

## Stakeholder and Environmental metrics

Businesses have a wide range of social, environmental and economic impacts. Banks, along with the broader business community, governments and civil society, can play an important role in creating a prosperous world. We know that by helping people buy their home, save for the future or support business growth, we can be an enabler of a better economy and society. This is why, at Santander UK, we're led by our purpose: to help people and businesses prosper. Our aim is to be the best retail and commercial bank, earning the lasting loyalty of our stakeholders. We pride ourselves on being Simple, Personal and Fair and try to demonstrate this when dealing with customers, staff, shareholders and communities.

Presented below are selected stakeholder and environmental metrics related to Santander UK.

We commissioned SGS United Kingdom Ltd to provide assurance at moderate level on the veracity of non-financial 2018 data shown below. The full assurance statement is available at:

[www.santander.co.uk/uk/about-santander-uk/csr](http://www.santander.co.uk/uk/about-santander-uk/csr)

Category	Unit	2018	2017	2016	Notes
<b>People</b>					
Employees - Santander UK plc	Full-time equivalent	18,571	19,432	19,220	
Employees - UK based	Full-time equivalent	24,581	24,585	24,175	Includes employees of other Santander group companies based in the UK
Salaries and other staff costs	£m	1,139	1,136	1,125	
<b>Employees - Diversity</b>					
Female employees	Full-time equivalent	10,555	10,980	10,796	
Male employees	Full-time equivalent	8,015	8,452	8,424	
Full-time employees	Full-time equivalent	15,273	16,308	16,277	
Part-time employees	Full-time equivalent	3,298	3,124	2,943	
Ethnic minority employees	Full-time equivalent	2,658	2,226	1,621	
Employees aged over 50	Full-time equivalent	2,999	3,313	3,204	
<b>Employees - Gender</b>					
Female Non-Executive Directors	#	6	4	4	NEDs only. Excludes executive directors
Male Non-Executive Directors	#	4	6	8	
Female Senior Directors	Full-time equivalent	4	6	6	
Male Senior Directors	Full-time equivalent	10	13	10	
Female Senior Managers	Full-time equivalent	28	26	26	
Male Senior Managers	Full-time equivalent	76	96	111	
Female employees	Full-time equivalent	10,523	10,948	10,764	
Male employees	Full-time equivalent	7,930	8,343	8,303	
<b>Employees - Misc</b>					
Average absence per employee	days	11.5	10.8	9.9	
Employee turnover	%	13.8	14.6	13.3	% employees leaving the organisation and replaced by new employees
Average length of service	years	9.4	9.0	8.7	
Pension participation	%	88	92	91	
<b>Employee learning</b>					
Training days	days	73,933	104,802	169,051	
Training days per employee	days	4.0	5.4	8.8	
Investment in training	£m	10.6	8.8	11.6	
<b>Accidents at work</b>					
Minor accidents	#	316	309	292	
Accidents resulting in over 7 day absence	#	3	6	3	
Major accidents	#	5	17	6	
<b>Colleague Engagement</b>					
Colleague engagement	%	72	71	72	Percentage of colleagues that feel favourably engaged working for Santander UK
<b>Customers</b>					
Active customers	million	15	15	15	Includes active customers with Santander Business
Customer satisfaction	%	65.5	63.0	62.9	Financial Research Survey run by Ipsos MORI
Customer complaints	#	361,809	346,287	250,463	
Number of branches	#	755	806	841	
Number of Corporate Business Centres	#	64	64	67	
<b>Suppliers</b>					
Value of procurement	£m	1,717	1,651	1,739	
Suppliers	#	1,626	1,642	1,663	
Payment days beyond terms	days	9	13	7	
New SME contracts	#	129	104	78	
Value of new SME contracts	£m	40.6	7.1	9.1	
SME supplier contracts / total supplier contracts	%	75	80	61	SMEs are businesses with <£10m turnover or <250 employees
<b>Environment</b>					
<b>Fuel usage</b>					
Electricity	MWh	115,302	121,182	135,319	All electricity is supplied by green biomass
Gas	MWh	28,569	29,454	30,953	
Oil	Litres	44,456	36,534	52,410	
<b>CO<sub>2</sub> emissions from fuel</b>					
Electricity	tonnes	-	-	-	All electricity is supplied by green biomass
Gas	tonnes	5,246	5,414	5,689	
Oil	tonnes	121	99	135	
CO <sub>2</sub> released	tonnes	5,367	5,513	5,825	
<b>Water usage</b>					
Water usage	m <sup>3</sup>	274,171	279,521	294,945	
<b>Waste</b>					
Waste collected	tonnes	5,508	5,288	4,506	
Waste diverted from landfill	tonnes	5,495	5,269	4,480	
Waste diverted from landfill	%	99.8	99.6	99.4	
<b>Paper usage</b>					
Consumables	kg	207,247	182,454	187,434	
Literature	kg	2,880,013	2,704,380	2,578,080	
Total paper usage	kg	3,087,260	2,886,834	2,765,514	
<b>Financing</b>					
Renewable energy financing	£m	922.4	601.7	53.2	Includes financing from Corporate & Commercial Banking and Corporate & Investment Banking

Category		2018	2017	2016	Notes
<b>Travel</b>					
Air travel – domestic	km	2,619,325	3,635,178	4,823,120	
Air travel – short haul	km	4,447,536	6,070,889	6,141,758	Europe
Air travel – long haul	km	4,022,663	4,436,986	5,324,048	International outside Europe
Car	km	11,793,287	14,220,879	14,977,247	
Rail	km	8,954,721	10,597,491	10,131,595	
Total travel	km	31,837,533	38,961,423	41,397,768	
<b>CO<sub>2</sub> emissions from business travel</b>					
Air travel – domestic	tonnes	777	1,077	1,429	
Air travel – short haul	tonnes	718	1,025	1,037	Europe
Air travel – long haul	tonnes	851	874	1,049	International outside Europe
Car	tonnes	2,081	2,546	2,681	
Rail	tonnes	392	475	454	
Total CO <sub>2</sub> emissions from business travel	tonnes	4,819	5,997	6,650	
<b>CO<sub>2</sub> emissions</b>					
CO <sub>2</sub> from fuel	tonnes	5,367	5,513	5,825	
CO <sub>2</sub> from business travel	tonnes	4,819	5,997	6,650	
Total CO <sub>2</sub> emissions	tonnes	10,186	11,510	12,475	
CO <sub>2</sub> emissions per employee	tonnes	0.41	0.47	0.52	
<b>Communities</b>					
People supported	#	397,466	281,673	196,300	
Support for communities	£m	22.9	14.7	16.5	
<b>Santander Foundation</b>					
Matched donations	£m	2.1	2.3	2.3	
Discovery grants	£m	3.2	3.1	3.1	
Value of donations and grants	£m	5.4	5.4	5.4	
Number of donations	#	2,964	3,238	3,263	
<b>Volunteering</b>					
Discovery Days projects	#	651	699	556	
Workshop students	#	71,745	38,284	18,227	
Staff volunteers	#	11,561	8,873	8,177	
Value of volunteering time	£m	1.9	1.9	1.4	Value of time calculated using the London Benchmarking Group average hourly rate for financial services in 2017 (£34.17)
<b>Santander Universities</b>					
Value of donations	£m	13.6	10.1	11.3	
University partners	#	84	83	81	
Total scholarships and awards	#	29,145	13,634	8,024	Comprises scholarships, mobility awards, enterprise awards, misc. awards and internship awards
<b>Santander Breakthrough</b>					
Total investment	£	424,797	217,999	737,715	
Total Breakthrough delegates and beneficiaries	#	7,902	7,513	4,805	Comprises masterclass & workshop delegates, international connections delegates and other Breakthrough beneficiaries