

Health, Safety and Wellbeing

General Statement for Santander Group

Health, Safety and Wellbeing Policy



At Banco Santander, we are committed to take care of the Health, Safety and Wellbeing of our employees, collaborators and customers, across all our facilities and operations. This commitment is firmly ingrained in our Simple, Personal and Fair approach.

Santander wants to foster a healthy, motivated, and engaged workforce which can excel in customer care, deliver results and actively participate in the organization's growth. At the same time, we also have a responsibility towards our customers, to provide them with safe, accessible environments to conduct their business.

The Santander Health, Safety and Wellbeing policy includes:

- Identification and assessment of occupational risks affecting our employees, collaborators and customers.
- Management of risks and reduction to a reasonable level, with legal compliance as a minimum.
- Provision of suitable information and training to employees in relation to their health and safety.
- Report and review of all accidents or health losses, to limit the likelihood of recurrence.
- Analysis of the sources and trends in absenteeism, to promote measures aiming at reducing its impact on employees and the organization.
- Preparation for the event of an emergency, evacuation, first aid and other urgent needs.
- Introduction of measures, procedures and teams to foster Health and Wellness and minimize risks for employees, collaborators and customers.
- Promotion of healthy habits and prevention for relevant Health and Wellbeing topics through engaging activities that facilitate the change of behaviours.
- Regular, active listening process on Health and Wellbeing, incorporating its results into our activity.
- Focus on the needs of pregnant women, persons with disabilities and other special or vulnerable groups.

At Santander, we are all responsible to make it happen, promoting a healthier and safer culture, ensuring compliance with internal policies and always in line with local laws and regulations. In addition, we are proud to lead the changes needed to move towards a more sustainable working culture at a global level, as part of our firm intention to have a positive impact in society.