

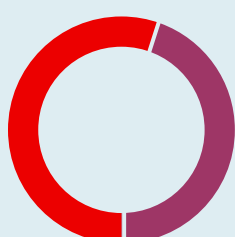
How we take care of our employees' health and safety

Our objective is to make Santander the healthiest company in the world. See what we are doing to achieve this goal.

OUR POLICY

Support about **113,000 individuals** in their health care

63,000 dependents



50,000 employees



Reduce absenteeism rates and long-term leave



Support employees returning to work after a period of leave



Provide a healthier lifestyle, by promoting:

- quality of life and work-life balance.
- employee commitment and satisfaction.
- positive energy in the workplace.
- people's connection with society, strengthening personal bonds.

THE SOLUTIONS

With a strong focus on **prevention** work, the actions are driven by the promotion of **integral health** and **evidence-based medicine**. See some of them:



Be Healthy

This program is organized into four pillars:

- **Know your health numbers:** encourages employees and dependents to have a referral doctor, and carry out at least one yearly health check-up.
- **Eat well:** educational initiatives and the provision of healthy food in administrative buildings.
- **Move:** reduce sedentary behaviors and improve quality of life. Among the schemes are partnerships with gyms and a subsidy for participation in running races.
- **Be Balanced:** we maintain a 24-hour open channel to provide employees and dependents with guidance on a variety of subjects.

- **Medical and dental care:** wide coverage and quality health plans.
- **Santander Medical Centers:** we have seven units which offer occupational and emergency clinical care. At Santander Headquarters in São Paulo we also provide a dental clinic.
- **Extraordinary Social Assistance:** financial support for care, medicines, services and therapies not covered by the health plans.
- **Care and education:** reimbursement of part of nanny, daycare or school expenses for children up to 5 years and 11 months. Children with intellectual disabilities receive education and special care allowances.



Medical Care

Health care to employees and their dependents.



Primary Care

Medical assistance focused on prevention.

- **Family doctor:** in partnership with the hospital Sírio Libanês, we provide family doctor assistance at four medical centers.
- **Special programs:** specific assistance for pregnant women, patients with chronic diseases, seniors, people with disabilities and employees returning to work.
- **Preventive campaigns:** influenza vaccination, blood donation and promotion of preventive health check-ups.

- **Flexi-working:** staggered hours, bank holiday rotation, and overtime reduction.
- **Prevention of Labor Accidents:** safety training, ergonomic guidance, assessments and internal audits.
- **Sustainable buildings:** use of natural light, measures for users' health, wellness and mobility.
- **Leisure incentive:** partnerships that offer discounts on cultural and tourist attractions, sports, etc.
- **Professional development:** training, scholarships and programs that promote career growth and development.
- **Diversity and ethics:** initiatives for an ethical and diverse workplace, free from discrimination and harassment.



Workplace

Schemes that promote a comfortable, safe and positive working environment.

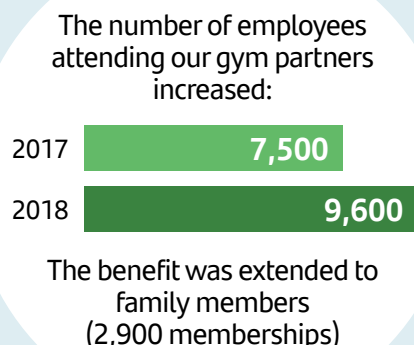
ISSUE GOVERNANCE

Health and wellness are issues present in Santander's policies that provide the guidelines for our operations. We have a team of experts focused on formulating initiatives, managing and tracking results. Results and indicators are reported and monitored by an internal Committee dedicated to this matter. Employees continually evaluate the services offered, providing feedback to improve the initiatives.

WHAT WE HAVE ALREADY ACHIEVED

- 5%
Absenteeism
on the rate in 2018

- 11%
Long-term
leave
in 2018



Perception of health and wellness programs: **positive** for **93%** of employees

Learn more about Santander's actions on **Health and Safety**