses in Spain, with 1,506 attendees/day, which figure is lower than in 2020, but consolidates SIRA as one of the market leaders in the training for property agents.

We complemented these training courses with webinars and quarterly informative magazines, Revista Inmobiliarios, in Spain, and Real Estate, in Portugal.

In 2021, more than 80 webinars were organised in Spain. We know that every real estate professional is an agent of change. Therefore, we also promote their professional growth with initiatives such as Inmotionate, the greatest event of training and networking for professionals in the country.

On February, we were not able to organise the trip to Sell-A-Bration, given that the event was organised online. SIRA organised the event’s visualisation, providing attendees with a live translation of the event and with sections therein to comment each lecture with sector experts. This time, as with this new format, we could incorporate 105 attendees to the event, mostly from Spain, but with representation of Portugal, Colombia, Ecuador, Mexico and Argentina.

On October 2021, we have held Inmotionate; the onsite event gathered 620 attendees in Madrid.

In 2020, a new communication channel was created, #InmocionateEnCasa. In 2021, 7 shows were broadcasted.

Following with our commitment to contribute to the sustainability of the planet and to the decarbonisation of cities, we consider that the real estate professional is a key intermediary in this transformation. In line with the entity's strategic axis, we organised the NAR Green course within Inmotionate in Madrid, with the attendance of

36 agents on October. We continue committing for Property agents to become leaders in the ecologic transition of houses in Spain and promote the rehabilitation and the creation of more efficient, healthy and sustainable estates.

No. of designations 

 **906**  
+12% in 2021

 **36**  
+29% in 2021

No. of memberships  Spanish International Realty Alliance®

**725**  
+18.46% in 2021

No. of memberships 

**1,116**  
-0.27% in 2021

No. of memberships PIR Portugal

**94**  
+141% in 2021

No. of memberships CRS Portugal

**62**  
+26% in 2021



## S5- And Our suppliers

At UCI, we count with tools to supervise our suppliers' service quality. In order to comply with the different requirements, both regulation requirements and from internal and external audits, the Entity counts with two procedures:

- > Principles and Contracting of Suppliers.
- > Policy for the outsourcing of essential services.

Such procedures are framed within the corporate management framework, which establishes general action guidelines related to the selection, control and monitoring of external suppliers.

These procedures define the method used in UCI on purchase contracting and/or subcontracting necessary to deliver the service, in order to ensure that specified requirements are satisfied, focused on the improvement and creating value in the Organisation.

In the 2021 strategy, in our sustainable and responsible axis, one of the focuses of action of the

strategic line related to ethics and values is the ethic management of purchases, tracing the line to be followed to include social, gender equality and environmental matters in the relationship with suppliers. During 2021, the suppliers' contracting procedure was reviewed and adapted, and the Supplier's Code of Conduct was implemented, covering action principles to be followed by suppliers who work with UCI. Such principles are the following: ethics and conduct; lack of conflict of interest; social area (human rights health and security, diversity, equality and inclusion); environment; confidentiality, privacy and continuity. During 2021, the Policy for the outsourcing of essential services was reviewed and adapted, including guidelines from Guide EBA/GL/2019/02 on outsourcing. Moreover, we count with a method that allows us to value the quality and delivery ability of suppliers and/or outsourced services, based on a series of criteria established for these suppliers' activities.

On an annual basis, an assessment is made of suppliers and/or outsourced services by the person in charge of their processes.

For such purpose, it is considered that they are within the scope of the certification ISO 9001 and/or ISO 14001 and that the criteria and assessment methodology documented in the corresponding procedures have been established.

Also, once assessed, they are in charge of communicating its result to the supplier, in order to establish actions for improvement to satisfy our clients' established requirements, needs and expectations, creating value for the Entity and our stakeholders.

During 2021, we have been working on the integration of environmental matters in the annual quality assessment, considering our “life cycle”, with the following benefits:

- Performing assessments at the same moment and covering all these matters.
- Adequacy and documentation of criteria in all assessment procedures.
- Coherence and uniformity in the assessment methodology.
- Easiness in performing and communicating their results.
- Contributing value to the assessment and increasing the capacity of

In 2021, we have assessed 24 suppliers (11 of Quality and 5 of Environment and 8 of Quality and environment) and 28 Outsourced services, having assessed 13 of Quality and 12 of Quality and environment.

Result of the evaluation

Providers

**3.68**  
satisfying

Outsourced services

**3.24**  
globally satisfying

Indicators related to “We accompany” may be consulted in section 6.2 of the report- Indicators Social matters



## 5.4. 'We comply'

We guide our business and our relationships with stakeholders through ethics, responsible and transparent criteria.

In this chapter we include pillars that govern UCI's action to reach a responsible and sustainable organisation management, generating value for its stakeholders and the society in general.



### Corporate governance

One of our priorities is to strengthen the corporate governance framework and promote its effectiveness, to comply with our objectives marked in the Governance dimension of the ESG framework in the most responsible and sustainable manner possible.

Since May 2021, we count with a new Corporate governance policy that constitutes the framework that defines the Governance, Risk management and Compliance structure (GRC) both of Unión de Créditos Inmobiliarios S.A. Establecimiento Financiero de Crédito.

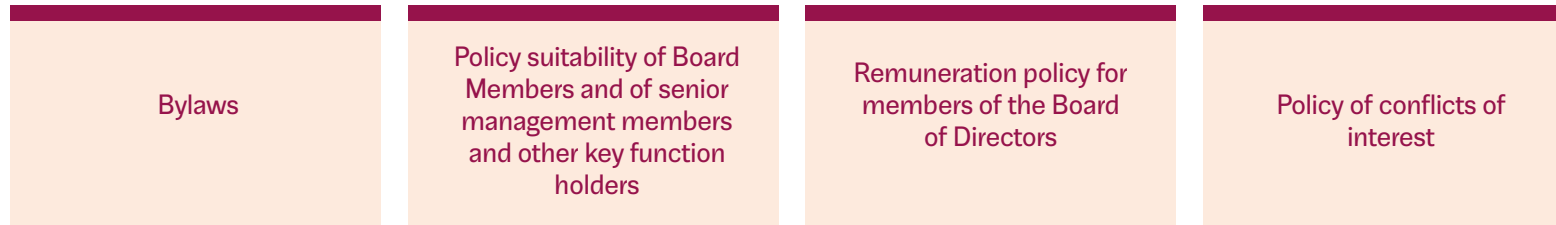
The main objectives of policy are the following:

<p>Promoting a transparent, independent, efficient and prudent management of the UCI Group</p>	<p>Assigning responsibilities and competences, in a clear, defined, transparent and coherent manner, in the Entity and Group's internal control framework.</p>	<p>Establishing efficient policies and procedures for the identification, analysis, assessment, treatment, monitoring, review and reporting of risks to which UCI S.A. E.F.C. is exposed.</p>	<p>Establishing appropriate internal control mechanisms and remuneration policies and practices compatible with an appropriate and efficient risk management.</p>	<p>Ensuring the Entity and the Group's interests, as well as that of their investors, clients, employees and, in general, their different stakeholders.</p>
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Additionally it takes into consideration the guidelines on internal governance of the European Banking Authority (EBA/GL/2017/11) which specifies internal governance systems, proce-

dures and mechanisms that must be implemented by credit institutions and investment companies to guarantee an efficient and prudent management of the entity.

The Corporate governance policy is complemented with other standards to guarantee the correct management of the UCI Group:



### Governing Bodies

UCI S.A. E.F.C has an appropriate and transparent organisational structure and operating management and control model, which aim is an efficient and proportional

action to the nature, scale and complexity of risks inherent to its business model and activity and, in turn, in compliance with the principles of best corporate governance.

The organisation chart of UCI S.A., E.F.C. Is structured with three main bodies:

UCI, S.A. as sole shareholder, exercising the powers of the General Shareholders' Meeting.

The Board of Directors, which concentrates its activity in the general function of supervision and adoption of the most relevant decisions.

The Board's Committees, which assist in the development of its functions and include: an Audit and Risks Committee and a Committee of Assessment, Suitability and Remunerations.

### Sole Shareholder. UCI S.A.

Based on the nature of the Group, UCI S.A., E.F.C. has a sole shareholder who governs and administers the Entity, together with the Board of Direc-

tors. Taking into account the shareholding structure, the company UCI S.A. exercises the powers of the General Shareholders' Meeting and, as

such, has been entrusted with functions established by law and the bylaws.

## Board of Directors

The Board of Directors is the highest body of representation, management, strategy and supervision of the activity of UCI S.A., E.F.C., except with regard to matters reserved to the power of the Sole Shareholder.

As in the case of the Board of UCI SA, the Board of Directors of UCI S.A., E.F.C. Includes four members. Their obligations and responsibilities are detailed on the Annual Report of Credit Entities' Capital Self-Assessment Process and are the following:

The Board's policy is to delegate the ordinary management of UCI S.A., E.F.C. In the management team, and to focus its activity on the general function of supervision and adoption of the most relevant decisions for the Company's administration.

In order to support these basic functions through an appropriate management monitoring, supervision and control process, the Board of Directors counts with two specific committees that provide assistance in their corresponding fields:

- › **Audit and Risk Committee**, which Members are appointed by the Board. Its purpose is to improve the monitoring, information and decision making of the Board, as well as developing, executing and monitoring management control systems, internal control and regulatory compliance.
- › **Committee of Assessment, Suitability and Remunerations** Its most relevant powers are the assessment of directors and key personnel's suitability, and the supervision and application of the remuneration policy.

## Internal Governance

The entity's governance comprises, at internal level, the management instances, which activity is reported to the Board of Directors and which first level corresponds to the General Management, with the support of a Management Committee, an Executive Committee and different sector committees, constituted to manage of certain matters and risks

UCI's senior management is led by the CEO, who reports to the Board of Directors. It counts with several management bodies: the Mana-

gement Committee, the Executive Committee and different sector committees created to manage specific matters and risks.

Senior management, within the framework established by the Board of Directors and its Committees, plans and develops the entity's strategy, organises resources, leads the human capital and organises and controls processes.



## Organisational structure of the Group

(1) Consolidation Rule: Accounting wise, UCI S.A. is consolidated through the equity - related method with both shareholders. This concerns its shareholders' P&L and their balance sheet. In terms of capital requirements, UCI Group's balance sheet is proportionally intergrated, 50% with both shareholders. This impacts in principle only its shareholders' equity requirements.

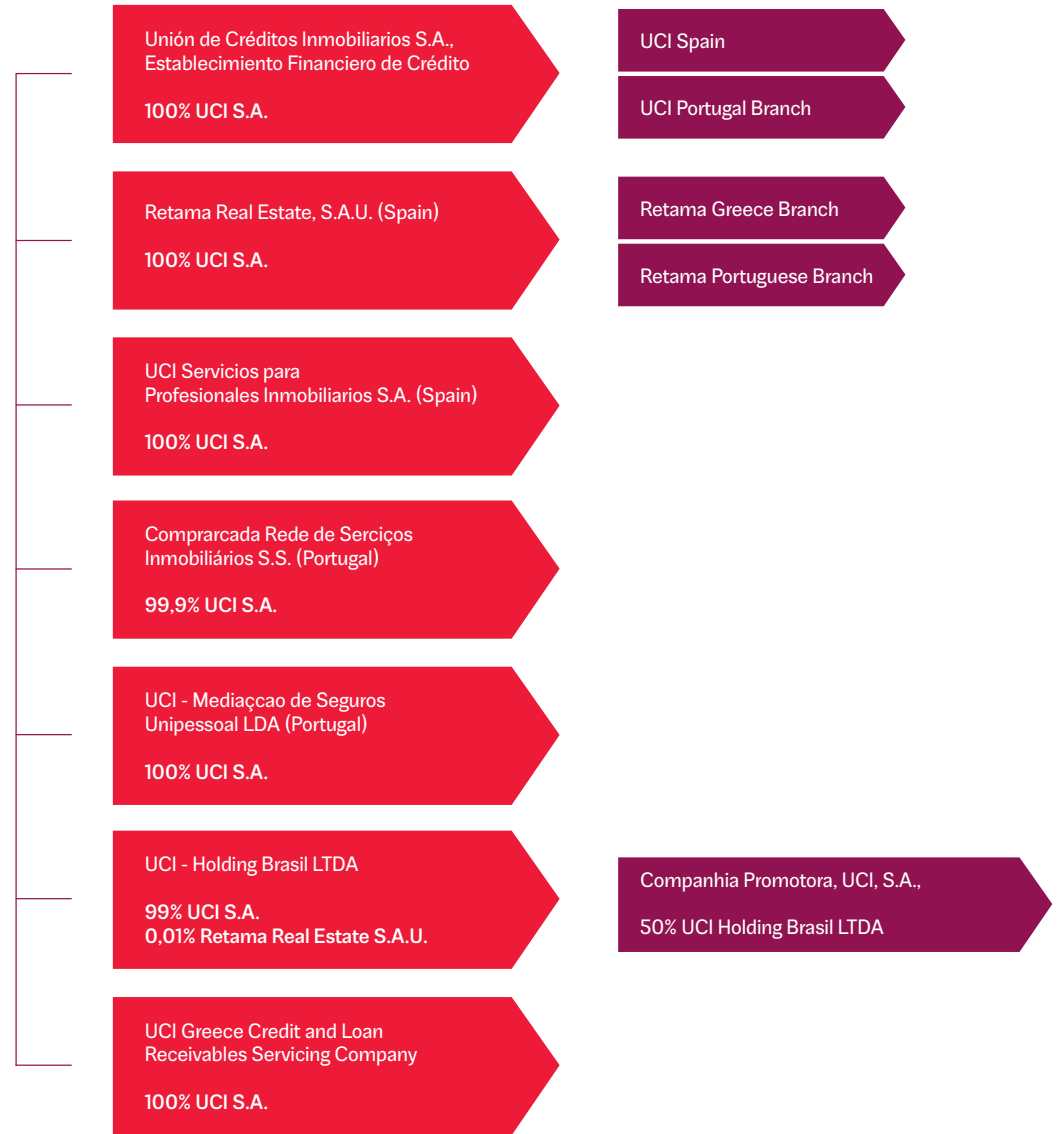


50% Santander

40% BNP PARIBAS PERSONAL FINANCE

10% BNP PARIBAS

*Unión de Créditos Inmobiliarios S.A., E.F.C. is a Financial Credit Entity, authorised and supervised by the Bank of Spain*



Management bodies (see annex 1)

## Compliance and business ethics culture

### Our culture of Compliance

At UCI, one of our priorities is to care for the compliance with regulations in force, and with policies and procedures established in the group, as well as adopting the best practices and ethics and professional standards in our activity.

We are a responsible company, which implies being aware of the Compliance as key tool in our daily activity and to provide legal security, and ensure the best ethical and professional practices in the entity.

We also rely on this culture as a decisive function for the prevention, management and risk control, configured as a necessary element for the entity's appropriate operation and for the value creation to our stakeholders and a the society as a whole.

The Culture of Compliance is transversal, which implies that it affects all levels within the entity and must be part of the daily operations of all employees; the best support is the awareness of all people within UCI. The implementation of the culture of compliance in the organisation entails preventing, detecting

and managing risks of Compliance through the creation and development of specific programmes.

These risks are not only restricted to criminal standards, but also to all those established on our legal system, and those voluntarily assumed by UCI, which breach, in addition to criminal liability or strong administrative penalties, could imply serious reputational damages with an impact in UCI's image in the market. Such risks of compliance refer not only to the degree of compliance with regulations in force, but also to the achievement of ethics principles established in the UCI's values.

### Compliance skills

The compliance skills include the promotion of the dissemination, knowledge, compliance with, the general and binding interpretation of the code of ethics, as well as the coordination of its application, and resolution of all consultations or doubts posed in relation to its content, interpretation, application or compliance and, in particular, to the application of disciplinary measures by the competent bodies.

### Basic rules

In this sense, we count with basic standards that give shape to our Compliance model.

The code of ethics that develops the principles included on the Group's Mission, Vision and Values in a global, complex and changing environment. It also establishes a set of conduct principles and guidelines to ensure the ethical responsible behaviour of all UCI employees in the development of their activity.

This code stipulates that the regulatory compliance and ethics covers the compliance with the legislation in force reflected in UCI Group's internal procedures. Therefore, all UCI Group's collaborators have the duty to adjust their actions to the regulations in force, following, in this sense, UCI Group's specific guidelines. The Code of Ethics in relation to the respect of the people's individualities and rights establishes that our labour objectives are the elimination of sexist behaviours, the discrimination for ethnicity, religion, nationality, civil status, sexual orientation and/or social class, as well as behaviours that could constitute an offence, such as the sexual and labour harassment. Ethics rules must be present in each one

of us within the labour environment, and we are responsible for adapting them to the different situations that could arise each day. Everyone within the UCI Group has a moral commitment to report any of these conducts when witnessed, in order to collaborate in the achievement of a work environment according to the values, culture and customs of our Company.

When performing our activity, we adopt responsible behaviour guidelines, respecting and making others respect the human rights in the internal and external relationships, assuming

commitments included in international rules and guidelines, such as the Declaration of the International Labour Organisation (ILO) related to the fundamental principles and rights at work, including the Fundamental labour rules of the ILO, the UN Guiding Principles on companies and human rights, and the ten Global Compact principles.

Also, we count with a criminal risk prevention system, which in 2020 has been reviewed by an external consultant, and which includes procedures and controls to prevent the performance, by employees, collaborators and/or people wor-

king on its environment, of actions and conducts that could be considered fraudulent or inappropriate. These procedures include the one aimed to the prevention of corruption and bribery. This procedure identifies aspects to be taken into account in the daily activity, to prevent such risk of corruption and bribery and, therefore, the risk of incurring in criminal liability for the legal entity.

The criminal risk prevention device is completed with other procedures and policies, such as:

Criminal Risk  
Prevention Manual.

Money Laundering  
Prevention Manual.

Whistleblowing  
Channel Procedure.

Catalogue of best  
and bad practices  
within UCI.

Anticorruption and  
anti-bribery policy –  
Gift and invitations  
policy.

Policy of relationships  
with the authorities  
and with Public  
Administrations.



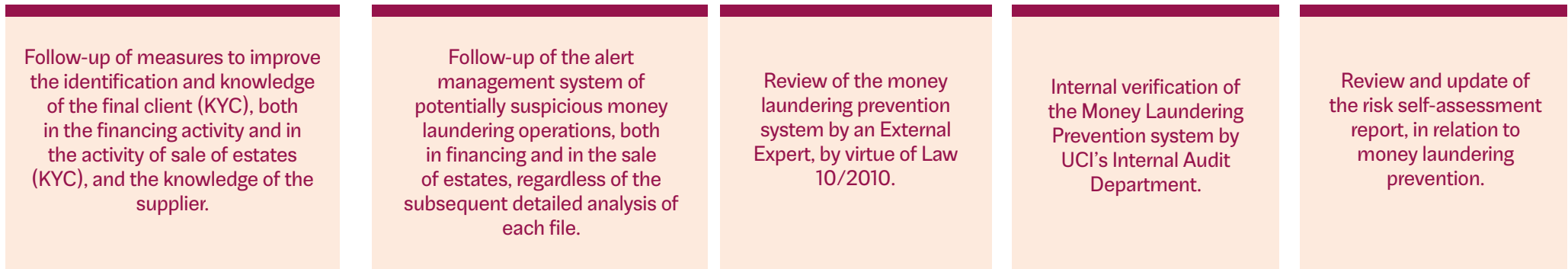
Furthermore, we make available in the Intranet the exemplifying Catalogue of money laundering risk operations – real estate sector and credit institutions sector, published by the Treasury Department. Within the specific chapter of Money Laundering Prevention, we note the significance of the due control and compliance with obligations in this matter for the Entity. The

non-compliance with obligations established by the legislation for this section could imply serious penalties, both economic and administrative, for the entity.

Therefore, UCI Group has implemented a series of procedures to detect suspicious operations, which must be immediately communicated,

according to the Money Laundering Prevention Manual.

From the particular standpoint of the compliance with the money laundering prevention regulations, the essential working lines during 2021 have been the following:



Similarly, UCI counts with a gift and invitation policy which, together with the anticorruption and antibribery policy, are part of the criminal prevention device, and it establishes guidelines to be considered in relation to the possible delivery or acceptance of gifts in UCI Group, for the purpose of not incurring in actions against the regulation and internal procedures.

In addition to the gift and invitation policy, we count with an anticorruption and antibribery policy. UCI Group has assumed a commitment of “cero tolerance” with regard to corruption and/or bribery activities, in all shapes and circum-

stances. The purpose of the anticorruption and antibribery policy is to identify the most regular cases for this type of activities and how to proceed to identify, prevent and avoid them.

Consumer Protection Policy (Protection of the Client's Interest). One of the main objectives of UCI Group is the respect for the clients' interests and their inherent rights. Accordingly, the Consumer Protection function is very relevant within the field of Compliance.

In this framework, UCI Group has established its Consumer Protection Policy, which is based

on the following principles: “Fair and Respectful Treatment”, “Design of customer centric products and services”, “Transparency in communication”, “Responsible prices”, “Consideration of clients' particular circumstances and prevention of the over-indebtedness”, “Data protection”, “Claim management”, “Financial education” and “Responsible innovation”.

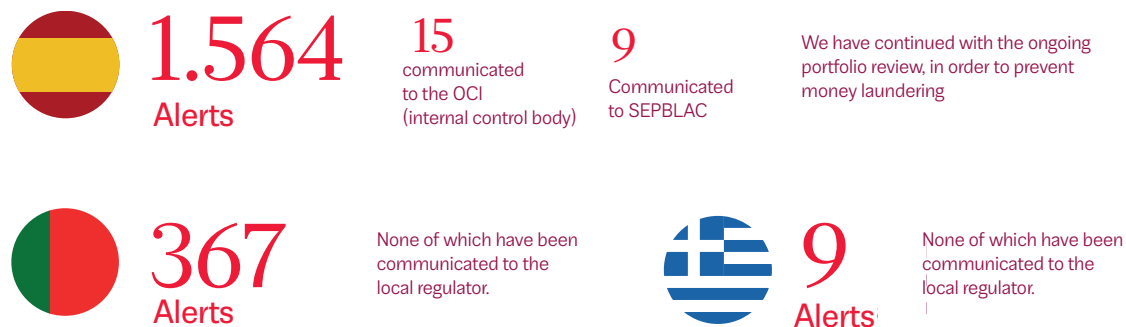
### Activity

The Group's Whistleblowing Channel is a procedure to report the non-compliance with regulations, allowing the Group's collaborators to confidentially communicate conducts that could imply a lack of compliance with the corporate governance system or the

commission by any of the Group's collaborators of an action against law (in particular a criminal action) or against UCI's acting standards included on the Code of Ethics and in internal policies and procedures.

During 2021, no claim has been received through this channel in Spain, and no incident has been registered in the Gift policy.

### Money Laundering Prevention Alerts analyzed during 2021



### Awareness and training given in Regulatory compliance

Compliance training modules given during 2021 in UCI Group in Spain have been the following:

Competition Law	Criminal Risk Prevention	Anticorruption and gift policy	International Penalties and Seizures	Money laundering prevention
Data Protection	Protection of the customer's interest	Advertisement of banking products and services	Volcker	Validation and monitoring of products

The scope of all of them has covered all staff, except for the one related to the competition law, which was aimed for managers, including senior management. Concerning the training Volcker, it has been aimed to a given group of employees and directors.

In 2021, we have implemented the Supplier’s Code of Conduct, as part of the document of

“Suppliers’ contracting principles and procedures”. This Supplier’s Code of Conduct aims to establish guidelines to be followed by suppliers with which UCI relates. Furthermore, we have implemented the Policy of relationships with the authorities and with Public Administrations, and have reviewed and updated the Corporate Governance Policy, the Policy of Conflicts of interest and the policy of outsourcing of essential

services. We have also implemented the Guidelines of conduct standards with clients in situation of default.

Internal communications for the awareness of contents related to Compliance have been the following:

Policy of gifts and invitations	Internal record of advertisement (Circular 4/2020 of Bank of Spain)
Transparency with the client	Guidelines of standards of conduct with clients in situation of default
Culture of Compliance	Policy of conflicts of interest
Ethics whistleblowing channel	Data protection and guarantee of digital rights
Cybersecurity and diligent use of email	Significance of the suppliers’ contracting procedure
Policy of commercial communication (advertising)	Policy of outsourcing of essential services

In 2021, 39 information communications have been disseminated on regulatory developments in Spain.

## Information security

The year 2020 and the pandemic boosted the transformation in the way we relate and the virtual world positioned itself in the front line, driving both the agility and closeness in relationships and rising the demand to be developed in secure environments.

Special emphasis has been made in remote working plans and in the management of its associa-

ted risks. We have adapted the ability of the remote access channels and systems, according to the operating needs, and have reinforced these connections' protection and control measures.

At UCI, technology is a facilitating vehicle for the relationship between the organisation and the different stakeholders, particularly with our clients, as we are a customer-focused organisation and

the security and privacy of information is a relevant matter of the highest priority, with the Cybersecurity department as the area in charge of guaranteeing it.

In this sense, during 2021, we have reinforced our commitment in this matter and have defined strategic axes:

<b>1</b>	<p>Development of the three-year Information security master plan with the collaboration of an external expert, Deloitte, to trace action lines to reach the following strategic objectives:</p> <ul style="list-style-type: none"> <li>› Identify the UCI Group's needs in Information Security, expressed in terms of Confidentiality, Integrity and Availability.</li> <li>› Manage Information security risks to keep them at the Acceptable Risk Level for UCI Group.</li> <li>› Integrate the Cyber-incidents Management process within the Business Continuity Process.</li> <li>› Guarantee the adherence to the legal framework in force in Information security.</li> </ul>
<b>2</b>	<p>Establish the figure of the Chief Information Security Officer (CISO) certificate by the ECC (EC-Council).</p>
<b>3</b>	<p>Shareholders' report to the CISO, since June 2021.</p>

As we are aware of the significance of all these matters, we have launched the certification process under Standard ISO 27001 to implement best practices in this matter.

As a consequence, we have developed a new Information Security Policy, gathering the main action lines that are essential to guarantee the Confidentiality, Integrity and Availability, as strategic objective in information security.

We have implemented the Information Security Management System (SGSI) and have also launched the certification process ISO 27001, which has raised our maturity levels in Information Security Governance.

We have reinforced protection measures against information leaks, improved the management of risks associated to cloud operations and to the collaboration with third parties, analysing the maturity in their security.

We have strengthened the process of response against Cyber-incidents and have analysed the offenses. We have also carried out simulations of Cyber-incidents in order to optimise the abilities to detect and protect the processes and the security tools.

The Vulnerabilities Management process has been reinforced, both at perimetral security level and at internal level, and internal processes

have also been integrated with the shareholders' processes.

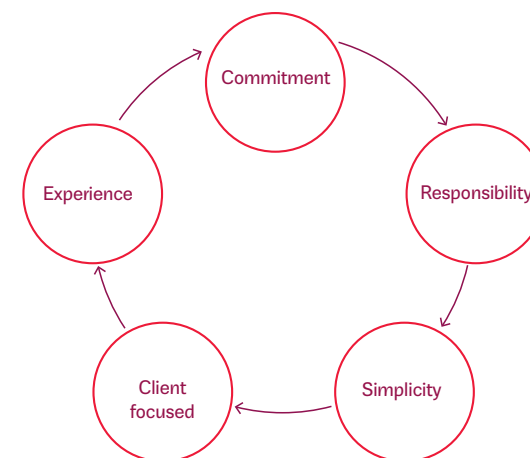
This entire improvement and transformation process has been paired with a new dimensioning of the Cybersecurity Department to face present and future needs, as well as the deployment of the training plan and of continuous training in information security, including initiatives as varied as training, UCI HUB, communications and phishing drills.

## Comprehensive risk management

At UCI, we consider the risk as an inherent factor to our business. A correct analysis, measurement and management will contribute to the achievement of appropriate margins and to the maintenance of solvency and liquidity levels.

A solid risk culture is essential and one of the keys that will allow the Group to respond to the variations of economic cycles, to clients' new requirements, and to the increase of the competition, positioning us as an entity to be trusted by our stakeholders.

Our risk culture is defined through five principles:



**Commitment.** The risk culture is based on the commitment and participation of all Units and employees (regardless of their function), integrating the risk culture as a “lifestyle” not as an imposition.

**Responsibility.** All units and employees must know and understand the risks in which their daily activity incurs, and be liable for their identification, valuation, management and reporting, in a comprehensive and transparent way.

**Simplicity.** Adapt the risk culture to the Group’s business model with clear, documented processes and decisions, understandable by employees and clients.

**Client focused.** All risk actions are focused on the client, and on their long-term interests. The Group’s vision is to become the leader of specialised real estate financing, gaining the trust and loyalty of employees, clients, shareholders and the society. The path to achieve this requires the proactive contribution to our clients’ progress with an excellent risk management.

**Experience.** Through experienced situations, being able to foresee the occurrence of adverse events. This experience will be acquired through a dynamic and evolving learning process, which will be shared and conveyed at all levels.

The dissemination of the risk culture is a process of continuous improvement, which is being strengthened through a series of actions, based on the communication, training and development and technological support.

### Risk Management Function

The risk manager (FGR) is responsible for providing exhaustive meaningful information on risks and for advising the Board of Directors to understand the Entity’s global risk profile.

In general, the following functions have been allocated to the FGR:

- › It counts with the appropriate authority, range and resources, taking into account the proportionality criteria to implement risk policies and the risk management framework.
- › It has direct access to the management body in its supervisory function and to its committees.
- › It has access to all business lines and internal units with potential to generate risks, as well as to the relevant subsidiaries and associates.
- › The FGR staff has the appropriate expertise, skills and experience on risk management techniques and procedures, as well as on markets and products.

› It is independent from the business lines and units which risks are controlled, although it is true that they interact. The interaction among the operating functions and the FGR eases the objective for all of the entity’s staff to assume the risk management responsibility.

› It is a core element in the entity’s organisation, and is structured in a way to be able to control the risk management framework. The FGR plays an essential role in guaranteeing that the entity has implemented efficient risk management processes and actively participates in all important decisions related to risk management.

› It provides independent information, analysis and expert and pertinent criteria on risk exposures. It provides advice on risk-related proposals and decisions adopted by the business lines or internal units, and informs the management body on whether these are coherent with the entity’s risk strategy and appetite. The FGR recommends, through action plans, improvements in the risk management framework and corrective actions against any non-compliance with policies, procedures and risk limits.

## Risk mapping

The risk mapping contemplates the risk families incurred by the operations of each different Business Unit comprised on UCI Group.

Each risk family is defined below:

Risk Family	Definition
<i>Concentration</i>	Lack of diversification from the standpoint of geographic exposure, client's typology, specific products or per sales channel. It also includes the client's individual exposure and the exposure per activity sectors.
<i>Credit</i>	It shows the possibility to suffer losses derived from debtors' non-compliance with their contractual obligations. It includes the risk of counterparty.
<i>Structural interest rate</i>	<p>The interest rate risk is the exposure to which the Entity is subject as a consequence of interest rate's adverse movements. This sensibility is conditioned by gaps in maturity dates and interest rates' review dates of the different balance sheet items.</p> <p>Changes in interest rates impact the Entity's intermediation margin and affect the value of assets and liabilities held by the Entity. Therefore, an effective interest rate risk management is essential to delimit this risk and to ensure the Entity's economic value and profitability.</p>
<i>Solvency</i>	<p>Solvency from the financial standpoint is identified with an entity's ability to generate funds to face the agreed conditions, acquired commitments with third parties.</p> <p>Solvency is closely related to the concept of credit risk, as it represents the possible disruption that would be originated for the entity from the variation of conditions and characteristics that could alter the entity's ability to comply with the contractual terms of its operations.</p>
<i>Liquidity</i>	The Liquidity Risk includes the possibility for the Entity to suffer losses for the absence of available liquid funds to face payment obligations, both at the short and at mid/long terms.

Family risk	Definition
<i>Market</i>	The Liquidity Risk includes the possibility for the Entity to suffer losses derived from adverse variations in market prices and/or marketable instruments with which the Entity operates.
<i>Operational</i>	Risk of loss resulting from a lack of adaptation or failure in processes, personnel, internal systems, or external installations. This definition includes the legal risk and excludes the reputational risk.
<i>Reputational</i>	The Reputational Risk is defined as the body of the different Stakeholders' perceptions and opinions on the Entity. It is associated to changes of perception regarding the Group, or its brands, by stakeholders, where an action, event or situation could negatively or positively affect the organisation's reputation.
<i>Strategic</i>	The strategic risk is defined as the current and future impact in income and capital which could derive from adverse business decisions, undue application of decisions, or lack of ability to respond to changes. This risk is a compatibility function of the Entity's strategic objectives, strategies developed to reach those objectives, resources used, as well as the quality of their execution. The necessary resources to implement business strategies are assessed in relation to the impact of economic, technological, competitive and regulatory changes.
<i>ESG</i>	<p>ESG criteria cover the following matters:</p> <ul style="list-style-type: none"> <li>-The environmental factor (E), to make decisions based on how the companies' activities affect the environment.</li> <li>-The social factor (S), to take into consideration the repercussion for the community from the entity's activities.</li> <li>-The governance factor (G), which studies the impact from the shareholders and management, and is based on matters such as the structure of boards of directors, the shareholders' rights, or the transparency, among others.</li> </ul>



## Risk profile

One of the pillars on which the development of our risk culture is based is the implementation of a Risk Management System (RMS), transversal throughout the entity and integrated in the Group's strategy, operations and culture.

The RMS is implemented in accordance with the RIA methodology (Risk Identification and Assessment), which consists in the identification and assessment of the different types of risk, involving the different lines of defence in its execution, in order to reinforce the advanced proactive risk management, establishing management standards in compliance with regulatory requirements and which are aligned with the best market practices, also being a mechanism to transfer the risk culture.

The function comprises all risk identification and assessment processes, as well as their integration in the risk profile, its units and activities, also allowing the update of the risk mapping.

The final objective is to know the residual risk for risks and subfamilies and the risk profile for families and Units. The risk profile is determined by the interrelation between each block of the RIA:

### 1. Risk performance

It allows knowing the residual risk per type of individual risk, through a set of KRIs calibrated based on international or internally defined standards.

Each individual risk's residual risk is determined by one or several KRIs (sometimes, expert judgement), which risk assessment is framed within ranges defined into 4 risk levels. Also, the risk tolerance, risk limit and weighing are defined for each KRI.

The aggregated and weighed rating of each individual risk determines the risk profile for each risk family and Unit, which should be aligned

with the risk appetite defined by the Entity for each risk family.

### 2. Control environment

It assesses the implementation degree of the objective management model established in agreement with advanced standards.

The assessment focuses on internal governance procedures and global controls in order to verify that they are appropriate for the Entity's risk profile, business model, size and complexity, and to identify the extent to which the Entity complies with requirements and best internal governance and risk control standards specified on applicable international and internal guidelines in this field.

This assessment is performed by three lines of defence in the Entity, in which its risk management and control model is based, in order to verify their alignment degree.

<p><b>First line of defence</b></p>	<p>Business areas and all support areas that generate a risk exposure constitute the first line of defence against such risk. These areas are responsible for establishing a risk management environment to ensure their permanence within the approved appetite and defined limits.</p>
<p><b>Second line of defence</b></p>	<p>The second line of defence consists of the risk function (Risk Management department and Internal Control department) and the compliance function. These areas independently supervise and challenge the risk management activities performed by the first line of defence.</p> <p>These areas are responsible for ensuring that risks are managed in agreement with the risk appetite defined by top management, and for promoting a solid risk culture throughout the organisation. These areas also must provide guidelines, advice and expert judgement in all relevant risk-related matters.</p>
<p><b>Third line of defence</b></p>	<p>Internal audit, as third line of defence. On its ultimate control layer, internal audit performs periodic assessments to verify that policies, methods and procedures are appropriate and have been effectively implemented in the management and control of all risks.</p>

#### 4. Business Model Analysis (BMA)

Assessment of the Entity’s business model and strategy. Unit’s forward-looking analysis based on stress metrics and/or identification and valuation of the main threats or key vulnerabilities (Top risks) that could have a significant impact

on the strategic plan or compromise the Entity’s future feasibility, allowing the establishment of specific action plans to mitigate their potential impacts and monitor them.

The Entity will perform a periodic business model analysis (BMA) to assess the business and strategic risks and to determine:

<p>The feasibility of the Entity’s current business model, based on its ability to generate reasonable profitabilities in the 12 following months.</p>	<p>The sustainability of the Entity’s strategy, based on its ability to generate reasonable profitabilities during a future period of at least 3 years, based on its strategic plans and financial forecasts.</p>
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## Risk Appetite

UCI performs a comprehensive risk management, where the risk appetite's definition and control is a key element. The risk management function has access to all business areas and will be independent from those which risks are controlled; however, the interaction between operating functions and the risk management function eases the objective that all of the Entity's personnel assume the responsibility to manage risks.

This approach is aligned with the best market practices and recommendations from the main international regulators.

In this context, our Risk Appetite Framework (hereinafter, RAF) thus formalises the structuring of the decision-making with regard to

risks, the definition, level and composition of risks to be assumed by the Group on its activity, as well as the risks' supervision mechanism and follow-up. Therefore, the risk management function is a focal element of the Entity's organisation and is structured in a way to ease the implementation of risk policies and control the risk management framework.

Thus, the risk management excellence is one of the strategic priorities we have established for ourselves. This implies consolidating a strong risk culture throughout the Organisation, a risk culture known and applied by all of our employees. Therefore, the risk management function is actively involved on the elaboration of the risk strategy and ensures the implementation of efficient risk management procedures, and also

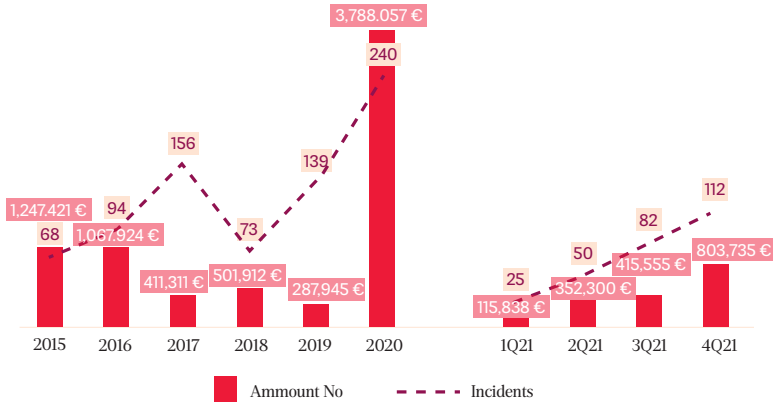
provides the board of directors with all risk-related relevant information in order to allow them to establish an appropriate risk appetite level for the Entity.

Once all elements were analysed, the risk appetite for UCI Group during 2021 was established as Medium-Low, mainly conditioned by the credit risk family (considered as the Group's main exposure). The risk profile closed the year as Medium-Low, as a consequence of establishing tolerances and limits adjusted to the supervisor's expectations.

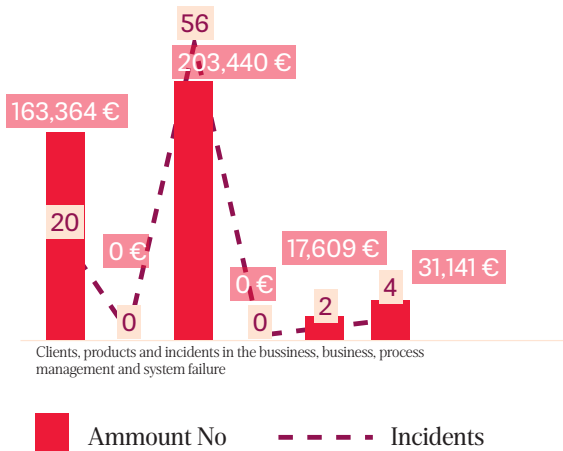
### Operational risk

UCI's operating risk is calculated according to the standard method (Bank of Spain)

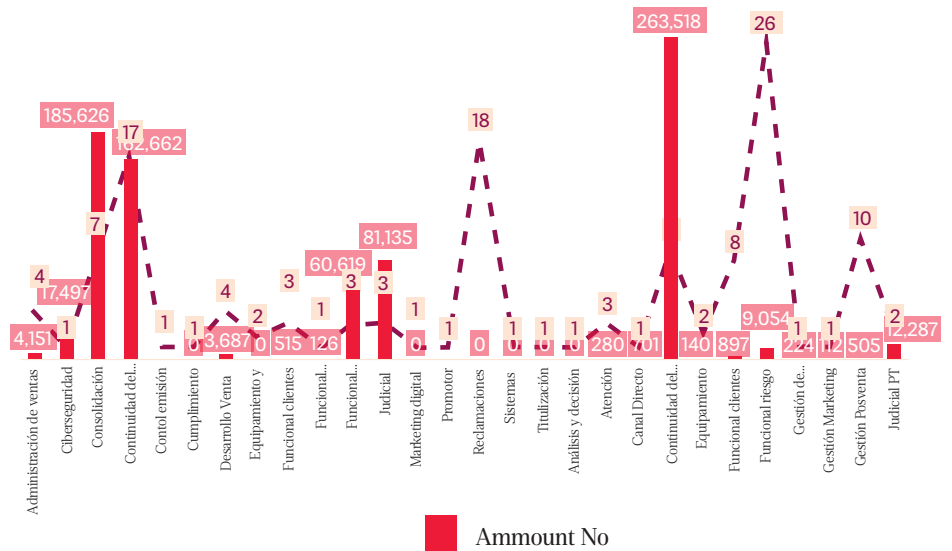
**Evolution of SGRO events.**  
Referring to the period (01/01/21 - 12/31/21)



**Events by RO subfamilies (BdE).**  
Referring to the period (01/01/21 - 12/31/21)



**Threaded events (UCI)**  
Referring to the period (01/01/21 - 12/31/21)



Country	Incidence		Cost€		Cases
	Open	Closed	Open	Closed	
Spain	25	112	7,010.00	803,734.86	3,931
Italy	9	59	7,010.00	529,34.48	1,985
France	16	53	0	274,394.38	1,946
Greece	0	0	0	0	0

Indicators related to “We comply” may be consulted in section 6.3 of the report- Indicators Governance matters and in Annex 1, Governing Bodies.

# 6. Indicators

## 6.1 Environmental matters

	Spain			Portugal		
	2020	2021	Variación 2020 - 2021 (%)	2020	2021	Variación 2020 - 2021 (%)
<b>Greenhouse Gas Emissions (GHG)</b>						
Total CO2 emissions (t / CO2)	271,95	330,26	21,44%	270,70	184,71	-31,77%
Scope 1 emissions (direct emissions) (t / CO2)	1,00	1,52	52,00%	0,00	0,00	0,00%
Scope 2 emissions (indirect emissions) (t / CO2)	106,92	97,38	-8,93%	19,66	18,11	-7,92%
Scope 3 emissions (indirect emissions) (t / CO2)	164,03	231,37	41,05%	251,03	166,61	-33,63%
<b>Waste</b>						
Total hazardous waste (ton)	0	0	-	0	0,08	-
Total non-hazardous waste (ton)	32,06	17,615	-45,06%	1,143	1,606	40,51%
Total recycled waste (ton)	20,79	12,15	-41,54%	1,143	1,526	33,51%
<b>Consumption</b>						
Total water consumption (m <sup>3</sup> )	2.119,90	528,319	-75,08%	175,938	155,357	-11,70%
Water consumption per employee (m <sup>3</sup> )	3,92	1,01	-74,17%	1,95	1,75	-10,71%
Total paper consumption (kg)	5.122,99	2.909,20	-43,21%	4.828,71	4.370,90	-9,48%
Paper consumption per employee (kg)	9,47	5,57	-41,15%	53,65	89,00	65,88%
Total energy use (kWh)	555.338,14	493.970,42	-11,05%	94.947,77	86.649,28	-8,74%
Total use of clean energy (kWh)	551.177,72	417.284,84	-24,29%	0	0	-
Share of clean energy used (%)	99,25%	84,48%	-14,89%	0	0	-
Energy use per employee (kWh / year)	1.026,50	946,30	-7,81%	1.054,98	973,59	-7,71%
<b>Combating Climate Change</b>						
Volume of green production (Sustainalytics / EEML criteria) (M€)	37,65	49,08	30,37%	11,54	14,99	29,92%
Total green operations (Sustainalytics / EEML criteria)	146	188	28,77%	56	69	23,21%
Total energy savings of the green product range (kWh / m <sup>2</sup> / year)	3.308,02	4.632,12	40,03%	163,1	77,30	-52,61%
Emission reductions from the green product range (ton / CO <sub>2</sub> )	-	1.452,10	-	-	-	-

## 6.2. Social matters

	Spain			Portugal		
	2020	2021	Var. 2020 - 2021 (%)	2020	2021	Var. 2020 - 2021 (%)
<b>Great Place to Work (GPTW)</b>						
Índice Great Place to Work Index	71%	75%	5.63%	80%	83%	3.75
<b>Training and Qualification</b>						
Training hours per collaborator	10,977.77	11,491.52	4.68%	1986	2576	29.71%
Training hours per manager	2,882.19	4,960.49	72.11%	857	873	1.87%
Training hours per director	741.95	975.31	31.45%	152	386	154%
Training hours per management						
<b>Total</b>	<b>14,601.91</b>	<b>17,427.32</b>	<b>19.35%</b>	<b>2995</b>	<b>3835</b>	<b>28.05%</b>
Total training hours/annual employee	26.67	31.86	19.46%	30.88	41.24	33.55%
% voluntary training	48.86%	73.59%	50.61%	0	0	0.00%
% mandatory training	51.14%	26.41%	-48.36%	12.22%	16.85%	37.89%
% e-learning training	84%	99.52%	18.48%	75.30%	93.40%	24.04%
% face-to-face training	13%	0.48%	-96.31%	25.30%	6.60%	-73.91%
% internal training	28%	28.99%	3.54%	32%	31.26%	-2.31
% external suppliers training	72%	71%	-1.39%	69%	68.74%	-0.38%
% female participants	57%	65.34%	14.63%	58.24%	60.44%	3.78
% male participants	43%	34.66%	-19.40	41.76%	39.56%	-5.27%
level of satisfaction	4.5	4.54	0.89	0	0	0.00%
<b>Rotation and Mobility</b>						
Rotation index (1)	4.22%	5.46%	29.38%	5.11%	3.93%	-23.09%
Internal mobility index - nº people (2)	131	62	-52.67%	6	8	33.33%
Internal mobility index (2)	18.18%	11.67%	-35.81%	7%	9%	30.35%

(1) Percentage resulting from dividing two amounts: the total number of employees leaving in the year divided by the average number of employees at the beginning and end of the year

(2) Percentage resulting from dividing the number of mobilities in the year by the average number of employees at the beginning and end of the year. Do not compute the end of temporary missions

	Spain			Portugal		
	2020	2021	Var. 2020 - 2021 (%)	2020	2021	Var. 2020 - 2021 (%)
<b>Employees</b>						
<b>Employees per gender</b>						
Women (nº total)	311	297	-4.50%	55	53	-3.64%
Women (%)	57.49%	56.90	-1.03	61.11%	59.55%	-2.55
Men (nº total)	230	225	-2.17%	35	36	2.86%
Men (%)	42.51%	43.10%	1.9%	39%	40.45%	4.01%
<b>Total</b>	<b>541</b>	<b>522</b>	<b>-3.51%</b>	<b>90</b>	<b>89</b>	<b>-1.11%</b>
<b>Employees per age</b>						
Employees < 25 years (nº total)	1	2	100.00%	2	0	-100%
Employees < 25 years (%)	0.18%	0.38%	111.11%	2.22%	0.00%	-100%
Employees 25-40 years (nº total)	122	88	-27.87%	25	25	-
Employees 25-40 years (%)	22.55%	16.86	-25.23%	27.78%	26.97%	-2.92%
Employees > 40 years (nº total)	418	432	3.35%	63	64	1.59%
Employees > 40 years (%)	77.26%	82.76%	7.12%	70%	73.03%	4.33%
<b>Total</b>	<b>541</b>	<b>522</b>	<b>-3.51%</b>	<b>90</b>	<b>89</b>	<b>-1.11%</b>
<b>Employees per nationality</b>						
Nº of nationalities	12	13	8.33%	2	4	100%
Immigrant employees (nº total)	20	22	10.00%	1	4	300%
Immigrant employees (%)	3.70%	4.21%	13.78%	1.11%	4.49%	304.50%
<b>Employees per disability</b>						
Nº of employees with disability (nº total)	3	4	33.33%	0	0	-
Nº of employees with disability (%)	0.55%	0.77%	40%	0	0	-
Collaborator (%)						

	Spain			Portugal		
	2020	2021	Var. 2020 - 2021 (%)	2020	2021	Var. 2020 - 2021 (%)
<b>No. of employees per professional classification</b>						
Senior manager (nº total)	18	19	5.56%	7	7	-
Senior manager (%)	3.33%	3.64%	-9.40%	7.78%	6.74%	-13.35%
Management (nº total)	10	11	10.00%	0	1	100%
Management (%)	1.85%	2.11%	14.05%	0%	1.12%	-
Manager (nº total)	93	90	-3.23%	26	26	-
Manager (%)	17.19%	17.24%	0%	28.89%	29.21%	1.12%
Collaborator (nº total)	420	402	-4.29%	57	56	-1.75%
Collaborator (%)	77.63%	77.01%	-0.80%	63.33%	62.92%	-0.65%
<b>Total</b>	<b>541</b>	<b>522</b>	<b>-3.51%</b>	<b>90</b>	<b>89</b>	<b>-1.11%</b>
<b>Contracting</b>						
<b>Modality of employment contracts</b>						
FT temporary contracts - total no.	7	3	-57.14%	12	8	-33.33%
FT temporary contracts - %	1.29%	0.57%	-55.81%	13.48%	8.99%	-33.41%
PT temporary contracts - total no.	0	0	0,00%	0	0	-
PT temporary contracts - %	0%	0%	0,00%	0%	0%	-
FT indefinite contracts - total no.	531	517	-2.64%	77	81	5.19%
FT indefinite contracts - %	98.15%	99.04%	0.91%	85.39%	91.09%	6.68%
PT indefinite contracts - total no.	3	2	-33-33%	1	0	-100%
PT indefinite contracts - %	0.55%	0.38%	-30,91	1.12%	0.00%	-100%
<b>Total</b>	<b>541</b>	<b>522</b>	<b>-3.51%</b>	<b>90</b>	<b>89</b>	<b>-1.11%</b>



	Spain			Portugal		
	2020	2021	Var. 2020 - 2021 (%)	2020	2021	Var. 2020 - 2021 (%)
<b>Annual average of contract modalities per gender</b>						
Annual average FT temporary contracts - women	4.83	3	-37.89	8	6	-25%
Annual average PT temporary contracts - women	0	0	0,00%	0	0	-
Annual average FT indefinite contracts - women	302.17	300	-0.72%	43.75	47	7.43%
Annual average PT indefinite contracts - women	1.75	1	-42.86%	1	0	-100%
<b>Total</b>	<b>308.75</b>	<b>304</b>	<b>-1.54</b>	<b>52.75</b>	<b>53</b>	<b>0.47%</b>
Annual average FT temporary contracts - men	1.17	0.92	-21.37%	4	2	-50%
Annual average PT temporary contracts - men	0	0	0.00%	0	0	-
Annual average FT indefinite contracts - men	228.33	223.17	-226%	33	34	3.03%
Annual average PT indefinite contracts - men	1.42	1.58	11.27%	0	0	-
<b>Total</b>	<b>230.92</b>	<b>225.67</b>	<b>-2.27%</b>	<b>37</b>	<b>36</b>	<b>-2.70%</b>
<b>Annual average of contract modalities per age</b>						
Annual average FT temporary contracts - Less than 25 years old	0.17	0.92	441.18%	1	0	-100%
Annual average of PT temporary contracts - Less than 25 years old	0	0	0.00%	0	0	-
Annual average FT indefinite contracts - Less than 25 years old	2.08	0.75	-63.94	0	0	-
Annual average of PT indefinite contracts - Less than 25 years old	0	0	0.00%	0	0	-
<b>Total</b>	<b>2.25</b>	<b>1.67</b>	<b>-25.78%</b>	<b>1</b>	<b>0</b>	<b>-100%</b>
Annual average FT temporary contracts - From 25 to 40 years old	5	2.67	-46.60%	9	7	-22.22%
Annual average of PT temporary contracts - From 25 to 40 years old	0	0	0.00%	0	0	-
Annual average FT indefinite contracts- From 25 to 40 years old	124.25	100.25	-19.32	17	18	5.88%
Annual average of PT indefinite contracts - From 25 to 40 years old	1	1	-	0	0	-
<b>Total</b>	<b>130.25</b>	<b>103.92</b>	<b>-20.21%</b>	<b>26</b>	<b>25</b>	<b>-</b>
Annual average FT temporary contracts - More than 40 years old	0.83	0.33	-60.24	2	1	-50%
Annual average of PT temporary contracts - More than 40 years old	0	0	0.00%	0	0	-
Annual average FT indefinite contracts - More than 40 years old	404.17	422.17	4.45%	59.75	63	5.44%
Annual average of PT indefinite contracts - More than 40 years old	2.17	1.58	-27.19%	1	0	-
<b>Total</b>	<b>407.17</b>	<b>424.08</b>	<b>4.15%</b>	<b>62.75</b>	<b>64</b>	<b>1.99%</b>

	Spain			Portugal		
	2020	2021	Var. 2020 - 2021 (%)	2020	2021	Var. 2020 - 2021 (%)
<b>Annual average of contract modalities per professional classification</b>						
Annual average FT temporary contracts - Senior Management	0	0	0.00%	0	0	-
Annual average of PT temporary contracts - Senior Management	0	0	0.00%	0	0	-
Annual average FT indefinite contracts - Senior Management	18	18.92	5.11%	7	6	-14.29%
Annual average of PT indefinite contracts - Senior Management	0	0	0.00%	0	0	-
<b>Total</b>	<b>18</b>	<b>18.92</b>	<b>5.11%</b>	<b>7</b>	<b>6</b>	<b>-14.29%</b>
Annual average FT temporary contracts - Management	0	0	0.00%	0	0	-
Annual average of PT temporary contracts - Management	0	0	0.00%	0	0	-
Annual average FT indefinite contracts - Management	10	10.75	7.50%	0	0	-
Annual average of PT indefinite contracts - Management	0	0	0.00%	0	1	100%
<b>Total</b>	<b>10</b>	<b>10.75</b>	<b>7.50%</b>	<b>0</b>	<b>1</b>	<b>100%</b>
Annual average FT temporary contracts - Manager	0	0	0.00%	0	0	-
Annual average of PT temporary contracts - Manager	0	0	0.00%	0	0	-
Annual average FT indefinite contracts - Manager	91.58	91.08	-0.55%	26	26	-
Annual average of PT indefinite contracts - Manager	0	0	0.00%	0	0	-
<b>Total</b>	<b>91.58</b>	<b>91.08</b>	<b>-0.55</b>	<b>26</b>	<b>26</b>	<b>-</b>
Annual average FT temporary contracts - Collaborator	6	3,92	-34.67	12	8	-33-33%
Annual average of PT temporary contracts - Collaborator	0	0	0.00%	0	0	-
Annual average FT indefinite contracts - Collaborator	410.92	402.42	-2.07%	43.75	48	9.71%
Annual average of PT indefinite contracts - Collaborator	3,17	2,58	-18.61	1	0	-100%
<b>Total</b>	<b>420.09</b>	<b>408.92</b>	<b>-2.66%</b>	<b>56.75</b>	<b>56</b>	<b>-1.32%</b>

In all tables of averages of employees of Portugal the calculation is made taking into account the number of employees at 2021 closing. The systems do not provide the information of the totality of the staff that has been part of the company during the year.

	Spain			Portugal		
	2020	2021	Var. 2020 - 2021 (%)	2020	2021	Var. 2020 - 2021 (%)
<b>Labour Relationships</b>						
<b>Collective bargaining agreements</b>						
Total no. collective bargaining agreements	1	1	0%	N/A	N/A	-
% of employees covered	100%	100%	0%	N/A	N/A	-
<b>Dismissals</b>						
<b>Classification of the number of dismissals</b>						
No. dismissals per gender - women	1	7	600.00%	0	0	-
No. dismissals per gender - men	4	0	-100%	0	1	100.00%
No. dismissals per age - Less than 25 years old	0	0	-	0	0	-
No. dismissals per age - From 25 to 40 years old	1	2	100.00%	0	0	-
No. dismissals per age - More than 40 years old	4	5	25.00%	0	1	100.00%
No. dismissals per professional classification - Senior Management	0	0	-	0	0	-
No. dismissals per professional classification - Management	0	0	-	0	0	-
No. dismissals per professional classification - Manager	2	1	-50.00%	0	1	100.00%
No. dismissals per professional classification - Collaborator	3	6	100%	0	0	-
<b>Total</b>	<b>5</b>	<b>7</b>	<b>40.00%</b>	<b>0</b>	<b>0</b>	<b>-</b>
<b>Salary Gap and Remuneration</b>						
<b>Average remuneration of employees</b>						
Average remuneration per gender - women	28,732.80€	29,168.58 €	1.52%	18,446.26 €	19,795.25 €	7,31%
Average remuneration per gender - men	36,116.36 €	36,627.23 €	1.41%	31,302.92 €	31,930.20 €	2,00%
Average remuneration per age - Less than 25 years old	19,050.48 €	18,472.50 €	-3.03%	14,441.50 €	-	-
Average remuneration per age - From 25 to 40 years old	25,496.27 €	25,703.21 €	0.81%	15,818.47 €	16,797.59 €	6,19
Average remuneration per age - More than 40 years old	33,763.31 €	33,808.72 €	0.13%	27,166.90 €	27,150.81 €	-0,06%
Average remuneration per professional classification or equal value - Senior Management	95,818.81 €	93,514.08 €	-2.41 %	71,797.46 €	72,057.03 €	0,36%
Average remuneration per professional classification or equal value - Management	56,778.75 €	56,702.99 €	-0.13%	-	-	-
Average remuneration per professional classification or equal value - Manager	41,224.14 €	41,385.56 €	0.39%	27,122.27 €	26,953.22 €	-0,62%
Average remuneration per professional classification or equal value - Collaborator	26,267.36 €	26,813.42 €	1.31%	16,381.38 €	17,115.01 €	4,48%

	Spain			Portugal		
	2020	2021	Var. 2020 - 2021 (%)	2020	2021	Var. 2020 - 2021 (%)
<b>Salary gap</b>						
Senior Management - %	27.22%	32.79%	20.46%	55.22%	53.03%	-4.48%
Management - %	13.01%	3.21%	-75.33%			
Manager - %	8.95%	8.32%	-7.15%	11.87%	9.37%	-21.06%
Collaborator - %	2.64%	2.73%	3.41%	-4.10	-0.20%	-95.12%
(1) For the same professional category, the remuneration of men has been divided by that of women.						
Salary gap of gender (2)	20.44%	20.36%	-0.39	37.70%	39.55%	4.91%
(2) Percentage resulting from dividing 2 quantities: the difference between the average salary of men and the average salary of women, divided by the salary of men.						
<b>Average remuneration of board members and senior management</b>						
Average remuneration board members (1) - women	-	-	-	N/A	N/A	-
Average remuneration board members (1) - men	14,000.00€	18,312.50€	30.80%	N/A	N/A	-
Average remuneration of senior management - women	86,895.19€	83,117.42€	-4.28%	34,688.00€	36,688.00€	5.56%
Average remuneration of senior management - men	149,854.18€	152,995.82€	2.10%	77,982.37€	77,963.71€	-0.02%
(1) The single female board member and one of the board members waive the receipt of remuneration and allowances.						
Alta Management is the Executive Committee in both Spain and Portugal.						
The average remuneration of Directors and Senior Management includes all salary and non-wage payments.						
<b>Social benefits</b>						
Total no. of social benefits	14	14	-	13	13	-
<b>Work-life balance</b>						
<b>Flexiworking</b>						
% of employees*	70.66%	72.41%	2.48%	76.67%	77.53%	1.12%
Commercial networks and of recoveries are not included in this policy.						

	Spain			Portugal		
	2020	2021	Var. 2020 - 2021 (%)	2020	2021	Var. 2020 - 2021 (%)
<b>Absenteeism</b>						
<b>Rate of absenteeism in percentage (%)</b>						
Accident	0.01	0.05	400.00%	0	0	-
Common illness	1.97%	2.97%	51%	0.07	0.02	-71%
Maternity	0.23	0.26	13%	1.93	0.53	-73%
Occupational illness	0	0	-	2	0.55	-72.50%
<b>Total</b>	<b>2.21</b>	<b>3.28</b>	<b>48.42%</b>	<b>2</b>	<b>0.55</b>	<b>-72.50%</b>
Professional contingencies (1)	0.01	0.05	400%	0	0	-
Common contingencies (1)	1.96	2.97	51.53%	1.51	0.2	-86.75%
(1) (Days of sick leave elapsed year *100) / (Days month * Affiliated workers month)						
<b>No. of hours of absenteeism</b>						
Professional contingencies	32,216.00	50,000.00	52.20%	0.00	0.00	-
Common contingencies	208	800	284.62%	456	2,736	500%
<b>Total</b>	<b>32,424.00</b>	<b>50,800.00</b>	<b>56.67%</b>	<b>456.00</b>	<b>2,736.00</b>	<b>500%</b>
<b>Occupational accidents</b>						
<b>Accidents at work and professional illnesses</b>						
Frequency accidents at work - women (1)	1.87	1.97	5.35%	0	0	-
Frequency accidents at work - men (1)	2.53	0	-100.00%	0	0	-
Severity of accidents at work - women (2)	0.01	0.197	1,870.00%	0	0	-
Severity of accidents at work - men (2)	0.03	0	-100.00%	0	1	100%
Frequency professional illnesses - women	0	0	-	0	0	-
Frequency professional illnesses - men	0	0	-	0	0	-
Severity professional illnesses - women	0	0	-	0	0	-
Severity professional illnesses - men	0	0	-	0	0	-
(1) Frequency rate: (no. of accidents with leave, including accidents on the way to or from work/no. worked hours) x 1,000,000						
(2) Severity rate: (Days lost due to accidents at work, including those due to accidents on the way to or from work and relapses/no. hours worked) x 1.000						

	Spain			Portugal		
	2020	2021	Var. 2020 - 2021 (%)	2020	2021	Var. 2020 - 2021 (%)
<b>No. of accidents at work per gender</b>						
Women	1	1	0%	0	0	-
Men	1	0	-100%	0	1	100%
<b>Total</b>	<b>2</b>	<b>1</b>	<b>-50%</b>	<b>0</b>	<b>1</b>	<b>-</b>
<b>Investment in Labour Risk Prevention (PRL) and protection against the COVID-19</b>						
<b>Economic investment</b>						
Investment in protection measures against the Covid-19	215,835.00€	134,153.00 €	-37.84%	N/A	N/A	-
Investment in PRL and security of employees	45,017.00€	52,279.00€	16.13%	N/A	N/A	-
<b>Total</b>	<b>260,852.00€</b>	<b>186,432.00€</b>	<b>-28.53%</b>	<b>N/A</b>	<b>N/A</b>	<b>-</b>
<b>Inclusion and diversity</b>						
<b>Women in leadership positions</b>						
% Women in EC (1)	22%	26.32%	19.64%	16.67%	16.67%	0.00%
% Women in manager position (2)	41%	40%	-1.23%	42.31%	40.74%	-3.71%
(1) Percentage resulting from dividing 2 amounts, the total number of women by the total number of EC members, men and women						
(2) Percentage resulting from dividing 2 amounts: the total number of women managers by the total number of men and women managers (EC and managers)						
<b>Relationship with clients</b>						
<b>Evolution of the number of clients</b>						
Total no. clients per country (1)	-	356,057	-	-	37,893	-
(1) Number of different clients (1st and 2nd owner) who have signed with UCI since the beginning						
Total no. of new clients per country (2)	5,555.00	6,029.00	8.53%	1,628.00	1,637.00	0.55%
(2) Number of new different clients (1st and 2nd owner) per year						

	Spain			Portugal		
	2020	2021	Var. 2020 - 2021 (%)	2020	2021	Var. 2020 - 2021 (%)
<b>Customer satisfaction - clients ekomi valuation (1)</b>						
Clients UCI	9.62	9.71	0.94%	4.84	4.86	0.41%
Clients Hipotecas.com (Spain)/ Direct Channel (Portugal)	9.78	9.89	1.12%	4.77	4.94	3.56%
Clients International Buyers	9.7	9.82	1.24%	-	-	-
(1) Valuation over 10 in Spain and over 5 in Portugal.						
Global clients ekomi valuation (1)	9.66	9.75	0.93%	4.84	4.86	0.41%
(1) Annual ratio, not including international Buyers						
Total no. of client valuations (1)	2,307	2,479	7.46%	916	982	7.21%
(1) Not including IB valuations						
<b>Measurement customer experience - Quality perceived After-Sales Clients</b>						
Satisfaction level - Client without contact	91.80%	90.00%	-1.96%	N/A	N/A	-
Recommendation level - Client without contact	81.76%	82.45%	0.84%	N/A	N/A	-
Satisfaction level - Client with contact	96.84%	96.12%	-0.74	96.70%	96.00%	-0.72%
Recommendation level - Client with contact	83.82%	89.00%	6.18%	93.30%	94.50%	1.29%
Web Client Satisfaction	85.00%	88.00%	3.53%	86.20%	89.05%	3.31%
Client without contact: Clients who have not contacted the after-sales service by telephone for more than 1 year.						
Client with contact: Client who has contacted by the after-sales service by telephone on the previous month.						
<b>Recommendation when signing the mortgage - ekomi</b>						
Recommendation level*	-	79.93%	-	N/A	N/A	-
*New valuation in 2021						

	Spain			Portugal		
	2020	2021	Var. 2020 - 2021 (%)	2020	2021	Var. 2020 - 2021 (%)
<b>Customer claims</b>						
Total no. of admitted customer claims	4,022	3,408	-15.27	19	19	0.00%
No. claims solved in favour of the client	378	454	20.11%	12	8	-33.33%
No. claims solved against the client	3,316	2,910	-12.24	7	11	57.14%
No. claims to be solved	328	44	-86.59%	0	0	-
<b>Adherences / requests from the Code of Best Practices</b>						
Admitted requests	146	148	1.37%	N/A	N/A	-
Approved requests	88	79	-10.23%	N/A	N/A	-
<b>Agreements with clients - Restructuring operations, definitive solutions and moratoriums</b>						
Restructuring operations (1)	7,828	5,189	-33.71%	59	139	135.59%
Definitive solutions: debt property swaps	490	872	77.96%	1	1	-
Definitive solutions: mandates						
<b>Total</b>	<b>8,318.00</b>	<b>6,061.00</b>	<b>-27.13%</b>	<b>60</b>	<b>140</b>	<b>133.33%</b>
(1) Data on signed restructuring operations do not include moratoriums						
Legal moratoriums -RDL	4,310	73	-98.31%	0	1787	100.00%
Sector moratoriums	4,471	129	-97.11%	0	293	100.00%
<b>Total</b>	<b>8,781</b>	<b>202</b>	<b>-97.70%</b>	<b>0</b>	<b>2080</b>	<b>100.00%</b>
<b>Total client solutions</b>	<b>17,099.00</b>	<b>6,263.00</b>	<b>-63.37%</b>	<b>60</b>	<b>140</b>	<b>133.33%</b>
<b>Prevention / regularisation of non-compliance</b>						
PARI	N/A	N/A	-	1,179	4,701	299%
PERSI	N/A	N/A	-	1,403	2,844	103%
PARI: Plano de Ação para o Risco de Incumprimento						
PERSI: Procedimento Extrajudicial para Regularização de Situações de Incumprimento						



	Spain			Portugal		
	2020	2021	Var. 2020 - 2021 (%)	2020	2021	Var. 2020 - 2021 (%)
<b>UCI adherence to the Housing Social Fund</b>						
No. of leases	25	28	12%	N/A	N/A	-
<b>Financial Social Engagement</b>						
<b>Social inclusion in the business</b>						
No. of people benefiting from solutions to clients in difficulty of payment	16.608	9.397	-43,42%	305,00	187,00	-38,69%
No. of people benefiting from sustainable retrofitting of buildings in areas of low GDP per capita	780	2.400	207,69%	N/A	N/A	-
No. of young people with access to housing	1.082	1.098	1,48%	503	395	-21,47
<b>Investment in the community</b>						
<b>Monetary contributions to non-profit entities</b>						
Fundación Prodis - educational projects	15,000.00€	15.000.00€	-	N/A	N/A	-
Fundación Prodis - awareness projects	- €	950.00€	100%	N/A	N/A	-
Red Cross	18,305.00€	10.365.00€	-43.38%	N/A	N/A	-
Madrid Food Bank - covid-19 emergency / Banco Alimentar Portugal	5,000.00€	- €	-100.00%	2,000.00€	-	-100%
Fundación Dáoris - Student Scholarships	3,000.00€	3.000.00€	-	N/A	N/A	-
International Cooperation - Una sonrisa por Navidad	1,450.00€	- €	-100.00%	N/A	N/A	-
Fundación Junior Achievement - Tus finanzas, tu futuro	3,600.00€	4.400.00€	22.22%	-	5,500.00€	100%
Inmosolidarios Awards	1,000.00€	15.000.00€	1,400.00%	N/A	N/A	-
Instituto Português de Oncologia - I.P.O. Lisboa	N/A	N/A	-	-	5,000.00€	100%
ONG Crescer, Ser - Hogar Infantil	N/A	N/A	-	-	500.00€	100%
<b>Total</b>	<b>47,355.00€</b>	<b>48.715.00€</b>	<b>2.87%</b>	<b>2,000.00%</b>	<b>11,000.00€</b>	<b>450%</b>

	Spain			Portugal		
	2020	2021	Var. 2020 - 2021 (%)	2020	2021	Var. 2020 - 2021 (%)
<b>Professionalisation and training of the real estate sector</b>						
<b>Memberships SIRA and CRS</b>						
No. Memberships SIRA / PIR	612	725	18.46%	39	94	141.03%
No. Memberships CRS España	1119	116	-89.63%	62	78	25.81%
Membership SIRA: the Realtor distinction is obtained with this membership						
<b>CRS Designations</b>						
No. Designations CRS España	806	906	12.41%	20	36	80.00%
CRS: To be designated CRS, it is necessary to have SIRA membership (from 2020), be a CRS member, have been in the sector for 4 years, have participated in 35 sales/purchases, and have obtained 64 training credits having gone through the REAP (5 compulsory courses giving 8 credits each) and through complementary training, travel or attendance at events (which provide credits towards the 64 credits required).						
<b>CRS Courses Spain</b>						
No. of courses (1)	92	83	-9.78%	10	8	-20.00%
No. of attendees (2)	2,881	1,506	-47.73%	512	120	-76.56%
(1) Including CRS REAP (compulsory) and CRS Essentials (not compulsory) courses						
(2) The number of attendees in courses does not refer to unique attendees, as one single real estate professional may receive several courses.						
<b>Valuation CRS training (1)</b>						
Valuation CRS courses	9	9	-	8	7	-12.50%
Valuation CRS teachers	9.27	9.43	1.73%	8	7	-12.50%
(1) Valuation over 10, in both cases						
<b>Other courses</b>						
No. of Code of Ethics courses	10	7	-30.00%	1	1	0.00%
No. of attendees to the Code of Ethics course	297	146	-50.84%	36	12	-66.67%
No. of Green courses	1	1	-	0	1	-
No. of attendees to Green courses	184	45	-75.54%	0	18	-
No. of CIPS courses	N/A	N/A	-	1	1	0.00%

	Spain			Portugal		
	2020	2021	Var. 2020 - 2021 (%)	2020	2021	Var. 2020 - 2021 (%)
No. of attendees to CIPS courses	N/A	N/A	-	17	11.00	-35.29%
No. of courses of Assitentes Profissionais Imobiliários	N/A	N/A	-	0	2	-
No. of attendees to courses of Assitentes Profissionais Imobiliários	N/A	N/A	-	0	40	-
Course Code of Ethics: Course SIRA membership that gives access to being Realtor.						
GREEN Course: Sustainability course focused on the real estate world						
<b>Attendees to professional events</b>						
Inmociónate (1) / Inmociónate online (Portugal)	-	630	-	169	-	-
NAR Convention	-	-	-	-	-	-
CRS Sell-abration Convention	67	105	56.72%	-	-	-
(1) In 2020, #InmociónateEnCasa (March and July) was held, with more than 26,300 attendees in the different programmes, with an average of 752 unique attendees per afternoon						
<b>Magazine</b>						
Inmobiliarios (no. published magazines)	4	4	-	3	3	-
Scope: no. of real estate professionals who receive the magazine*	12,867	10,465	-18.67%	3,000	3,000	-
*Average of the 4 annual editions						

## 5.3. Governance matters

Ethics and Compliance						
Reports in the Whistleblowing channel						
No. Reports	0	0	-	0	0	-
Gift policy						
No. Incidents	0	0	-	0	0	-
	Spain			Portugal		
	2020	2021	Var. 2020 - 2021 (%)	2020	2021	Var. 2020 - 2021 (%)
Money Laundering Prevention Alerts						
Total no. of alerts	720	1.564	117%	226	367	62%
Communicated to the OCI (Internal Control Body)	5	15	200%	0	0	-
Communicated to the SEPBLAC (Spain) / Regulator in Portugal	2	4	100%	1	0	-
Training in Compliance						
Competition Law	1	1	-	-	-	-
Criminal Risk Prevention	1	1	-	-	-	-
Anti-corruption and gift policy	1	1	-	-	-	-
Sanctions and International Embargos	1	1	-	-	-	-
Money Laundering Prevention	1	1	-	-	1	100%
Data Protection	1	1	-	-	1	100%
Protection of the client's interest	-	1	-	-	-	-
Advertising of banking products and services	-	1	-	-	-	-
Volcker	1	1	-	-	-	-
Product validation and monitoring	-	1	-	-	-	-
Suspeição indicators	N/A	N/A	-	-	1	100%
<b>Total</b>	<b>7</b>	<b>10</b>	<b>42.86%</b>	<b>-</b>	<b>3</b>	<b>100%</b>
Awareness on compliance						
Gift and invitation policy	1	1	-	-	-	-
Transparency with the client	1	1	-	-	-	-
Catalogue of Bad Practices / Catalogue of Best Practices	1	0	-100%	-	1	100%
Compliance - Culture of Compliance	1	1	-	-	-	-
Importance of training on compliance	1	0	-100%	-	-	-
Sepblac Memorandum	1	0	-100%	-	-	-
Whistleblowing channel	0	1	100%	-	-	-

	Spain			Portugal		
	2020	2021	Var. 2020 - 2021 (%)	2020	2021	Var. 2020 - 2021 (%)
Cybersecurity and diligent use of email	0	1	100%	-	-	-
Commercial communication policy (advertising)	0	1	100%	-	-	-
Policy on outsourcing of essential services	0	1	100%	-	-	-
Internal advertising record (Circular 4/2020 - Bank of Spain)	0	1	100%	-	-	-
Guidance on standards of conduct with defaulting customers	0	1	100%	-	-	-
Policy on conflict of interests	0	1	100%	-	1	100%
Data protection and guarantee of digital rights	0	1	100%	-	-	-
Money laundering prevention manual	N/A	N/A	-	-	1	100%
The importance of the suppliers contracting procedure	0	1	-	-	-	-
<b>Total</b>	<b>6.00</b>	<b>12.00</b>	<b>100%</b>	<b>0,00</b>	<b>3.00</b>	<b>100%</b>
<b>Corporate policies on ethical and responsible management</b>						
No. of corporate policies for the responsible and ethical management of the organisation	7	7	-	7	7	-
No. reviews of communication and advertising pieces on products and services	173	178	2.89%	-	-	-

## 7. Complementary information

The scope of the information and entities included on the Non-Financial Information Statement correspond to Unión de Créditos Inmobiliarios S.A., Establecimiento Financiero de Crédito in Spain, and to the Portuguese branch, which perimeter covers 93% of employees of UCI Group and 98% of the managed outstanding balance. The information of other UCI Group companies is not representative for the purpose of this report.

As established in article 49 of the Code of Commerce, in wording given by the Law of Non-Financial Information and Diversity (Law 11/2018, of 28 December, amending the Code of Commerce, the consolidated text of the Corporate Enterprises Act approved by Royal Decree Law 1/2010, 2 July, and Law 22/2015, of 20 July, of Audit, in relation to non-financial information and diversity), the UCI Group presents its Sustainability Report (Non-Financial Information Statement) corresponding to 2021. The purpose of this document is to clearly and concisely collect the non-financial information established in said article.

For such purposes, subject companies are compelled to incorporate in their Management Report or, as applicable, in a separate report corresponding to the same year, with the same

content and requirements, “information at least related to environmental and social matters, as well as to the personnel, to the respect of human rights and the fight against corruption and bribery”.

In its commitment with the non-financial information report, the UCI Group opts for elaborating a separate report, following in its development the criteria of the international standards of the UN Global Compact and the Global Initiative of the GRI Sustainability Reporting Standards.

In the process of elaborating and approving the content of this report, the Strategic Guidelines 2020-2022 issued by the European Securities and Markets Authority (ESMA) have been considered, including developments related to the financial innovation and sustainability. In this sense, the ESMA has published, jointly with the European Supervisory Authorities (ESAs) a consultation document to develop environmental, social and good governance (ESG) reporting standards in development of Regulation (EU) 2019/2088, on the reporting of information related to sustainability in the financial services sector (the Sustainable Finance Disclosure Regulation, SFDR), which will imply the obligation to disclose information at entity and product level.

Additionally, within the European field, we highlight the EBA’s sustainable finance plan, which described the approach and schedule to comply with mandates related to environmental, social and governance factors, and the EBA’s guidelines of loans origination and monitoring, which establishes the entities’ obligation to include ESG matters in their risk policies, together with the consideration of transition and physical risks, as well as specific policies and procedures for green financing.

Moreover, the Regulation (EU) 2020/852 related to the establishment of a framework to facilitate sustainable investments and, therefore, amending Regulation (EU) 2019/2088, has introduced the obligation to incorporate, from December 31, 2021, in the Non-Financial Information Statement (NFIS) the report of activities related to the mitigation and adaptation to the climate change and, from December 31, 2022, information on the remaining environmental objectives: sustainable use and protection of hydric and sea resources; transition towards a circular economy; pollution prevention and control; protection and recovery of the biodiversity and ecosystems.

Furthermore, in the process of elaboration, we have taken into account the latest publications

of the European Central Bank: Guidelines on climate and environmental risks, which explain the way in which the European Central Bank expects credit institutions to perform a prudential management of such risks and to communicate them with transparency, in accordance with the prudential framework in force and the report on the disclosure of information on the institutions' environmental and climate-related risks, published by the European Central Bank at the same date.

Lastly, at State level, we note the presentation of the Draft Law on Climate Change and Energy Transition (PLCCTE), which compels credit institutions to publish, from 2023, specific decarbonisation objectives of their loan and investment portfolio, and to include in the information with prudential relevance an annual report assessing the financial impact on the society of climate change-related risks generated from the exposure to its activity, including risks of transition towards

a sustainable economy and measures adopted to face such risks.

To consult the correspondence of Law 11/2018 of Non-Financial Information and Diversity and the GRI reporting standards, consult annex 2.

## 7.1- External validation

UCI Group publishes, every year, its Sustainability Report. The last Report elaborated by UCI Group corresponds to the financial year 2020 (approved on February 27, 2020), which is verified by independent bodies, by virtue of Law 11/2018 and GRI guidelines. The present Report has been verified by MAZARS AUDITORES, S.L.P., as independent verification service provider, in accordance with the new wording given by Law 11/2018 to article 49 of the Code of Commerce.

the quality of quantitative data used, justifying the coherence of reported information with results from the analysis of the stakeholders' needs and expectations.

Verification Engagements of the Non-Financial Information Statement, issued by the Spanish Institute of Chartered Accountants.

For such purpose, MAZARS AUDITORES, S.L.P. adopts requirements established in International Standard on Assurance Engagements 3000 Revised in force, "Assurance engagements other than audits or reviews of historical financial information" (ISAE 3000 Revised), issued by the International Auditing and Assurance Standards Board (IAASB) of the International Federation of Accountants (IFAC) and with the Guidelines on

Once verified, the Report is approved by the Board of Directors and the General Shareholders' Meeting of UCI.

Such verification includes the documentary verification of information collected in the present document, as well as the analysis of

## ANEX

### Anexo 1. Table of correspondence of Law 11/2018 of Non-Financial Information and Diversity and the GRI reporting standard

Information requested by Law 11/2018	Materiality	Page/section in the Report		Correspondence GRI
<b>General Information</b>				
Brief description of the group's business model, including: its business environment	Material	2.Meet UCI	GRI 102-2	Activities, brands, products and services
Brief description of the group's business model, including: its organisation and structure	Material	5.4 We comply	GRI 102-18	Governance structure
Markets in which it operates	Material	2.Meet UCI	GRI 102-4	Location of headquarters
Objectives and strategies	Material	1.Our commitment	GRI 102-6	Markets served
Main factors and trends that could affect its future evolution	Material	4.A new business environment	GRI 102-15	Key impacts, risks and opportunities
Materiality	Material	4.1 Analysis of materiality and the power of dialogue	GRI 102-47	List of material topics



Information requested by Law 11/2018	Materiality	Page/section in the Report	Correspondence GRI	
<b>Environmental matters</b>				
Management approach: description and results from the environmental policies and main risks related to these matters, linked to the group's activities	Material	5.2 We greenimise	GRI 102-15	Key impacts, risks and opportunities
			GRI 103-2	Management Approach
<b>Detailed information</b>				
Current and foreseeable effects of the company's activities in the environment and, where applicable, health and security	Material	5. . We support the sustainable transition	GRI 102-15	Key impacts, risks and opportunities
		5.2 We greenimise	GRI 103-2	Management Approach
Environmental assessment or certification procedures	Material	5.2 We greenimise	GRI 102-11	Precautionary principle or approach
Resources dedicated to the environmental risk prevention	Material	5.2 We greenimise	GRI 103-2	Management Approach
Application of the precautionary principle	Material	5.2 We greenimise	GRI 102-11	Precautionary principle or approach
Provisions and guarantees for environmental risks	Material	5.2 We greenimise	GRI 103-2	Management Approach
<b>Pollution</b>				
Measures to prevent, reduce or repair carbon emissions that seriously affect the environment, taking into account any form of air pollution specific to an activity, including noise and light pollution.	Material	5.2 We greenimise	GRI 103-2	Management Approach
Including noise and light pollution	Not Material		N/A	
<b>Circular economy and waste prevention and management</b>				
Measures for the waste prevention, recycling, reuse, other forms of waste recovery and disposal	Material	5.2. We greenimise	GRI 103-2	Management Approach
			GRI 301-2	Recycled inputs
Actions to fight food waste	No material		N/A	
Water consumption and supply, according to local limitations	Material	5.2 We greenimise	GRI 303-1 (2018)	Interaction with water as a shared resource
Consumption of raw materials and measures adopted to improve the efficiency of their use	Material	5.2 We greenimise	GRI 301-1	Materials used per weight or volume.
			GRI 301-2	Recycled inputs

Information requested by Law 11/2018	Materiality	Page/section in the Report	Correspondence GRI
Direct and indirect power consumption	Material	5.2 We greenimise	GRI 302-1 Power consumption within the organisation
			GRI 302-4 Reduction of energy consumption
Measures taken to improve the energy efficiency	Material	1.Our commitment	GRI 103-2 Management Approach
		5.We support the sustainable transition	
		5.2 We greenimise	GRI 302-4 Reduction of energy consumption
Use of renewable energies	Material	5.2 We greenimise	GRI 302-1 Power consumption within the organisation
<b>Climate change</b>			
Greenhouse gas emissions generated as a result from the company's activities, including the use of goods and services produced.	Material	5.2 We greenimise	GRI 305-1 Direct GHG emissions (scope 1)
			GRI 305-2 Indirect GHG emissions when generating energy (scope 2)
			GRI 305-1 Other indirect GHG emissions (scope 3)
Measures adopted to adapt to the consequences of climate change	Material	5.We support the sustainable transition	GRI 201-2 Financial implications and other risks and opportunities derived from the climate change
		5.2 We greenimise	
Reduction targets voluntarily established at mid and long term to reduce greenhouse gas emissions and measures implemented for such purpose	Material	5.2 We greenimise	GRI 103-2 Management Approach
<b>Biodiversity protection</b>			
Measures taken to preserve or restore the biodiversity	No material		N/A
Impacts caused by activities or operations in protected areas	No material		N/A

Information requested by Law 11/2018	Materiality	Page/section in the Report	Correspondence GRI	
<b>Social and personnel matters</b>				
Management approach: description and results from social and personnel-related policies and of the main risks related to these matters, linked to the group's activities	Material	5.3.We accompany	GRI 102-15	Key impacts, risks and opportunities
			GRI 103-2	Management Approach
<b>Employment</b>				
Total number and distribution of employees per gender, age, country and professional category	Material	5.3.We accompany	GRI 102-8	Information on employees and other workers
		S1 People First	GRI 405-1	Diversity in governing bodies and employees
Total number and distribution of employment contract modalities	Material	5.3.We accompany	GRI 102-8	Information on employees and other workers
		S1 People First		
Annual average of indefinite-term contracts, temporary contracts and part-time contracts per gender, age and professional category	Material	5.3.We accompany	GRI 102-8	Information on employees and other workers
		S1 People First		
Number of dismissals per gender, age and professional category	Material	5.3.We accompany	GRI 103-8	Management Approach
		S1 People First		
Average remuneration per gender, age and professional category	Material	5.3.We accompany	GRI 405-2	Ratio of basic salary and remuneration of women vs. men
		S1 People First		
Salary gap	Material	5.3.We accompany	GRI 405-2	Ratio of basic salary and remuneration of women vs. men
		S1 People First		

Information requested by Law 11/2018	Materiality	Page/section in the Report	Correspondence GRI
Remuneration in equal work posts or average in the company	Material	5.3.We accompany S1 People First	GRI 405-2 Ratio of basic salary and remuneration of women vs. men
Average remuneration of the board members and directors per gender (including variable remuneration, allowances, severances, payment to savings systems)	Material	5.3.We accompany S1 People First	GRI 405-2 Ratio of basic salary and remuneration of women vs. men per professional category
Labour disconnection policies	Material	5.3.We accompany S1 People First	GRI 103-2 Management Approach
Disabled employees	Material	5.3.We accompany S1 People First	GRI 103-2 Diversity in governing bodies and employees
<b>Work organisation</b>			
Organisation of working time	Material	5.3.We accompany S1 People First	GRI 103-2 Management Approach
Number of hours of absenteeism	Material	5.3.We accompany S1 People First	GRI 403-9 Types of accidents and accident frequency rates, occupational diseases, lost days, absenteeism and number of deaths due to occupational accidents or diseases.
Measures to ease the enjoyment of balancing procedures and to promote the co-responsible exercise by both parents	Material	5.3.We accompany S1 People First	GRI 401-3 Parental leave

Information requested by Law 11/2018	Materiality	Page/section in the Report	Correspondence GRI
<b>Health and security</b>			
Health and security conditions at work	Material	5.3.We accompany S1 People First	GRI 403-1; 430-2; 403-3; 403-5; 403-6; 403-7  Management Approach
Work accidents and professional illnesses per gender: frequency rate and severity	Material	5.3.We accompany S1 People First	GRI 403-2  Types of accidents and accident frequency rates, occupational diseases, lost days, absenteeism and number of deaths due to occupational accidents or diseases.  GRI 403-3  Workers with a high incidence or high risk of activity-related diseases
<b>Social relationships</b>			
Organisation of the social dialogue (including procedures to report and consult the staff and to negotiate with them)	Material	5.3.We accompany S1 People First	GRI 103  Management Approach
Percentage of employees covered by collective bargaining agreement per country	Material	5.3.We accompany S1 People First	GRI 02-41  Collective negotiation agreements
Balance of collective bargaining agreements, in particular in the area of health and security at work	Material	5.3.We accompany S1 People First	GRI 403-1  Worker representation in formal worker-company health and safety committees  GRI 403-4  Health and safety issues addressed in formal agreements with trade unions.

Information requested by Law 11/2018	Materiality	Page/section in the Report		Correspondence GRI
<b>Training</b>				
Training policies implemented	Material	5.3.We accompany S1 People First	GRI 103	Management Approach
Total amount of training hours per professional category	Material	5.3.We accompany S1 People First	GRI 404-1	Average training hours per employee
<b>Universal accessibility of disabled people</b>				
Universal accessibility of disabled people	Material	5.3.We accompany S1 People First	GRI 103	Management Approach
<b>Equality</b>				
Measures adopted to promote equality of treatment and opportunities between women and men	Material	5.3.We accompany S1 People First	GRI 103	Management Approach
Equality plans, measures adopted to promote employment, protocols against sexual and gender harassment	Material	5.3.We accompany S1 People First	GRI 103	Management Approach
Integration and universal accessibility of disabled people	Material	5.3.We accompany S1 People First	GRI 103	Management Approach
Policy against any type of discrimination and management of diversity	Material	5.3.We accompany S1 People First	GRI 103	EManagement Approach

Information requested by Law 11/2018	Materiality	Page/section in the Report	Correspondence GRI	
<b>Respect for Human Rights</b>				
Management approach: description and results from policies on human rights and of the main risks related to these matters, linked to the group's activities	Material	5.4 We comply	GRI 102-15	Key impacts, risks and opportunities
			GRI 103-2	Management Approach
Application of due diligence procedures in human rights and prevention of the risk of breach of human rights and, where applicable, measures to mitigate, manage and repair possible abuses	Material	5.4 We comply	GRI 102-16	Employee training on human rights policies or procedures
			GRI 102-17	
			GRI 412-2	
Reports of human rights' breaches	Material	5.4 We comply	GRI 406-1	Cases of discrimination and remedial action taken
Promotion and compliance with provisions of fundamental agreements of International Labour Organisation related to the respect for the freedom of association and right to collective negotiation	Material	5.4 We comply	GRI 103-2	Management Approach
Elimination of the discrimination in employment and occupancy	Material	5.4 We comply	GRI 103-2	Management Approach
Elimination of forced or compulsory work	No Material		N/A	
Effective abolition of child labour	No Material		N/A	
<b>Fight against corruption and bribery</b>				
Management approach: description and results from policies on human rights and of the main risks related to these matters, linked to the group's activities	Material	5.4 We comply	GRI 102-15	Key impacts, risks and opportunities
			GRI 103-2	Management Approach
			GRI 103-2	Management Approach
Measures adopted to prevent corruption and bribery	Material	5.4 We comply	GRI 102-16	Values, principles, standards and norms of conduct
			GRI 205-1	Operations assessed for corruption-related risks
			GRI 205-2	Communication and training on anti-corruption policies and procedures
			GRI 205-3	Confirmed cases of corruption and measures taken

Information requested by Law 11/2018	Materiality	Page/section in the Report	Correspondence GRI	
Measures to fight against money laundering	Material	5.4. We comply	GRI 103-2	Management Approach
			GRI 102-16	Values, principles, standards and norms of conduct
Contributions to foundations and non-profit entities	Material	5.3. We accompany	GRI 201-1	Direct economic value generated and distributed
		S2 Our financial-social commitment		
<b>Information on the Company</b>				
Management approach: description and results from policies on human rights and of the main risks related to these matters, linked to the group's activities	Material	4.3 Governance and Priorities	GRI 102-15	Key impacts, risks and opportunities
		5.4 We comply	GRI 103-2	Management Approach
<b>Company's commitments with sustainable development</b>				
Impact of the company's activity in employment and local development	Material	5.3. We accompany S2 Our financial-social commitment	GRI 103-2	Management Approach
			GRI 203-2	Significant indirect economic impacts
			GRI 204-1	Proportion of expenditure on local suppliers
Impact of the company's activity in local populations and in the territory	Material	5. We support the sustainable transition 5.2 We greenimise	GRI 103-2	Management Approach
			GRI 203-2	Significant indirect economic impacts
			GRI 204-1	Proportion of expenditure on local suppliers
Relations held with actors of local communities and modalities of such dialogue	Material	4. A new business environment 4.1 Analysis of materiality and the power of dialogue	GRI 102-43	Approaches to stakeholder engagement
Association or sponsorship actions	Material	5.2 We greenimise 5.3 We accompany	GRI 102-12	External initiatives
			GRI 102-13	Membership in associations



Information requested by Law 11/2018	Materiality	Page/section in the Report	Correspondence GRI	
<b>Subcontracting and suppliers</b>				
Inclusion of social, gender equality and environmental matters in the procurement policy	Material	5.3 We accompany	GRI 102-9	Supply chain
			GRI 308-1	Environmental assessment of suppliers
			GRI 414-1	Social assessment of suppliers
Consideration in relations with suppliers and subcontractors of their social and environmental responsibility	Material	5.3 We accompany	GRI 102-9	Supply chain
			GRI 308-1	Environmental assessment of suppliers
			GRI 414-1	Social assessment of suppliers
Supervisory systems and audits and their results	Material	5.3 We accompany	GRI 102-9	Supply chain
<b>Consumers</b>				
Measures for the health and the security of the consumers	Material	5.3 We accompany S3 Client at the heart	GRI 416 -1	Health and safety impact assessment of product or service categories
			GRI 416 -2	Cases of non-compliance concerning health and safety impacts of product and service categories
			GRI 417 -1	Requirements for information and labelling of products and services
Claiming systems, complaints received and their resolution	Material	5.3 We accompany S3 Client at the heart	GRI 103 -2	Management Approach
			GRI 417 -2	Cases of non-compliance related to product and service information and labelling
<b>Tax Information</b>				
Profits obtained per country	Material	6.4 Tax information indicators	GRI 207-4 (2019)	Profit before tax
Profit tax paid	Material	6.4 Tax information indicators	GRI 207-4 (2019)	Tax on profit paid
Public grants received	No Material		N/A	

## Annex 3) Alignment of UCI’s financial products with the European Union (EU) taxonomy

“The European Green Deal demonstrates that that Europe has long dreamed of being decarbonised, resilient and digital.”

One year before the European Green Deal came into existence, in 2018, Europe already counted with a programme to carry out all the necessary financial reforms required by an economic transformation of this depth. This roadmap was the Action Plan: financing the sustainable development, aimed to place the European financial sector in the course of the inclusive and sustainable growth. In particular, it indicated three large objectives related to finances in the Old Continent, specified in 10 actions with which to prevent the dream of a sustainable Europe from having feet of clay: refocus capital flows towards sustainable investments, integrate sustainability in the financial risk management, and promote transparency and the long term in the financial activities.

The environmental taxonomy grants all agents involved in financing and building a sustainable European economy with a common framework to operate under the same coordinates: it aims to be a classification of sustainable economic activities to help investors, companies and governments to speak the same language in the field of sustainability. In the first part of the wor-

kbook, we will analyse the six climate objectives established by Europe with the taxonomy. We will also go through the four criteria to be met by any economic activity that aims to be considered “sustainable” in view of this classification system. These two traits turn the taxonomy into the cornerstone of the entire Action Plan of 2018, without which it would be very difficult –or even impossible– to reach the climate, energetic and digital transition objectives throughout the continent.

The European environmental taxonomy basically aims to be a classification of economic activities according to their sustainability degree, from the environmental point of view. Its regulation entered into force on July 2020, indeed being configured as the first classification system of these characteristics in the world, and which also allows determining the sustainability degree of a given investment.

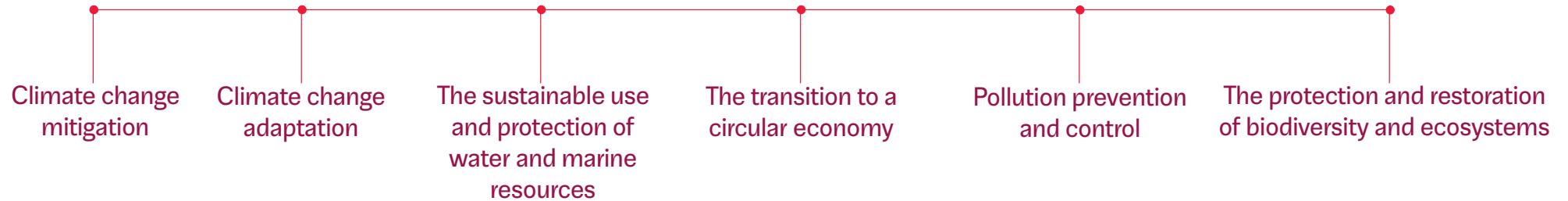
This classification aims to fight the greenwashing, that is to say, the danger for the governments, companies and investors to allocate a sustainable nature to their operations and activities, even if they lack it. In order to prevent this, the European Commission has clearly indicated, with its taxonomy, the criteria to be met by any economic activity to be able to be

officially considered “sustainable”; thus, it will be neatly defined for all agents implied in its financing and execution. It undoubtedly implies a long-awaited homogenisation of the sustainable discourse throughout the European territory.

The great milestone of the taxonomy has been to allocate the EU with six common climate targets to which any sustainable economic activity that searches for financing must necessarily contribute. It also indicates the four criteria that any sustainable economic activity must meet to be considered as such. With these two above-mentioned traits, the taxonomy could be understood as a transparency tool with a scientific basis.



## The EU Taxonomy Regulation establishes six environmental objectives



### Mitigation of the climate change

As indicated in the introduction, on December 2015, 196 countries committed in Paris for the planet’s temperature not to increase more than 2°C with regard to preindustrial areas, and to make an effort to limit it in 1.5°C (Regulation [EU] 2020/852 of the European Parliament and the Council of 18 June, on the establishment of a framework to facilitate sustainable investment, and amending Regulation (EU) 2019/2088 [hereinafter, Regulation [EU] 2020/852], art. 2.5). Among others, this commitment implies considerably reducing greenhouse gas emissions at global level, with all related efforts. The activities indicated by the European environmental taxonomy to mitigate the climate change include the generation, distribution and use of renewable energies, the improvement of the energetic efficiency, the clean mobility, the development of the carbon storage technology and, in general, the increase of carbon sinks (Regulation [EU] 2020/852, art. 10).

### Adaptation to the climate change

Since 2010, the number of “climate refugees” has reached 21.5 million. In a given sense, the consequences from the planet’s temperature increase are already a reality for millions of people. Adapting to the climate change implies “reducing or preventing the current adverse climatic impacts or those expected in the future” (Regulation [EU] 2020/852 of the European Parliament and the Council of 18 June, on the establishment of a framework to facilitate sustainable investment, and amending Regulation (EU) 2019/2088). These are therefore measures that reinforce the European economic and social system against the consequences of a global temperature increase of the planet which, as a matter of fact, some see as unavoidable.

As mentioned above, the taxonomy focuses on classifying the economic activities and, in this sense, provides entities which declare

themselves as sustainable with four criteria on which to base the sustainability of their activities and operations – and thus to evidence

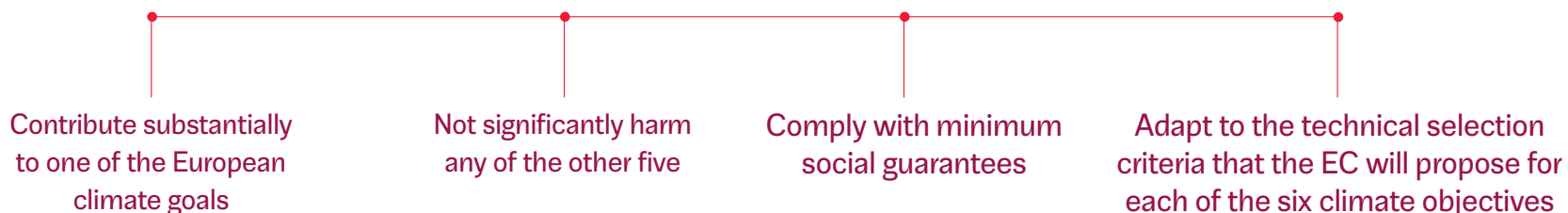
their contribution to the continent’s climate transition.

Furthermore, an economic activity must meet the following four criteria to be considered sustainable from the environmental standpoint, in view of the European taxonomy in this field: to



substantially contribute to one of the European climate targets, not to significantly damage any of the other five, to comply with minimum social guarantees and adapt to the technical

selection criteria to be proposed by the EC for each one of the six climate targets (Regulation [EU] 2020/852, art. 3).

**Criteria for an economy to be considered sustainable**



In this context, we expose below the percentage of our assets/financial products that align with the taxonomy and that are characterised for being sustainable solutions for individual clients through: (1) financing to acquire homes with an energy efficiency rating of A or B; and (2) financing exclusively dedicated to build homes with the highest energy efficiency ratings (A and B):

Country	Product Green Taxonomy	Amount	
	Works A&B	19,100,528.79	7%
	New construction A&B	74,113,657.97	27%
	Self-construction A&B	6,081,650.61	2%
	Works A&B	151,852,622.65	55%
	New construction A&B	23,533,172.93	9%
	<b>Total A&amp;B</b>	<b>274,681,632.94</b>	<b>100%</b>
	Total outstanding balance PT &SP	10,655,619,093.59	
	<b>GAR Total</b>	<b>2.6%</b>	
	Outstanding balance PT	1,199,130,161.31	
	Outstanding balance SP	9,456,488,932.28	
	<b>GAR PT</b>	<b>15%</b>	
	<b>GAR SP</b>	<b>1.1%</b>	

Finally, we know that 'green' is more than a colour. It symbolises nature and is associated to the care for the environment. A green future is

necessary for the world to continue being as we know it today, and not as depicted by the worst omens. At UCI, we are aware of it, and thus will

continue committing to green finances.

## Annex 4) Tax information

Tax Information			
UCI profits per country (Euros)			
Profits (Euros)	2020	2021	Var 2020 - 2021 (%)
Spain	-22,241,353.12	25,484,540.47	-214.61%
Portugal	6,570,461.60	3,782,172.44	-42.28%
Greece	24,566.83	75,891.30	208.92%
Brazil	2,749.96	134,689.00	4,798%
<b>Total consolidated profits</b>	<b>-15,643,574.73</b>	<b>29,487,293.21</b>	<b>-288.49%</b>
Tax paid on profits (UCI Group)			
Total consolidated profits	-15,643,574.73	29,487,293.21	-288.49%
Total paid taxes	1,681,916.31	1,322,975.64	-21.34%

During 2021, no grant has been received.

## Annex 5) Alliances

At UCI, we consider that the establishment of alliances is essential for the development of our responsible and sustainable business

model. Therefore, we have entered into agreements and conventions with several organisations. We show below the relationship

with the main institutions with which we collaborate.

Green Alliances		
BEI - European Investment Bank	It is the world's largest multilateral financial institution and one of the largest providers of climate finance	<a href="http://www.eib.org/en">www.eib.org/en</a>
EMF -European Mortgage Federation	The European Mortgage Federation (EMF) is the voice of the European mortgage industry and represents the mortgage lenders' interests at European level.	<a href="http://www.hypo.org/emf">www.hypo.org/emf</a>
It aims to ensure a sustainable housing environment for the citizens of the European Union (EU).	It is part of the ABS Loan Level Data initiative established by the European Central Bank which is dedicated to providing data warehousing and full disclosure services for investors in asset-backed securities	<a href="http://www.eurodw.eu">www.eurodw.eu</a>
Gloval	It is a full-service real estate valuation, engineering and consulting firm that brings together companies, with more than 70 years of accumulated experience.	<a href="http://www.gloval.es">www.gloval.es</a>
Brupo BC	It is a company that provides End to End services for the formalisation and management of mortgage operations, with tailor-made solutions adapted to the needs and particularities of each Financial Institution. They deal with the mortgage process in a global manner, managing the pre-signing, assistance with signing and post-signing of all types of operations.	<a href="http://www.grupobc.com/es">www.grupobc.com/es</a>
GBCe - Green Building Council España	A platform for meeting and dialogue that provides cutting-edge information and training to guide and help its members in the transformation towards sustainable building, with a focus on people's wellbeing.	<a href="http://www.gbce.es">www.gbce.es</a>
CONCOVI - Confederación de Cooperativas de Viviendas de España		<a href="http://www.concovi.org">www.concovi.org</a>
IDAE - Instituto para la Diversificación y Ahorro de Energía		<a href="http://www.idae.es">www.idae.es</a>
Consejo General de Colegios de Administradores de Fincas. España	Contribute to the improvement of the energy efficiency of the existing building stock by means of public-private partnerships, through the use of financing the refurbishment of homeowners' associations.	<a href="http://www.cgcafe.org">www.cgcafe.org</a>
Colegio de Administradores de Fincas (Alicante, Sevilla Huelva y Málaga)		
COAM - Colegio Oficial de Arquitectos de Madrid		<a href="http://www.coam.org">www.coam.org</a>

## Green Alliances

EMVS - Empresa Municipal de la vivienda y suelo de Madrid		<a href="http://www.emvs.es">www.emvs.es</a>
Generalitat de Catalunya	Contribute to the improvement of the energy efficiency of the existing building stock by means of public-private partnerships, through the use of financing the refurbishment of homeowners' associations.	<a href="https://web.gencat.cat/ca/inici/">https://web.gencat.cat/ca/inici/</a>
Consorci Habitatge del Àrea Metropolitana de Barcelona		<a href="http://www.amb.cat/s/home.html">www.amb.cat/s/home.html</a>
Ayuntamiento de Barcelona - Illa Eficient		<a href="https://ajuntament.barcelona.cat/ca">https://ajuntament.barcelona.cat/ca</a>

## Business and Sector Alliances

AHE	It is an organisation made up of the banks, credit cooperatives and financial credit establishments with the largest presence in the Spanish mortgage market. The Association members approximately hold 75 per cent of the mortgage lending market.	<a href="http://www.ahe.es">www.ahe.es</a>
ASNEF - Asociación Nacional de Establecimientos Financieros de Crédito	Liaison between financial institutions specialising in consumer finance in Spain and public administrations, other Spanish and European professional associations, and users of financial products. Through its work, it facilitates access to consumer and production goods for consumers, professionals and entrepreneurs.	<a href="http://www.asnef.com">www.asnef.com</a>
Asociación Española de la Calidad	A private non-profit organisation whose purpose is to promote Quality as a driver of competitiveness and sustainability for professionals, companies and the country.	<a href="http://www.aec.es">www.aec.es</a>
NAR - National Association of REALTORS®	It is the largest professional association in the United States, with one million members, including institutes, companies and councils, involved in all aspects of the residential and commercial sectors. SIRA is the local partner in Spain.	<a href="http://www.siralia.com/sira">www.siralia.com/sira</a>

## Sustainability and Corporate Responsibility Alliances

UN Global Compact	International initiative of the United Nations that promotes sustainable development and corporate social responsibility.	<a href="http://www.pactomundial.org">www.pactomundial.org</a>
DIRSE - Asociación Española de Directivos de Sostenibilidad (ASG)	Spanish association of Sustainability and ESG (Environmental, Social and Corporate Governance) professionals, which works for the promotion, defence and recognition of the people who, from all types of entities, develop this specific function, thus contributing to improve their capacity to influence the creation of value in organisations.	<a href="http://www.dirse.es">www.dirse.es</a>

## Agreements with Foundations

Fundación Dáoris

Support for talented high school students with brilliant results to access university studies and centres of excellence and who do not have financial resources.

[www.fundaciondadoris.org](http://www.fundaciondadoris.org)

Fundación Prodis

Contribution from the ethical commitment to improve the quality of life of people with intellectual disabilities and their families, supporting and promoting their full inclusion in a fair and supportive society.

[www.fundacionprodis.org](http://www.fundacionprodis.org)





# Independent Assurance Report

Alcalá, 63  
28014 – Madrid  
+34 915 624 030  
www.mazars.es

Translation of a report originally issued in Spanish.  
In the event of a discrepancy, the Spanish-language version prevails

**UCI, S.A.**

## Independent Assurance Report

Consolidated Non-Financial Information Statement for the year ended 31 December 2021

Oficinas en: Alicante, Barcelona, Bilbao, Madrid, Málaga, Valencia, Vigo

Mazars Auditores, S.L.P. Domicilio Social: C/Diputació, 260 - 08007 Barcelona  
Registro Mercantil de Barcelona, Tomo 30.734, Folio 212, Hoja B-180111, Inscripción 1ª, N.I.F. B-61622262

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## INDEPENDENT ASSURANCE REPORT OF THE CONSOLIDATED NON-FINANCIAL INFORMATION STATEMENT

To the Shareholders of  
**UCI, S.A.:**

Pursuant to article 49 of the Code of Commerce we have performed a verification, with a limited assurance scope, of the accompanying Consolidated Non-Financial Information Statement (hereinafter, NFIS) for the year ended December 31, 2021, of **UCI, S.A.** (hereinafter, the parent Company) and **subsidiaries** (hereinafter, the Group), which is part of the Consolidated Directors Report of the Group.

The content of the NFIS includes additional information to that required by prevailing commercial regulations in relation to non-financial information statement that has not been subject to our verification. In this regard, our review has been exclusively limited to the verification of the information shown in the section "Annex 2. Table of correspondence of law 11/2018 on Non-Financial Information and Diversity and GRI reporting standard" of the accompanying NFIS.

### Responsibility of the Board of Directors

The preparation of the NFIS included in the Consolidated Directors Report and its content is the responsibility of the Board of Directors of the parent Company. The NFIS was prepared in accordance with the content required by prevailing commercial law and in conformity with the criteria outlined in the Global Reporting Initiative Sustainability Reporting Standards (GRI standards), selected in accordance with that indicated for each subject in the section "Annex 2. Table of correspondence of law 11/2018 on Non-Financial Information and Diversity and GRI reporting standard" of the accompanying NFIS.

This responsibility also includes the design, implementation and maintenance of such internal control as they determine is necessary to enable the preparation of a NFIS that is free from material misstatement, whether due to fraud or error.

The parent Company's Directors are further responsible for defining, implementing, adapting and maintaining the management systems from which the information necessary for the preparation of the NFIS is obtained.

### Our Independence and quality control

We have complied with the independence and other Code of Ethics requirements for accounting professionals issued by the International Ethics Standards Board for Accountants (IESBA), which is based on the fundamental principles of integrity, objectivity, professional competence, diligence, confidentiality and professionalism.

UCI, S.A. and subsidiaries  
Financial year ended at 31 December 2021

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Our Firm complies with the International Standard on Quality Control 1 (NICC 1) and thus maintains a global quality control system that includes documented policies and procedures related to compliance with ethical requirements, professional standards, as well as applicable legal provisions and regulations.

The engagement team consisted of experts in the review of Non-Financial Information and, specifically, in information about economic, social and environmental performance.

### Our responsibility

Our responsibility is to express our conclusions in an independent limited assurance report, based on the work performed, exclusively referring to 2021.

Our review has been performed in accordance with the requirements established in prevailing International Standard on Assurance Engagements 3000 "Assurance Engagements Other than Audits or Reviews of Historical Financial Information" (ISAE 3000 Revised), issued by the International Auditing and Assurance Standards Board (IAASB) of the International Federation of Accountants (IFAC), and guidelines for verifying Non-Financial Statement, issued by the Spanish Institute of Chartered Accountants (ICJCE).

Procedures carried out in a limited assurance engagement vary in nature and timing and are smaller in scope than reasonable assurance engagements, and therefore, the level of assurance provided is likewise lower.

Our work has consisted in requesting information from Management and the various Group units participating in the preparation of the NFIS, reviewing the process for gathering and validating the information included in the NFIS, and applying certain analytical procedures and sampling review tests as described below:

- Meeting with the parent Company's personnel to know the business model, policies and management approaches applied, the main risks related to these matters, and to obtain the necessary information for our external review.
- Analysing the scope, relevance and integrity of the content included in the 2021 NFIS, based on the materiality analysis made by the parent Company presented in section "4.1 Analysis of the materiality and the power of dialogue" and considering the content required by prevailing commercial regulations.
- Analysing processes for gathering and validating data included in the 2021 NFIS.
- Reviewing the information on risks, policies and management approaches applied in relation to the material aspects included in the 2021 NFIS.
- Checking, through tests, based on a selection of a sample, information related to the content of the 2021 NFIS and its correct compilation from the data provided.
- Obtaining a representation letter from the parent Company's Board of Directors and Management.

### Conclusion

Based on procedures performed in our verification and on the evidence obtained, no matter has come to our attention that would cause us to believe that the NFIS of UCI, S.A. and its subsidiaries for the year ended December 31, 2021 has not been prepared, in all material respects, in accordance with the contents required by prevailing commercial law and following the criteria of the selected GRI standards, selected as explained for each subject matter in the table named "Annex 2. Table of correspondence of law 11/2018 on Non-Financial Information and Diversity and GRI reporting standard" of the accompanying NFIS.

### Emphasis of matter

The Regulation (EU) 2020/852 of the European Parliament and the Council, of 18 June, on the establishment of a framework to facilitate sustainable investment, establishes the obligation to disclose the manner and the extent to which the entity's investments are associated to eligible economic activities according to the Taxonomy for the first time for 2021, provided that the non-financial information statement is published from January 1, 2022. Accordingly, the accompanying NFIS has not included comparative information on this matter. Furthermore, information has been incorporated for which, at the date of formulation of the accompanying NFIS, the parent Company's directors have opted for applying criteria that, in their opinion, better enable the compliance with the new obligation and that are defined in Note "Annex 3. Alignment of UCI financial products with the European Union (EU) taxonomy" of the accompanying NFIS. Our conclusion has not been modified in relation to this matter.

### Use and distribution

This report was prepared in response to the requirement established by prevailing commercial law in Spain, and may not be appropriate for other uses and jurisdictions.

Madrid, 28 April 2022

MAZARS AUDITORES, S.L.P.

*[Signed in original]*

Oscar Herranz López