



Sustainability Report 2022

Preliminary clarifications

This consolidated Non-Financial Information Statement is part of UCI Group's Management Report and is separately issued. With this Sustainability Report UCI reports its situation, in compliance with article 49 of the Code of Commerce, by virtue of the modification carried out by Law 11/2018, as transposition at legal order level of Directive 2014/95/EU, as regards the disclosure of non-financial information and diversity information.

The scope of information and entities included in the perimeter of the Non-Financial Information Statement corresponds to the Group Unión de Créditos Inmobiliarios S.A., Establecimiento Financiero de Crédito, in the areas of Spain and Portugal, which perimeter covers 93% of the Group's employees and 98% of the managed outstanding balance.

In its commitment to reporting non-financial information, UCI Group opts for elaborating its Report following the criteria of the UN Global Compact principles, the Agenda 2030 with Sustainable Development Goals and its three sustainability dimensions: environmental, social and governance, using as reference the GRI Standards and with the requirements established by the Spanish legislation applicable to such matter, as Law 11/2018.

When elaborating this Report, in turn, Regulation EU 2020/852 related to the European Taxonomy has been taken into account, in reference to the classification of economic activities based on their contribution against climate change or damage of the environment.

According to the above, the contents included in this Report follow the principles of comparability, materiality, relevance and reliability, and the information included is precise, comparable and verifiable.

UCI generates trusting and transparent relationships with the stakeholders through an ongoing and proactive dialogue, and thus, the most relevant sustainable matters with a greater impact for the company and its value chain are consulted and analysed, which has underpinned the consequent reporting of information.

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 the abovementioned article 49 of the Code of Commerce.

Such verification includes the documentary verification of information collected in the present document, as well as the analysis of the quality of quantitative data used, justifying the coherence of reported information with results from the analysis of the stakeholders' needs and expectations.

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 300 Revised), issued by the International Auditing and Assurance Standards Board (IAASB) of the International Federation of Accountants (IFAC) and with the Guidelines on Verification Engagements of the Non-Financial Information Statement, issued by the Spanish Institute of Chartered Accountants.

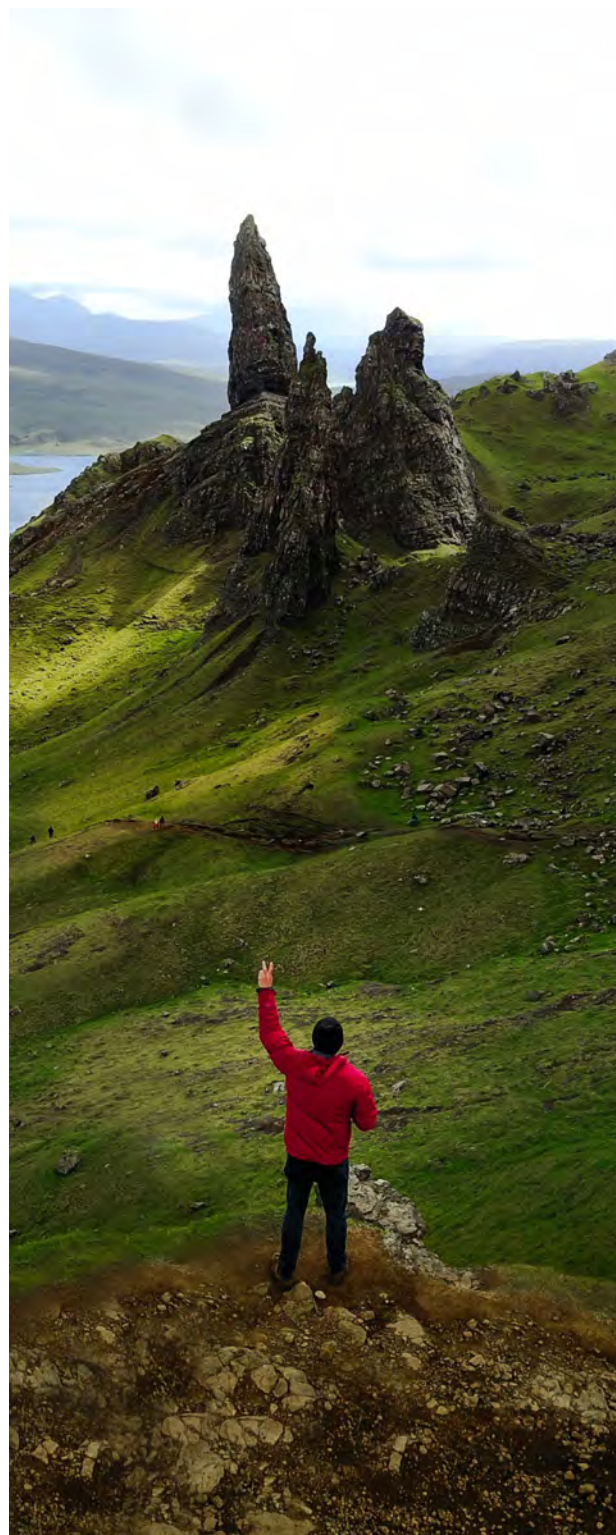
Once verified, the Report is approved by the Board of Directors and the General Shareholders’ Meeting of UCI.

¹ Law 11/2018, of 28 December, amending the Code of Commerce, the consolidated text of Corporate Enterprises Act, approved by Royal Decree Law 1/2010, of 2 July, and Law 22/2015, of 20 July, of Audit, concerning non-financial and diversity information.

² Directive 2014/95/EU of the European Parliament and the Council, of 22 October, amending Directive 2013/34/EU as regards the disclosure of non-financial information and diversity information by certain large companies and certain groups.

³ For further detail, consult point 6 with indexes of requirements of Law 11/2018 and the GRI Standards.

⁴ Regulation (EU) 2020/852 of the European Parliament and the Council, of 18 June, related to the establishment of a framework to facilitate sustainable investment, and amending Regulation (EU) 2019/2088..



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1. Meet UCI

We are credit institution with more than 30 years of experience, present in Spain, **where its headquarters are located**, Portugal, Greece and Brazil, expert in house financing. Since 1989, we have been accompanying our customers on a personalised basis throughout the process of acquisition of a house or of a house-related service.

Our objective is to satisfy the housing demand, through responsible, customised and sustainable financing solutions. We facilitate the access to housing, and contribute to renewing the property stock to achieve more sustainable cities, through our mortgages and products for the housing reform and building rehabilitation.

We are pioneers in this matter and are endorsed by our Green commitments with Sustainability and with the European Investment Bank, in addition to our involve-

ment in key European projects, such as the RER plan, the Engage project and the Green Mortgage initiative, led by the European Mortgage Federation (EMF).

We reinforce the sustainable financing business for the building rehabilitation with the creation, from the beginning of 2023, of the Sustainability and Rehabilitation Management, in order to boost the rehabilitation of the property stock under energy efficiency criteria and respect of the environment.

UCI is a synonym of transparency, quality, accessibility and closeness. For us, the customer always at the heart, and we offer a bespoke service, according to their needs.

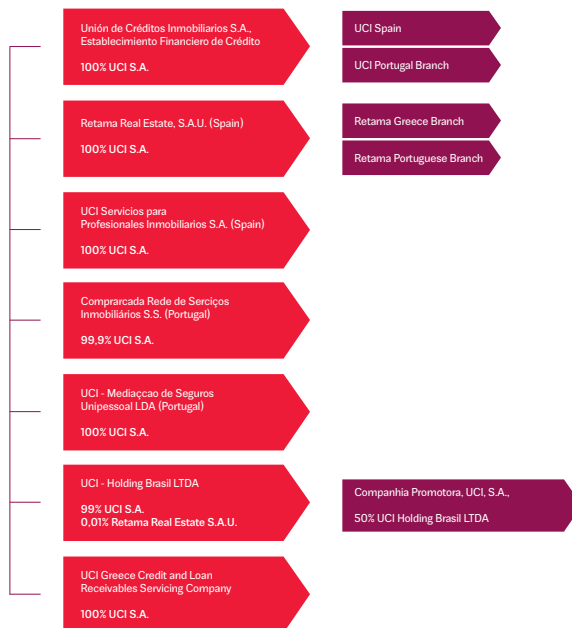
1.1 Our organisational structure

(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 integrated, 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



1.2. Our ESG framework at a glance

Green Production and Rehabilitation business



111.72M€

Green

161.9%

R/O

312

Green operations

13.19M€

Signed in rehabilitation

Employees



620

employees

57%

Women

26.32%

Women in Executive Committee

+20,000

Training hours

Financed households



3,248

Financed households in 2022

188,134

Financed households since the beginning of UCI's activity

Ekomi valuation:

9.78

4.92

Real estate professionals



+2,000

Real estate agencies with whom we collaborate

2,308

Real estate professionals trained in alliance with the NAR

1,286

Attendees to professional events

736M€

Signed in this channel

Social Commitment



+76,000€

in donations

+3.000

Beneficiaries

+300

Volunteers

Tax contribution



3,888,347.59€

1.3. Our commitment with the planet and with the people, main milestones 2022

January

› **We have participated, for the seventh consecutive year, in the programme ‘Tus Finanzas, Tu Futuro’.**

Together with the Junior Achievement Foundation and the AEB (Spanish Banking Association), this programme promotes the financial education among the young.

February

› **We have signed an agreement with the Catalanian Government (Generalitat) for the houses’ energetic rehabilitation.**

Together with another 9 entities, we have formalised a collaboration agreement to facilitate financing for residential energetic rehabilitation works.

March

› **We have signed an agreement with the General Council of Associations of Property Administrators.**

First agreement signed by the Council with a credit institution for the purpose of facilitating financing for the rehabilitation of buildings of residential housing in condominiums.

› **We have organised an employees’ donation campaign for the Ukrainian conflict.**

We have collaborated again with the Spanish Red Cross, in its donation campaign for Ukraine, to help refugees that had arrived in Spain.

April

› **We are finalists of the European Securitization Awards organised by GlobalCapital.**

Being finalists of this award evidences the level of trust and recognition of the brand RMBS Prado, the risk quality of our mortgages and UCI’s ESG commitment.

May

› **We have signed an agreement with the Consorci of l’Habitatge of the metropolitan area of Barcelona.**

First agreement signed by the Consorci with a credit institution for the rehabilitation and reform of houses and owners’ associations of 35 municipalities surrounding the city of Barcelona.

› **Inmociónate, the largest event for real estate professionals of Spain.**

More than 700 real estate professionals gathered to generate networking, business opportunities and exchange visions on the sector. Additionally, Inmosolidarios awards, dedicated to Ukraine, were delivered.

June

› **We are the first Spanish credit institution beneficiary of ELENA funds for the development of the RER Plan.**

First credit institution that receives financing from the European Local Energy Assistance programme, in collaboration with the European Investment Bank and the European Committee to promote the rehabilitation of houses located in Madrid, Barcelona, Valencia and Seville.

› **We have received the Empowering Women's Talent label.**

We have obtained the prestigious Empowering Women's Talent label as company committed with the women's empowerment and leadership, for our commitment in equality, diversity and inclusion policies.

September

› **We are again a Great Place to Work®.**

Granted by the consulting firm of the same name, one of the most prestigious distinctions at national and international level to the best employers worldwide.

October

› **We collaborate with Dágoris Foundation.**

With financial support and protection of two young university students with high abilities and demonstrated performance, without economic resources to follow higher education.

› **We have launched the Financial Education programme with Prodis Foundation.**

We approach the Foundation's students with intellectual disability to the financial education, for them to acquire knowledge in this matter from our volunteers.

› **We have entered into a new agreement with Spanish Red Cross.**

To support their residential exclusion prevention programme.

› **We have signed an agreement with Mutua de Propietarios Foundation.**

It is a global agreement to finance accessibility works for owners' associations for residents with reduced mobility or, at least, 40% of residents above 65 years old.

November

› **We have driven the consortium ENGAGE for the decarbonisation of the European property stock.**

The single financial instrument of the European Union exclusively dedicated to the environment and the climate action, for the purpose of satisfying the data and financing needs for the decarbonisation of the European property stock.

› **We have developed the Equality Plan 2022-2026.**

With measures and actions aimed to ensure the gender equality, prevent the sexual harassment and ensure the awareness and promotion of women responsibility posts.

› **Adhesion to the new Code of Best Practices.**

In order to offer a series of additional measures to assist mortgage debtors, and alleviate the impact of interest rate raises.

December

› **We have supported the Empresa programme of Prodis Foundation.**

We have launched the Christmas campaign for the purpose of supporting the Empresa programme, designed to achieve the access to the labour market by intellectual disabled people.



2. Our sustainability model

2.1. Environment and Sustainability

The financial year 2022 has been marked by a series of events, such as the war of Ukraine, the pandemic not completely overcome, the inflation, the economic situation, the rise of rates, which have created an uncertain environment. All this implies a prudential decision-making, responsible with the business and with the stakeholders and the ongoing adaptation and improvement of the teams to make progress in complex situations that also offer opportunities of change and contribute to the progress of the society in general. Accordingly, with our business activity and social commitments, we aim to boost an inclusive and sustainable growth, also adapted to the regulation in general and in particular to sustainability standards that are having a great impact in the organisations' management. Among this regulation, we note the following:

The European Union **Taxonomy Regulation**, which has entailed a change, extending the matters to be reported.

With the entry into force of the **Disclosure Regulation** (Sustainable Finance Disclosure Regulation or **SFDR**), progress has been made in transparency, as it allows investors to decide in which among the actually sustainable products they could invest. The investment in sustainability is no longer disruptive, but demands a series of requirements to stand out.

The new **Directive 2022/2464** (also known as **CSRD** for Corporate Sustainability Repor-

ting Directive), published at the end of 2022, has demonstrated that the coming movements go towards an increasingly responsible and demanding direction, together with the standards published by the **EFRA** that serve as guidelines to implement the new reporting Directive.

We cannot forget the modification of the Global Reporting Initiative (**GRI**) standards, which have been updated to face all this regulatory transformation and its consequent sustainability needs.

The new Proposal of the **Due Diligence Directive** points to a new direction, promoting the transparency and marking increasingly sustainable behaviours in the companies and in their supply chain.

The creation of the **International Sustainability Standards Board** by the IFRS Foundation stands out as international development, as it has been born with the idea of routing the financial markets in ESG matters, even beyond the EU.

The war of Ukraine has marked one of the devastations this year, and has required a revision of energy policies at European level to prevent the dependence from the invading country, with the **REPowerEU Plan**.

At **State** level, there is an increasing ESG regulation to achieve a greater involvement by the citizenship and the companies, which implies having a governing structure to allow

the adaptation to the environment and the integration of sustainability at all levels within the organisation.

2.2. Governing system and sustainability management

At UCI, we have action frameworks and policies that guarantee responsible and sustainable behaviours in what we do as organisation, and assessing our impact over the people and the planet.

Since 2021, we have the Sustainability Management which, on January 2023, incorporates the business line of Sustainable Rehabilitation of Buildings to boost a more sustainable business model that complies with our purpose to decarbonise the property stock in the Iberian peninsula. It also reinforces our commitments with the European Investment Banks (EIB) and Sustainalytics, in addition to the Agenda 2030: the United Nations Sustainable Development Goals (SDG), the Paris Agreement and the Global Compact Principles. Additionally, it has other areas of action for the design of the Sustainability strategy, the ESG framework and the social action plan.

Since January 2023, this management is incorporated to UCI's Steering Committee and directly reports to the entity's CEO, which favours the design of more sustainable, responsible and transversal strategies.

Frame of action

Our business activity and social commitments are developed taking into account sustainability regulations, the internal regulatory framework and international initiatives related to the sustainable development. Our internal framework is made up of action policies and principles that allow us to adopt responsible behaviours in the integration of the ESG criteria.



Policies guiding the integration of sustainability in our actions

Sustainability Policy

It defines the general sustainability principles and the commitments with our stakeholders to create value at the long term.

Code of Ethics

It established a set of principles and guidelines of conduct, aimed to guarantee the ethical and responsible behaviour of all UCI employees in the development of their activity.

Environmental Risk Management Policy

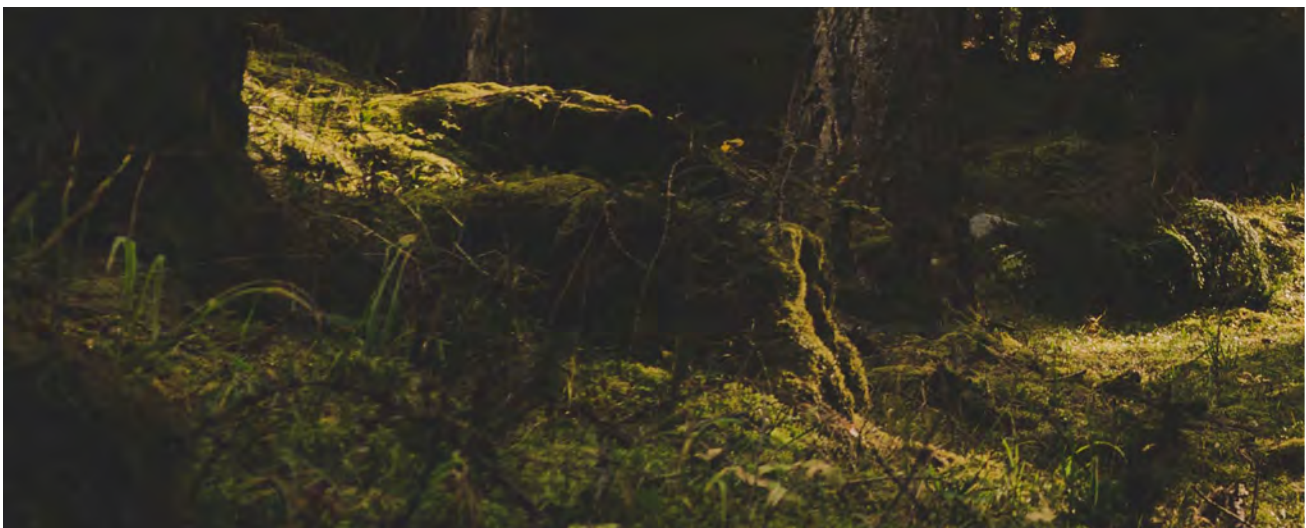
It specifies criteria and procedures to be followed in relation to the granting of loans for property assets (real estate sector) that could have a greatest environmental impact.

Diversity Policy

It includes objectives, principles and actions to guarantee the diversity and inclusive culture in the organisation.

Consumer protection policy

It details the 9 general principles that must govern the relationship with our customers to respect their interests and inherent rights.



Other policies supporting our ESG strategy

Information security policy

It includes the main lines of action to guarantee the confidentiality, competeness and availability of UCI Group’s information.

Anticorruption and antibribery policy

It identifies the most common cases of corruption and how to proceed in such situations.

General Conflicts of Interest Policy

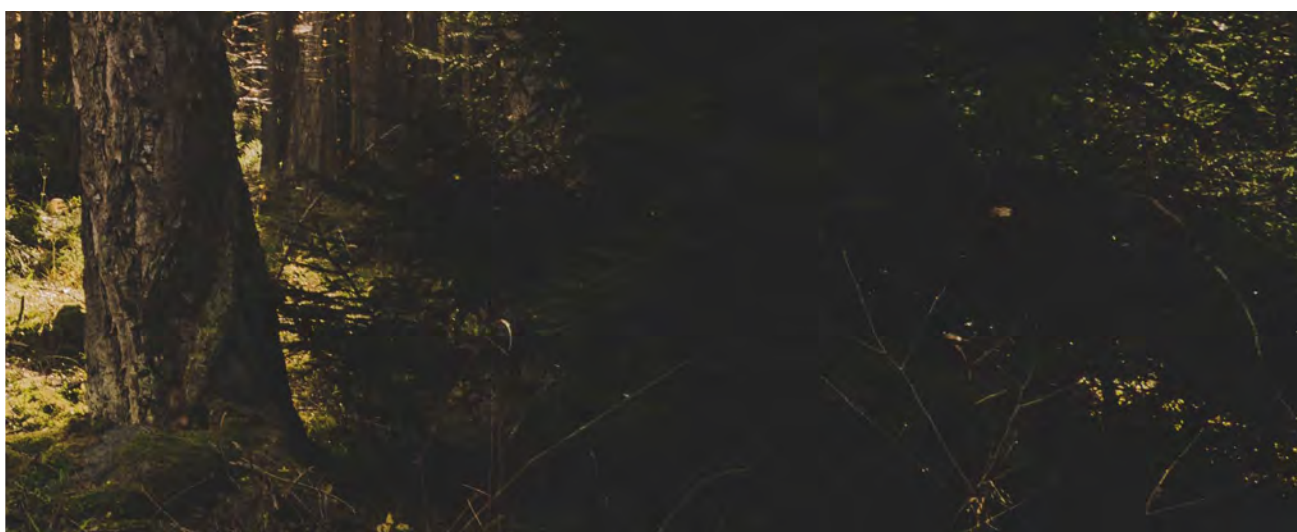
It establishes guidelines to prevent and manage conflicts of interest that could derive from activities developed by UCI Group’s employees, board members and entities.

Supplier Contracting Procedure

It establishes the general framework in relation to the selection, control and monitoring of the service suppliers, as well as the quality assesment.

Social Action Policy

It defined lines of action for donations made in the UCI group, both economic or inkind donationes, or through volunteering.



2.3. Our ESG commitment

Our activity focuses on the decarbonisation of the Spanish and Portuguese property stock to transform our cities and make our houses energetically efficient, and to reduce CO2 emissions to the atmosphere. For the

purpose of caring for people and the planet, we design our ESG framework with clear commitments.

Our ESG commitment

Create value for stakeholders, incorporating ESG criteria in new business lines

E

> Minimise the impact of our activities in the environment and boost the decarbonisation of the housing stock through sustainable financing and rehabilitation.

S

> Support the development of a more sustainable and caring society, promoting the customer satisfaction, and inclusive growth, and supporting the creation of diverse and talented teams.

G

> Integrate a responsible management through a framework of actions with well defined policies and procedures, listening to our stakeholders and with a prudential risk management.



2.4. Materiality and power of dialogue

Dialogue with the stakeholders

At UCI, we establish an ongoing dialogue with our stakeholders to generate long-term relationships based on trust and transparency, to create shared value.

This dialogue allow us to:

- Analyse and integrate the new expectations and needs of our customers, employees, shareholders, investors and other stakeholders.
- Respond in a transparent manner to their demands for information on the entity's sustainability and ESG matters.

- Develop and innovate with products that respond to our customers' sustainable and responsible financing needs.

- Identify emerging risks and opportunities for the business through the stakeholders' participation in the materiality study of the entity.

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



Stakeholders	
Most significant relationship channels	
Customers	Commercial channels
	Line with Credit
	UCI your web
	Ekomi
	Quality surveys
	Customer care service
Employees	Annual survey Great Place to Work
	Performance appraisal
	Whistleblowing channel
	Corporate news channels
	Satisfaction surveys
Real estate professionals	Commercial network
	Professional events
	Real estate barometer
	Quality service surveys
Shareholders and investors	Board of Directors
	Securitisation Roadshows
	Investor questionnaires
Society	Meetings with investors
	Participation in events
	Social media
	Corporate websites
	Meetings with NGOs and Foundations

Materiality study. New approach from the impact analysis

In 2022, we have updated the annual materiality study for the purpose of carrying out an exercise of approach to the requirements of the new European of Corporate Sustainability Reporting Directive (CSRD), ahead of its application in 2024, and to the new Consolidated GRI Standards, applicable from January 2023.

Methodology

The methodology used has evolved from an approach of relevance to an approach of impact, in line with the current reporting and sustainability management trends.

The work was carried out in three phases:

1. Identification of the material issues from a **double vision**: impact of issues over the company and the people and the planet, based on the analysis of documentation and of an internal working group.

At this phase, **51 internal sources and 33 external sources** have been reviewed, in order to detect recurrent issues that affect UCI and in which, as entity, we impact our stakeholders.

This was followed by the creation of an **internal working group made up of 17 people** from UCI Spain and UCI Portugal, distributed in two sessions, to identify and validate possible material issues and impacts.

Based on the analysis of information, 10 material issues and 21 sub-issues were identified which, after the sessions with the working group, were adjusted to 10 issues and 18 sub-issues.

2. As a novelty, the impact approach has been incorporated. In order to give priority to impacts over the business and the stakeholders, the surveys annually carried out with the main stakeholders have evolved.

•**Impact over the business**: specific survey to the Steering Committee for the purpose of assessing the impact of material issues in the business development, with a current vision and evolution at the mid and long term.

•**Impact over stakeholders**: the new approach of external consultations has allowed evidencing how stakeholders, both in Spain and in Portugal, assess UCI's impact over issues identified in their daily relationship with the entity, with a current vision and evolution at the mid and long term.

As a whole, **566 consultations have been made to internal and external stakeholders**:

- 6 members of the Steering Committee
- 255 employees (Spain and Portugal)
- 233 customers (Spain)
- 53 financial consultants (Spain and Portugal)
- 8 real estate professionals (Spain)
- 11 suppliers - Managing entities (Spain)

3. Construction of the matrix with the consolidation of global results and an analysis of the evolution of issues at the mid and long term.

The matrix includes the following:

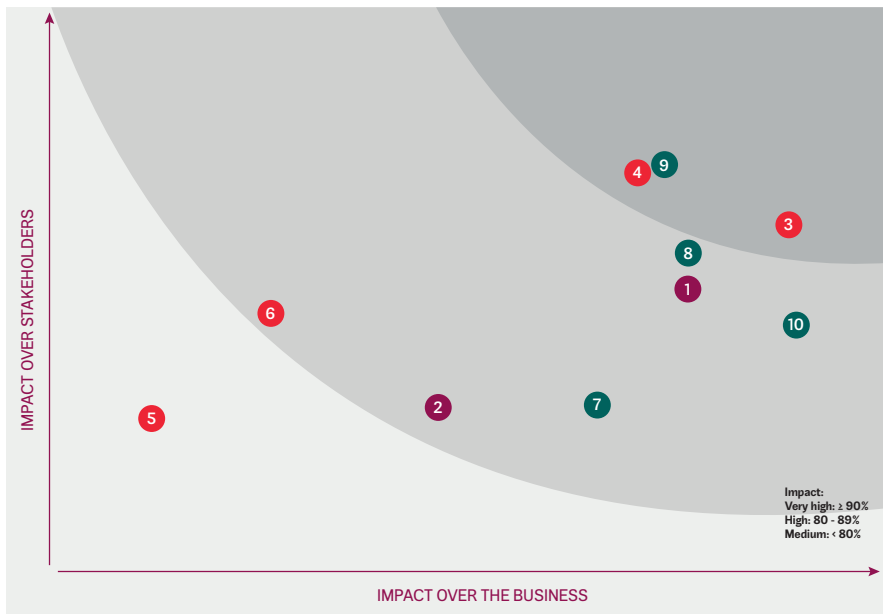
a) Two new axes:

- **Impact over business:** impact of issues in the development of the company's activity, understood as the ability to implement its strategic lines and achieve its objectives.

- **Impact over stakeholders with regard to sustainability matters.**

b) Results both from consultations on identified issues and on impact of issues at mid and long term.

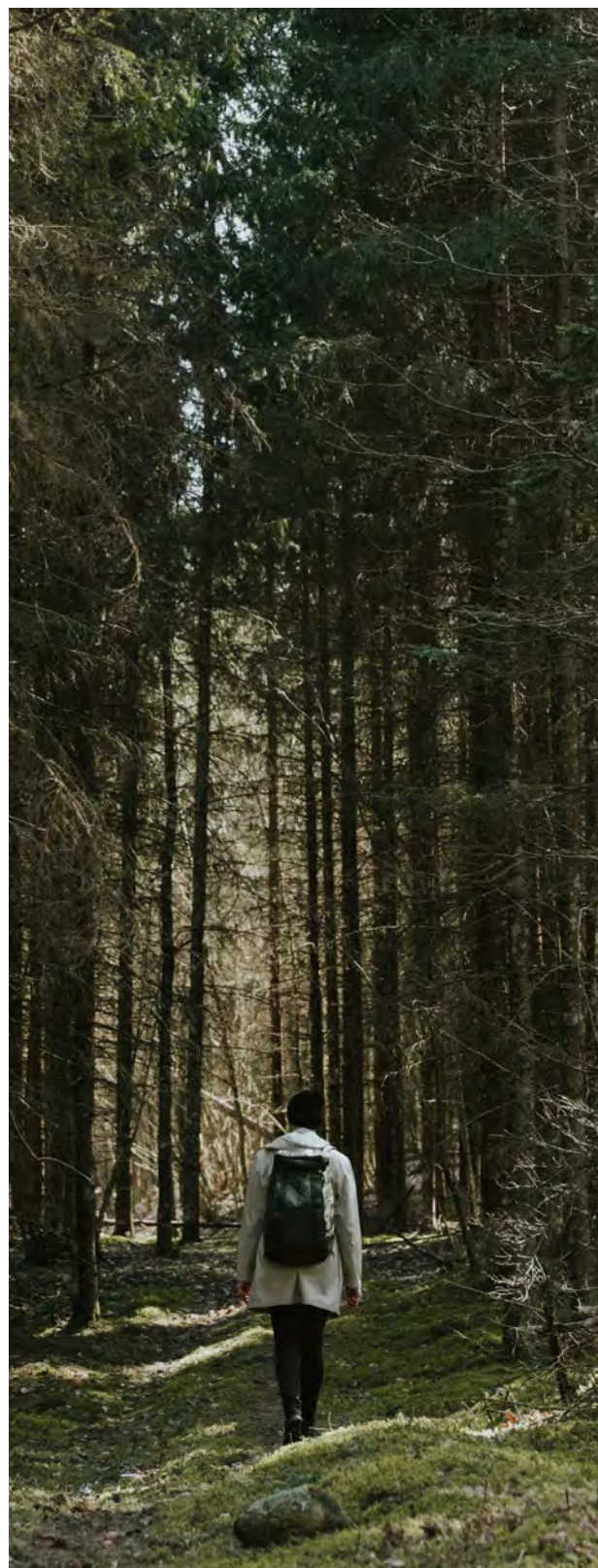
It has been classified as very high impact when the score is 90% or more, high in a scope from 80% to 89%, and medium when it is below 80%.



Material issues	Dimension ESG Framework	Total Impact
1. Sustainable and responsible financial products	Climate change	89%
2. Carbon footprint and environmental impact	Carbon footprint	80%
3. People first	People first	91%
4. Customer engagement	Customer engagement	90%
5. Social engagement	Social engagement	75%
6. Professionalisation and diversification of the real estate sector	Professionalisation and diversification of the real estate sector	80%
7. Corporate governance and values	Corporate governance and values	84%
8. Long-term value creation	Code and values	89%
9. Security, transparency and reporting	Security, transparency and reporting	91%
10. Prudential risk management	Prudential risk management	89%

On this occasion, the matrix is presented with 10 relevant issues: for their valuation in consultations, the sub-issues that comprise them were included and are described below.

Issues	Sub-issues
1. Sustainable and responsible financial products	Purchase and sustainable reform of houses Sustainable rehabilitation of the property stock
2. Carbon footprint and environmental impact	Carbon footprint Environmental management
3. People first	Talent and training Diversity, equality and inclusion Health and wellbeing
4. Customer engagement	Customer satisfaction and experience Accompaniment of financial consultants
5. Social Commitment	Investment in social projects
6. Professionalisation and diversification of the real estate sector	Training of real estate professionals
7. Corporate governance and values	Corporate governance Responsible management of stakeholders
8. Long-term value creation	Business strategy Digital transformation
9. Security, transparency and reporting	Data protection and cybersecurity Transparent dialogue and clear language with stakeholders
10. Prudential risk management	Prudential risk management



The **main conclusions** from this analysis have been the following:

1. The **three issues with the highest impact valuation** for UCI and its stakeholders belong to the Social and Governance categories: People First (91%), Security, transparency and reporting (91%) and Customer Engagement (90%).
2. The issues of Prudential Risk Management, Corporate Governance and Values, Sustainable financial products and Long-term value creation are the four matters that **record a greater impact for the business** than for stakeholders.
3. Although all material issues obtain a high consolidated valuation above 75%, one of the issues is at a **medium impact level**, and is the Social Commitment.

The main conclusions per consulted group:

1. The material issue within the top 3 of impact for a larger number of consulted stakeholders is the **long-term value creation**. The employees, financial consultants and managing entities are the groups that rate this issue most highly.
2. **Security, transparency and reporting** are among the most prominent issues for three of the stakeholders, with special impact over customers.
3. The issue **customer engagement** is also a priority for three stakeholders, with the highest valuations among real estate professionals.

Top 3 issues	Business	Stakeholders				
	Directors	Customers	Employees	Financial Consultants	Real Estate Professionals	Managing Entities (Suppliers)
1	Prudential risk management	Security, transparency and reporting	People first	Long-term value creation	Professionalisation and diversification of the real estate sector	Corporate governance and values
2	People first	Customer engagement	Long-term value creation	Customer engagement	Customer engagement	Long-term value creation
3	Long-term value creation	Social engagement	Security, transparency and reporting	Sustainable and responsible financial products	Sustainable and responsible financial products	Security, transparency and reporting

● Environmental ● Social ● Governance

Evolution of issues at mid and long term

In 2022, as novelty, the surveys made to stakeholders have introduced the vision of the evolution of the impact of issues at the mid and long term. The surveys requested selecting the 5 sub-issues that would be considered to increase in impact in following 5 years.

The main conclusions have been the following:

1. Customer satisfaction and experience is again the sub-issue most frequently noted by stakeholders.

2. Environmental sub-issues with focus on the purchase, reform and rehabilitation with sustainability criteria are considered to increase in impact.

3. Other issues that will increase their impact to a greater extent in the future, according to the stakeholders, are those related to the people management, in particular talent and training.

Finally, the existing correlation between ESG axes, material issues and both priority and interrelated SDGs are included below.

	Priority SDGs	Interrelated SDGs	Associated material issues	Transversal SDGs
Environmental			Sustainable and responsible financial products Carbon footprint and social impact	
Social	 		People First Customer engagement Social engagement Professionalisation and diversification of the real estate sector	
Governance			Corporate governance and values Long-term value creation Security, transparency and reporting Prudential risk management	

2.5. Contribution to the Agenda 2030

At UCI, we want to contribute to the transformation of our world and achieve a sustainable future for everyone.

With our activity, we generate value, promote quality of life in the communities where we operate, and promote our support to the global challenges faced by us on a daily basis.

We commit to the Agenda 2030, and thus integrate in our business the Sustainable Development Goals to contribute to their progress and align it with our ESG framework and with projects and initiatives carried out by us in the entity.

Priority and interrelated SDGs:

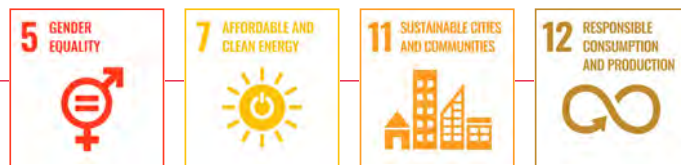
Priority SDGs

UCI contributes directly with its activity and commitments



Interrelated SDGs

UCI contributes directly and/or indirectly through projects and specific initiatives






Transversal SDGs



Present in all SDGs to which UCI contributes



Integration in the business:

SDGs	Goals to which UCI contributes	Main initiatives
	<p>4.3 Ensure equal access for all women and men to affordable quality technical, vocational and tertiary education, including university</p>	<p>Aprendizándome: ongoing learning ecosystem in which each collaborator decides the format and theme for its development.</p> <p>Leadership School: space designed for the company's leaders, with themes of conduct, key areas and styles.</p> <p>SIRA: attract, train and contribute to the development of the best real estate professionals, to stand out in the sector for their abilities, ethical commitment and quality service.</p> <p>"We accompany" Programme: financial training to young people through the initiatives "Tus Finanzas, Tu Futuro" (Junior Achievement) and Scholarships for extraordinary talent without resources (Dáдорis Foundation).</p>
	<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 of all workers</p> <p>8.10 Strengthen the capacity of domestic financial institutions to encourage and to expand access to banking, insurance and financial services</p>	<p>Wellbeing Ecosystem - Cuidate: a framework for proactive action and continuous improvement in health promotion and wellbeing.</p> <p>Work organisation model: a new model for hybrid telework.</p> <p>Agreements with EEC: contracting material and services for the employment of intellectually disabled people.</p> <p>Customer relationship model: based on responsible purchases, free choice, in-depth understanding of products and services to be contracted and accompaniment at every stage of the customers life</p>
 	<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.</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>	<p>"We accompany": support in educational programmes for the inclusion of disabled people, to programmes for the prevention of residential exclusion and energy donation campaigns.</p> <p>Equality plan: new Plan to guarantee and promote the equality of treatment and opportunities among everyone and Protocol against harassment.</p> <p>Adherence to the initiative "Business for a society free of gender-based violence".</p> <p>Adherence to Empowering Women's Talent: programme to develop the women's empowerment and leadership.</p>

SDGs	Goals to which UCI contributes	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 capacities for participatory, integrated and sustainable human settlement planning and management in all countries</p> <p>12.2 Achieve 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 trans-national 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>	<p>Green Products: green mortgage (acquisition and self-construction), SUMA Green (Purchase plus reform) and photovoltaic financing</p> <p>RER Plan: Residential Energetic Rehabilitation Plan in order to promote savings and energy efficient buildings, providing the necessary financing and services to Owners' Associations</p> <p>ENGAGE for ESG activation investments: the objective is to meet the data and financing needs for the decarbonisation of the European housing stock</p> <p>EIB commitments and Sustainalytics: green production commitments under the criteria set by the European Investment Bank and Sustainalytics that have a positive impact in the Green Asset Ratio and in goals</p> <p>Green bonds: RMBS Green Belém 1 and FT RMBS Prado VII</p> <p>Environmental management system: under the standards of ISO 14001 and with the support from Greemko to measure our carbon footprint, we work to minimise the environmental impact and to comply with legal requirements and the needs of our stakeholders</p>

SDGs	Goals to which UCI contributes	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>	<p>Policies and Code of Conduct which regulate UCI activity and behaviours to guarantee a responsible and ethical management of the company</p> <p>Cero tolerance of corruption and fraud: criminal prevention system and money laundering prevention</p> <p>Active listening and value creation for stakeholders</p> <p>Security of information: ISO 27002 certificate</p> <p>Promotion and assurance of a responsible advertising and communication of products and seices</p>
	<p>17.17 Encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships.</p>	<p>We participate in national and international initiatives and projects. The list of alliances is included as Annex 3 to the report.</p>

3. We support the sustainable transition

3.1. 'We greenimise'

E.0 Introduction

Greenization is our contribution to the planet. They are actions adopted by us to generate a positive impact in the fight against climate change and to accelerate the awareness towards energetically efficient homes. We greenimise also means being responsible with our stakeholders in this path and, therefore, we promote the progress towards the sustainability in their business model.

Fighting **climate change** is one of our lines of action main in the environmental axis. At UCI, we know that the fight against climate change and global warming must be a priority, and thus our business model includes **sustainable and responsible financial products** both for the acquisition and reform of houses and for the rehabilitation of buildings as base of our strategy.

Directly related to the above is the environmental need to reduce the carbon footprint and to maintain the global temperature by 1.5°C, which is a key point to the COP27 held this year, which has highlighted the step to "the implementation".

At UCI, we have already taken this step and our dimensions of the ESG framework also include as main activity the control of the **carbon footprint**, with measures such as the management of the **environmental footprint**, the use of a **circular economy** and a **sustainable consumption of resources**.

Our commitment with the sustainability and with all these matters is reflected in the entity's ESG framework and in the group's Sustainability Poli-

cy, as a sample of our intention to contribute to the development of a more sustainable economy and financial system and as accelerator of change.

In the financial year 2022, we have not dedicated resources to the prevention of environmental risks, but are working in the incorporation of energy and environmental factors in the Continuity Management System. At 2022 closing, the Consolidated Annual Accounts do not include any item for environmental provisions or guarantees.

At UCI, we deal with our environmental management with the responsibility to operate in the most respectful manner with the environment, taking the necessary measures to mitigate our environmental impact. We have to continue making progresses in environmental management to adapt it to the principle of precaution.

Finally, given the entity's activity and the geographic areas of business, our operations do not affect protected areas, and therefore we do not have any measure to preserve or restore the biodiversity.

Related **material matters**:

Issues: Sustainable and responsible financial products and carbon footprint and environmental impact.

Sub-issues: Products for the purchase and renovation of housing with sustainability and energy efficiency criteria; Financing for the sustainable rehabilitation of the property stock; Reduction

of the carbon footprint; Waste management and sustainable consumption of resources; Business strategy for the long-term value creation.

SDGs to which it contributes:



E.1 Financing the fight against climate change

Business lines through sustainable and responsible products

At UCI, we want to protect the environment and care for people, to achieve a more sustainable and fairer world. For such purpose, we commit to the value creation integrating ESG criteria in our business lines, and to also support our stakeholders in this path.

We develop our business in a sustainable manner, with three pillars to reach it: the creation of sustainable products, a supporting origination and an endorsing funding.

We finance the fight against climate change through Green products, focused on the acquisition and reform of energetically efficient houses and launch a fully new business line with an innovating model: the sustainable rehabilitation of buildings.

Green Products

As credit institution, we have the responsibility to offer products committed with the environment that meet the energy efficiency challenge and the sustainability. We therefore promote our Green products.

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



Mortgage Vive Green

The mortgage that benefits the client and the planet. With the acquisition of a house with energy efficiency A, special financing conditions are obtained.



Sum Green

Purchase + Reform in a single loan. If energy efficiency is improved by 30%, better financial conditions are available according to the final energy certificate.



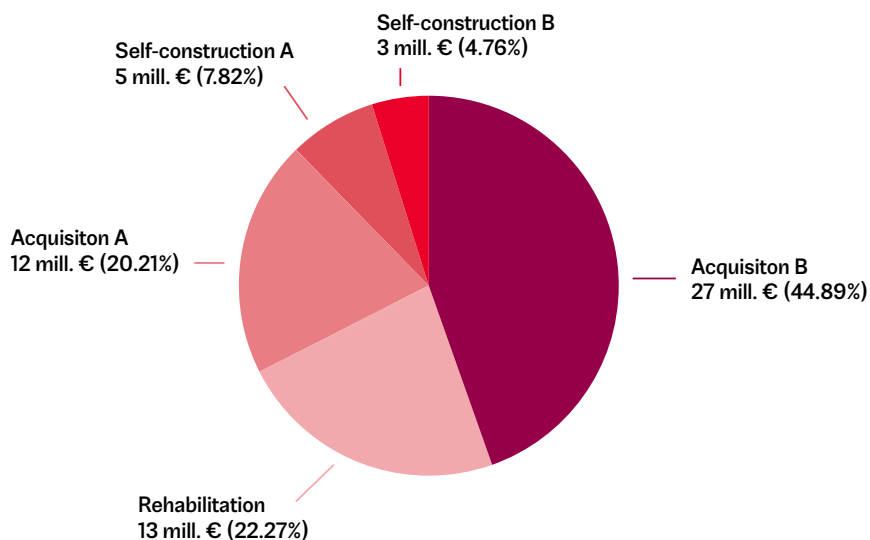
Create Green

Self-development mortgage. Build a customised house and benefits from the advantages of our Green solutions.

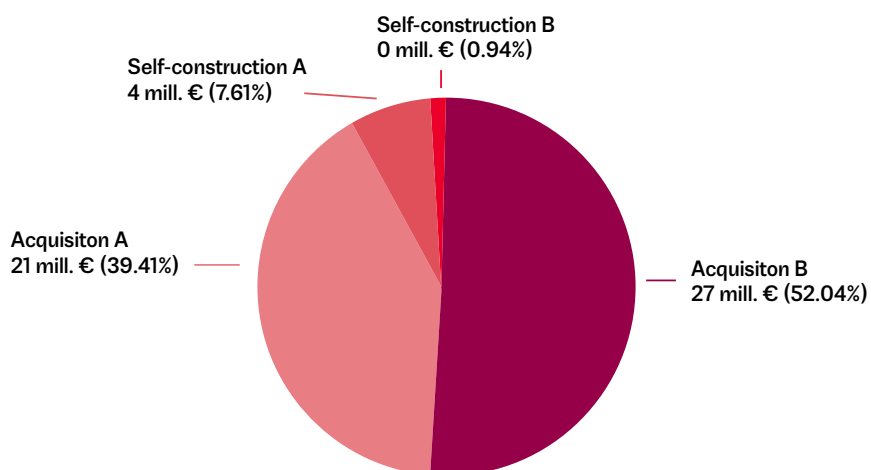
Our progress in Green production:

2022

•Spain: 10.2% of total production.

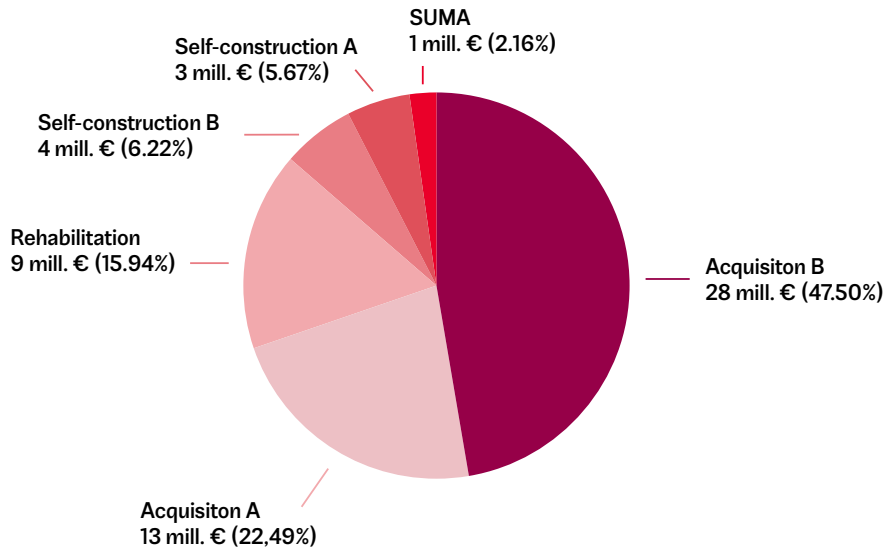


•Portugal: 26.2% of total production.

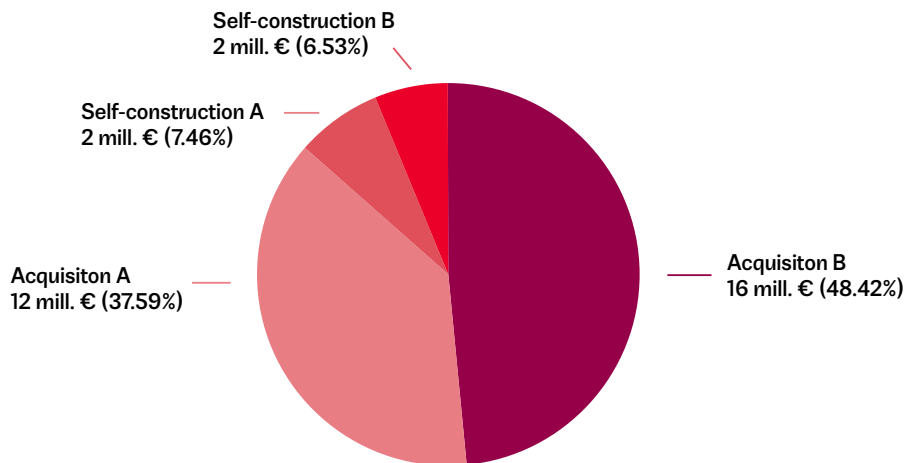


2021

•Spain: 9.2% of total production.



•Portugal: 17.9% of total production.



 **+ 10.87%**
Regarding 2021

 **+ 46.37%**
Regarding 2021

Sustainable Rehabilitation and Ecosystems

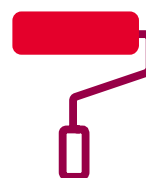
Sustainable Rehabilitation and Ecosystems
 At UCI, we are pursuing more than just financing through mortgages: we commit and dare to dream with the rehabilitation. We have analysed the current situation, studying the market, and have found a need in the society and the environment, which has led us to find our purpose: Decarbonise the property stock.

We have therefore decided to go for a disruptive business, incorporating innovating tools and partners at supranational level. This allows us to offer the best option for what is already a reality: the energy improvement of the world where we live.



Rehabilitation of homeowners' associations

Building rehabilitation loans to customers who apply for refurbishment through associated partners.



Personal loans for reforms

Loan to finance refurbishment works, reforms, energy efficiency improvements, renovation of community facilities or new community elements.

In this sense, we highlight two projects:

Residential Energy Rehabilitation Plan (RER)

On May 2022, at UCI, we have entered into an agreement with the European Investment Banks by means of which, through the funds of the ELENA programme, a joint initiative of the EIB and the European Committee, we have launched the **RER Plan**.

It is a Residential Energy Rehabilitation plan which objective is to promote the savings and energy efficiency of buildings, facilitating financing and the necessary services to Owners' associations

to carry out the necessary improvement works to achieve it, always using the digitalisation and technology as added-value strategic element. This project focuses on the decarbonisation of the Spanish property stock, mainly in the cities of Madrid, Valencia, Barcelona and Seville.

We want to simplify a process that may initially seem complex. This project is born with the idea of simplifying the procedure for all players and people involved in the estates' rehabilitation: Owners' associations, Property Administrators and Administrations in charge of granting the pertinent grants to carry out such works.

For such purpose, we take to the rehabilitation world the model of success we have applied to mortgages for 30 years and continue placing customer at the centre, accompanying them throughout process with expert and specialist advice. This programme will allow us to mobilise, in three years, 46.5 million Euros in eligible rehabilitation investment, which implies reforming around 3,720 houses until 2024 and savings of up to 1,765 tons of CO2 per year.

ENGAGE for ESG activation investments

Also in 2022, we have signed an agreement as beneficiaries in the **ENGAGE Project for ESG activation investments**, together with other consortium members from different European countries, who constitute a reference in the financial, university and legal world: Hypoport BV, Università Ca' Foscari Venezia, Woonnu B.V. and Dexai-Etica Artificiale.

It is a three-year project that has received a grant from the European Climate, Infrastructures and Environment Executive Agency (CINEA-European Committee) in the framework of the LIFE programme.

It is coordinated by European Datawarehouse, and focuses on the search for a data model related to green loans, standardising and identifying the most relevant fields to conform a Green Investment Portal to allow consumers to access this kind of loan.

This provides support to the achievement of a new energy efficiency label and simplify the access and comparison of green data. In short, the project's objective is to satisfy the needs of data and financing for the decarbonisation of the European property stock.

Our Green commitments

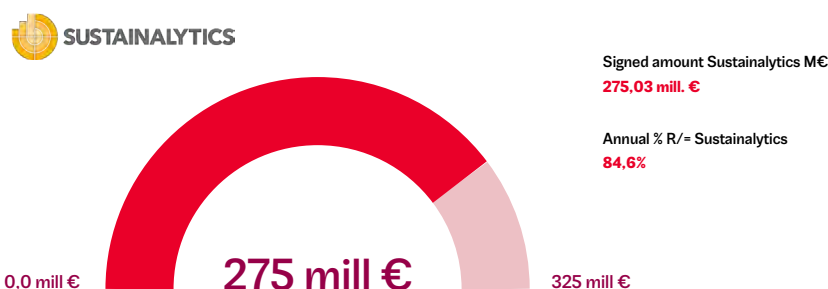
Sustainalytics

In our commitment to the sustainable financing of houses, we collaborate with Sustainalytics through an agreement for the creation of a green framework, in turn complying with the Green Bond Principles for the financing of individuals' investments in the fight against climate change.

Through our Green Bond Framework, we issue green bonds and use income to finance green mortgages for new residential buildings and reform. Sustainalytics considers that projects financed with resources from green bonds will generate a positive environmental impact, contributing to reducing the energy consumption of the stock of residential buildings in Spain and Portugal.

In turn, Sustainalytics has assessed and considered that we have the appropriate measures to identify, manage and mitigate environmental and social risks commonly associated to eligible projects financed with the use of funds. Additionally, that UCI is well positioned to issue green bonds and that we have a solid, transparent framework in this sense, aligned with the four main components of the Green Bond Principles, which are:

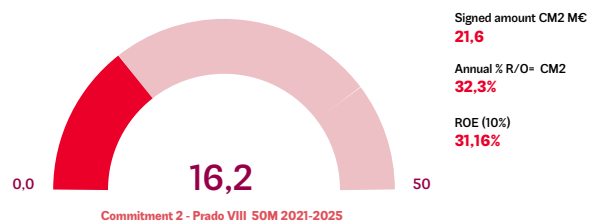
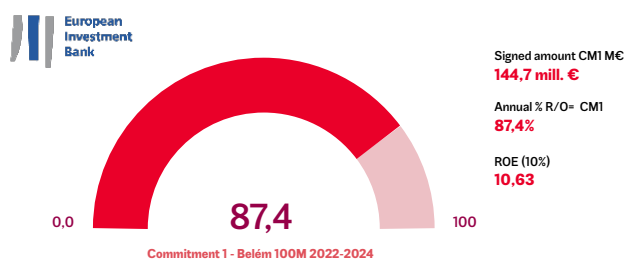
1. Use of income
2. Assessment and selection of the project
3. Management of income
4. Reporting



European Investment Banks

At UCI, we have joined forces with the European Investment Banks (EIB) to boost property energy efficiency projects in Spain and Portugal. The agreement signed in 2020 has allowed us to generate a new sustainable financing portfolio in the Iberian peninsula. This investment is possible thanks to the financing of our green products.

We offer bonuses to the customer for certain cases in new works and purchase with energy efficiency reform, as well as for the energetic rehabilitation of buildings and Green reforms.



Green bonds

RMBS Green Belém Nº1.

Our first securitisation fund in Portugal ‘RMBS Green Belém nº1’ has been the first issue of green bonds towards the investment in high energy efficiency assets, with a total volume of 400 million Euros, which has allowed us to be in the core of the financial markets.

Following the principles of the **STS regulation** (Simple, Transparent and Standardised), this fund has been the first one counting with the green certificate issued by Sustainalytics, showing our commitment to improving the energy efficiency through financing, thus collaborating to achieve a greener and more sustainable world.

FT RMBS Prado VIII

As in the previous case, this new securitisation fund has met again the demanding **European STS criteria** (Simple, Transparent and Standardised), with capital requirements Regulation and with the short-term liquidity coverage ratio.

Prado VIII is UCI's third issue, preceded by RMBS Green Belém No.1 and RMBS Prado VII. We receive requests from the main European countries, with a demand three times higher than issued bonds, which has allowed achieving a higher return for investors.

This fund has entailed an agreement with the European Investment Banks, where we have committed to financing the energetically efficient renovation of houses and the construction of new buildings in the Iberian peninsula, for an amount of 50 million Euros in 5 years.

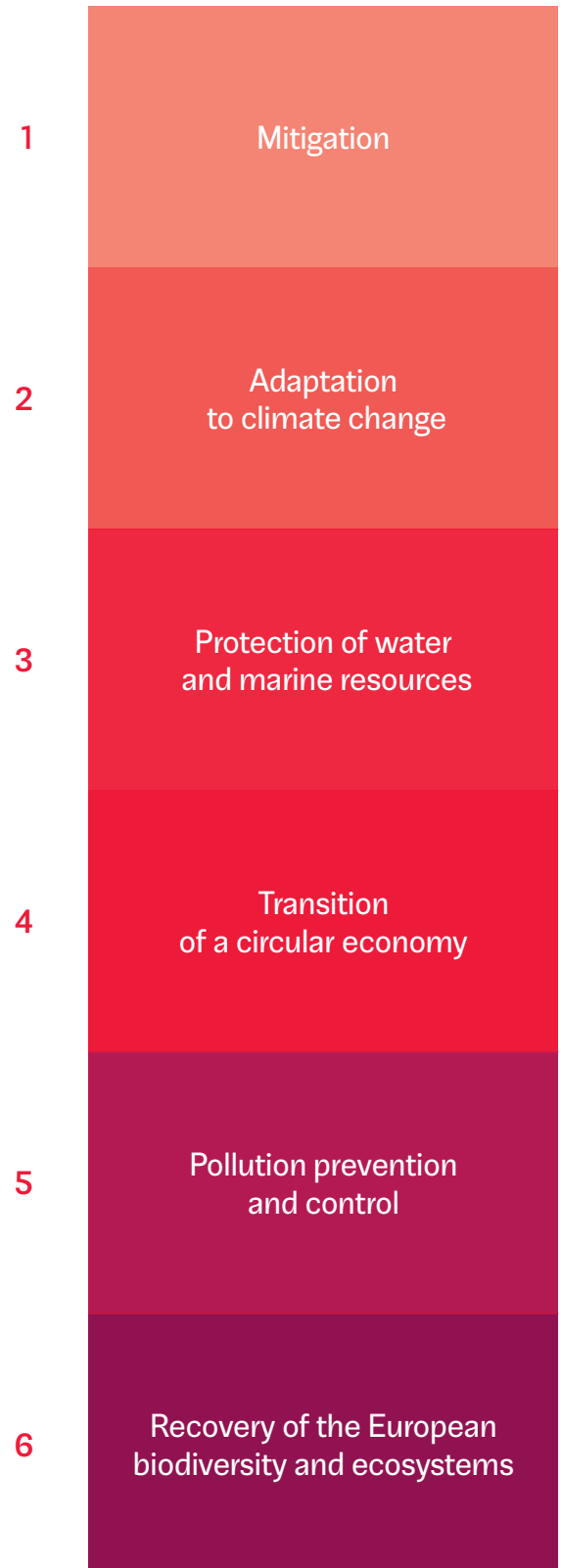
Although this Prado has not been catalogued as Green, it has had a positive influence over our ESG commitments to demonstrate our work to the investors in this financial axis, with which we anticipate the future regulation.



E.2 Taxonomy

Since 2020, our task is to identify the activities in a sustainable manner, based on transparency requirements established by the **Taxonomy Regulation (EU) 2020/852** of the European Parliament and the Council. Its article 8 establishes the enforceability for companies that already report non-financial information to disclose the details of **environmentally sustainable economic activities**.

This Regulation establishes six common climate objectives in the European Union that must be met by any economic activity to be sustainable:



In turn, there are four criteria that must be complied with in order to understand the Taxonomy as a fundamental transparency tool:



The Regulation above is specified with **Delegated Regulation (EU) 2021/2178** that establishes the content to include the sustainability degree of the activities. It sets the content, methodology and presentation of information to be disclosed with regard to environmental activities.

In turn, all the information above is also developed by **Delegated Regulation (EU) 2021/2139**, which establishes technical criteria of selection to determine whether an economic activity contributes to **mitigating greenhouse gas emissions and adaptation of the climate change**, thus fo-

cus on the two first objectives. These criteria also allow determining when an economic activity causes significant damages to the rest of environmental objectives. And, also, this must be considered when disclosing the information established by the abovementioned article 8.

At UCI, given our type of activity and products, we must focus on **article 7**, in particular points 7.1, 7.2 and 7.7:

Point 7.1: Construction of new buildings.

The technical criterion of selection applied in this point is the following:

The demand of primary energy, which determines the energy efficiency of the building that is being built, is at least 10% lower than the threshold established in relation to requirements concerning near-zero energy buildings (EECN).

Point 7.2: Renovation of existing buildings

The technical criterion of selection applied in this point is the following:

The building’s renovation leads to a reduction of the primary energy demand of at least 30% (as a result of a real reduction of the primary energy demand).

Point 7.7: Acquisition of buildings

The technical criterion of selection applied in this point is the following:

In relation to a substantial contribution to mitigating the climate change:

- For buildings built before December 31, 2020, the building at least has a class A energy efficiency certificate.

- Alternatively, the building is part of 15% of the most energetically efficient buildings of the national or regional property stock, in terms of operating primary energy demand (PED).
- In the case of the buildings built after December 31, 2020, the building complies with criteria established in section 7.1 that are pertinent at the moment of acquisition.

At UCI, we take into account the alignment with the Taxonomy with a view to 2024, due to its obligatoriness, but we currently have the eligibility, which implies that it is applicable to all of our portfolio, as the technical criteria are not considered as no significant harm is caused (DNSH - do not significant harm).

In this context, we demonstrate the percentage of our financial assets/products aligned with the Taxonomy and that are therefore sustainable for individual customers through the following:

1. Financing to acquire houses with an energy efficiency rating A or B; and
2. Financing exclusively dedicated to building houses with the highest energy ratings (A and B).

Country	Taxonomy Green Products	Amount €	Weight
Spain	A&B acquisition	118,572,310.97	38%
	A&B self-construction	12,224,265.26	4%
	Rehabilitation of communities 30% improvement	5,994,322.56	2%
	Reform & Acquisition + reform 30% improvement	10,708,739.95	3%
	Total Green Products	147,499,638.74	
	Total outstanding balance	8,905,951,875.70	
	GAR	1.66%	
Portugal	A&B acquisition	152,738,512.42	49%
	A&B self-construction	9,296,114.04	3%
	Total Green Products	162,034,626.46	
	Total outstanding balance	1,226,290,349.51	
GAR	13.21%		
Total	Total Green Products	309,534,265.19	
	Total outstanding balance	10,132,242,225.21	
	GAR	3.05%	

E.3 Our environmental footprint We minimise our impact in the environment

Our strategy to fight against the climate change focuses on the decarbonisation of the property stock. In 2018, green products were designed and traded for the acquisition of energetically efficient houses and the improvement of said efficiency in the houses. Our internal management also cares for minimising the impact of our activities over the environment.

Our internal environmental management focuses on three axes that are included in the ESG framework to guarantee that our impact in the environment is correctly identified and managed:

- Manage our waste in a responsible manner
- Quantify the consumption of resources
- Control and measure CO2 emissions

Additionally, we have continued raising awareness on these questions from our employees and other stakeholders.

Since 2021, we count with the platform **Greemko** that has allowed us to correctly monitoring the abovementioned matters, in order to establish objectives that will be included in the future Sustainability Plan. This methodology is 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, enhancing the efficiency and reliability.

In 2020, the Environmental Management System (SGA), certified by AENOR, was implemented and evidences the adequacy of the central services building to the requirements the Standard ISO 14001:2015. The ISO 14001 certificate is a reference of the performance in the environmental management, applying policies and objectives to reduce consumptions, waste and the emissions in the buildings.

Concerning our activity, during 2022, we have had a hybrid working model, and therefore variations with regard to the previous year are still due to atypical behaviours from 2021, derived from the pandemic.

Circular economy and waste management

As part of our environmental management system we have internal procedures to manage and guarantee the withdrawal and recycling of 100% of the paper (offices and HQ Spain) and plastic (HQ Spain) through authorised waste managers. The corporate headquarters have a selective collection of packaging, organic matter and batteries.

Our waste elimination method is verified through the following:

- Information collected in control and waste management monitoring documents (Chronological Waste File).
- Certificates of destruction issued by the different authorised suppliers and managers.

The treatment given to document, paper and cardboard waste consists of shredding, sorting and compacting it and sending it to paper and cardboard factories for recycling.

Waste generated by Spain and Portugal is exposed below:

Matter	2022	2021	Var. %
<u>Waste</u>			
Batteries and accumulators	0.11 t	0.00 t	100%
Ink and toner cartridges	0.03 t	0.16 t	-83.49%
Paper	15.78 t	15.57 t	1.39%
Discarded equipment	0.00 t	0.08 t	-100.00%
Electrical and electronic devices	4.58 t	0.69 t	561.07%
Mixed construction and demolition waste	0.90 t	0.00 t	100%
Municipal waste	6.06 t	6.25 t	-2.97%
Alkaline batteries	0.00 t	0.01 t	-100.00%
Plastic	1.68 t	1.52 t	11.10%
	29.15	24.28	18.17%

In 2021, the discarded equipment corresponds to Portugal.

Portugal does not have the following waste: cartridges, electrical equipment, mixed construction waste, municipal waste, alkaline batteries and plastics.

The increase in the waste of electrical and electronic equipment is due to the cleaning of the headquarters of Retama 3, after moving the corporate headquarters and substituting the monitors.

The 0.9 tons of mixed waste from construction and demolition correspond to the work in the new Murcia office.

Information on waste generated in the year is included below.



As regard the food waste, given UCI's business activity, taking measures or carrying out actions to fight it is not a relevant issue.

Sustainable consumption of the resources

At UCI, our objectives include the efficient consumption of resources and, for such end, we have launched initiatives aimed to its optimisation, particularly of those that are material for the entity: energy, diesel and petrol, water, and paper. Additionally, we carry out awareness actions for their correct use.

Water: the most relevant water consumptions at UCI are those corresponding to UCI Spain central buildings (Ejesur Building and Ombú Tower) and UCI Portugal (Building Torre das Amoreiras) and those offices that have a larger payroll volume, all of which originate from tap water, and therefore it is considered that there is no relevant impact

in water sources. The increase in water consumption by 60.72% is due to the return to the in-person activity.

Paper: paper concentrates the main consumption of materials used in our offices. The paper consumption is in line with the previous year, +0.96%, as different actions are maintained for its responsible consumption, such as the digitalisation, reduction of printing points, reuse and use of recycled paper.

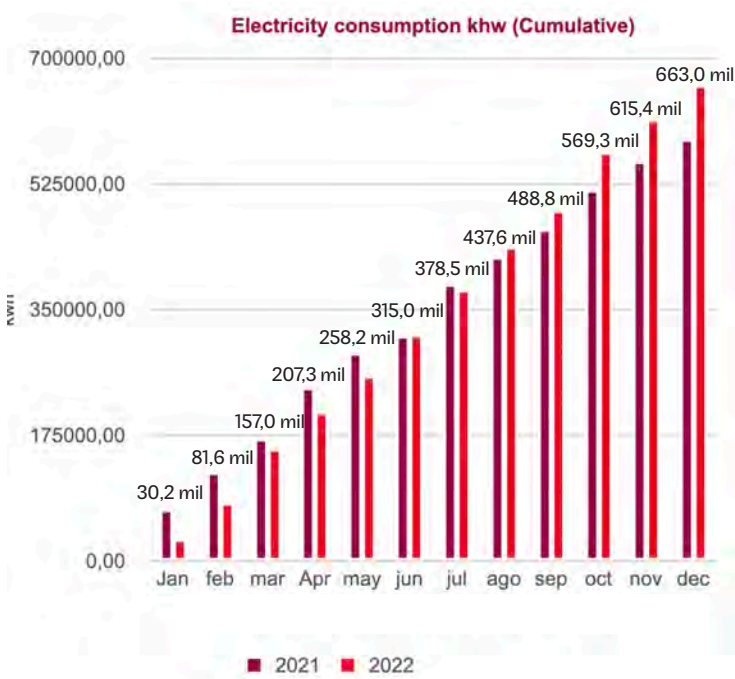
Electricity: the main source of energy is the electricity. In 2022, there has been an increase of 12.81%, given the normalisation of the activity after the pandemic.

Matter	2022	2021	Var. %
Water consumption	1,222.96 m ³	760.90 m ³	60.72%
Natural gas consumption	135.33 kWh	8,335.00 kWh	-98.38%
Electricity consumption	662,993.15 kWh	587,722.36 kWh	12.81%
Diesel A consumption	33,400.00 l	55,725.64 l	-40.06%
Fuel consumption	80,292.47 l	62,342.47 l	28.79%
Paper consumption	7,350.00 kg	7,280.10 kg	0.96%

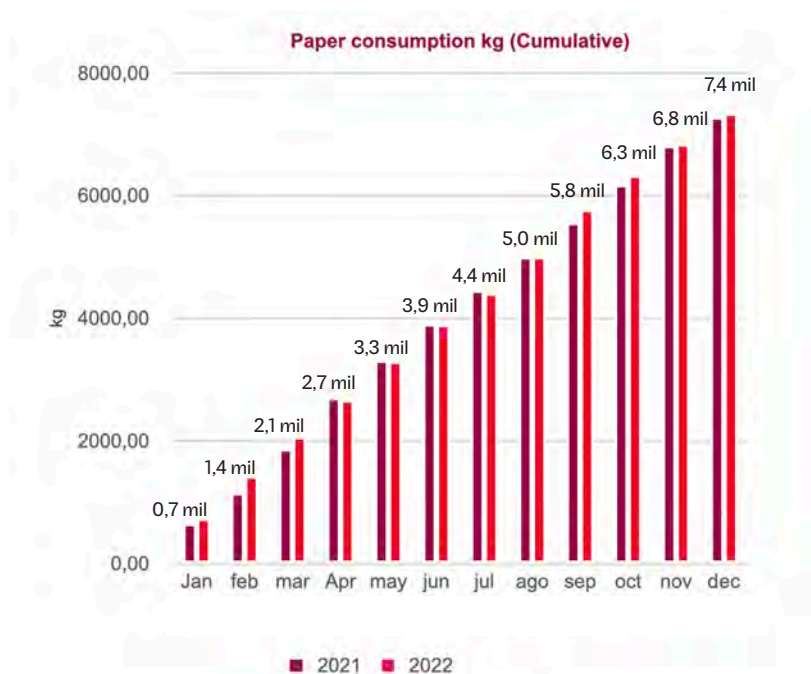
Evolution of the consolidated water consumption



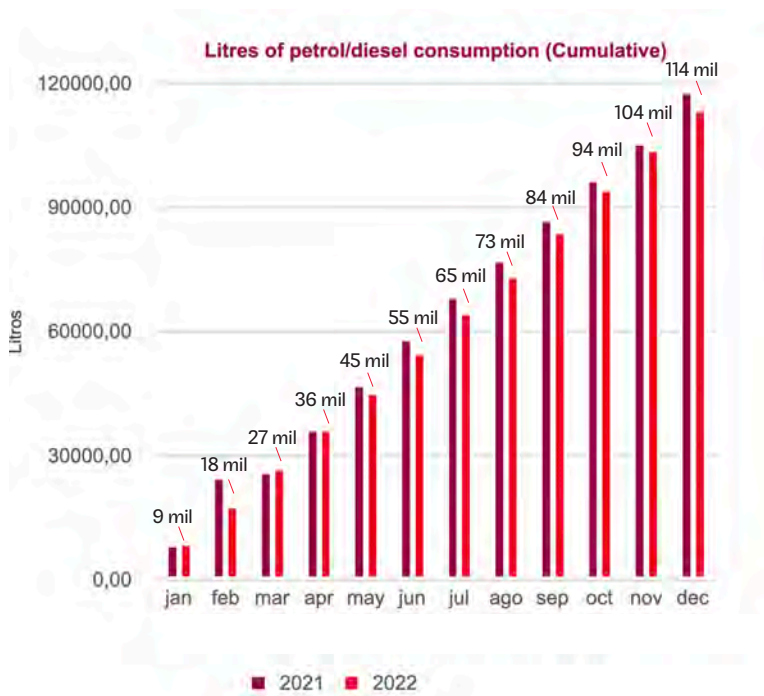
Evolution of the consolidated electricity consumption



Evolution of the consolidated paper consumption



Evolution of the consolidated petrol and diesel consumption



Data on consumption per employee and the comparison with the previous year are included below.

	Spain			Portugal		
	2021	2022	Variation	2021	2022	Variation
Total electricity consumption per employee (KWh)	959.91	1,042.53	8.61%	973.59	1,238.84	27.24%
Total water consumption per employee (m ³)	1.01	2.03	100.99%	1.96	1.64	-16.33%
Total paper consumption per employee (Kg)	5.57	6.39	14.72%	89.00	44.09	-50.46%



GHG Emissions

In relation to emissions, environmental and expense rationalisation criteria are regularly applied, favouring the reduction of CO2 emissions, boosting the choice of means of transport with a lower level of emissions and promoting the shared vehicle use.

The platform Greemko allows us to detail emissions included in each scope:

Scope 1: Direct emissions

It includes emissions generated by installations through the consumption of fuels, such as gasoil (there was a generator set in the Retama office that was activated when the power system failed). Natural gas (at the Barcelona Premium Office) is included, and the consumption of diesel A and petrol.

Scope 2: Indirect emissions from electricity

It includes emissions derived from the power consumption in Spain and Portugal. For Spain, the contracting of clean/renewable energy with guarantee of origin is particularly relevant in this scope. We have the certificate of 100% renewable energy since 2017 for all offices that contract with Energya, except for Avenida de Córdoba, Palma de Mallorca, Marbella and Barcelona Premium.

Scope 3: Other indirect emissions

This scope includes other indirect activities in Spain and Portugal, which register emissions

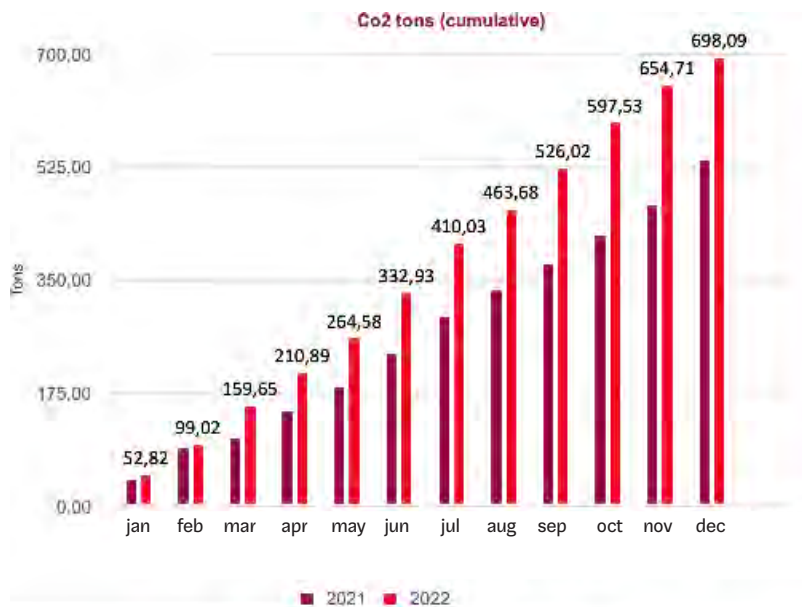
in trips made by train, plane, vehicle (except for company vehicles) and paper consumptions and waste management in Spain and Portugal.

In this sense, in 2022, CO2 emissions in tons (t) derived from these parameters amounted to a total of **698.08 t/CO2 vs 539.81 t/CO2 in 2021**.



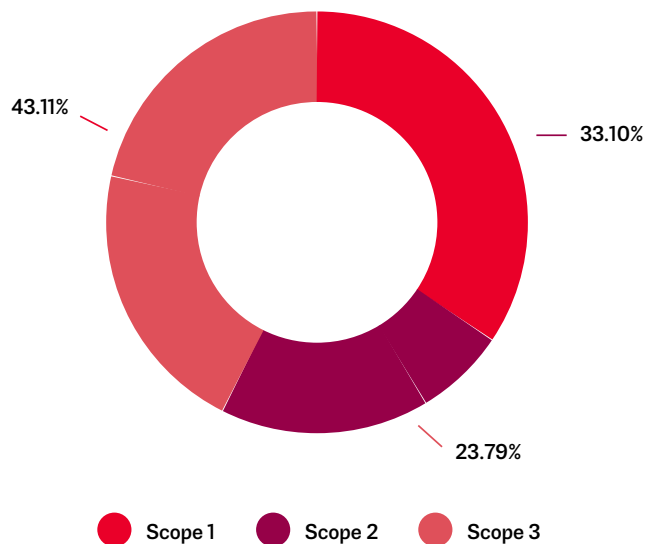
Year	2021		2022	
Scope	tCO2eq	%	tCO2eq	%
Scope 1	242.07 t	44.84%	231.06 t	33.10%
Natural gas consumption	1.52 t	0.28%	0.02 t	0.00%
Diesel A consumption	136.86 t	25.35%	84.17 t	12.06%
Fuel consumption	103.69 t	19.21%	146.87 t	21.04%
Scope 2	118.25 t	21.91%	166.07 t	23.79%
Electrical consumption	118.25 t	21.91%	166.07 t	23.79%
Scope 3	179.48 t	33.25%	300.96 t	43.11%
Fuel consumption	36.20 t	6.71%	33.79 t	4.84%
Emissions business trips (CO2)	34.57 t	6.40%	63.69 t	9.12%
Battery and accumulator waste	-	-	-	-
Ink and toner cartridge waste	0.40 t	0.07%	0.07 t	0.01%
Paper waste	0.33 t	0.06%	0.34 t	0.05%
Discarded equipment waste	-	-	-	-
Electrical and electronic equipment waste	0.01 t	0.00%	0.10 t	0.01%
Mixed construction and demolition waste	-	-	-	-
Municipal waste	3.66 t	0.68%	3.48 t	0.50%
Alkaline battery waste	-	-	-	-
Plastic waste	0.03 t	0.01%	0.04 t	0.01%
Business trips	104.26 t	19.31%	199.46 t	28.57%
Total	539.81 t	100.00%	698.09 t	100.00%

The evolution of emissions, during 2022, expressed in tons of CO2, is detailed below.



Emissions generated during 2022 have increased with regard to 2021 as a consequence of the increase of business trips and the electrical consumption generated when returning to the normal business activity after the pandemic.

The following graph shows the importance of each scope of our carbon footprint:



Given our activity, we have not directly generated a very significant volume of polluting emissions or environmental noise. Nor has there been any light pollution, dumping or soil contamination.

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.

Calculations of greenhouse gas emissions are given in equivalent tons of CO₂, which

already include the remaining greenhouse gases originated from the combustion of the different energy sources used at UCI. Such greenhouse gases are mainly CO₂, N₂O and CH₄ (the Barcelona Premium office residually uses natural gas coming from boiler).

Indicators related to “We greenimise” may be consulted in section 4.1 of the report- Environmental matters.



3.2. ‘We accompany’

S.0 Introduction

For UCI, people are at the heart and, therefore, “**we accompany**” revolves around our relationships with the main stakeholders and their support and accompaniment, in the development of our activity and commitments. The society advances and so do we with it. “You scratch my back and I’ll scratch yours”.

Our line of work in the social axis is based on “by and for people”. Thus, **People first** means that our employees come first and this is achieved by promoting the **talent**, the employment and the training to drive their **employability**, as well as promoting the payroll **diversity, equality and inclusion** and, in short, making UCI a Great Place to Work.

The centrepiece of any business is the customer and, as credit institution, it is transcendental. Therefore, through the **customer engagement**, we want to build long-term trusting relationships with our customers and for them to be increasingly satisfied with the care and services they receive.

We are responsible with our workers, with our customers and also with the society, and therefore, in **social engagement**, we offer sustainable rehabilitation and social products as part of the **social inclusion in the business** and we generate value with initiatives that allow **our investment in the society**.

Finally, our activity implies a link with the **real estate sector** of more than 30 years, and therefore we promote and drive their **professionalisation and training** for them to adopt the best practices in their relationship with the customers and in the development of their own business.

All these lines of work are part of our ESG framework and respond to the commitments established for stakeholders in the Sustainability Policy.

This part of the report addresses the following **material matters**:

Issues: People first, Customer Engagement, Social Commitment, Professionalisation and Diversification of the Real Estate Sector.

Sub-issues: Development of the talent and training; Diversity, equality and inclusion; Health and wellbeing; Satisfaction and experience of the customer; Accompaniment of financial consultants for the ongoing improvement in the relationship with customers; Investment in social projects; training of real estate professionals and tools for the development of their business; Transparent dialogue and clear language with stakeholders.

SDG to which it contributes:



S.1 People First

For UCI, people come first. Therefore, all our lines of work in this matter have a clear intention: to demonstrate, both to our employees and to anyone else directly or indirectly involved with UCI, that they are the most important part of our entity.

A. For the third consecutive, we are a great place to work

As specialists in homes, at UCI, we are convinced that our place of work must be like home. We work for our employees to feel at home, and to continue feeling this every year.

In 2022, we have renewed for the third year the certificate **Great Place to Work®** that recognises us as such, one of the most prestigious distinctions in the area of Human Resources at national and international level.

The **global trust index (Spain and Portugal) has been of 76%**, maintaining the value of 2021 and 11 points above the limit of 65% required to obtain the certificate.

As in previous years, we highlight the high participation and involvement of the employees in both countries with an index of 92% in Spain and Portugal.

In 2022, measures have been launched, after the results of 2021, among which are the following:

- Definition of a single leadership style for all UCI managers.
- Creation of a School of leadership to work on this corporate style.

- Focus groups with managements that have obtained the lowest assessments, to understand insights and identify areas of improvement.

- Launch of a working group for the purpose of better working the management and governance in talent decisions.

- Presentation of the areas' talent map to all directors to make such talent visible.

B. Talent, Employment and Employability

Our employees are the vital part of our company, the driver that allows the entity to operate. For us to make a correct progress, the talent must be promoted, with an employment that complies with optimal wellbeing levels and an employability based on a suitable and precise training.



B.1 Training

The professional development of our employees is an axis of the Human Resources area. Training and learning are two key elements for the development of the skills required by the organisation to face the new objectives and strategies.

In 2021, in order to evolve the learning at UCI, a project was launched in Spain, “**Aprendizándome**”, as key element of the learning culture, and where the employee is the lead. In 2022, we have continued to work in this space, allocating specialist elements for specific areas and teams.

Thus, in Aprendizándome, we have created not only specific lists for areas such as Customers, Digital or Sustainability, but we have also opened a unique space dedicated to the Innovation, as “Innovation Campaign”. In 2022, and in order for the initiative launched in 2021 to continue, a second stage has been launched where the collaborators, in groups, have presented ideas related to the sustainability and its application in the entity’s processes and challenges. This campaign has been accompanied by specific contents and certain lists on the issue, for the purpose of assisting and delivering knowledge to more than 80 participants.

The main results on Aprendizándome platform in 2022 have been the following:

- 208 reproduction lists; 74 new lists have joined the existing 134 lists in 2022.
- +12,400 voluntary training hours.
- 109 people interested in presential resources.
- Average of 1,000 records in training resources per month.

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

B.2 Talent

In 2021, we worked in the development of a **talent mapping** in the organisation to identify the talent of key people, in terms of their potential and level of contribution in their post.

In 2022, the map has been presented to area directors for them to know and make their team’s talent visible.

The map is used to provide objectives data to be used as another element in the decision-making in many of the people management processes, such as mobility and projects assignment, among others. We are currently working on new policies and procedures to offer greater transparency and value the use of the data, both on potential and performance.

In 2022, we have carried out **performance appraisals** to collaborators both from Spain and Portugal, with the corresponding average values of 3.41 and 3.46 (out of 4). This result corresponds to the appraisal average of objectives of the year and to qualitative matters, such as actions based on the entity’s values. and the skills of the appraised person.

The performance appraisal measures both the result and achievement of objectives and the way in which values and skills are brought into play to reach these objectives. It is an opportunity of direct feedback from each manager with their collaborators and, therefore, it is used as element to contribute to their development, as they have the possibility to suggest development plans and learning resources.

B.3 Recruitment

In Spain, in 2022, **29** people have joined the payroll, out of whom 48.3% are women and 51.7% are men. Several of these incorporations are due to the launch of the project “Talento Joven”, where several colleagues who were interns have become part of the company’s payroll.

In 2022, **15** new interns have joined the company.

Additionally, in payroll incorporation processes, a satisfaction survey is sent to the candidate, reaching a global assessment of **4.67** over 5.

In Portugal, **10** people have joined the company in 2022, 60% women and 40% men.

We also **promote the internal mobility**, which in 2022 has been of **27 people in Spain and 12 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 2022, in Spain, 26 vacancies have been published, and 3 positions have been covered through this system. We also highlight the initiative to manage resources in a more sustainable manner, with 37 mission orders in specific positions and moments to cover occasional needs.

B.4 Employment and remuneration

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.

98.30% of our payroll in Spain counts with an indefinite term contract. Out of the 28 people who joined us in 2022, 57.14% were with indefinite term contract, which represents our commitment with the generation of stable quality employment. In Portugal, 90.11% 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, remote work and flexible hours.

B.5 Organisation of the time of work and work-life balance

In order to ease the work-life balance and to improve the payroll’s productivity and commitment, in 2022, the **telework** hybrid model has been approved. Additionally, we continue applying **flexible working hours** from which 72.21% of the payroll in Spain and 76% in Portugal benefit. In this line in 2022, 13 employees have benefitted from the **parental leave in Spain**.

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

B.6 Health & Wellbeing Because we care for our people

Health surveillance and ASNEF Agreement

In relation to the employees’ health, we abide by the sector agreement of ASNEF, National Association of Credit Financial Establishments in Spain, and which article 26 on Health Surveillan-

ce states that companies shall ensure that their employees are regularly and voluntarily monitored on a voluntary basis, depending on the risks to which they are exposed.

The HR area manages the application of the above on health to the payroll and launches initiatives to cover needs detected in the payroll or derived from special situations.

Desde el área de RRHH se gestiona la aplicación a la plantilla de lo indicado sobre salud y se ponen en marcha iniciativas que atienden a necesidades detectadas en la plantilla o bien derivadas de situaciones especiales.

Cuídate Programme

Cuídate is the proactive frame of action and of ongoing improvement acquired in UCI in the promotion of the health and wellbeing of all our employees through the responsible commitment with the development, measurement and maintenance of best practices.

Its purpose is to facilitate a labour ecosystem that builds trust that everyone within the organisation feels part of a team committed with the proactive care for wellbeing.

The 4 pillars of **Cuídate** are the following:

1. Physical wellbeing:

Parameters have been extended within the campaign of medical check-ups, offering the season flu vaccine. 373 medical check-ups were carried out in 2022.

Additionally, private health insurance is offered.

Concerning nutrition, specialised hub chats have been offered, in particular:

- “Cómo bajar el turrón” (145 participants).
- “Entrenamiento invisible” (120 participants).

As physical exercise is a key piece of the people’s wellbeing, we count with the Andjoy service to be practiced in its sport centres. Additionally, for the purpose of favouring sports, we have sponsored the participation of all employees who wanted to join the different races organised throughout the year.

- 40 runners in the Madrid Race Against Cancer
- 28 runners in the Race Against Gender-based violence
- 23 runners in the Charity Race for the Financial education and the Inclusion
- 34 runners in the Popular Race of the Heart
- 13 runners in the Popular Race of Santa Claus
- 11 runners in the Race of Companies

2. Emotional Wellbeing:

A hub chat has been given to favour the emotional wellbeing under the title “Mental health and management of stress” with 142 participants.

Within this pillar, and until May 2022, we have the Stimulus Service for the psychological support of the employee and relatives.

3. Social and Cultural Wellbeing:

This line of the programme is partly related to social benefits and focuses on economic measures, such as the advantageous financing for employees and the childcare support, as well as a series of details in different moments of the employees’ life, such as the Birth Gift, the Welcome Pack for employees who join the organisation, and the Christmas Basket at choice.

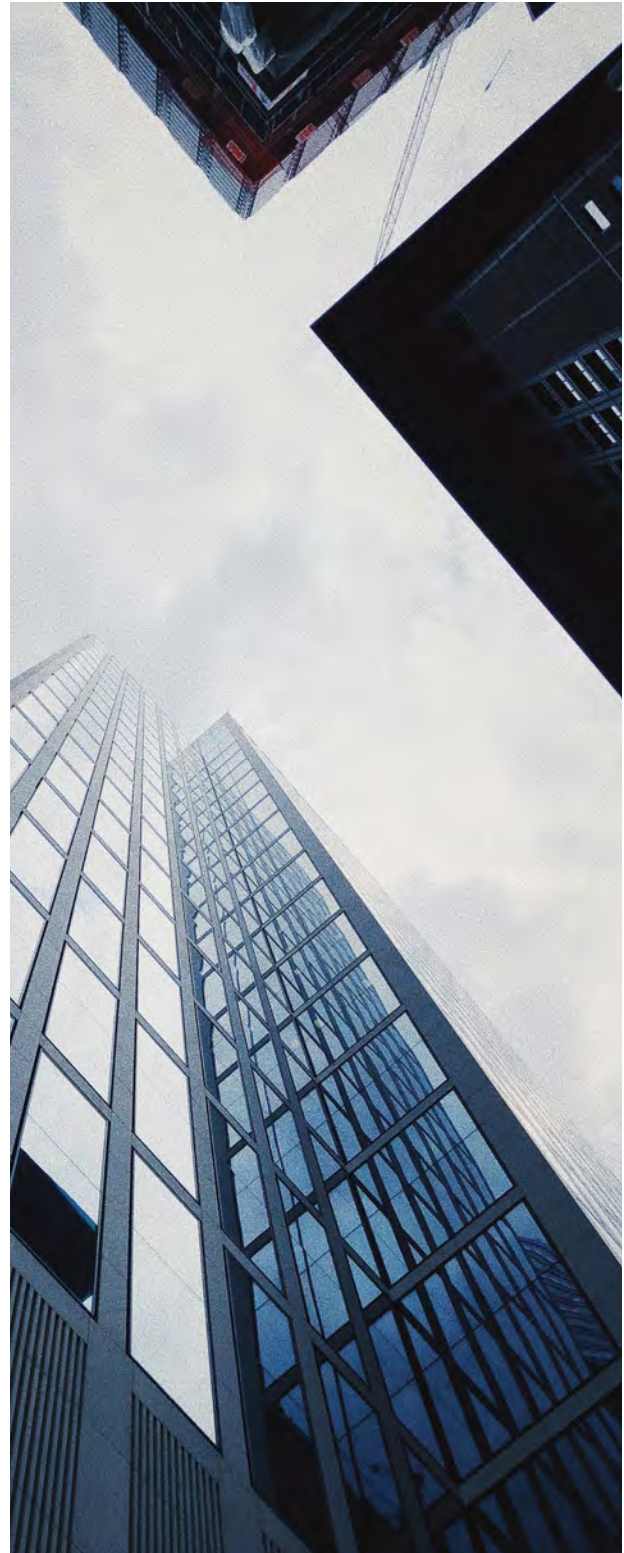
4. Professional Wellbeing:

This point focuses on one of the main objectives of the organisation, which is for UCI to be a great place to work. Being a **Great Place to Work** implies focusing on the employees' work-life balance measures, flexible working, and of a hybrid work model, in addition to providing training and development to the employees.

In particular, hybrid work model, which combines the advantages of working onsite with the remote telework, has entail the application of several actions in 2022, such as the following:

- Providing all necessary ergonomic means to people who telework.
- Training and reporting on teleworking risks.
- Advising on measures to be solved or recommendations for a comfortable work post and with all security conditions.
- Sign the digital telework agreement.

In relation to **sensitive people**, they are provided with all means required, guaranteeing that their place of work is perfectly adapted, and ensuring that the person's labour performance does not mean a risk for them or for other company's workers. Pregnant people in hybrid situation of telework and onsite may telework from the third quarter of pregnancy and have a parking space in the headquarters, whenever available, for onsite working.



C. Diversity, equality and inclusion

The respect for **diversity** for any condition or personal or social circumstance, the **equality** of treatment and opportunities and the promotion of the **inclusion** in the payroll are the guiding principles of any activity, in a transversal manner, and are present in all policies, procedures and actions of the entity's people management.

Managing the diversity is part of our corporate responsibility, understood as an internal commitment that guarantees the adhesion of the collaborators and helps us to have the appropriate talent to comply with the demands of our business. It also entails a social commitment with our environment.

Our data in this sense are the following:

In Spain

- 57.09% of staff are women
- 26.32% of women in the senior management
- 1.13% of disabled people in staff
- Average age of 46.93 years old of staff

In Portugal

- 59.34% of staff are women
- 16.67% of women in the senior management
- There are no disabled people in the staff
- Average age of 43.85 years old 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: 84% in Spain and 87% in Portugal
- Regardless of race: 98% both in Spain and 96% in Portugal
- Regardless of gender: 86% in Spain and 93% in Portugal
- Regardless of the sexual orientation: 97% in Spain and 96% in Portugal

C.1 Equality Plan

In order to adapt to the regulation on Equality Plans and to the RD 901/2020 and RD 902/2020, in 2021, we started to work on the adaptation of our Plan, carrying out a diagnosis of the situation under the new regulation and, once such analysis had been done, the 54 necessary measures were defined to comply with the areas of intervention established during the validity of this **Plan (2022-2026)**.

Furthermore, and in order to reinforce the existing commitment to reject any kind of harassment, we have the **Protocol of action against the sexual and gender harassment** as annex to the Equality Plan, one of its main objectives being taking the necessary measures to prevent sexist behaviours and to promote the culture of respect and the tolerance with people, regardless of their gender.

The Equality Plan was presented to the staff in a Hub held on November, and was published in the corporate Intranet.

1. Areas of action

The Equality Plan aims to integrate and promote the principle of equality in its 10 areas of action:

1. Strategy at the level of awareness, communication and internal and external relationships concerning gender equality

2. Selection and contracting
3. Professional classification and female under-representation
4. Training
5. Professional promotion
6. Working conditions
7. Co-responsible exercise of the right to the personal, family and work life
8. Remuneration and salary audit
9. Prevention of the sexual and gender harassment
10. Gender-based violence

For each area of intervention, measures of action have been established, responding to the commitment with equality.

2. Objectives

The Equality Plan contemplates specific measures and actions which main purpose is to achieve the following objectives:

- Guaranteeing the equality by means of specific management bodies, for the objectives of the Equality Plan to have the necessary internal momentum and appropriate monitoring, in order to ensure their compliance.
- Promoting the defence and effective application of the gender equality principle between all workers, ensuring the same opportunities of incorporation, classification and professional development at all levels in the labour area.
- Preventing the sexual and gender harassment, and establishing and disseminating the action procedure for these cases.
- Ensuring that people in charge of teams are aligned with the philosophy and principles in equality of opportunities at UCI.

- Promoting a culture of awareness surrounding Equality, Diversity and Inclusion, through the necessary communication actions and training.

- Fostering the presence of women in all posts and levels where they are under-represented and, particularly, in responsibility positions.

3. Actions

In 2022, training, awareness and communication actions, among others, have been developed to comply with the established plan and consolidate our commitment with Equality.

- Disseminating the Equality Plan.

- Disseminating the adherence to the Empowering Women's Talent programme.

- Training on management skills to 252 employees (118 women and 134 men).

- Monitoring of trainings in which people with reduced working hours have participated, in order to comply with work-life balance measures. A total of 24 people with reduced working hours are identified, all of whom are women, and a total of 25 training hours during working hours.

- Training and awareness on care in the telework and onsite work. 173 men for 126 hours and 248 women for 182 hours have followed the training.

- Recommendation about automatic responses in periods of absence, to guarantee a digital disconnection and correct work-life balance.

- Teleworking permit during the three last months of pregnancy, if required. 3 collaborators have adopted this measure.

- Guarantee actions to perceive social benefits during maternity and paternity leaves. A total of 4 people have asked for some of the social bene-

fits established in the collective bargaining agreement.

- Disseminating the new harassment Protocol and publication in the entity’s internal website.
- Renewing the agreement with the Ministry of Equality “Companies for a society free of gender-based violence”.
- Awareness on the International Day for the Elimination of the Violence against Women.
- Space in the internal website on gender-based violence.

C.2 Salary equality, a goal to keep working towards

At UCI, we work 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 position in 2022

In 2022, our team is made up of:

- In Spain, 529 people: 57.09% are women and 42.91% are men.**
- In Portugal, 90 people: 59.34% are women and 40.66% are men.**

Our salary policy helps us to guarantee and manage the remuneration equality and transparency among the employees. Internal equity and external competitiveness studies are carried out

to ensure the salary equality at levels and areas, introducing corrective actions when deviations are detected.

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

At UCI, we have fewer women than men in the senior management; however, in the remaining posts, the gender diversity is balanced.

1. 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.

	Spain		
	2021	2022	Variation
Gender salary gap	20.36%	19.98%	-1.87%

	Portugal		
	2021	2022	Variation
Gender salary gap	43%	41%	-4.65%

2. 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

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

	Spain		
	2021	2022	Variation
Average remuneration board members (1) - women	-	-	N/A
Average remuneration board members (1) - men	18,312.50	16,750.00	-8.53%
Average remuneration of senior management - women	83,177.42	86,135.03	3.56%
Average remuneration of senior management - men	152,995.82	149,073.51	-2.56%

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

Senior management is the Executive Committee, both in Spain and in Portugal.

Average remuneration of Board members and Senior Management includes the totality of perceptions, both for salary and others.

	Portugal		
	2021	2022	Variation
Average remuneration board members (1) - women	N/A	N/A	N/A
Average remuneration board members (1) - men	N/A	N/A	N/A
Average remuneration of senior management - women	36,617.00	37,940.00	3.61%
Average remuneration of senior management - men	77,963.71	79,470.33	1.93%

C.3 Inclusion of disabled people

For the purpose of guaranteeing the universal integration and accessibility of disabled people, we carry out a process of adaptation and integration in the work post, such as provision of special chairs, evacuation chair, tutors, footrests, ergonomic mats, vertical mice, higher resolution screens, screen lifters, voice software and all the necessary means to adapt the workstations.

Additionally, we collaborate with special employment centres, such as Prodis, La Amistad Montesol and Juan XXIII Roncalli Foundation, for purchases or contracting services, and thus to favour the indirect employment of **intellectually disabled people**.

In relation to the awareness and inclusion, different initiatives are carried out with the Prodis Foundation, detailed in the chapter dedicated to “our investment in the society”.



D. Dialogue and communication with the employees Closeness and proactivity

Keeping an open dialogue and active hearing with the employees are key elements for an entity's correct operation. At UCI, through several channels, we have placed the employee at the centre, to thus move forward together and converse in a direct way.

We have different channels to inform our employees about different issues of the organisation, as well as to know their opinion and suggestions and thus to incorporate them in the improvement of processes and situations within UCI.

Channels and initiatives available are the following:

Virtual breakfasts with General Management: this year, and once the pandemic was left behind, we have recovered the onsite breakfasts with General Management. In these breakfasts, a group of employees meet the members of our management team, generating a meeting point that allows sharing concerns, experiences, doubts and questions, as well as aspects of the future of the organisation and business vision.

HUB chats: in them, members of the organisation's management team and employees share data with the totality of the payroll on the entity's evolution and actions that are being implemented, as well as projects and milestones reached. In these chats, any employee can formulate their questions to any team member

Corporate Intranet and the news portal: it 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. This year, the in-

tranet transition has been completed, integrating it within Teams, turning this tool into the entity's internal communication hub, promoting and increasing the employees' participation.

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, which is quarterly distributed to all staff.

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

In 2022, in relation to the second innovation campaign focused on sustainability, after selecting the best ideas, an onsite **Hackathon** has been developed where, through ideation, prototyping and presentation techniques, the finalist ideas were presented, concluding with the selection of two winning groups. These two projects will be launched during 2023.

S.2 Customer at the heart

At UCI, we want to build long-term trusting relationships with our customers, for them

to feel increasingly satisfied with the care and services they receive.

Our priority is the following:

Our customer satisfaction

Customer protection principles

Responsible and sustainable products

Make the customer “fall in love”

Date and privacy protection

2022

Since the entity was born

We have assisted in the acquisition of more than **+3,000 homes**

We have financed a total of **188,134 homes**



A. Our relationship model with the customer

At UCI, we accompany our customers in the different stages of their home financing. They are one of our **essential stakeholders**, and therefore our relationship with them goes from the beginning to the end and in all directions.

The purchase of a house is one of the most important decisions and with the greatest impact in the life of anyone. At UCI, we are aware of this, and therefore our objective is for the customer to fall in love and to show them a **relationship model** which main axis is to accompany them at all stages, offering a clear, natural and bespoke financing and treatment, where the transparency, the communication and the information are the bases of the relationship.

It goes beyond contracting a loan to purchase an estate: our commitment is to know the customer and propose solutions adapted to their needs. This relationship with the customer is reflected in our **brand promise**:

“At your side”

We talk where and when you want.

“You choose”

Always choose what is best for you.

“Responsible purchase”

We explain everything so you can make the best decision.

Based on our relationship model with customers, we have defined an accompaniment to

financial consultants that focuses on the ongoing improvement of the relationship with customers, consisting of the following:

- Accompaniments with final customers to receive feedback on the transparency of information offered, clarity in the presentation, language adapted to the customer...
- Accompaniment of customer when processing the operation and assignment to the FC throughout the life of the loan to maintain the relationship.
- Customer reviews in Ekomi, of all the selling process and of people who attended them.
- Information on best practices of other financial consultants.
- Training: on the LCCI (Property Credit Contract Law); on insurances and procedures; computer tools and digital process.
- Reviewing claims that could be allocated to the financial consultant and reimbursement to the customer of part of collected fees for a bad service (there has only been one case in 2022).

B. Protection of the customer's interest

One of our main objectives is to respect the customers' interests and inherent rights. Therefore, the **Consumer Protection** is one of our relevant functions and, within this framework, we have established our Consumer Protection Policy, which aim is to establish specific criteria to identify, order and exercise consumers' protection principles in their

relationship with UCI, as well as to establish the particular criteria to control and monitor their compliance. This policy includes the 9 principles in which the customer protection is based.

1	Fair and respectful treatment
2	Customer-focused product and service design
3	Transparent communication
4	Responsible prices
5	Consideration of customers' special circumstances and prevention of over-indebtedness
6	Data protection
7	Claim management
8	Financial education
9	Responsible innovation

1. Fair and respectful treatment. Focused on treating customers with respect and honesty, fair and not discriminatory, with high ethics standards, using a clear and transparent language ensuring a quick, rigorous, diligent and efficient management.

2. Design of products and services with customer focus. One of our objectives is to make a correct design of financial products and services, always meeting the consumer protection national and international regulation.

3. Transparency in communications. We promote a communication to provide precise and sufficient information, with clear and simple language.

4. Responsible prices, taking into account the consumer protection and the price competition regulation.

5. Consideration of customers special circumstances and prevention of the over-indebtedness, to proceed in the customer's best interest and offer feasible solutions.

6. Data protection, with a rigorous data management, based on the regulation in force, applying the principles of lawfulness, loyalty, transparency and accuracy.

7. Claim management under principles of accessibility, independence, specialisation and the ongoing improvement.

8. Financial education to adopt informed and appropriate decisions, helping customers to enjoy a greater protection degree.

9. Responsible innovation in the development or improvement of products, services and processes, complying the customers' needs to achieve their satisfaction.



C. Customer experience and satisfaction

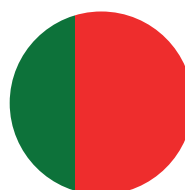
As can be seen from the above, our commitment with the customer is essential for UCI and, for such purpose, the customer **satis-**

faction is one of the responsibilities that we take into account the most.

Ekomi assessment



9.78/10
in Spain



4.92/5
in Portugal

We recognise that satisfied and **loyal** customers are vital to the growth sustainable and, for such purpose, it is also important to go hand by hand with the **digitalisation**.

specialised services and products for customers through their experience, focused on always making it a **WOW experience** and boosting its **recommendation**.

This year, in this line of work, we have updated the welcoming to UCI, promoted the platform UCI Contigo, fostered the direct access to “tu web” as the customer’s personal area, through a “webapp”. In order to know first hand their opinions, concerns and level of satisfaction, a **focus group** with customers was held to work on value proposals focused on their interests.

Integrated in our digital ecosystem, this year, a new website has been created for non-resident customers, **UCI Mortgages**. It has incorporated a series of developments, such as the update to German and French, and more specialised content, personalised to the language and country of origin, a digital tracking to improve the digital experience and functionalities such as a calculator of the mortgage amounts.

In 2022, the **Reinventa Posventa Project** has been completed, focused on creating new

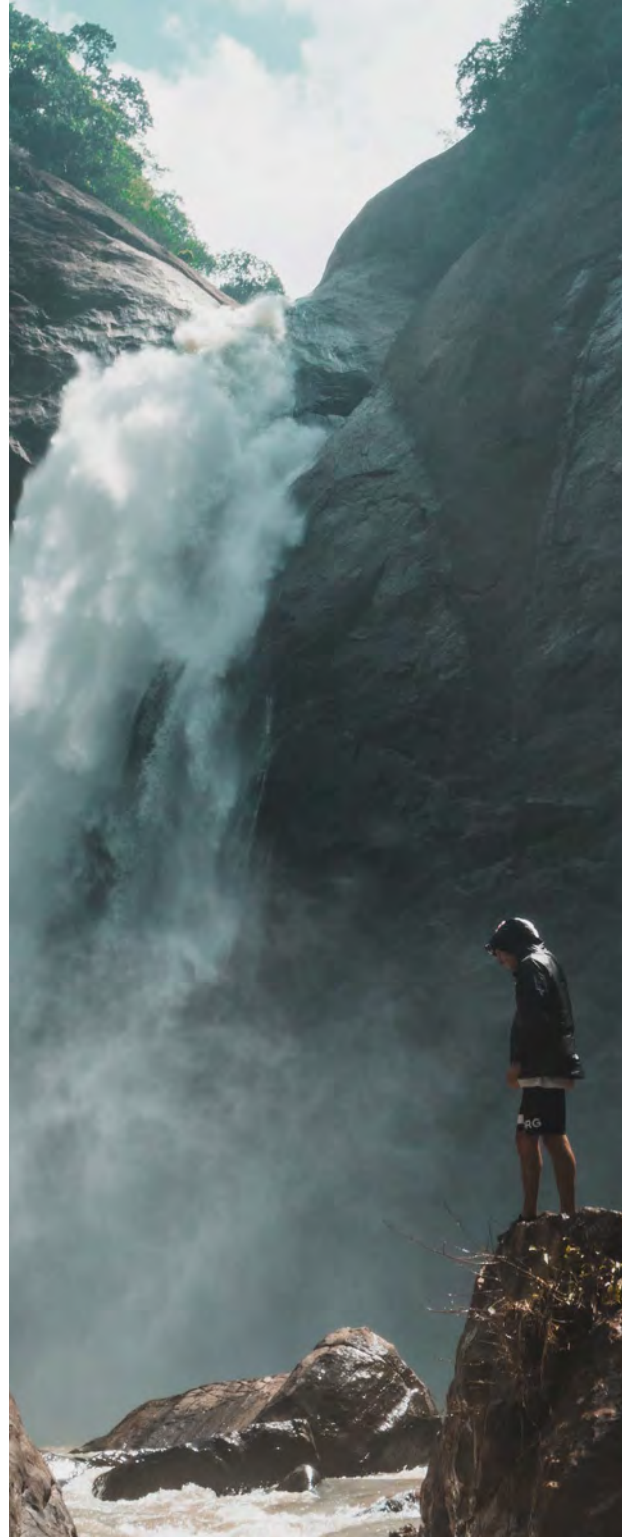


D. Customers with payment difficulties

At UCI, we help our customers who are facing economic difficulties. For such purpose, we look for the best solutions, adopting agreements accommodated to the largest number of people in this situation, and performing a personal monitoring in order to find solutions adapted to each one of them.

At UCI, we have established a **Restructuring Acceptance Policy** and, in general, of solutions for customers with difficulties, adapted to the present and future circumstances expected from the customers. In this sense, we make a distinction between temporary restructuring operations, long-term solutions and definitive solutions.

Additionally, we adhere to the **Codes of Best Practices**. At this moment, there are two: the former Royal Decree 6/2012 on the protection of low income mortgage debtors and the new Royal Decree 19/2022, which establishes a Code of Best Practices to alleviate the rise of interest rates in mortgage loans on the regular house, each one of which is aimed to customers who meet their particular requirements. At UCI, we adhere to both Codes, and comply with their legal requirements. Their purpose is to alleviate or reduce the effects of the different rises over mortgage loans and in the ability to face the payment of the instalment in our customers.



E. Claim management

The claim management is an important element in the relationship with the customers and is part of their experience and relationship with the entity. In view of such claims, we must act proactively and, accordingly, we have a Customer Care Service (SAC) that channels and solves claims received, and offers an appropriate attention in these cases. It must respond, within one month, for customers considered consumers, and two for the rest, and it is free. It acts with independence from all other departments and operating units, and fully autonomously with the criteria and guidelines to be applied in the exercise of its duties. It has its own rules, which are also published in UCI website, which contains all necessary information in this regard.

There are different types of claims. First, **banking** claims, defined as those that refer to the functioning of financial services delivered to users and presented for delays, disregards or any other type of deficient action or those that aim to obtain the restitution and refer to the entity's actions or omissions and entail a damage. These include those that are **admitted** by the service, as they meet the requirements established in the applicable regulation and legislation, and those that are **not admitted**, as they do not. This type covers those filed by UCI customers, as well as from Consumer Associations and the Ombudsman.

There are also **non-banking** claims, which are all others not included among the above; those formulated by **CIRBE** (Risks

Information Centre - Bank of Spain), which are not properly considered as claims, but are also derived to the Customer Care Service and, lastly, those originating from **Bank of Spain**.

During 2022, 8 claims have been received from Bank of Spain, 52 from CIRBE and 230 non-banking claims.



S.3 Our Social Commitment

Through our activity and our social commitments, we foster the social and sustainable rehabilitation, the residential inclusion, and contribute to the financial education.

A. Social inclusion in the business

Sustainable and social rehabilitation of buildings

We act both in fighting against climate change and with social objectives. Our main business line in this sense is the sustainable and social rehabilitation of buildings for an energetic improvement, with a project contributing to both sides.

But, in order to be considered as such, it must comply with the following criteria:

- “Eligible under sustainable energetic efficiency criteria”, stated in the section of Business of “We greenimise”.
- “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 considerations considered when estimating the number of people that could be affected by this project are the following:

- 5 floors per building
- 4 houses per floor
- 3 people per house

Considering this calculation criteria, UCI has financed 63 buildings in 2022, which implies an increase of 57.5% with regard to 2021. 3,780 people have benefitted from this social rehabilitation.

In this line, on October, we have entered into an **agreement with Mutua de Propietarios Foundation to adhere to the “Sin barreras” programme** to finance accessibility works for owners’ associations with residents with reduced mobility or, at least, 40% of people above 65 years old. This agreement implies that the Foundation will pay to the community the interests accrued for these loans granted in UCI in preferential conditions.

B. Our investment in the Society

Our Social Commitment in Spain, in figures:

3,213 beneficiaries of actions

347 volunteer participants

Participation in **36** programmes

70.402 Euros in donations

Our contribution to the economic and social development of the society mainly becomes effective through our own business activity and also with our social commitment through which we support projects whose beneficiaries are groups identified in our strategy, which is materialised in the programme “**we accompany**”.

The programme has with 4 lines of action:

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

B.1 Education

Based on this criterion, the following initiatives have been carried out:

- The involvement, for seventh consecutive year, in the financial education programme “Tus Finanzas, Tu Futuro” in collaboration with Junior Achievement Foundation and the AEB. This programme fosters the financial education of young people for them to start to manage their finances and to learn to make informed and responsible decisions.
- The support to the Dáboris Foundation with 2 scholarships to young university students with high capacities and demonstrated performance, without economic resources to follow higher education. In particular, in 2022, we have promoted the access to university education by two young students who have followed International English Studies in the University of Cordoba and second year of Industrial and Automatic Electronic Engineering in Universidad Politécnica of Madrid.
- The contribution to educational programmes of Prodis Foundation to promote and boost the inclusion of young people with intellectual disability. In 2022, the selected project was Prodis English School, which is an online adapted teaching-learning space to acquire basic English skills.
- The creation, together with the Prodis Foundation, of the financial education programme to approach these concepts to intellectually disabled students for them to acquire essential financial knowledge to be able to get on in their daily life situations. This programme, created and given by nine volunteers from UCI, includes six training sessions.

B.2 Socioeconomic Empowerment

This parameter includes actions linked to socioeconomic and awareness matters that affect groups in risks of residential exclusion and intellectually disabled people, apart from those affected by health emergency situations or natural disasters, analysing the participation in other places when required by the magnitude of the emergency.

- In order to promote the inclusion of intellectually disabled people, we have continued with the “**desayunos molones**” **together with the Prodis Foundation**. 6 events have been held in 2022, with the attendance of 123 employees, mainly in order to exchange experiences between them and the Foundation students, to know first hand and in a different manner the different realities that must be included in our society.
- As novelty, in 2022, we signed an **agreement with the Red Cross** to adhere to their programme for the **residential exclusion prevention**. In 2022, aids focused in achieving a residential solution for 29 homeless people, in addition to informing and guiding on the existing resources that could be accessed by them. It should be noted that 86% of the project’s beneficiaries have been able to access a home, and have overcome their homeless situation.
- The war in Ukraine has been one of the emergencies that have marked the global agenda in 2022, and we have thus collaborated again with the Spanish Red Cross in their campaign for the **donation to Ukraine**, to help refugees when they arrived to Spain. Employees participated in this campaign, in addition to UCI’s

donation, and the sum of their donations amounted to 8,102 Euros, applied to helping those refugees.

- Linked to the war conflict in Ukraine, in Inmotionate, the largest forum for real estate professionals of Spain, the **Inmosolidarios** awards were presented as recognition to five projects from the sector, dedicated to supporting Ukrainian refugees, to donate to the NGOs, Foundations or entities with which their projects of support to Ukraine were carried out.

In Portugal, contributions have also been made for the purpose of improving the life of different people. Thus, in 2022, they have collaborated with Junior Achievement Foundation to continue giving their financial education programmes, also with the organisation Crescer Ser - Hogar Infantil, with Associação Salvador for persons with motor deficiency, and with Associação Play for Wishes that cares for children and young people with severe illnesses. The contribution to this association was made through by participating in a charity paddle and football tournament. Other entities that have received donations from UCI Portugal have been Helping with SATYA and Red Cross, with whom we collaborated as a consequence of the war in Ukraine. The total donated amount is of 6,272.94 Euros.

S.4 Professionalisation of the Real estate sector

Ethics, training and innovation are the pillars to foster the professionalisation 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 have been essential in the development and evolution of our commercial model. Currently, we collaborate with more than 2,000 real estate agencies.

Offering a good service to customers, transmitting security, helping them to build their home is essential to generate trust in home purchasers. The task of the real estate professional and their commitment with the customers requires high quality standards, responsibility and training.

With this mission, **SIRA** (Spanish International Realty Alliance) (**PIRA** in Portugal) is born, to train the industry leaders, who aim to have a positive and long-lasting impact in the communities where they work, leadership based on the excellence, which is achieved with ongoing training, based on ethics and the commitment with the society, and based on the sustainability and efficiency of the households they help to form. All this with

the highest digitalisation level, with a view of an unprecedented efficiency and quality.

At UCI, through SIRA and with the Financial Studies Foundation, we offer training courses to allow the professionals to obtain the certificate as **Property Credit Informer**, as required by Law 5/2019 of 15 March, regulating property credit agreements, but also as responsibility to offer the best service possible to customers. During 2022, a total of 146 professionals have been inscribed in this training.

We consider that SIRA is one of the training market leaders for realtors, as confirmed by the data, given that during 2022, we have organised **81 courses** in Spain with **2,144 attendees**, an increase of 42% with regard to 2021, and **11 courses** in Portugal with **164 attendees**, an increase of 37%.

An important chapter of the activity of SIRA and PIR are the new memberships and the appointments which, during 2022, have increased in general with regard to 2021.

No. Memberships SIRA

776 (+7% from 2021)

No. Memberships CRS Spain

1,108 (-0.7% from 2021)

No. Memberships PIR Portugal	146 (+55% from 2021)
No. Memberships CRS Portugal	91 (+47% from 2021)
No. Designations CRS Spain	912 (+0.7% from 2021)
No. Designations CRS Portugal	36 (There is no variation, same number as in 2021)

Trainings are complemented with **webinars** (web seminars dedicated to learning and training), which in 2022, more than 100 webinars have been held in Spain, and with quarterly informative **magazines**, such as Inmobiliarios in Spain and Real Estate in Portugal.

We consider that each real estate professional is agent of change and, therefore, we promote their professional growth through different initiatives, among which we highlight **Inmociónate**, the mayor event of training and networking para professionals. In Spain, it has been held in Seville and counted with 750 attendees and 30 sponsors and, in Portugal, with 429 attendees.

SIRA and PIR are local partners para Spain and Portugal of the **NAR** (National Association of Realtors), which is the largest professional association of the United States and includes institutes, companies and councils involved in all matters of the residential and commercial sectors.

The **NAR Convention** was held on November in Orlando, to which we attended, together

with 60 professionals. Inspiring presentations were given, with a quality networking for our real estate professionals.

We have continued our **Real Estate Barometer**, which has been launched on a quarterly basis to our real estate professionals, achieving the participation of more than 2,000 panellists, and presenting it online in our special programme Inmotionate en Casa.

SIRA Membership:

They are affiliations to SIRA (PIRA in Portugal). With this membership, we obtain the International Realtor Member condition, and become part of the National Association of Realtors® in the USA (known as NAR), which allows the professional to be distinguished in the market from other realtors and implies exercising the profession being guided by a Code of Ethics that exemplifies the commitment with the highest standards of professionalism, honesty and transparency in the real estate business. SIRA members can use the brand Realtor®, one of the most prestigious brands worldwide.

CRS Spain Membership:

It means being partner of the Council of Residential Specialists (CRS), being part of a non-profit organisation created within the NAR to train realtors who want to stand out from the competition, counting with evidenced training and experience and keeping a quality commitment in the service delivered to their customers.

CRS Designations:

They are appointments granted by the organisation for residential market specialists. In order to request it, it is necessary for the real estate professional to previously be member of SIRA and CRS, to have a minimum sector seniority of 4 years, to have participated at least in 35 purchases, to have followed basic REAP training, and having obtained 64 training credits. Credits may be obtained with sector experience, following courses, university qualification, or attending events and trips.

Indicators related to “We accompany” may be consulted in section 4.2 of the report- Indicators Social matters



3.3. 'We comply'

G.0 Introduction

At UCI, we are aware of our responsibility as entity and as credit institution and, therefore, the chapter “**We comply**” includes the description of our corporate governance that allows an efficient decision-making process, as it incorporates the transparency in the assignment of functions and responsibilities.

We additionally include issues linked to the compliance and corporate ethics, the correct risk management and the data protection and cybersecurity as pillars of our management, which contributes value to the entity, in general, and to its stakeholders.

These are the pillars that govern UCI’s performance and, as such, are included in our ESG framework and in the Sustainability Policy, demonstrating our responsibility and commitment with an appropriate governance strategy and with our values.

Related material matters:

Issues: Corporate governance and values, Long-term value creation, Security, transparency and reporting, Prudential risk management.

Sub-issues: solid corporate governance structure; Secure management, ethics and responsible for stakeholders; Business strategy for the long-term value creation; Digital transformation; Data protection and cybersecurity; Transparent dialogue and clear language with stakeholders; Prudential financial and non-financial risk management.

SDG to which it contributes:



In view of an uncertain economic and geopolitical environment, it is essential to guarantee an appropriate management of the entity. We must have an effective governance, adapted both to regulatory and supervisory requirements and to the commitments with our stakeholders.

This chapter includes our corporate governance structure, with its bodies and functions, that allow defining the entity's frame of action, adjusted to ethical, responsible and transparent criteria.

G.1 Corporate governance

One of our priorities is to strengthen the corporate governance framework and promote its effectiveness, to comply with internal standards and with applicable regulations. In this sense, in 2022, we have defined and updated the framework of policies and procedures, as well as their internal application, to reinforce the governance of our entity.

Since May 2021, we count with a new Corporate governance policy that constitutes the framework that defines the entity's Governance, Risk management and Compliance structure (GRC).

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

- Bylaws
- Policy suitability of Board Members and of senior management members and other key function holders
- Remuneration policy for members of the Board

of Directors

- Policy of conflicts of interest

Governing bodies

We have 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.

Given our own nature, we have a sole shareholder who governs and administers the entity, together with the Board of Directors. Taking into account the shareholding structure, our 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, 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 our ordinary management. 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.

- Assessment, Suitability and Remunerations Committee. 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

Our 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.

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.

Governing bodies see Annex 1 (Point 5.1)



G.2 Compliance and corporate ethical culture

Our culture of Compliance

One of our priorities is to care for the compliance with regulations in force, and with policies and procedures established, 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 tasks and providing legal security, and ensure the best ethical and professional practices in the entity.

We rely in the culture of compliance as essential element for:

- The risk prevention, management and control.
- The company's appropriate operation.
- The value creation for our stakeholders and the society as a whole.

It is a transversal culture, and thus it affects all levels of the entity and is part of all employees' day-to-day work. Its implementation in the organisation is developed in three levels: **compliance risk prevention, detection and management by creating and developing specific programmes.**

These risks are linked both to criminal rules and to those established in our legal system and which voluntarily assumed by UCI. Their

non-compliance, in addition to criminal responsibility or strong administrative penalties, could imply serious reputational damages with impact in UCI's image in the market. These risks refer to the degree of compliance with regulations in force, and to the achievement of ethical principles represented in our values.

Compliance skills

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 any consultation or doubt posed in relation to its content, interpretation, application or compliance and, in particular, to the application of disciplinary measures by the competent bodies.

The Criminal Risk Prevention and the Money Laundering Risk Prevention constitute the main competences of Compliance, given the relevance of the involved legal and regulatory risks, which competences are complemented with the management of the whistleblowing channel, which constitutes an essential tool for monitoring possible breaches of regulations, ethics or internal procedures.

Model of Compliance

We have **basic standards** for the correct functioning of the organisation.

The **code of ethics** that develops the principles included on the Mission, Vision and

Values of UCI. It also establishes a set of conduct principles and guidelines to ensure the ethical responsible behaviour of all employees in the development of their activity, and stipulates the compliance with the legislation in force, included in UCI's internal procedures.

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. All employees have a moral commitment to denounce any of the aforementioned conduct of which we are witnesses or knowledgeable, in order to achieve a working environment in accordance with 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.

Criminal Risk Prevention System

We have a **criminal risk prevention system**,

which counts with a specific manual and includes other policies, procedures and controls to prevent the performance, by employees, collaborators and/or people working on its environment, of fraudulent or inappropriate actions and conducts.

This system is made up of the following:

- **Criminal Risk Prevention Manual.**
- **Money Laundering Prevention and Terrorist Financing Prevention.**

Apart from the specific manual, 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, at UCI we have 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 2022** have been the following:

- › Follow-up of the alert management system of potentially suspicious money laundering and terrorist financing operations, both in financing and in the sale of estates, regardless of the subsequent detailed analysis of each file.

› Review of the money laundering prevention system by an External Expert, by virtue of Law 10/2010, of 28 April, on money laundering and terrorist financing prevention.

› Internal verification of the Money Laundering Prevention system by UCI's Internal Audit Department.

› Review and update of the risk self-assessment report, in relation to money laundering prevention.

- **Whistleblowing procedure.**

We have a **Whistleblowing Channel**, which is a procedure to report the non-compliance with regulations, allowing the collaborators to confidentially communicate conducts that could imply a lack of compliance with the corporate governance system or the commission by any of the 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

- **Catalogue of best and bad practices within UCI.**

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

The gift policy establishes guidelines to be considered in relation to the possible delivery or acceptance of gifts at UCI, for the purpose not incurring in actions contrary to the regulation and internal procedures.

Additionally, we count with an anticorruption and antibribery policy. UCI has assumed a

commitment of "cero tolerance" with regard to corruption and/or bribery activities, in all shapes and circumstances. 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.

- **Policy of relationships with authorities and Public Administrations.**

- We also have an **exemplary catalogue of money laundering risk operations – real estate sector and credit institutions sector**, published by the Treasury Department, and available to the employees.

The compliance function includes other policies to guarantee a correct functioning of the organisation, such as the following:

- **Consumer Protection Policy (Protection of the Customer's Interest)**

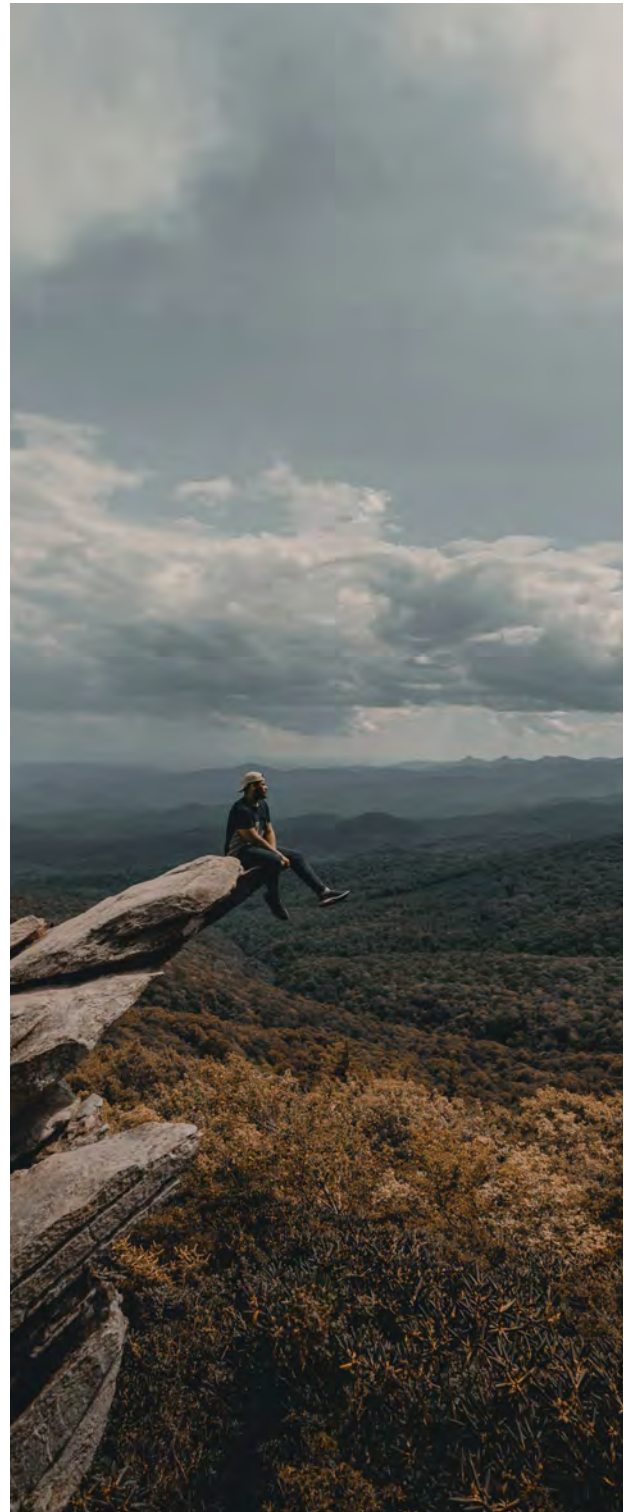
At UCI, one of our main objectives is the respect for the customers' interests and their inherent rights. Accordingly, the Consumer Protection function with nine principles is very relevant within the field of Compliance. This part is explained in the section of "The customer at the heart".

- **General Conflicts of Interest Policy**

Its purpose is to make available guidelines to the employees, board members and the entity, to prevent and manage conflicts of interest that could occur as a result of its activities.

This policy has been developed taking into account proportionality criteria with regard to the entity's structure to identify the circumstances in which there could be conflicts of interest, and the internal regulation of reference that establishes mechanisms to prevent and manage conflicts of interest, in particular:

- Code of Ethics.
- Internal Government Policy .
- Remuneration Policy.
- Essential Service Outsourcing Policy.
- Anticorruption and Antibribery Policy.
Gifts and Invitations Policy.
- Procedure Know Your Intermediary.
- Suppliers Contracting of Procedure and Supplier's Code of Conduct.



Our Activity

Whistleblowing Channel. Throughout 2022, three ethical alert communications have been received and processed, of which two communicated situations that could be related to Human Rights. In Portugal, no report has been registered in 2022.

Gifts and invitations. During 2022, no incident has been registered in relation to the Gift Policy.

Money laundering prevention alerts. During 2022, the following have been analysed:

- 1,835 alerts in Spain, out of which 11 were communicated to the OCI (internal control body) and, of these, 1 was communicated to the SEPBLAC. Furthermore, we have continued with the process of ongoing review of the customer portfolio, from the standpoint of money laundering prevention, which has implied the analysis of 444 additional alerts generated through the ongoing monitoring process.
- In Greece, 25 alerts have been analysed, none of which have been communicated to the local regulator.
- In Portugal, 614 alerts have been analysed, and one has been communicated to the local regulator

Awareness and training

During 2022, the Compliance area has continued training and raising awareness, in order to train, inform and raise awareness among the employees on possible risks, and to pro-

vide them with the necessary tools to identify and prevent them, as well as to mitigate them, if such risk materialised.

Compliance training modules given during 2022 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. The Volcker training has been aimed to a given group of employees and directors.

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

- Culture of Transparency.

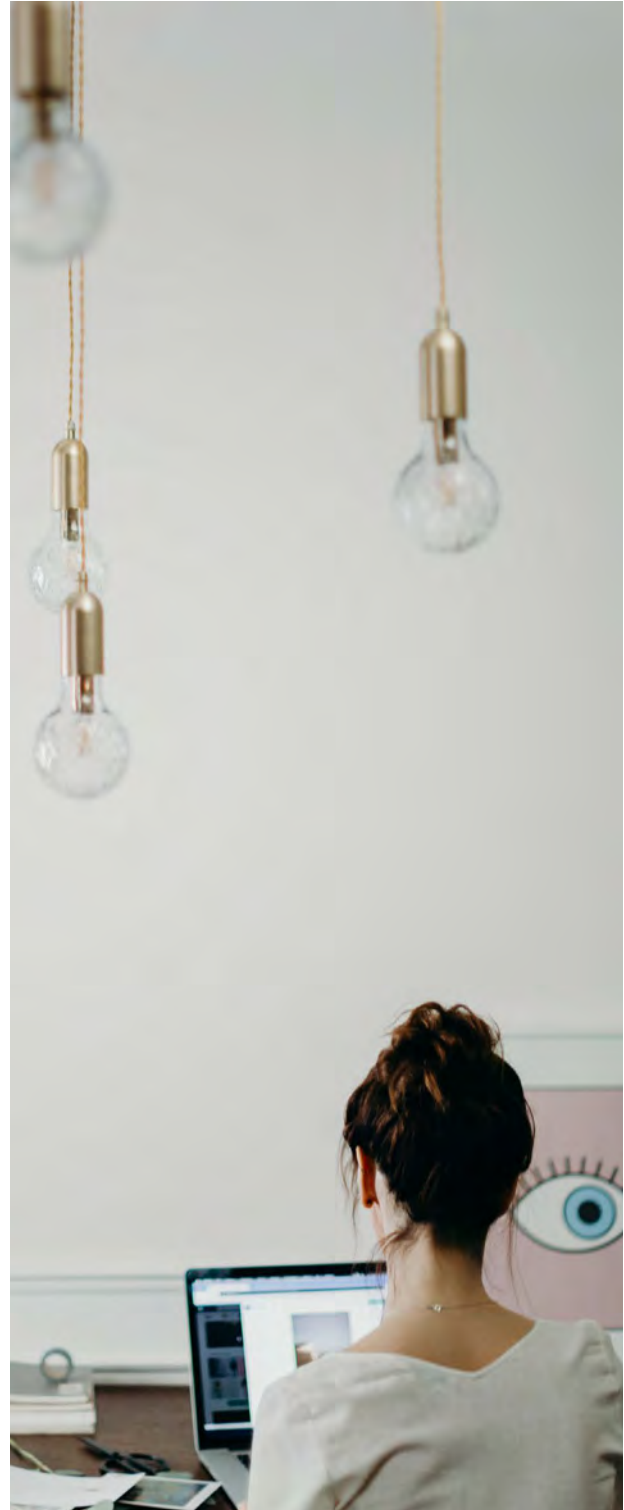
- Culture of Compliance.
- Money laundering prevention.
- Communication procedure Alerta Ética.
- Communication policy anticorruption and Policy of gifts.
- Communication Manual of Prevention of Risk Penal.

Regulatory developments

In the framework of the Compliance function, one of the main aspects is the identification and analysis of regulatory developments that affect the entity. In 2022, 52 communications on regulatory developments in Spain have been disseminated.

Tax contribution

UCI carries out an appropriate tax contribution in the different jurisdictions where it operates.



Tax information

UCI profits per country (Euros)	2021	2022
Spain (*)	25,484,540.47€	-58,845,442.97€
Portugal	3,792,172.44€	3,441,170.99€
Greece	75,891.30€	377,891.55€
Brazil	134,689.00€	14,834.00€
Total consolidated profits	29,487,293.21€	-55,011,546.43€

(*) 2022. Results are affected by Elcano project, which has implied the sale of the aggravated loan portfolio.

Taxes paid on profits - Spain 2021

Definitive CIT 2020 settlement	5,343,611.64€
First interim payment CIT 2021	-830,681.49€
Second interim payment CIT 2021	-2,492,058.41€
Third interim payment CIT 2021	-642,912.20€

Taxes paid on profits - Spain 2022

Definitive CIT 2021 settlement	3,965,652.10€
First interim payment CIT 2022	-1,801,985.59€
Second interim payment CIT 2022	-1,259,445.16€
Third interim payment CIT 2022	0.00€

Taxes paid on profits - Portugal 2021

Definitive CIT 2020 settlement	271,993.64€
First interim payment CIT 2021	395,473.00€
Second interim payment CIT 2021	395,473.00€
Third interim payment CIT 2021	395,473.00€

Taxes paid on profits - Portugal 2022

Definitive CIT 2021 settlement	88,952.65€
First interim payment CIT 2022	364,396.00€
Second interim payment CIT 2022	364,396.00€
Third interim payment CIT 2022	364,396.00€

Allowances and subsidies	2021	2022
ELENA Programme (European Local Energy Assistant)	N/A	1,056,000.00€
ENGAGE project for ESG activation investments	N/A	38,400.00€

G.3 Responsible supplier management

For the purpose of guaranteeing an appropriate global supplier management, sustainable over time, at UCI we have created a new model that comprises the following phases:

1. Understanding of the Supplier
2. Risk Analysis and Homologation
3. Contract Validation (if applicable)
4. Assessment, Control and Monitoring

A **new function** has been created and is in charge of **analysing and rating the supplier with a risk rating** that will determine the feasibility to be able to establish a contractual agreement (homologation). Prior to contracting, all suppliers are given a risk rating.

The risk rating assesses the quality, experience and stability of the suppliers, including, for these purposes and without limitation, their financial solvency and degree of continuity in the service delivery, their market reputation and extent to which they comply with the most relevant applicable Laws and standards. In particular, their compliance with money laundering prevention and customer protection rules is assessed.

In order to assess these elements and to determine the supplier's risk rating, **the supplier's identifying information is collected.**

At UCI, in our commitment to adapt to new regulatory requirements, we have created

the **outsourcing function**, as control unit in charge of the documentation, management, monitoring and control of outsourcing agreements.

The purpose of this function is to establish the governing and organisational structure, as well as the supervisory structure, to guarantee the compliance with principles established by the competent authorities and the applicable regulation with regard to the outsourcing of functions or services, mainly on those referring to essential or important functions.

Thus, at UCI, under the application of the proportionality principle, we have met requirements established by the competent authority in Circular 3/2022, of 30 March, amending Circular 2/2016, of 2 February (Standard 43) and Outsourcing Guidelines (EBA/GL/2019/02).

In order to ensure the adaptation to these principles, the Outsourcing Policy and outsourcing contracts in force, categorised as essential, have been subject to internal audit and review by an external consulting service.

Supplier assessment

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

- Suppliers that are within the scope of the certificate **ISO 9001 and/or ISO 14001** and in which the assessment criteria and methodology documented in the corresponding procedures have been established, are assessed.

- In 2022, **environmental matters have been integrated in the annual quality assessment**, taking into consideration our “life cycle”.

Once assessed, those in charge of each one of them communicate the result to the supplier, in order to establish actions of improvement to allow them to satisfy the established requirements and our customers’ needs and expectations, creating value for the entity and for our stakeholders.

The result of the suppliers’ performance assessments in 2022 has been the following:

Number of assessments made:

	Suppliers		Outsourced services	
	Spain	Portugal	Spain	Portugal
Quality assessment	41	24	18	14
Environmental assessment	5	10	13	0
Quality and environmental assessment	6	0	0	0
Total	52	34	31	14

	Result of the assessment			
	Spain	Portugal	UCI Global	
Suppliers	3.69	3.63	3.66	Satisfactory
Outsourced services	3.37	3.76	3.57	Satisfactory

G.4 Privacy and data protection

At UCI, we are committed to providing our customers with a high degree of reliance and security in relation to their personal data.

The main initiatives developed in this area focus on the adoption of measures to guarantee that all of the entity's information assets are duly protected, limiting their use to the purpose of processes for which they are aimed, and ensuring a controlled access to them, based on UCI's security guidelines. The compliance with applicable regulatory requirements on data security and privacy, particularly personal data, is guaranteed.

Our technical and organisational measures guarantee the confidentiality, integrity and availability of the information included in our databases and corporate applications.

The entity cares for the correct privacy and data protection risk management, for which purpose we count with the following:

- Corporate standards with general lines of action to comply with legal requirements.
- The responsibility of all areas towards the compliance with obligations contained in the European Data Protection Regulation (GDPR) and in the different applicable local regulations in this matter (LOPDGDD, LSSI-CE, etc.).

• A governing model based on:

- A corporate political framework of reference, duly validated by the entity.
- The designation and appointment, by the Board of Directors, of the figure of the corporate Data Protection Officer (DPO), and the corresponding communication to the Control Authority (AEPD).
- Constitution of the support body called Office DPO, made up of the Regulatory Compliance, Legal, Customer Protection Service and DPO Corporate departments, in charge of the global privacy and data protection management.
- Compliance and Data Protection Committee, in charge of supervising and controlling activities related to the information protection programme, and which represents all relevant areas within the entity in this matter. The Committee meets every two months, is chaired by the CEO and is informed of the situation status and other relevant matters regarding compliance and data protection.

Other measures that reinforce our commitment with data protection are the following:

- Collaboration with external service suppliers that must meet principles required by the data protection regulation.
- Inventory of the entity's processing activities and information on the management of security incidents by UCI.

- Data protection technical training of the DPO and other people in charge.
- DPO's involvement in the Data Protection Committee of the National Association of Credit Financial Establishments (ASNEF) and in the Club DPD of the Spanish Quality Association (AEC).
- Certificate of the Corporate DPO according to the certificate scheme of the Spanish Data Protection Agency (AEPD)
- Monitoring regulatory developments, allowing the improvement and updating of methodologies and documentation.
- Employees' training and awareness.

The respect for the fundamental right to data protection and privacy is established in our Code of Ethics. We have action principles in customers' Privacy and Rights, and internal regulation that develops the confidentiality and the diligent processing of all personal data managed at UCI.

During 2022, we have carried out communication and training actions in security and privacy, with compulsory training actions for all employees, and awareness actions for employees, customers and the society in general.



G.5 Information security

Digital transformation is an essential element in any organisation, and more so as a consequence of the recent years. At UCI, we use this digital transformation to improve the efficiency of our processes, improve the customer experience and take advantage the new opportunities. In order to carry out this transformation in a responsible manner, cybersecurity and information security must be closely considered.

Cybersecurity and information security are part of the strategic focus of the organisations and of UCI, where protection and privacy are critical, for several reasons: to ensure a correct business development, control possible risks and vulnerabilities to which we may be exposed, and generate trust in the customers, investors and other stakeholders.

In 2021, the process of ISO 27001 certificate of Information Security started and, in 2022, we have achieved the certificate that evidences that UCI has an Information security Management System in accordance with the standard UNE-ISO/IEC 27001:2017.

This international standard provides with entity with the necessary requirements to obtain an information security management system (ISMS), allowing us to prevent security issues and to specify the implementation, maintenance and ongoing improvement in this matter.

The certificate has been achieved after implementing information security governing components and integrating them in the Corporate governance structure. Additionally, in parallel, cyber capacity assessments have

been performed, demonstrating through data the greater Government maturity.

We thus guarantee that information systems that serve the technological process of our mortgage products after sales management meet high information security requirements. By obtaining this certificate, it is confirmed that the business processes, IT services, assessment-based assets and the risk management are identified and valued. Additionally, it is confirmed that the most efficient and coherent controls and procedures are adopted, and that these are aligned with the business strategy.

Apart from obtaining the certificate, the following have been our main axes of action in 2022:

- SIEM optimisation, Cybersecurity event detection and correlation system.
- Cyber-intelligence, cyber-simulations and incident response.
- Strategic plan to prevent information leaks and protect information.
- Analysis of supplier-associated risks: third parties that establish collaboration agreements with UCI must demonstrate adequate levels of maturity.
- Cyber policy. UCI is included in the coverage of our shareholder BNP Paribas.

G.6 Comprehensive risk management

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

We count with a comprehensive risk management process, which includes an efficient monitoring by the Board of Directors and senior management and the implementation of different appropriate policies and procedures to timely identify, quantify, assess, monitor, report and control or mitigate all significant risks, and to assess the capital and liquidity sufficiency in relation to the risk profile and the macroeconomic and market situation.

UCI's Risk Management Framework covers all principles and procedures implemented in the entity, which main purpose is to implement a solid risk management culture within the entity.

Internal governance

Our risk governance structure allows us to carry out an effective supervision in line with our risk appetite. It relays in the management model of the three lines of defence, our structure of committees, and a solid risk culture.

We count with a model of three lines of defence to effectively manage and control risks:

First line

Business functions that take or generate risk exposure constitute the first line of defence, which identifies, measures, controls, monitors and reports risks and applies the internal regulation on risk management. The risk generation must adjust to the approved risk appetite and associated limits.

Second line

It must ensure, within its respective areas of responsibility, that risks are managed in agreement with the risk appetite defined by senior management and promote a strong risk culture throughout the organisation.

Third line

The internal audit function is independent to guarantee to the Board of Directors and senior management the quality and efficiency of internal controls, governance and risk management systems, safeguarding our value, solvency and reputation.

Risk management, compliance and internal audit functions have an appropriate level of separation and independence. Each one of them has direct access to the Board of Directors and their committees.

Structure of risk management committees

The Board of Directors is ultimately responsible for the risk management and control. They review and approve frameworks and the risk appetite, and promote a solid risk culture throughout the organisation.

The Group’s chief risk officer (Group CRO) establishes the risk management strategy, promotes an appropriate risk culture and is responsible for supervising all risks, apart from challenging and advising the business lines on their risk management. They have direct access and report to the Board’s Audit - Risks Committee and to the Board of Directors.

The risks governance separates the control line from the risk line:

	Board’s Audit–Risks Committee	Risk Management Committee
Tasks	This committee is responsible for the risk management, in agreement with powers delegated by the council, and is authorised to accept, modify or escalate those actions or operations that could expose the entity to a relevant risk, as well as the most relevant models. The committee makes risk assumption decisions at the highest level, in agreement with UCI’s risk appetite.	This committee is responsible for the risk management and to provide a holistic view of such risks. They determine whether the business lines are managed in agreement with the risk appetite. They also identify, monitor and assess the impact of current and emerging risks in UCI’s risk profile.
Chair	Independent Board Member	Group CRO
Composition	Appointed executive directors and other senior management members (CEO), representing the functions of Risk management, Compliance and Audit.	Senior management members and Risk management, Compliance, Financial and General Intervention functions.
Frequency	At least, half yearly / At request	Quarterly

Risk management system (RMS)

At UCI, we systematically assess risk profiles, using a unique robust methodology that allows analysing all types of risk to which we are exposed, in agreement with the identified corporate risk mapping. It also shows results at different levels per type of risk and unit through a scoring system that classifies the profile in four categories: low, medium-low, medium-high and high.

The RIA methodology (Risk Identification and Assessment), aligned with our shareholders' methodology, the market's best practices and taking as reference the guidelines sent to the supervisor established in the PRES, is based on the fundamental principles of the risk identification and assessment model, such as: self-assessment and suitability of the exercise, efficiency, holistic and comprehensive view of the risk, by means of the use of common methodologies, convergence and alignment aimed to the decision-making. The three lines of defence participate in the exercise, reinforcing our risk culture when analysing the evolution of the risks and identifying areas of improvement.

The risk profiles' assessment integrates the following blocks:

- Risk performance, which allows measuring the profile of exposure to each type of risk.
- Control environment, which assesses the distance to the target operating model of our advanced risk management, according to re-

gulatory requirements and best practices in the market.

- Analysis of the business model. Prospective analysis, assessing potential threats that could affect the business planning and strategic objectives.

Risk appetite framework

At UCI, we carry out a comprehensive risk management, where the risk appetite's definition and control is a key element. In this context, our Risk Appetite Framework (hereinafter, RAF) formalises the structuring of the decision-making with regard to risks, the definition, level and composition of risks we wish to assume in our activity, as well as the risks' supervision mechanism and follow-up. As part of the risk appetite framework, a risk appetite statement (RAS) is included, establishing the articulation, in writing, of the aggregated level of types of risk that at UCI we are willing to prevent, reduce, share or accept to achieve our strategic objectives.

The Board of Directors annually establishes the risk appetite and the FGR is in charge of the risk management profile, in line with the established risk appetite.

The main elements on which the entity's risk appetite is based are the following:

- Un perfil de riesgo objetivo medio-bajo y predecible centrado eminentemente a la concesión de créditos hipotecarios a particulares.

- A medium-low predictable risk profile target, mainly focused on granting mortgage credits to individuals.

- A solid structure in terms of capital and liquidity, with risk profiles that do not compromise the entity’s feasibility.
- An independent risk management function with active involvement by senior management in order to reinforce a solid risk culture and sustainable capital profitability.
- A remuneration policy that aligns the employees and management’s interests with the entity’s long-term risk appetites and results.

Corporate risk mapping

The different risks to which we are exposed as entity, classified per relevance and per the application of regulatory requirements are presented below.

Material risks	Non-material risks with regulatory requirements	Non-material risk without regulatory requirements
Credit and concentration	Structural balance sheet interest rate	Market
Strategic	Operating	Reputational
Solvency		ESG
Liquidity and financing		

ESG Risk

At UCI, in our commitment with the planet, we integrate the ESG criteria as one of the pillars that guide our sustainability strategy.

The ESG approach is continuously compared to the stakeholders' expectations, actively participating in discussions to understand their different perspectives.

Taking into account all analysed elements, the ESG risk profile is established as medium-low. The risk profile assessment is based on a scale of 4 risk levels, aligned with that established in the PRES Guidelines for the competent authorities.

Based on the EBA consulting document on the ESG risk management and supervision (EBA/DP/2020/03), we have identified, assessed and managed the ESG risks in adaptation to the competent authorities' review and assessment expectations.

Environmental (E)

The E from Environmental alludes to the direct and indirect effect of our activity over the environment.

The following table details the environmental factors and associated indicators that determine the environmental risk profile at UCI.



Environmental factors*	Indicator / KRI	Value	Risk profile	Risk appetite
Environmental business	GAR (PN)	7.44%	3.0	
Physical risk (Climate risk)	Risk of river flooding	Risk model of Sociedad de Tasación (ST)	1.1	
	Risk of sea flooding		1.0	
	Risk of desertification		1.5	
	Risk of fire		1.9	
	Seismic risk		2.3	
	Energetic certificate (emissions)		3.0	
	Energetic certificate (consumptions)		3.1	
	Risk of transition (Climate risk)			2.0
Environmental risk		2.4	2.5	
		Medium-low	Medium-low	

*Factors, indicators and metrics refer to the counterparties' assessment, not to the institution per se.

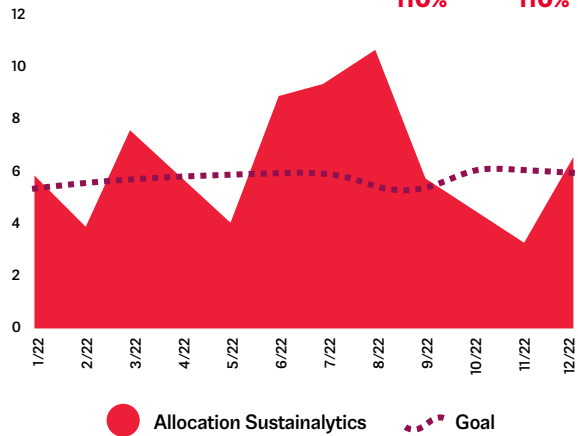
Contributing to the environmental business factor, at UCI, we have established green production commitments under the European Investment Banks and Sustainability criteria that have a positive impact over the

Green Asset Ratio (GAR). The following graphs show the degree of compliance with the annual objectives and global commitments.



Total UCI Group

UCI Group YP (€m)



Global Sustainalytics commitment (€m) **325**

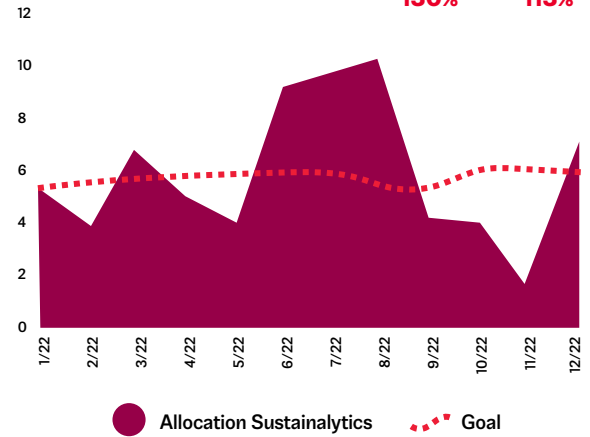
Global accomplishment **55,9%**

**Data month -1*



Total UCI Group

Traditional Channel UCI Group YP (€m)



Global BEI commitment (€m) | Belem | 2022-2024 **100**

Global accomplishment **84,4%**

**Data month -1*

Global BEI commitment (€m) | Prado VIII | 2021-2025 **50**

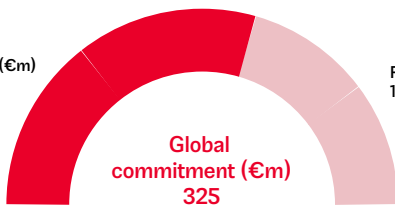
Global accomplishment **30%**

**Data month -1*

Sustainalytics commitment (€m)

Allocation (€m)
181,6

Rest (€m)
143,4



BEI commitment | Belem (€m)

Allocation (€m)
84,4

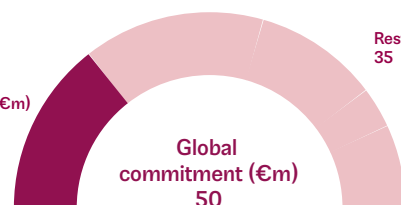
Rest (€m)
15,6



BEI commitment | Prado VIII (€m)

Allocation (€m)
15

Rest (€m)
35



Climate risk

In order to create a common and consistent framework at global level to consider the economic risks derived from the global warming, the Task Force on Climate related Financial Disclosures (TCFD), created by the FSB, established in 2017 their definition and categorisation.

Climate change risks may be divided into two main categories: those derived from the physical impacts and those derived from the transition towards a low-carbon economy.

Risks of transition

Commitments acquired by the signatories of the Agreement of Paris and the consequent transition towards a decarbonised productive system imply a drastic transformation of the global economy through important changes in regulation, the market or the technology.

The Agreement of Paris of 2015 and the Sustainable Development Goals, as part of the United Nations Agenda 2030 for Sustainable Development, implied a turning point in the raising of awareness for the world to head towards sustainability.

At UCI, we have integrated the sustainability and the responsibility in our commitment with our stakeholders, offering innovating solutions adapted to our customers' needs, and that contribute to the social wellbeing and the care for the environment.

We support the climate change targets marked by the Agreement of Paris. Our ambition is to reach net zero emissions in 2050, and are working in establishing our first decarbo-

nisation targets. Our objective is to support our customers in the green transition and contributing to the Paris targets with the development of a complete green and sustainable financing offer.

In an environment where consumption models must adapt to the new social and environmental risks, we have taken part of this challenge, implementing initiatives and financial products that contribute to the social wellbeing, the sustainability and the care for the environment.

At UCI, one of our priorities is to boost the transition towards a more equitable, inclusive and sustainable future for everyone. At a moment of technological and social transformation as this, diversity and the inclusion are essential for the entities to create value to their stakeholders and the society as a whole.

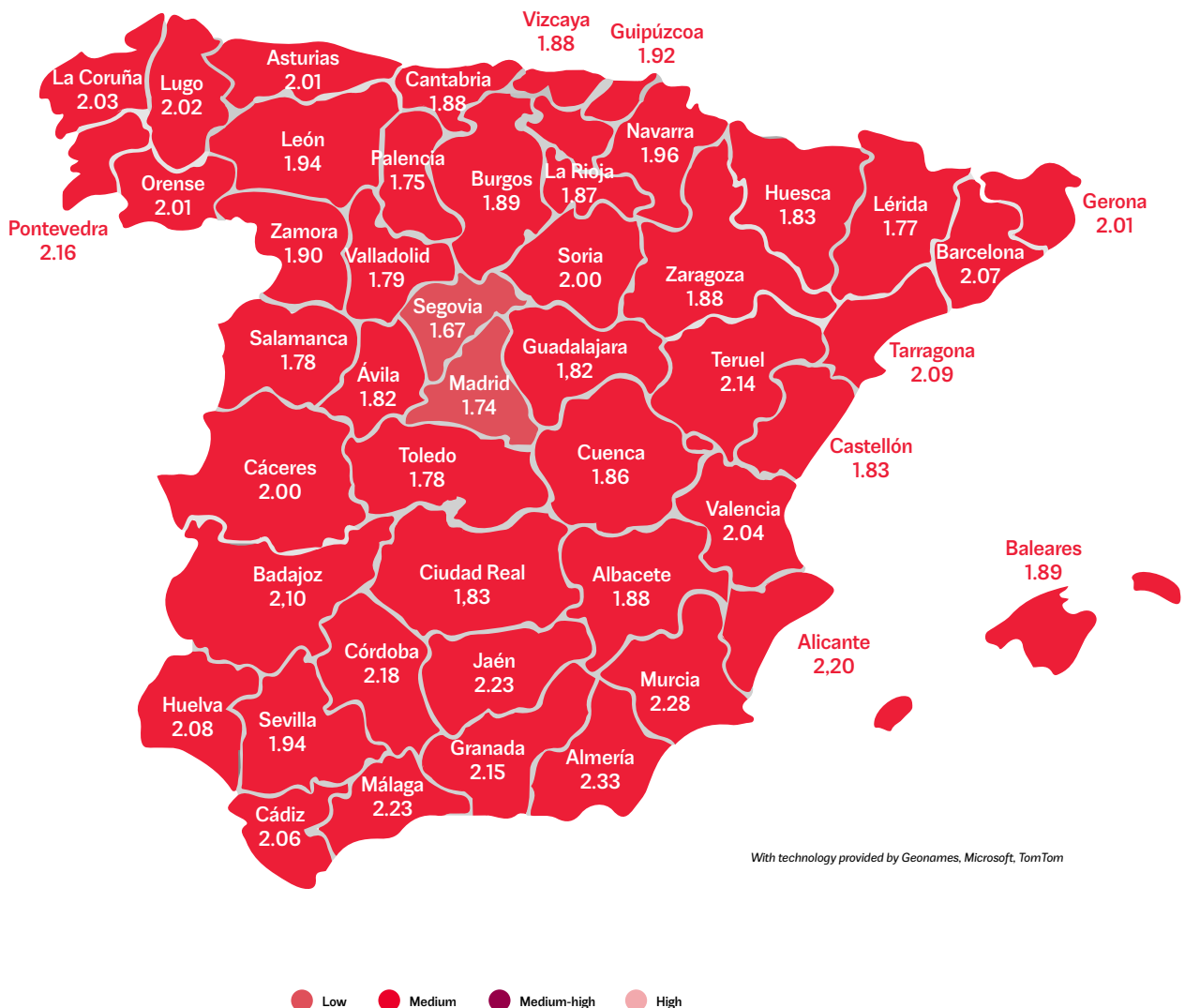
Physical risks

Physical risks of the climate change are defined as those that derive from the growing severity and frequency of extreme climate events or from a gradual and long-term change of the climate of the globe. These risks may directly affect the companies by means of the damage of assets or infrastructures, or indirectly, in the alteration of operations or unviability of activities.

At UCI, we have integrated the physical risks based on how they affect the guarantees that endorse the operation granting.

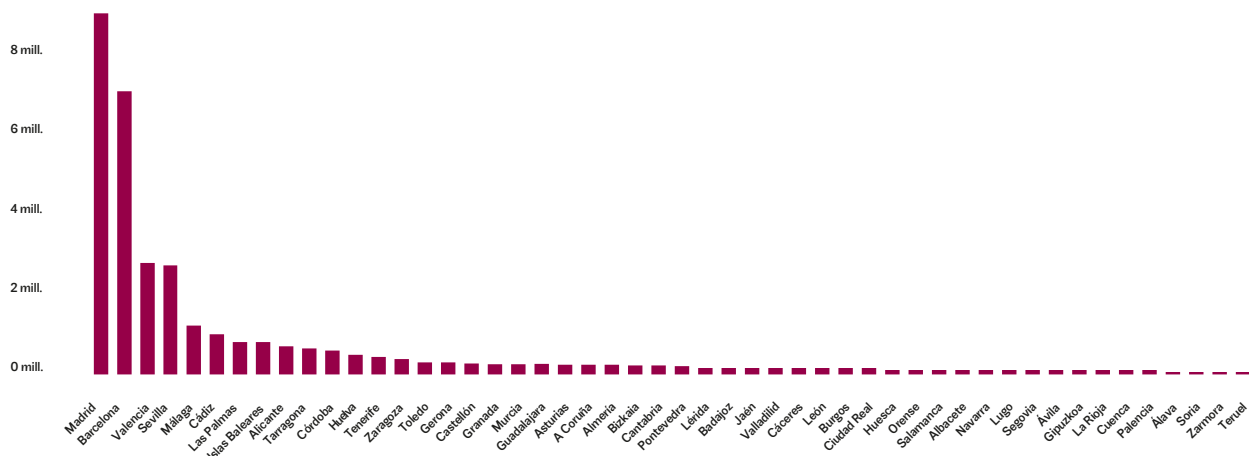
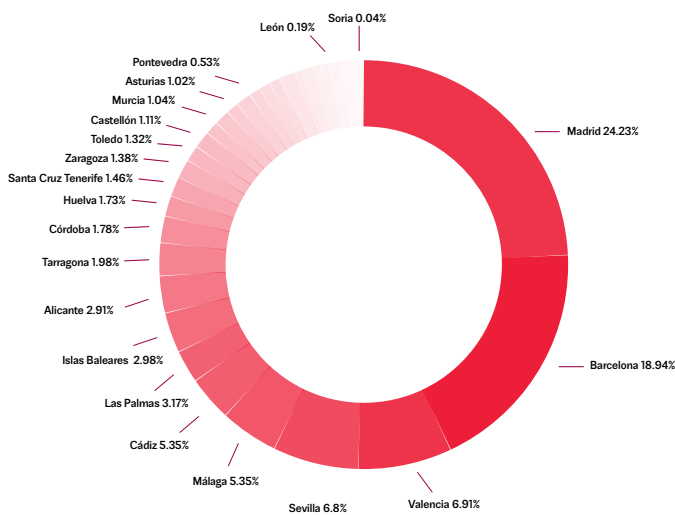
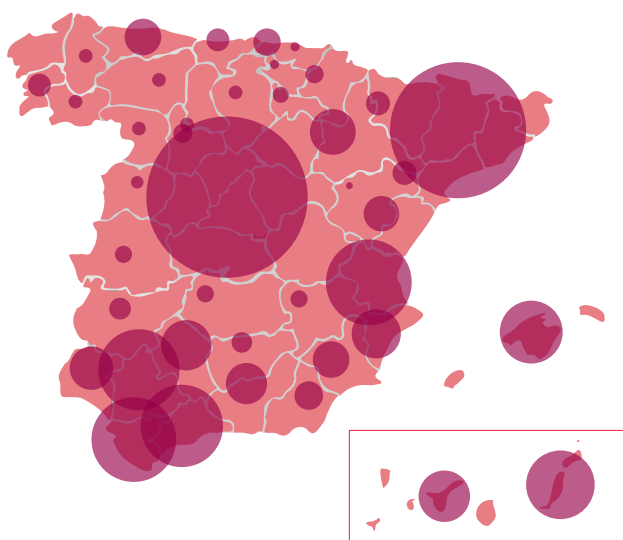
In this sense, we have measured and analysed the portfolio in Spain, since 2010, to have a comprehensive documented view. The methodology used is based on the physical risks measurement model used by the entity Sociedad de Tasación, who have assessed the physical risks of 36,304 guarantees (33% of the total).

The global physical risk associated to each province and determined by the aggregation of particular physical risks is presented in the following map:

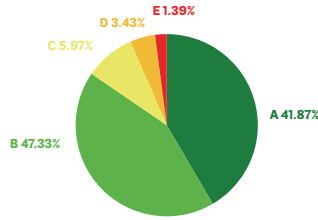


Detail of physical risks

Location of the Properties

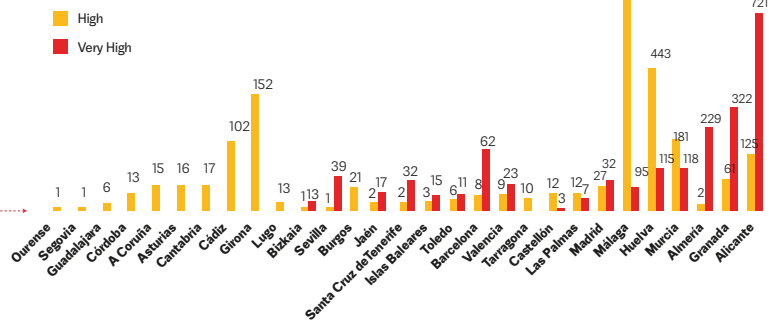
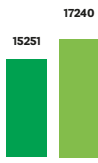
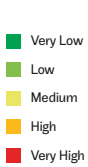


Seismic Risk

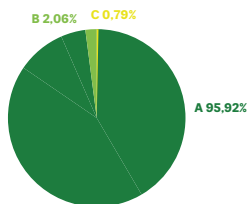
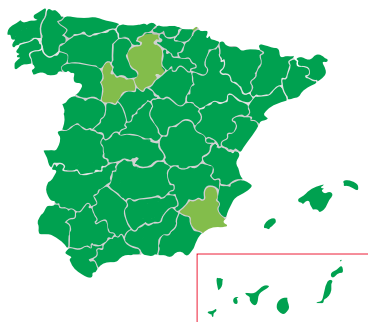


The seismic risk gradient has been calculated following the provisions based on the basic seismic acceleration, a scale that marks the intensity, being the μ parameter contemplated in the NCSE-02 Standard. The letters have been established according to the following scale, the letter gradients being:

Calification	A	B	C	D	E
Acceleration Gradient	$ab > 0.04g$	$0.04g < ab < 0.08g$	$0.08g < ab < 0.12g$	$0.12g < ab < 0.16g$	$ab > 0.16g$
Perception	Not Appreciable	Moderate	Strong	Strong to very Strong	Very Strong to Fierce
Potencial damage	Without Damage	Very Low	Low	Moderate	From Moderate to Strong

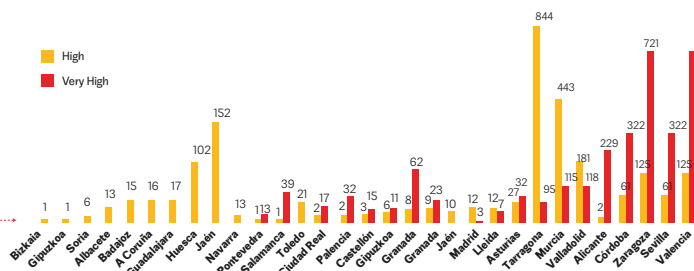
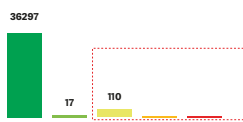
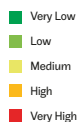


Risk of River Flood

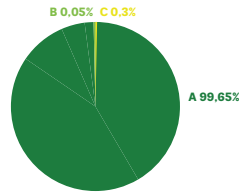


This parameter analyzes the potential danger of river flooding in a specific geographic location. As a flood zone, the definition and criteria set forth in the R.D. 849/1986, and R.D. 9/2008 laws have been followed. The classification has been made according to the evaluation that the river basin districts 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 años	High Probability <50 y >=10 años	Very High Probability <10 años



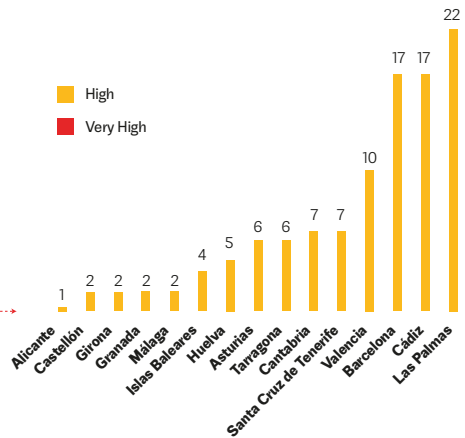
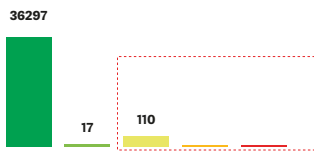
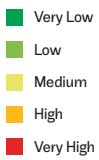
Risk of Marine Flooding



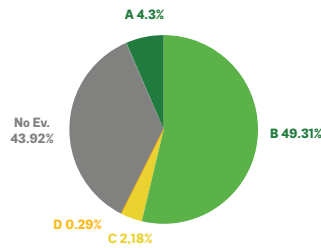
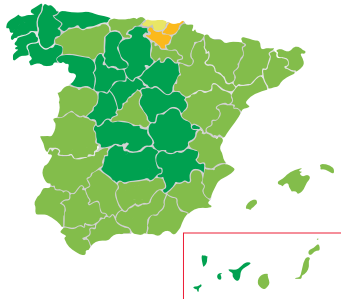
In a similar way to the risk of river flooding, the risk of flooding of marine origin has been analyzed, considering as flood zones those that are not caused by tides, since if so, they would form part of the terrestrial maritime public domain.



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 years	Very High Probability <10 years

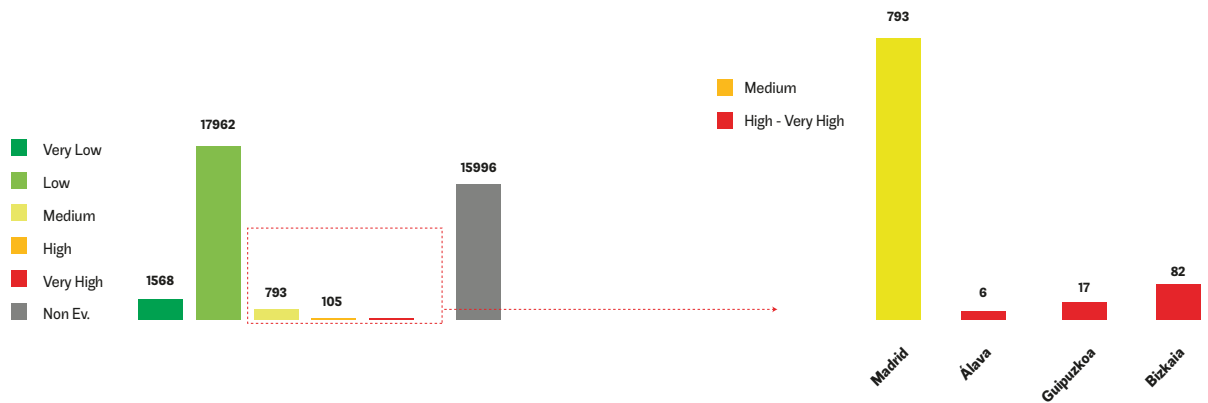


Risk of Air Pollution

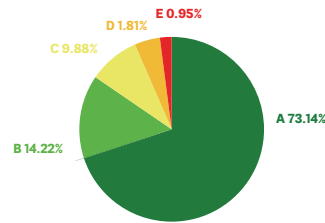
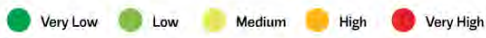
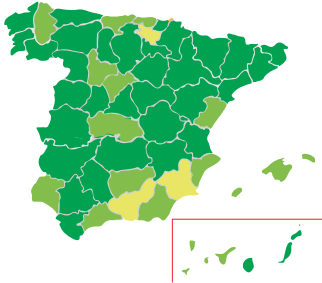


In this parameter the global air quality is categorized, based on the weighting of the ratios of evaluation of the compliance or non-compliance with the limit values or the legal objective values during the last decade, for the different concentrations in the ambient air of the substances, pollutants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

The substances analyzed are: sulphur dioxide (SO₂), nitrogen dioxide (NO₂), particles (dust, ash, soot, metallic particles, cement and pollen) with an aerodynamic diameter equal to or less than 10 and 2.5 um, lead (Pb), benzene (C₆H₆), carbon monoxide (CO), ozone (O₃), arsenic (As), cadmium (Cd), nickel (Ni) and benzo (a) pyrene (C₂₀H₁₂).

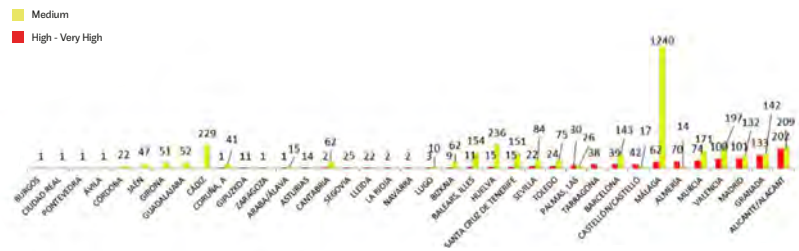
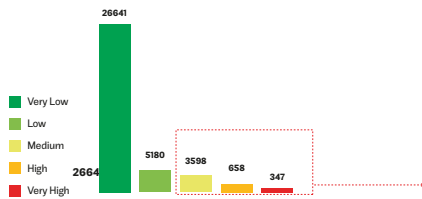


Risk of Extraordinary Claims

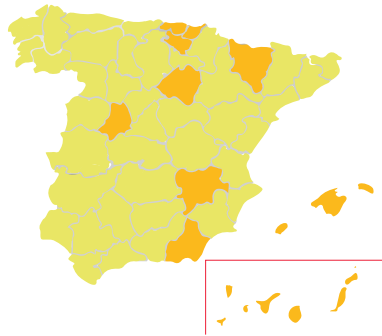


This parameter analyzes the number of extraordinary claims that have been registered on real estate during the last ten years, by municipality, expressed in number of claims per thousand inhabitants. Extraordinary risks are understood to be those not covered by a standard insurance policy. These risks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

Calification	A	B	C	D	E
r = Number of incidents/100 inhabitants	$r < 0.5$	$0.5 < r < 1$	$1 < r < 5$	$5 < r < 10$	$10 < r$

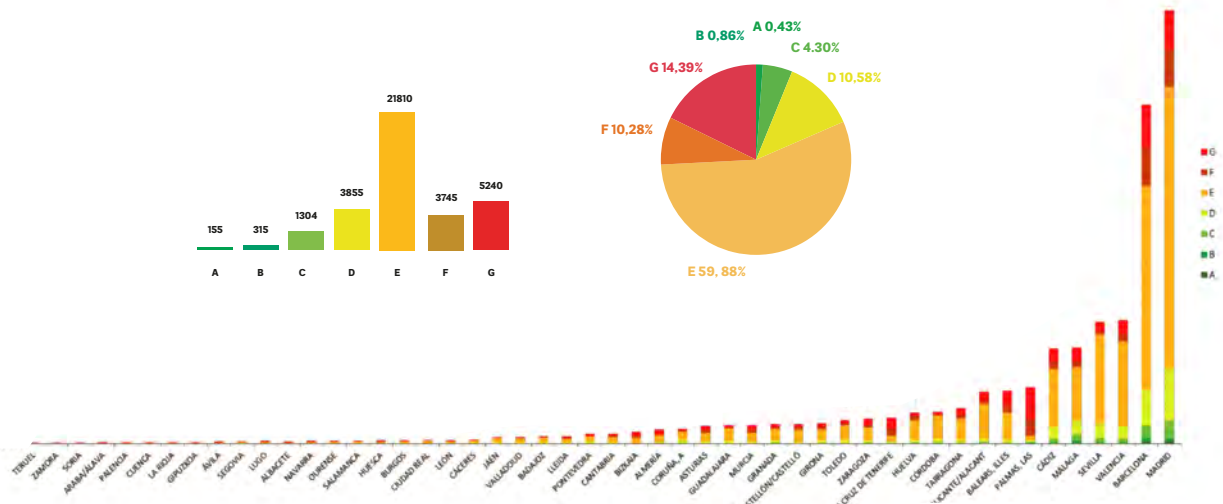


Energy Rating of the Property (Main Indicator, Emissions)

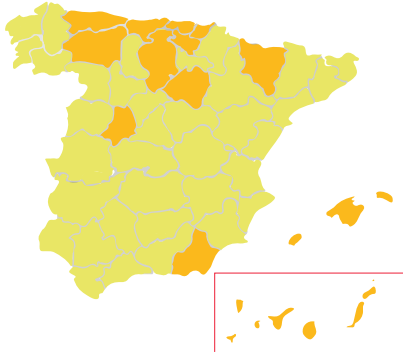


The energy rating scale (Main Indicator, Emissions) is based on CO2 emissions per m2 of Surface associated with heating, cooling, DHW, ventilation and lighting services (only business buildings).

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).



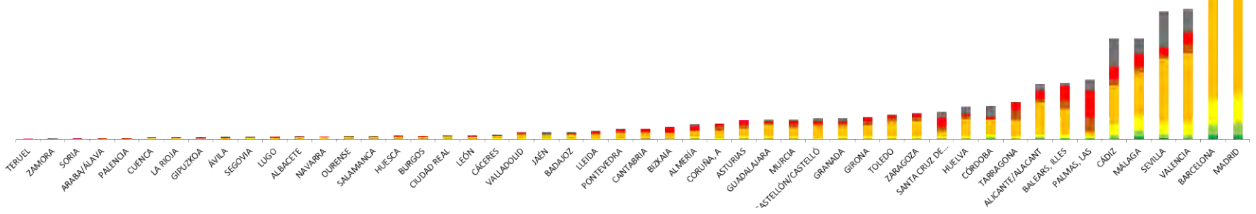
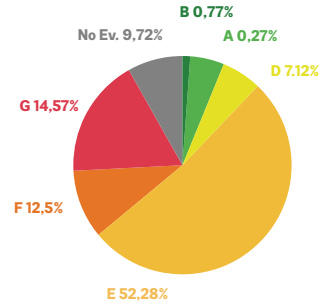
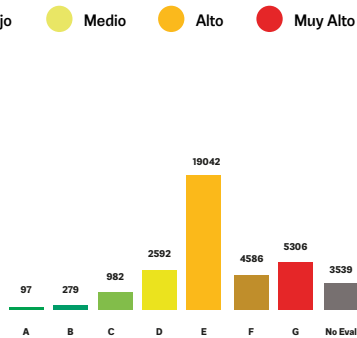
Energy Rating of the Property (Secondary Indicator, Consumption)



The energy rating scale (Secondary Indicator Consumption) reports on the primary energy consumption 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).

● Very Low
 ● Bajo
 ● Medio
 ● Alto
 ● Muy Alto



Social (S)

The S for Social takes into account the repercussion of activities performed by the entity over the community and stakeholders.

At UCI, we carry out a quarterly monitoring of the social risk, analysing factors related to the investment in the community, rela-

tionships with employees and customers. The following table details social factors and the associated indicators that determine the entity's social risk profile.

Social factors*	Indicator / KRI	Value	Risk profile	Risk appetite
Community	Investment rate in the community	0.31%	3.0	
	Personnel rotation rate	5.39%	3.3	
	New contracting rate	3.19%	1.5	
	Dismissal rate	0.95%	1.7	
	Absenteeism rate	3.27%	2.0	
	Employees gender gap	-19.08%	1.0	
	Senior Management gender gap	55.56%	3.5	
	Employees salary gap	9.40%	1.7	
	Senior Management salary gap	29.12%	3.2	
	Rate of disabled employees	0.94%	3.3	
	Employee training per year	37.49	1.0	
	Rate of external employees	0.63%	1.2	

Social factors*	Indicator / KRI	Value	Risk profile	Risk appetite
Relationship with employees	Work accident frequency index	2.22	2.9	
	Professional illness frequency index	-	1.0	
	Work accident severity index	0.08	1.8	
Relation with customers	Rate of compliance responsible credit	96.26%	2.1	
Social risk			2.3	2,5
			Medium-low	Medium-low

*Social factors have been grouped according to the main stakeholders with whom the institution could interact. Additionally, the list of factors has included the fundamental agreements of the International Labour Organisation (ILO). Factors, indicators and metrics refer to the counterparties' assessment, not to the institution per se.

In order to contribute to the improvement of certain social factors and mitigate the entity's social risk, the entity's Equality Plan has been revised, adapting it to the new standards required by the Government through RD 901/2020. The Plan contemplates measures and actions to guarantee the equality through specific management bodies, promote the defence and effective application of the gender equality principle, prevent the sexual and gender harassment, ensure that all team managers are aligned with the equality philosophy and principles, promote a culture of awareness and foster the presence of women in all positions and levels where they are under-represented, particularly in responsibility positions.

Corporate governance (G)

The G for Governance refers to the company's corporate governance, the composition of the Board of Directors, or transparency policies and codes of conduct applied.

The following table details the corporate governance factors and associated indicators that determine UCI's governance risk profile.

Corporate governance factors*	Indicator / KRI	Value	Risk profile	Risk appetite
Ethics considerations	SDG contribution rate	70.40%	2.5	
Strategy and risk management	Global Compact contribution rate	69.53%	2.5	
	Strategy implementation rate	-	4.0	
	RMS (a) alignment rate	84.27%	2.2	
	ICS (b) alignment rate	92.00%	1.6	
Document management	Correct documentation rate	-	4.0	
Transparency			3.3	
Corporate governance risk			2.3	2.5
			Medium-low	Medium-low

*Governance factors have been grouped in four main subtitles, identifying a common main characteristic of underlying factors. Factors, indicators and metrics refer to the counterparties' assessment, not to the institution per se.

(a) Risk management system

(b) Internal Control System

The corporate governance risk management has focused on complying with action plans that respect the project developed by a consulting firm, based on the exhaustive analysis of the internal control framework that reinforces the entity's governance framework.

In this sense, we note the creation and update of a framework of policies and procedures, as well as the associated governance framework, which responds to the regulation in force and to the market's best practices.

Indicators related to "We comply" may be consulted in section 4.3 of the report- Governance matters.

4. Indicators

4.1. Environmental matters

	Spain			Portugal		
	2021	2022	Variation	2021	2022	Variation
Greenhouse Gas Emissions (GHG)						
Total CO2 emissions (t / CO ₂)	413.72	485.11	17.26%	126.08	212.98	68.92%
Scope 1 emissions (direct emissions) (t / CO ₂)	242.07	231.06	-4.55%	0.00	0.00	-
Scope 2 emissions (indirect emissions) (t / CO ₂)	99.71	138.57	38.97%	18.55	27.51	48.30%
Scope 3 emissions (indirect emissions) (t / CO ₂)	71.94	115.49	60.54%	107.54	185.47	72.47%
Waste						
Total non-hazardous waste (t)	21.98	23.81	8.34%	1.52	0.64	-57.98%
Total hazardous waste (t)	0.69	4.62	568.99%	0.08	0.08	-
Total recycled waste (t)	22.67	28.43	25.41%	1.61	0.72	-55.28%
Consumption						
Total water consumption (m ³)	586.9	1,075.12	83.19%	174	147.836	-15.04%
Water consumption per employee(m ³)	1.01	2.03	100.99%	1.96	1.64	-16.33%
Total paper consumption (kg)	2,909.20	3,381.67	16.24%	4,370.90	3,968.33	-9.21%
Paper consumption per employee (kg)	5.57	6.39	14.72%	89.00	44.09	-50.46%
Total energy consumption (kWh)	501,073.08	551,497.26	10.06%	86,649.28	111,495.90	28.67%
Energy consumption per employee (kWh / year)	959.91	1,042.53	8.61%	973.59	1,238.84	27.24%
Working trips (km)	282,388.00	559,776.66	98.23%	392,644.00	529,622.00	34.89%
Diesel consumption (l)	55,725.00	33,400.00	-40.06%	-	-	-
Fuel consumption (l)	62,342.00	80,292.00	28.79%	-	-	-
Fight against Climate Change						
Amount of green production according to Sustainability criteria (M€)	58.99	59.22	0.39%	32.90	52.50	59.57%
Total green operation (Sustainability criteria / EEML)	218	229	5.05%	171	238	39.18%
Amount of green securitisation funds: RMBS Green Belém I (M€)	19.84	18.86	-4.94%	9.03	15.63	73.09%
Amount of green securitisation funds: RMBS Prado VIII (M€)	6.18	9.99	61.65%	-	-	-
Total energy savings of the green product range (kWh / m ² / year)	4,632.12	81,721.62	1664%	77.30	543.50	603.10%
Reduction of emissions of the green product range (t/CO ₂)	1,688.00	2,738.83	62%	-	-	-

Given the readjustment of the tool Greemko, the information related to environmental data corresponding to the year ended December 31, 2021 has been restated.

The source of emission factors used when calculating the Carbon Footprint in Spain is the Ministry for the Ecologic Transition and Demographic Challenge and, in Portugal, EDP, DEFRA and carbon footprint.

4.2. Social matters

	Spain			Portugal		
	2021	2022	Variation	2021	2022	Variation
Great Place to Work (GPTW)						
Employee's satisfaction - GPTW	75%	75%	-	83%	81%	-2.41%
Training						
Training hours Collaborators	11,491.52	11,943.35	3.93%	2,576.00	1,673.50	-35.03%
Training hours Managers	4,960.49	6,176.34	24.51%	873.00	1,108.50	26.98%
Training hours Management	975.31	1,154.85	146.74%	N/A	N/A	-
Training hours Senior Management		1,251.67		386	196	-49%
Total	17,427.32	2,526.21	17.78%	3,835.00	2,978.00	-22.35%
Total number of training hours/employee per year	31.86	36.09	13.28%	41.24	32.79	-20.49%
% voluntary training hours	73.59%	60.04%	-18.41%	-	-	-
% compulsory training hours	26.41%	39.96%	51.31%	16.85%	1.11%	-93.41%
Rotation and Mobility						
Rotation rate - % (1)	5.46%	3.81%	-30.29%	3.93%	13.02%	231.30%
Internal mobility rate - % (2)	11.67%	19.22%	64.69%	8.89%	12.22%	37.48%
<p>(1) Percentage resulting from dividing two quantities: the total number of employees who have left in the year divided by the average number of employees at the beginning and end of the year.</p> <p>(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. The end of temporary assignments is not included.</p>						
Employees						
Employees per Gender						
Women (total no.)	297	302	1.68%	53	53	0.00%
Women (%)	56.90%	57.09%	0.33%	59.55%	59.34%	-0.35%
Men (total no.)	225	227	0.89%	36	37	2.78%
Men (%)	43.10%	42.91%	-0.44%	40.45%	40.66%	0.52%
Total	522	529	1.34%	89	90	1.12%

	Spain			Portugal		
	2021	2022	Variation	2021	2022	Variation
Employees						
Employees per Age						
Age Employees < 25 years old (total no.)	2	3	50.00%	-	1	100.00%
Employees < 25 years old (%)	0.38%	0.57%	49.24%	-	1.10%	100.00%
Employees 25-40 years old (total no.)	88	87	-1.14%	25	20	-20%
Employees 25-40 years old (%)	16.86%	16.45%	-2.45%	28.09%	23.08%	-17.85%
Employees >40 years old (total no.)	432	439	1.62%	64	69	7.81%
Employees >40 years old (%)	82.76%	82.99%	0.27%	71.91%	75.82%	5.44%
Total	522	529	1.34%	89	90	1.12%
Employees per Nationality						
No. of nationalities	13	15	15.38%	4	4	0%
Employees with disability						
No. employees with disability (total no.)	4	6	50.00%	-	-	-
No. employees with disability (%)	0.77%	1.13%	47%	-	-	-
Employees per professional category						
Senior Management (total no.)	19	19	-	6	6	-
Senior Management (%)	3.64%	3.59%	-1.32%	6.74%	7.69%	14.10%
Management (total no.)	11	11	-	1	1	-
Management (%)	2.11%	2.08%	-1.32%	1.12%	-	-1.00%
Manager (total no.)	90	93	3.33%	26	30	15.38%
Manager (%)	17.24%	17.58%	2%	29.21%	32.97%	12.85%
Collaborator (total no.)	402	406	1.00%	56	53	-5.36%
Collaborator (%)	77.01%	76.75%	-0.34%	62.92%	59.34%	-5.69%
Total	522	529	1.34%	89	90	1.12%

	Spain			Portugal		
	2021	2022	Variation	2021	2022	Variation
Contracts						
Employment contract modality						
Temporary contracts FT - total no.	3	9	200.00%	8	9	12.50%
Temporary contracts FT - %	0.57%	1.7%	198.48%	8.99%	9.89%	10.03%
Temporary contracts PT - total no.	-	-	-	-	-	-
Temporary contracts PT - %	-	-	-	-	-	-
Indefinite-term contracts FT - total no.	517	517	-	81	81	-
Indefinite-term contracts FT - %	99.04%	97.73%	-1.32%	91.01%	90.11%	-0.99%
Indefinite-term contracts PT - total no.	2	3	50.00%	-	-	-
Indefinite-term contracts PT - %	0.38%	0.57%	49.24%	-	-	-
Total	522	529	1.34%	89	90	1.12%
Annual average of contracts modalities per gender						
Annual average temporary contracts FT - women	3	3.25	8.33%	4.5	6.92	54%
Annual average temporary contracts PT - women	-	-	-	-	-	-
Annual average indefinite-term contracts FT - women	300	295.58	-1.47%	46	45.83	-0.37%
Annual average indefinite-term contracts PT - women	1	1.42	41.67%	-	-	-
Total	304	300.25	-1.23%	50.5	52.75	4.46%
Annual average temporary contracts FT - men	0.92	1.83	99.28%	2	1.17	-41.50%
Annual average temporary contracts PT - men	-	-	-	-	-	-
Annual average indefinite-term contracts FT - men	223.17	220.58	-1.16%	34	33.83	-0.50%
Annual average indefinite-term contracts PT - men	1.58	1.17	-26.16%	-	-	-
Total	225.67	223.58	-0.92%	36.00	35.00	-2.78%
Annual average of contract modalities per age						
Annual average temporary contracts FT - Less than 25 years old	0.92	1.25	35.87%	-	0.33	100%
Annual average de temporary contracts PT - Less than 25 years old	-	-	-	-	-	-
Annual average indefinite-term contracts FT - Less than 25 years old	0.75	0.33	-55.56%	-	-	-
Annual average de indefinite-term contracts PT - Less than 25 years old	-	-	-	-	-	-
Total	1.67	1.58	-5.19%	0	0.33	100%

	Spain			Portugal		
	2021	2022	Variation	2021	2022	Variation
Contracts						
Annual average of contract modalities per age						
Annual average temporary contracts FT - From 25 to 40 years old	2.67	3.50	31.09%	5.5	5.92	7.64%
Annual average de temporary contracts PT - From 25 to 40 years old	-	-	-	-	-	-
Annual average indefinite-term contracts TC - From 25 to 40 years old	100.25	81.42	-18.79%	17	14.08	-17.18%
Annual average de indefinite-term contracts PT - From 25 to 40 years old	1	1	-	-	-	-
Total	103.92	85.92	-17.32%	22.5	20.00	-11.11%
Annual average temporary contracts FT - More than 40 years old	0.33	0.33	1.01%	1	1.83	83%
Annual average de temporary contracts PT - More than 40 years old	-	-	-	-	-	-
Annual average indefinite-term contracts FT - More than 40 years old	422.17	434.42	2.90%	63	65.58	4.10%
Annual average de indefinite-term contracts PT - More than 40 years old	1.58	1.58	0.21%	-	-	-
Total	424.08	436.33	2.89%	64	67.41	5.33%
Annual average of contract modalities per professional classification						
Annual average temporary contracts FT - Senior Management	-	-	-	-	-	-
Annual average de temporary contracts PT - Senior Management	-	-	-	-	-	-
Annual average indefinite-term contracts FT - Senior Management	18.92	19.00	0.42%	6	6	0.00%
Annual average de indefinite-term contracts PT - Senior Management	-	-	-	-	-	-
Total	18.92	19	0.42%	6	6	0.00%
Annual average temporary contracts FT - Manager	-	-	-	-	-	-
Annual average de temporary contracts PT - Management	-	-	-	-	-	-
Annual average indefinite-term contracts FT - Management	10.75	11.00	2.33%	1	1	-
Annual average de indefinite-term contracts PT - Management	-	-	-	-	-	-
Total	10.75	11.00	2.33%	1	1	-

	Spain			Portugal		
	2021	2022	Variation	2021	2022	Variation
Contracts						
Annual average of contract modalities per professional classification						
Annual average temporary contracts FT - Manager	-	-	-	-	-	-
Annual average de temporary contracts PT - Manager	-	-	-	-	-	-
Annual average indefinite-term contracts FT - Manager	91.08	91.92	0.92%	26	27.42	5.46%
Annual average de indefinite-term contracts PT - Manager	-	-	-	-	-	-
Total	91.08	91.92	0.92%	26	27.42	5.46%
Annual average temporary contracts FT - Collaborator	3.92	5.08	29.68%	6.5	8.08	24.31%
Annual average de temporary contracts PT - Collaborator	-	-	-	-	-	-
Annual average indefinite-term contracts FT - Collaborator	402.42	394.25	-2.03%	47	45.25	-3.72%
Annual average de indefinite-term contracts PT - Collaborator	2.58	2.58	0.13%	-	-	-
Total	408.92	401.92	-1.71%	53.50	53.33	-0.32%
Labour relationships						
Collective Bargaining Agreements						
Total no. Collective bargaining agreements	1	1	-	N/A	N/A	-
% covered employees	100.00%	100.00%	-	N/A	N/A	-

	Spain			Portugal		
	2021	2022	Variation	2021	2022	Variation
Dismissals						
Classification of the number of dismissals						
No. dismissals per gender - women	7	2	-71.43%	-	-	-
No. dismissals per gender - men	-	3	100.00%	1	1	-
No. dismissals per age - Less than 25 years old	-	-	-	-	-	-
No. dismissals per age - From 25 to 40 years old	2	1	-50.00%	-	1	100.00%
No. dismissals per age - More than 40 years old	5	4	-20.00%	1	-	-100.00%
No. dismissals per professional classification - Senior Management	-	-	-	-	-	-
No. dismissals per professional classification - Management	-	-	-	-	-	-
No. dismissals per professional classification - Manager	1	-	-100.00%	1	-	-100.00%
No. dismissals per professional classification - Collaborator	6	5	-16.67%	-	1	100.00%
Total	7	5	-28.57%	1	1	0.00%

Salary Gap and Remuneration						
Employees' average remuneration						
Average remuneration per gender - women	29,168.58 €	30,532.65 €	4.68%	22,978.78 €	23,928.87 €	4.13 %
Average remuneration per gender - men	36,627.23 €	38,154.44 €	4.17%	40,351.34 €	40,820.14 €	1.16 %
Average remuneration per age - Less than 25 years old	18,472.50 €	22,778.33 €	23.31%	0.00 €	5,230.88 €	100%
Average remuneration per age - From 25 to 40 years old	25,703.21 €	27,099.25 €	5.43%	18,098.41 €	18,947.02 €	4.69 %
Average remuneration per age - More than 40 years old	33,808.72 €	35,207.17 €	4.14%	34,657.24 €	34,701.51 €	0.13 %
Average remuneration per professional classification or equal value - Senior Management	93,514.08 €	97,721.59 €	4.50%	90,718.21 €	94,916.37 €	4.63 %
Average remuneration per professional classification or equal value - Management	56,702.99 €	58,210.58 €	2.66%	61,758.82 €	66,152.47 €	7.11 %
Average remuneration per professional classification or equal value - Manager	41,385.56 €	43,434.73 €	4.95%	36,835.57 €	36,048.96 €	-2.14 %
Average remuneration per professional classification or equal value - Collaborator	26,813.42 €	27,944.48 €	4.22%	19,763.05 €	20,027.47 €	1.34 %

In Spain, average remuneration has been calculated based on payroll at December 31, taking into account base salary plus transport bonus.
 In Portugal, average remuneration has been calculated based on payroll at December 31, taking into account base salary plus variables.

	Spain			Portugal		
	2021	2022	Variation	2021	2022	Variation
Salary Gap and Remuneration						
Salary Gap						
Senior Management- %	32.79%	32.37%	-1.28%	52.00%	50.00%	-3.85%
Management- %	3.21%	3.42%	6.46%	-	-	-
Manager - %	8.31%	7.37%	-11.30%	11.00%	9.00%	18.18%
Collaborator - %	2.73%	1.59%	-41.82%	8.00%	-3.00%	-137.50%
<i>For the same professional category, the men's remuneration has been divided by the women's.</i>						
Gender salary gap	20.36%	19.98%	-1.89%	43.00%	41.00%	-4.65%

Percentage resulting from dividing 2 amounts: the difference between the average salary of men and women, divided by men's salary.

Average remuneration of board members and senior management						
Average remuneration board members (1) - women	-	-	-	N/A	N/A	-
Average remuneration board members (1) - men	18,312.50 €	16,750.00 €	-8.53%	N/A	N/A	-
Average remuneration senior management - women	83,177.42 €	86,135.03 €	3.56%	36,617.00 €	37,940.00 €	3.61%
Average remuneration senior management - men	152,995.82 €	149,073.51 €	-2.56%	77,963.71 €	79,470.33 €	1.93%

(1) The only female director and two of the male directors waive their remuneration and allowances.

Senior Management is the Executive Committee, both in Spain and Portugal

Average remuneration of Board Members and Senior Management includes the totality of salary and non-wage payments

Social benefits						
Total no. social benefits	14	15	7.14%	13	13	0.00%

Work-life balance

Flexiworking

% employees	72.41%	72.21%	-0.27%	77.53%	76.00%	-1.97%
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Commercial and recovery networks are not covered by this policy.

	Spain			Portugal		
	2021	2022	Variation	2021	2022	Variation
Absenteeism						
Absenteeism rate (%)						
Professional contingencies (1)	0.05	0.04	-20.00%	-	-	-
Common contingencies (1)	2.97	2.37	-20.20%	0.2	0.01	-95.44%
<i>(1) (Days of sick leave year *100) / Σ (Days month * Affiliated workers month)</i>						
No. Hours of absenteeism						
Professional contingencies	50,000.00	552.00	-98.90%	-	-	-
Common contingencies	800.00	41,416.00	5,077.00%	2,736.00	1,848.00	-32.00%
Total	50,800.00	41,968.00	-17.39%	2,736.00	1,848.00	-32.00%

When calculating hours of absenteeism, days lost * 8 hours of daily working hours have been considered.

Accidents at work						
Accidents at work and professional diseases						
Frequency accidents at work - women (1)	1.97	0.00	-100.00%	-	-	-
Frequency accidents at work - men (1)	-	5.13	100.00%	-	-	-
Severity accidents at work - women (2)	0.197	0.00	-100.00%	-	-	-
Severity accidents at work - men (2)	-	0.177	100.00%	1	-	-100.00%
Frequency professional diseases - women	-	-	-	-	-	-
Frequency professional diseases - men	-	-	-	-	-	-
Severity professional diseases - women	-	-	-	-	-	-
Severity professional diseases - men	-	-	-	-	-	-
<i>(1) Frequency rate: (no. of accidents with leave, including accidents in the way to and from home/no. worked hours) x 1,000,000</i>						
<i>(2) Severity rate: (Days lost due to accidents at work, including accidents to and from home and relapses/no. hours worked) x 1,000</i>						
No. accidents at work per gender						
Women	1	-	-100%	-	-	-
Men	-	2	100%	1	-	-100%
Total	1	2	100%	1	-	-100%

Accidents at work have been with leave

	Spain			Portugal		
	2021	2022	Variation	2021	2022	Variation
Inclusion and diversity						
Women in leadership						
% Women in Executive Committee (1)	26.32%	26.32%	-0.02%	16.67%	16.67%	-
% Women as managers (2)	40.00%	39.00%	-2.44%	40.74%	40.00%	-1.82%
<i>(1) Percentage resulting from dividing the total number of women by the total number of members, men and women of the Executive Committee.</i>						
<i>(2) Percentage resulting from dividing 2 amounts: the total number of women managers by the total number of men and women managers (Executive Committee and managers).</i>						
Customer relationship						
Evolution of the number of customers						
No. financed homes for First Residence (total 1st holders)	165.001	167.422	1.47%	19.984	20.712	3.64%
No. financed homes for First Residence (total 1st holders)	3.045	2.461.00	-19.18%	860.00	787.00	-8.49%
Ekomi global customer valuation	9.75	9.78	0.31%	4.86	4.92	1.23%
Customer claims						
Total no. admitted customer claims	3.408	2.684	-21.24%	19	26	36.84%
No. claims resolved in favour of the customer	454	364	-19.82%	8	10	25.00%
No. claims resolved favourable to the customer	2.910	2.232	-23.30%	11	16	45.45%
No. claims to be resolved	44	88	100.00%	-	-	-
Adhesions/applications to the Code of Best Practices						
Accepted applications	148	245	65.54%	N/A	N/A	-
Approved applications	79	166	110.13%	N/A	N/A	-

	Spain			Portugal		
	2021	2022	Variation	2021	2022	Variation
Financial Social Engagement						
Social Inclusion in the business						
No. of people benefitted by the sustainable rehabilitation of buildings in areas with low GDP per capita	2,400	3,780	57.50%	N/A	N/A	-
Investment in the community						
Monetary contributions to non-profit entities						
Prodis Foundation - educational projects	15,000.00 €	15,000.00 €	-	N/A	N/A	-
Prodis Foundation - awareness projects	950.00 €	1,800.00 €	89.47%	N/A	N/A	-
Red Cross - Global Emergency	10,365.00 €	13,102.00 €	26.41%	N/A	975.00 €	100.00%
Red Cross - Prevention of residential exclusion		6,500.00 €	100.00%	N/A	N/A	
Dáboris Foundation - Educational Scholarships	3,000.00 €	12,000.00 €	300.00%	N/A	N/A	-
Junior Achievement Foundation - Tus finanzas, tu futuro	4,400.00 €	10,000.00 €	127.27%	5,500.00 €	- €	-100.00%
Inmosolidarios Awards	15,000.00 €	12,000.00 €	-20.00%	N/A	N/A	-
Instituto Português de Oncologia - I.P.O. Lisboa	N/A	N/A	-	5,000.00 €	- €	-100.00%
ONG Crescer, Ser - Children's Home	N/A	N/A	-	500.00 €	950.00 €	90.00%
Associação Salvador	N/A	N/A	-	-	1,000.00 €	100.00%
Associação Play for Wishes	N/A	N/A	-	-	600.00 €	100.00%
Helping With Satya	N/A	N/A	-	-	2,747.94 €	100.00%
Total	48,715.00 €	70,402.00 €	44.52%	11,000.00 €	6,272.94 €	-42.97%

4.3. Governance matters

	Spain			Portugal		
	2021	2022	Variation	2021	2022	Variation
Ethics and Compliance						
Whistleblowing channel reports						
No. of reports	-	3	100 %	-	-	-
Gift Policy						
No. of incidents	-	-	-	-	-	-
Money Laundering Prevention Alerts						
Total no. of alerts	1.564	1.835	17.33%	367	614	62%
Communicated to the OCI (Internal Control Body)	15	11	-26.7%	-	1	100%
Communicated to the SEPBLAC (Spain) / Regulator (Portugal)	4	1	-75%	-	1	100%
Suppliers						
No. assessed suppliers (Quality)	11	41	273%	25	24	-4%
No. assessed suppliers (Environment)	5	5	-	10	10	-
No. assessed suppliers (Quality, Environment)	8	6	-25%	35	-	-100%
Total	24	52	117%	70	34	-51%
No. assessed outsourced services (Quality)	13	18	38%	14	14	0%
No. assessed outsourced services (Environment)	-	13	100%	-	-	-
No. assessed outsourced services (Quality, Environment)	12	-	-100%	14	-	-100%
Total	25	31	24%	28	14	-50%
Result from suppliers' assessment	3.68	3.69	0.27%	3.61	3.63	1%
Result from outsourced services' assessment	3.24	3.37	4.01%	3.64	3.76	3%
Cybersecurity						
Efficiency of cybersecurity measures	17.00	9.40	-45%	17.00	9.40	-45%

5. Annexes

5.1. Governing bodies

data at 31 December 2022

Board of Directors UCI, S.A.

President: Matías Rodríguez Inciarte	President of Santander Universidades
Board Member: Remedios Ruiz Maciá	Global Head of Risk Oversight and Control at Banco Santander; Board Member at Banco Santander Totta
Board Member: Patrick Marie Alain Denis Miron de L Espinay	Head of the Office of the Deputy Director-General. BNP Paribas Personal Finance
Board Member: Michel Falvert	Director Large Agreements, BNP Paribas Personal Finance
Secretary of the Board of Directors: Eduardo Isidro Cortina Romero	Legal and Compliance Director

Board of Directors Unión de Créditos Inmobiliarios, S.A., Establecimiento Financiero de Crédito

President: Matías Rodríguez Inciarte	President of Santander Universidades
Board Member: Remedios Ruiz Maciá	Global Head of Risk Oversight and Control at Banco Santander; Board Member at Banco Santander Totta
Board Member: Patrick Marie Alain Denis Miron de L Espinay	Head of the Office of the Deputy Director-General. BNP Paribas Personal Finance
Board Member: Michel Falvert	Director Large Agreements, BNP Paribas Personal Finance
Board Member Independiente: Jean François Georges Marie Deullin	Independent Board Member of Findomestic Banca
Secretary of the Board of Directors: Eduardo Isidro Cortina Romero	Legal and Compliance Director

Committees of Board of Directors UCI, S.A.

Audit and Risk Committee

Audit and Risk Committee	Director Large Agreements, BNP Paribas Personal Finance
Member: Remedios Ruiz Maciá	Global Head of Risk Oversight and Control at Banco Santander; Board Member at Banco Santander Totta

Evaluation, Suitability and Remuneration Committee

President: Matías Rodríguez Inciarte	President of Santander Universidades
Member: Michel Falvert	Director Large Agreements, BNP Paribas Personal Finance

Committees of the Board of Directors Unión de Créditos Inmobiliarios, S.A., Establecimiento Financiero de Crédito

Mixed Audit and Risk Committee

President: Jean François Georges Marie Deullin	Independent Board Member of Findomestic Banca
Member: Michel Falvert	Director Large Agreements, BNP Paribas Personal Finance
Member: Remedios Ruiz Maciá	Global Head of Risk Oversight and Control at Banco Santander; Board Member at Banco Santander Totta

Appointment and Remuneration Committee

President: Jean François Georges Marie Deullin	Independent Board Member of Findomestic Banca
Member: Matías Rodríguez Inciarte	President of Santander Universidades
Member: Michel Falvert	Director Large Agreements, BNP Paribas Personal Finance

Composition of the Steering and Executive Committee

Steering Committee

Roberto Colomer Blasco	General Director
José Manuel Fernández Fernández	Deputy General Director Commercial Area
Philippe Jacques Laporte	Deputy General Director Finance, Technology and Customers
Ángel Aguilar Otero	HR Director

Composition of the Steering and Executive Committee

Steering Committee

Catia Vanessa Neves de Almeida Lopes Alves (*)	Sustainability and Rehabilitation Director
Ruth Armesto Carballo	Marketing and Brand Director
Rodrigo Malvar Soto	Risk Director
Pedro Manuel Megre Monteiro do Amaral	General Director UCI Portugal
Olivier Rodríguez	General Intervention Director
Francisco Javier Villanueva Martinez (*)	Risk and Quality Assessment Director

[*] On 1.01.2023, they join the Steering Committee

Executive Committee

Anabel del Barco del Barco	Communication Director
José Antonio Borreguero Herrera	IT Director
Eduardo Isidro Cortina Romero	Legal Counsel and Compliance Director
Fernando Delgado Saavedra	Professional Marketing Director
Greg Delloye (*)	Finance Director Portugal
Francisco José Fernández Ariza	Professional Service Director
Cecila Franco García	Aftersales and Property Management Director
José García Parra	Sale Organisation Projects Director
Marta Pancorbo García	Simplification Director
Tomás Luis de la Pedrosa Masip	Internal Audit Director
Miguel Ángel Romero Sánchez	Customer Director

[*] On 1.01.2023, they join the Executive Committee

5.2. Table of alliances

Green Alliances

EIB - European Investment Bank	It is the world's largest multilateral financial institution and one of the largest providers of climate finance.	www.eib.org/en
BCSD - Business Council for Sustainable Development Portugal	BCSD Portugal is part of the Global Network of the World Business Council for Sustainable Development (WBCSD), the largest international business organisation working in the area of sustainable development.	www.bcsdportugal.org
EMF - European Mortgage Federation	The European Mortgage Federation (EMF) is the voice of the European mortgage industry and represents the interests of mortgage lenders at European level. It aims to ensure a sustainable housing environment for the European Union (EU) citizens.	www.hypo.org/emf
EDW - Enterprise Data Warehouse	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.	www.eurodw.eu
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.	www.gloval.es
Grupo 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.	www.grupobc.com/es
GBCe - Green Building Council Spain	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.	www.gbce.es

CONCOVI-Spanish Confederation of Housing Cooperatives		www.concovi.org
IDAE-Institute for Energy Diversification and Savings		www.idae.es/home
General Council of Associations of Property Administrators. Spain		www.cgcafe.org
Association of Property Administrators (Alicante, Seville, Huelva, Malaga and Barcelona)	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.	
COAM-Official Association of Architects of Madrid		www.coam.org
EMVS - Municipal Housing and Land Company of Madrid		www.emvs.es
Government of Catalonia		web.gencat.cat/ca/inici
Consorci Habitatge del Àrea Metropolitana de Barcelona		www.amb.cat/s/home.html
htmlCity Council of Barcelona-Illa Eficient		www.ajuntament.barcelona.cat/ca/

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 have approximately 75 per cent of the mortgage lending market.	www.ahe.es
APEMIP	Portuguese Association of Real Estate Professionals and Companies.	www.apemip.pt
ASFAC	The Association of Specialised Credit Institutions is the specialised entity representing the consumer finance sector in Portugal. It promotes the increase of the financial literacy of Portuguese people, investing in financial education for children, young people and adults, particularly in the most vulnerable populations.	www.asfac.pt
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, which through its work facilitates access to consumer and production goods for consumers, professionals and entrepreneurs.	www.asnef.com

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.	www.aec.es
Camara de Comercio Luso-Espanhola	It is a private non-profit organisation whose main activity is to promote commercial relations between Portuguese and Spanish companies.	www.portugalespanha.org
NAR - National Association of REALTORS®	It is the largest professional association in the United States, with one million members, and includes institutes, societies and councils involved in all aspects of the residential and commercial sectors. SIRA is the local partner in Spain.	www.siralia.com/sira www.pir.pt/
Portuguese Chamber of Commerce in the UK	It is a private non-profit entity whose main activity is to promote business relations between Portuguese and UK companies	www.portuguese-chamber.org.uk

Sustainability and Corporate Responsibility Alliances

UN Global Compact	International UN initiative that promotes sustainable development and corporate social responsibility.	www.pactomundial.org
DIRSE - Spanish Sustainability Directors Association (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, carry out this specific function, thus contributing to improve their capacity to influence the creation of value in organisations.	www.dirse.es

Agreements with Foundations

Crescer Ser	National private social solidarity institution. It promotes, organises and dynamises community support services for children, young people and the family society. It stimulates specialised training in the areas of protection, reception and accompaniment, of technicians linked to the problems of children and young people at risk of exclusion.	www.crescerser.org
Dáboris Foundation	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
Prodis Foundation	Contribution from the ethical engagement 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
Cruz Roja	Adherence to the programme to prevent the residential exclusion of vulnerable people.	www.cruzroja.es
Junior Achievement Portugal (JAP)	Non-profit organisation created in November 2005. It is affiliated with Junior Achievement, the world's oldest and largest entrepreneurship education organisation.	www.japortugal.org

6. Contents

6.1. Contents Law 11/2018 on non-financial information

Information requested by Law 11/2018	Section in the Report
General Information	
Brief description of the group's business model, including: its business environment	1.Meet UCI
	1.Meet UCI
Brief description of the group's business model, including: its organisation and structure	3.3 We comply G1 Corporate Governance
	5.1 Governing Bodies
Markets in which it operates	1.Meet UCI
Objectives and strategies	2. Our sustainability model
Main factors and trends that could affect its future evolution	2. Our sustainability model
Mention in the report to the national, European or international reporting framework used for the selection of key indicators of non-financial results included on each section	Preliminary clarifications
Materiality	2. Our sustainability model

Information requested by Law 11/2018	Section in the Report
Environmental matters	
Management approach: description and results from the environmental policies and main risks related to these matters, linked to the group's activities	2. Our sustainability model <hr/> 3.1 We greenimise <hr/> 3.3 We comply G6 Comprehensive risk management
Detailed information	
Current and foreseeable effects of the company's activities in the environment and, where applicable, health and security	3.1 We greenimise
Environmental assessment or certification procedures	3.1 We greenimise E3 Our environmental footprint
Resources dedicated to the environmental risk prevention	3.1 We greenimise <hr/> 3.3 We comply G6 Comprehensive risk management
Application of the precautionary principle	3.1 We greenimise
Provisions and guarantees for environmental risks	3.1 We greenimise
Pollution	
Measures for the waste prevention, recycling, reuse, other forms of waste recovery and disposal	3.1 We greenimise
Including noise and light pollution	3.1 We greenimise
Circular economy and waste prevention and management	
Measures for the waste prevention, recycling, reuse, other forms of waste recovery and disposal	3.1 We greenimise E3 Our environmental footprint
Actions to fight food waste	3.1 We greenimise
Sustainable use of resourcesClimate	
Water consumption and supply, according to local limitations	3.1 We greenimise E3 Our environmental footprint
Consumption of raw materials and measures adopted to improve the efficiency of their use	3.1 We greenimise E3 Our environmental footprint
Direct and indirect energy consumption	3.1 We greenimise E3 Our environmental footprint
Measures taken to improve the energy efficiency	3.1 We greenimise
Use of renewable energies	3.1 We greenimise E3 Our environmental footprint

Information requested by Law 11/2018	Section in the Report
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Climate change

Greenhouse gas emissions generated as a result from the company's activities, including the use of goods and services produced	3.1 We greenimise E3 Our environmental footprint
Measures adopted to adapt to the consequences of climate change	3.1 We greenimise
Reduction targets voluntarily established at mid and long term to reduce greenhouse gas emissions and measures implemented for such purpose	3.1 We greenimise
Biodiversity protection	
Measures taken to preserve or restore the biodiversity	3.1 We greenimise
Impacts caused by activities or operations in protected areas	3.1 We greenimise

Information requested by Law 11/2018	Section in the Report
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Social and personnel matters

	2. Our sustainability model
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	3.2 We accompany 3.3 We comply G6 Comprehensive risk managementTotal
Employment	
Total number and distribution of employees per gender, age, country and professional category	4.2 Indicators of Social Matters
Total number and distribution of employment contract modalities	4.2 Indicators of Social Matters
Annual average of indefinite-term contracts, temporary contracts and part-time contracts per gender, age and professional category	4.2 Indicators of Social Matters
Number of dismissals per gender, age and professional category	4.2 Indicators of Social Matters
Average remuneration per gender, age and professional category	4.2 Indicators of Social Matters
Salary Gap	3.2 We accompany S1 People First 4.2 Indicators of Social Matters

Information requested by Law 11/2018	Section in the Report
Social and personnel matters	
Remuneration equal work posts or average in the company	4.2 Indicators of Social Matters
Average remuneration of the board members and directors per gender (including variable remuneration, allowances, severances, payment to savings systems)	3.2 We accompany S1 People First 4.2 Indicadores Aspectos Sociales
Labour disconnection policies	3.2 We accompany S1 People First
Disabled employees	3.2 We accompany S1 People First 4.2 Indicators of Social Matters
Work organisation	
Organisation of working time	3.2 We accompany S1 People First
Number of hours of absenteeism	4.2 Indicators of Social Matters
Measures to ease the enjoyment of balancing procedures and to promote the co-responsible exercise by both parents	3.2 We accompany S1 People First
Health and Security	
Health and security conditions at work	3.2 We accompany S1 People First
Occupational accidents and professional diseases per gender: frequency rate and severity	4.2 Indicators of Social Matters
Social relationships	
Organisation of the social dialogue (including procedures to report and consult the staff and to negotiate with them)	3.2 We accompany S1 People First
Percentage of employees covered by collective bargaining agreement per country	4.2 Indicators of Social Matters
Balance of collective bargaining agreements, in particular in the area of health and security at work	3.2 We accompany S1 People First
Mechanisms and procedures to promote the involvement of employees in the management of the company, in terms of information, consultation and participation.	2. Our sustainability model 3.2 We accompany S1 People First
Training	
Training policies implemented	3.2 We accompany S1 People First
Total amount of training hours per professional category	4.2 Indicators of Social Matters

Information requested by Law 11/2018	Section in the Report
Social and personnel matters	
Universal accessibility of disabled people	
Universal accessibility of disabled people	3.2 We accompany S1 People First
Equality	
Measures adopted to promote equality of treatment and opportunities between women and men	3.2 We accompany S1 People First
Equality plans, measures adopted to promote employment, protocols against sexual and gender-based harassment	3.2 We accompany S1 People First
Policy against any type of discrimination and management of diversity	3.2 We accompany S1 People First

Information requested by Law 11/2018	Section in the Report
Respect for Human Rights	
	2. Our sustainability model
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	3.3 We comply G2 Compliance and corporate ethical culture G6 Comprehensive risk management
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	3.3 We comply G2 Compliance and corporate ethical culture
Reports of human rights' breaches	3.3 We comply G2 Compliance and corporate ethical culture
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	3.3 We comply G2 Compliance and corporate ethical culture
Elimination of the discrimination in employment and occupancy	3.3 We comply G2 Compliance and corporate ethical culture
Elimination of forced or compulsory work	3.3 We comply G2 Compliance and corporate ethical culture
Effective abolition of child labour	3.3 We comply G2 Compliance and corporate ethical culture

Information requested by Law 11/2018	Section in the Report
Fight against corruption and bribery	
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	2. Our sustainability model 3.3 We comply G2 Compliance and corporate ethical culture G6 Comprehensive risk management
Measures adopted to prevent corruption and bribery	3.3 We comply G2 Compliance and corporate ethical culture
Measures to fight against money laundering	3.3 We comply G2 Compliance and corporate ethical culture
Contributions to foundations and non-profit entities	3.2 We accompany S3 Our social commitment 4.2 Indicators of Social Matters

Information requested by Law 11/2018	Section in the Report
Information on the society	
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	2. Our sustainability model 3.2 We accompany S3 Our social commitment 3.3 We comply G6 Comprehensive risk management
Company's commitments with sustainable development	
Impact of the company's activity in local populations and local development	3.1 We Greenimize 3.2 We accompany
Impact of the company's activity in local populations and in the territory	3.1 We Greenimize 3.2 We accompany
Relations held with actors of local communities and modalities of such dialogue	2. Our sustainability model
Association or sponsorship actions	5.2 Table of alliances

Information requested by Law 11/2018	Section in the Report
Information on the society	
Subcontracting and suppliers	
Inclusion of social, gender equality and environmental matters in the procurement policy	3.3 We comply G3 Suppliers' responsible management
Consideration in relations with suppliers and subcontractors of their social and environmental responsibility	3.3 We comply G3 Suppliers' responsible management
Supervisory systems and audits and their results	3.3 We comply G3 Suppliers' responsible management
Consumers	
Measures for the health and the security of the consumers	3.2 We accompany S2 Customer at the heart
	3.3 We comply G5 Information security
Claiming systems, complaints received and their resolution	3.2 We accompany S2 Customer at the heart
Tax Information	
Profits obtained per country	
Profit tax paid	3.3 We comply G2 Compliance and corporate ethical culture
Public grants received	

6.2. Contents of Global Reporting Initiative (GRI)

2022 Statement of Use	UCI has presented the information included in this GRI index of contents for the period comprised from January 1, 2022 to December 31, 2022, using GRI Standards as reference
GRI 1 used	Foundation 2021

GRI Standards-General Content

GRI Standard	Content	Section in the Report
GRI 2 General Disclosures		
1. The organization and its reporting practices	2-1 Organizational details	1. Meet UCI
	2-2 Entities included in the organization’s sustainability reporting	0. Preliminary clarifications. UCI presents the audited consolidated annual accounts
	2-3 Reporting period, frequency and contact point	0.Preliminary clarifications
	2-4 Restatements of information	4.1 Environmental matters. Given the adjustment of the tool Greemko, the information related to environmental matters, corresponding to the year ended December 31, 2021, has been restated.
	2-5 External assurance	7. External verification report
2. Activities and workers	2-6 Activities, value chain and other business relationships	1.Meet UCI, 3.1 We greenimise, 3.3 We comply, G.3 Responsible supplier management
	2-7 Employees	3.2 We accompany, S1 People First, 4.2 Social matters:employees

GRI Standard	Content	Section in the Report
GRI 2 General Disclosures		
3. Governance	2-9 Governance structure and composition	1. Meet UCI, 3.3 We comply, G.1 Corporate governance, 5.1 Governing bodies
	2-10 Nomination and selection of the highest governance body	3.3 We comply, G.1 Corporate governance
	2-11 Chair of the highest governance body	3.3 We comply, G.1 Corporate governance, 5.1 Governing bodies
	2-12 Role of the highest governance body in overseeing the management of impacts	3.3 We comply, G.1 Corporate governance
	2-13 Delegation of responsibility for managing impacts	3.3 We comply, G.1 Corporate governance
	2-14 Role of the highest governance body in sustainability reporting	2. Our sustainability model, 3.3 We comply, G.1 Corporate governance
	2-15 Conflicts of interest	3.3 We comply, G.1 Corporate governance, G.2 Compliance and corporate ethical culture
	2-16 Communication of critical concerns	3.3 We comply, G.1 Corporate governance
	2-18 Evaluation of the performance of the highest governance body	3.3 We comply, G.1 Corporate governance
	2-19 Remuneration policies	3.3 We comply, G.1 Corporate governance
3.3 We comply, G.1 Corporate governance	3.3 We comply, G.1 Corporate governance	

GRI Standard	Content	Section in the Report
GRI 2 General Disclosures		
4. Strategy, policies and practices	2-22 Statement on sustainable development strategy	2. Our sustainability model
	2-23 Policy commitments	2. Our sustainability model, 3.3 We comply G.2 Compliance and corporate ethical culture
	2-24 Embedding policy commitments	2. Our sustainability model, 3.2 We accompany: S.1 People first, S.2 Customer at the heart, S.3 Our social commitment, S.4 Professionalisation of the real estate sector, 3.3 We comply: G.2 Compliance and corporate ethical culture, G.3 Responsible supplier management
	2-25 Processes to remediate negative impacts	3.2 We accompany: S.2 Customer at the heart, 3.3 We comply: G.2 Compliance and corporate ethical culture, G.3 Responsible supplier management, G.6 Comprehensive risk management
	2-26 Mechanisms for seeking advice and raising concerns	3.2 We accompany: S.1 people first: Dialogue and communication with employees, 3.3 We comply: G.2 Compliance and corporate ethical culture (whistleblowing channel), G.3 Responsible supplier management
5. Stakeholder engagement	2-28 Membership associations	UCI participates in the sectoral associations representing mortgage activity in the countries in which it operates, such as the AHE in the case of Spain. 5.2 Table of alliances
	2-29 Approach to stakeholder engagement	2. Our sustainability model: 2.4 Materiality and the power of the dialogue
	2-30 Collective bargaining agreements	3.2 We accompany: S.1 People first, 4.2 table of Social matters: labour relationships

GRI Standard	Content	Section in the Report
GRI 3 Material Topics		
Material topics	3-1 Process to determine material topics	2. Our sustainability model: 2.4 Materiality and the power of the dialogue
	3-2 List of material topics	2. Our sustainability model: 2.4 Materiality and the power of the dialogue
	3-3 Management of material topics	Non-Financial Information Statement

GRI Standards - Thematic content

Economic dimension	Content	Section in the Report
Economic performance		
GRI 3 Material Topics	3-3 Management of material topics	1.Meet UCI, 2. Our sustainability model, 3.1 We greenimise
GRI 201: Economic Performance	201-1 Direct economic value generated and distributed	This information is included in the entity's Annual Report
	201-2 Financial implications and other risks and opportunities due to climate change	3.1 We greenimise, 3.3 We comply, G.6 Comprehensive risk management
	201-4 Financial assistance received from government	3.3 We comply, G.2 Compliance and corporate ethical culture, Tax situation-grants
Presence in the market		
GRI 3 Material Topics	3-3 Management of material topics	1.Meet UCI, 3.2 We accompany, S1 People first
GRI 202: Presence in the market	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	4.1 Social matters: employees and salary gap and remuneration.
	202-2 Proportion of senior management hired from the local community	4.1 Social matters: employees per professional category. The human resources model focuses on attracting and retaining the best professionals where UCI is present

GRI Standards - Thematic content

Economic dimension	Content	Section in the Report
Anticorruption		
GRI 3 Material Topics	3-3 Management of material topics	3.3 We comply, G.2 Compliance and corporate ethical culture
GRI 205: Anticorruption	205-1 Operations assessed for risks related to corruption	3.3 We comply, G.2 Compliance and corporate ethical culture, 4.3 Governance matters: Ethics and compliance
	205-2 Communication and training about anticorruption policies and procedures	3.3 We comply, G.2 Compliance and corporate ethical culture, 4.3 Governance matters: Ethics and compliance
	205-3 Confirmed incidents of corruption and actions taken	3.3 We comply, G.2 Compliance and corporate ethical culture, 4.3 Governance matters: Ethics and compliance

GRI Standards-Thematic Content

Environmental dimension	Content	Section in the Report
Materials		
GRI 3 Material Topics	3-3 Management of material topics	2. Our sustainability model, 3.1 We greenimise
GRI 301: Materials	301-1 Materials used by weight or volume	3.1 We greenimise, E3 Our environmental footprint, 4.1 Environmental matters: Consumptions
Energy		
GRI 3 Material Topics	3-3 Management of material topics	2. Our sustainability model, 3.1 We greenimise
GRI 302: Energy	302-1 Energy consumption within the organization	3.1 We greenimise, 4.1 Environmental matters: Consumptions
	302-2 Energy consumption outside of the organization	3.1 We greenimise, 4.1 Environmental matters: Consumptions
	302-3 Energy intensity	3.1 We greenimise, 4.1 Environmental matters: Consumptions
	302-4 Reduction of energy consumption	3.1 We greenimise, 4.1 Environmental matters: Consumptions

GRI Standards - Thematic content

Economic dimension	Content	Section in the Report
Water and Effluents		
GRI 3 Material Topics	3-3 Management of material topics	2. Our sustainability model, 3.1 We greenimise
GRI 303: Water and Effluents	303-5 Water consumption	2. Our sustainability model, 3.1 We greenimise, 4.1 Environmental matters: consumptions
Emissions		
GRI 3 Material Topics	3-3 Management of material topics	2. Our sustainability model, 3.1 We greenimise
GRI 305: Emissions	305-1 Direct (Scope 1) GHG emissions	3.1 We greenimise, E3 Our environmental footprint, GHG emissions, 4.1 Environmental matters, GHG emissions
	305-2 Energy indirect (Scope 2) GHG emissions	3.1 We greenimise, E3 Our environmental footprint, GHG emissions, 4.1 Environmental matters, GHG emissions
	305-3 Other indirect (Scope 3) GHG emissions	3.1 We greenimise, E3 Our environmental footprint, GHG emissions, 4.1 Environmental matters, GHG emissions
	305-5 Reduction of GHG emissions	3.1 We greenimise, E3 Our environmental footprint, GHG emissions, 4.1 Environmental matters, GHG emissions
Waste		
GRI 3 Material Topics	3-3 Management of material topics	2. Our sustainability model, 3.1 We greenimise
GRI 306: Waste	306-1 Waste generation and significant impacts related to waste	3.1 We greenimise, E3 Our environmental footprint, circular economy and waste management , 4.1 Environmental matters, waste
	306-2 Management of significant impacts related to waste	3.1 We greenimise, E3 Our environmental footprint, circular economy and waste management , 4.1 Environmental matters, waste
	306-3 Significant spills	3.1 We greenimise, E3 Our environmental footprint, circular economy and waste management , 4.1 Environmental matters, waste
	306-4 Waste not intended for disposal	3.1 We greenimise, E3 Our environmental footprint, circular economy and waste management , 4.1 Environmental matters, waste
	306-4 Waste not intended for disposal	3.1 We greenimise, E3 Our environmental footprint, circular economy and waste management , 4.1 Environmental matters, waste

GRI Standards - Thematic content

Economic dimension	Content	Section in the Report
Supplier Environmental Assessment		
GRI 3 Material Topics	3-3 Management of material topics	308-2 Negative environmental impacts in the supply chain and actions taken
GRI 308: Supplier Environmental Assessment	308-1 New suppliers that were screened using environmental criteria	308-2 Negative environmental impacts in the supply chain and actions taken
	308-2 Negative environmental impacts in the supply chain and actions taken	308-2 Negative environmental impacts in the supply chain and actions taken

GRI Standards-Thematic Content

Social dimension	Content	Section in the Report
Employment		
GRI 3 Material Topics	3-3 Management of material topics	3.2 We accompany, S1 People first, B Talent, employment and employability
GRI 401: employment	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	All benefits included in point 3.2 We accompany, S1 People first, B Talent, employment and employability, are applied to employees
	401-3 Parental leave	3.2 We accompany, S1 People first, B Talent, employment and employability B.5 Organisation of working time and work-life balance
Occupational Health and Safety		
GRI 3 Material Topics	3-3 Management of material topics	3.2 We accompany, S1 People first, B.6 Health and Wellbeing
GRI 403: Occupational Health and Safety	403-1 Occupational health and safety management system	UCI has an occupational health and safety management system, complying LRP legal requirements. 3.2 We accompany, S1 People first, B.6 Health and Wellbeing.
	403-6 Promotion of worker health	3.2 We accompany, S1 People first, B.6 Health and Wellbeing.
	403-8 Workers covered by an occupational health and safety management system	100% of UCI employees are covered by the occupational health and safety management system
	403-9 Work-related injuries	4.2 Social matters, occupational accidents
	403-10 Work-related ill health	4.2 Social matters, occupational accidents and professional diseases

GRI Standards - Thematic content

Social dimension	Content	Section in the Report
Training and education		
GRI 3 Material Topics	3-3 Management of material topics	3.2 We accompany, S1 People first, B Talent, employment and employability
GRI 404: Training and education	404-1 Average hours of training per year per employee	4.2 Social matters, training, Requirement b. disclosure per professional category
	404-2 Programs for upgrading employee skills and transition assistance programs	3.2 We accompany, S1 People first, B Talent, employment and employability
	404-3 Percentage of employees receiving regular	3.2 We accompany, S1 People first, B.2 Talent
Diversity and Equal Opportunity		
GRI 3 Material Topics	3-3 Management of material topics	3.2 We accompany, S1 People first, B Talent, employment and employability
GRI 405: Diversity and Equal Opportunity	405-1 Diversity of governance bodies and employees	3.2 We accompany, S1 People first, C Diversity, equality and inclusion, 4.2 Social matters: employees and inclusion and diversity, 5.1 Annex 1: Governing bodies
	405-2 Ratio of basic salary and remuneration of women to men	3.2 We accompany, S1 People first, C Diversity, equality and inclusion, 4.2 Social matters: salary gap and remuneration
Non-discrimination		
GRI 3 Material Topics	3-3 Management of material topics	3.2 We accompany, S1 People first, C Diversity, equality and inclusion. 3.3 We comply, G2 Compliance and corporate ethical culture
GRI 406: No discriminaci3n	406-1 Cases of discrimination and corrective actions undertaken3.2	3.2 We accompany, S1 People first, C Diversity, equality and inclusion. 3.3 We comply, G2 Compliance and corporate ethical culture

GRI Standards - Thematic content

Social Dimension	Content	Section in the Report
Customer health and safety		
GRI 3 Material Topics	3-3 Management of material topics	3.2 We accompany, S2 Customer at the heart
GRI 416: Customer health and safety	416-1 Evaluating the impacts of product and service categories on health and safety	3.2 We accompany, S2 Customer at the heart: B. Protection of the customer's interest
Marketing and labelling		
GRI 3 Material Topics	3-3 Management of material topics	3.2 We accompany, S2 Customer at the heart
GRI 417: Marketing and labelling	417-1 Requirements for the information and labelling of products and services	3.2 We accompany, S2 Customer at the heart. UCI is a member of the Association for Commercial Self-Regulation (Autocontrol) and is ethically committed to responsible commercial communication with customers
Customer privacy		
GRI 3 Material Topics	3-3 Management of material topics	3.2 We accompany, S2 Customer at the heart, 3.3 We comply, G2 Compliance and corporate ethical culture, G.4 Data privacy and protection
GRI 418: Customer privacy	418-1 Substantiated complaints regarding breaches of customer privacy and loss of customer data	UCI, in the period 2022, has had no substantiated complaints

6.3. Contents of UN Global Compact

Since 2020, at UCI, we are members of the Global Compact of United Nations and, through this Non-Financial Information Statement, we present our responsibility in ESG

contents and our support with the Ten Global Compact Principles in relation to human rights, labour rules, environment and anticorruption.

Global Compact Principles	Section in the Report
Human Rights	
Principle 1	
Businesses should support and respect the protection of internationally proclaimed human rights	3.3 We comply G2 Compliance and corporate ethical culture
Principle 2	
Businesses should make sure that they are not complicit in human rights abuses.	3.3 We comply G2 Compliance and corporate ethical culture
Labour	
Principle 3	
Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining	3.2 We accompany S1 People First 3.3 We comply G2 Compliance and corporate ethical culture
Principle 4	
Businesses should uphold the elimination of all forms of forced and compulsory labour	3.3 We comply G2 Compliance and corporate ethical culture
Principle 5	
Businesses should uphold the effective abolition of child labour	3.3 We comply G2 Compliance and corporate ethical culture
Principle 6	
Businesses should uphold the elimination of discrimination in respect of employment and occupation	3.2 We accompany S1 People First 3.3 We comply G2 Compliance and corporate ethical culture

Global Compact Principles	Section in the Report
Environment	
Principle 7	
Businesses should support a precautionary approach to environmental challenges	3.1 We greenimise 3.3 We comply G6 Comprehensive risk management
Principle 8	
Businesses should undertake initiatives to promote greater environmental responsibility	2. Our sustainability model 3.1 We greenimise
Principle 9	
Businesses should encourage the development and diffusion of environmentally friendly technologies	3.1 We greenimise
Anti-corruption	
Principle 10	
Businesses should work against corruption in all its forms, including extortion and bribery	3.3 We comply G2 Compliance and corporate ethical culture

6.4. Contribution to the Sustainable Development Goals

At UCI, we have identified 5 SDGs as priority goals, 4 interrelated goals and 1 transversal

goal, with a contribution to 21 major impact goals.

Contribution to the Sustainable Development Goals	
Goals associated with the SDGs	Section in the Report
SDG 4	
4.3 Ensure equal access for all women and men to affordable and quality technical, vocational and tertiary education, including university	3.2 We accompany
SDG 5	
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	3.2 We accompany S1 People First
SDG 7	
7.2 Increase substantially the share of renewable energy in the global energy mix	3.1 We greenimise
7.3 Double the global rate of improvement in energy efficiency	3.1 We greenimise
SDG 8	
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	3.2 We accompany S1 People First
8.8 Protect labour rights and promote safe and secure working environments	3.2 We accompany S1 People First 3.3 We comply G2 Compliance and corporate ethical culture
8.10 Strengthen the capacity of domestic financial institutions to encourage and expand access to banking, insurance and financial services for all	3.2 We accompany
SDG 10	
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	3.2 We accompany 3.3 We comply G2 Compliance and corporate ethical culture
10.3 Ensure equal opportunity and reduce inequalities of outcome	3.2 We accompany 3.3 We comply G2 Compliance and corporate ethical culture

Contribution to the Sustainable Development Goals

Goals associated with the SDGs	Section in the Report
SDG 11	
11.1 Ensure access for all to adequate, safe and affordable housing and basic services and upgrade slums	3.1 We greenimise
	3.2 We accompany
11.3 Enhance inclusive and sustainable urbanization and capacity for participatory, integrated and sustainable human settlement planning and management in all countries	3.1 We greenimise
	3.2 We accompany
SDG 12	
12.2 Achieve the sustainable management and efficient use of natural resources	3.1 We greenimise
	3.3 We comply
12.5 Substantially reduce waste generation through prevention, reduction, recycling and reuse	3.1 We greenimise
12.6 Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle	3.1 We greenimise
	3.3 We comply
12.8 Ensure that people everywhere have the relevant information and awareness for sustainable development and lifestyles in harmony with nature	3.1 We greenimise
	3.2 We accompany
SDG 13	
13.1 Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters in all countries	3.1 We greenimise
	3.3 We comply G6 Comprehensive risk management
13.3 Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning	3.1 We greenimise
	3.2 We accompany
SDG 16	
16.5 Substantially reduce corruption and bribery in all their forms	3.3 We comply G2 Compliance and corporate ethical culture
16.6 Develop effective, accountable and transparent institutions at all levels	3.3 We comply
16.7 Ensure responsive, inclusive, participatory and representative decision-making at all levels	2. Our sustainability model
	3.2 We accompany
	3.3 We comply
SDG 17	
17.17 Encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships	Non-Financial Information Statement 5.5 Table of Alliances

7. External verification 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

Alcalá, 63
28014 – Madrid

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UCI, S.A.

Independent Assurance Report

Consolidated Non-Financial Information
Statement for the year ended 31 December,
2022

INDEPENDENT ASSURANCE REPORT OF THE CONSOLIDATED NON-FINANCIAL INFORMATION STATEMENT

To the Shareholders of
UCI, S.A.:

In accordance with article 49 of the Commercial Code we have performed a limited assurance review of the attached Consolidated Non-Financial Information Statement (hereinafter, NFIS) of **UCI, S.A.** (hereinafter, the parent Company) and **subsidiaries** (hereinafter, the Group), corresponding to the year ended at December 31, 2022, which is part of the Consolidated Directors Report of the Group.

The content of the NFIS includes additional information to that required by current commercial regulations on non-financial information, which has not been the subject of our assurance work. In this regard, our work has been limited exclusively to the verification of the information identified in section "6.1. Contents Law 11/2018 on Non-Financial Information" included in the attached 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 has been prepared in accordance with the mercantile legislation in force and following the criteria of the Global Reporting Initiative's Sustainability Reporting Standards (GRI standards), selected according to that mentioned for each subject in the table included in the section "6.1. Contents Law 11/2018 on Non-Financial Information" of the accompanying NFIS.

This responsibility also includes the design, implementation and maintenance of internal controls considered necessary to enable that a preparation of the NFIS free from material misstatements due to fraud or error.

The parent Company's Directors are also 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 requirements and other ethical requirements of the Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants (IESBA) which is founded on the fundamental principles of integrity, objectivity, professional competence and diligence, confidentiality and professional conduct.

Our firm applies current international quality standards and consequently maintains a comprehensive quality control system that includes documented policies and procedures related to compliance with the applicable ethical requirements, professional standards and legal and regulatory requirements.

Our multidisciplinary team has included specialists in the review of Non-Financial Information, and particularly, in economic business performance, social and environmental.

Our responsibility

Our responsibility is to carry out an independent limited assurance review based on the work performed that refers exclusively to the financial year 2022.

We have conducted our engagement in accordance with the requirements established in the Revised International Standard on Assurance Engagements 3000 in force, "Assurance Engagements Other than Audits or Reviews of Historical Financial Information" (Revised NIEA 3000) issued by the International Auditing and Assurance Standards Board (IAASB) of the International Federation of Accountants (IFAC) and with the Guidelines for Action on engagements on the verification of the Non-Financial Information Statement issued by the Spanish Institute of Chartered Accountants.

The procedures performed in a limited assurance engagement vary in nature and in timing and are less in extent than those performed in a reasonable assurance engagement and, therefore, the level of assurance obtained is substantially lower.

Our work has consisted of making enquiries to Management, as well as to different units and areas that the Entity, are responsible for and have participated in the elaboration of the NFIS, in the review of the processes to gather and validate the information presented in the NFIS and in the application of certain analytical procedures and sampling review tests, as detailed below:

- Meetings with the Entity's personnel to know the business model, the policies and the management approaches applied, the main risks related to these matters and obtain the necessary information for the external review.
- Analysis of the scope, relevance and integrity of the content included in the NFIS for the financial year 2022, based on the materiality analysis made by the Company and presented in section "2.4. Materiality and power of dialogue" and considering the content required by the mercantile legislation in force.
- Analysis of the processes to gather and validate the data presented in the NFIS for the financial year 2022.
- Review of the information relating to the risks, the policies and the management approaches applied with regard to the material aspects presented in the NFIS for the financial year 2022.
- Verification, through tests, based on a sample selection, of the information relating to the content included in the NFIS for the financial year 2022 and its adequate compilation from the data provided by the information sources.

- Obtaining a representation letter from the parent Company's Board of Directors and Management.

Conclusion

Based on procedures performed in our verification and on evidences obtained, no matter came to our attention that would lead us to believe that the NFIS of **UCI, S.A. and its subsidiaries** for the year ended at December 31, 2022 has not been prepared, in all material respects, in accordance with the contents established in prevailing Spanish corporate regulations and the criteria of the selected GRI standards, as well as other criteria described in accordance with that indicated for each subject on table named "6.1. Contents Law 11/2018 on Non-Financial Information" of aforementioned Statement.

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. Accordingly, 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 "3.1. 'We greenimise'. E.2 Taxonomy" of the accompanying NFIS. Our conclusion has not been modified in relation to this matter.

Use and distribution

This report has been prepared in response to the requirement established in the mercantile legislation in force in Spain, thus it may not be suitable for other purposes or jurisdictions.

Madrid, May 16th, 2023

MAZARS AUDITORES, S.L.P.

[Signed in original]

Oscar Herranz López

