

# ESG

SUSTAINABILITY  
BOOKLET





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# Message from the Board of Directors



**Miguel Raposo Alves**

Chief Executive Officer



**António Assis de Almeida**

Chairman of the Board of Directors

## Dear Stakeholders,

Over the past year, we have continued our transformative journey towards sustainability, confident that the challenges we face each year strengthen us and enable us to move forward with resilience. It is therefore with great satisfaction that we share the results achieved, as well as the insights and guidelines that guide us in transforming lives towards a more sustainable future for all.

In a global context marked by persistent post-COVID-19 economic instability and geopolitical challenges, ATLANTICO remains steadfast in its goal of consolidating its business model based on the paradigm of sustainability. We recognize that combining economic goals with social and environmental impact goals is not only compatible, but also allows us to leverage mechanisms for generating value that have so far been less explored, while also building a more resilient risk matrix and a stronger organization. To this end, it is vital that we act within the framework of a broad Stakeholder network, which includes Shareholders, Customers, Employees and Society in general. Our aim is to be an institution that takes impact criteria into account in all management decisions and that consistently manages to measure and report on the achievement of its goals.

In this regard, as part of our actions last year, we carried out a comprehensive survey of all Stakeholders to help us define

the ESG (Environmental, Social and Governance) materiality matrix and choose the Sustainable Development Goals (SDGs) whose integration into ATLANTICO's activities, operations, products and services we will prioritize. This initiative is part of our commitment to listening to and involving all Stakeholders in the decision-making process, ensuring that our actions are aligned with Stakeholders' expectations and needs.

In addition, and with the valuable advice of the IFC (International Finance Corporation), a renowned institution in the field of sustainable development, we have completed the implementation of the Environmental and Social Management System (ESMS) policy. This partnership not only strengthened our understanding of environmental and social best practices, but also enabled us to integrate them into the credit function, thereby ensuring that our activities have a positive impact on communities and the environment.

We have therefore started to incorporate environmental and social risk assessment criteria into our credit processes and projects to be financed, based on the IFC's Environmental and Social Performance Standards. We are committed to valuing the positive impacts of our operations, as well as identifying and mitigating adverse impacts, promoting sustainable development and social inclusion.

Another key initiative in our journey towards 2023 was joining the United Nations Global Compact, as part of a pioneering group of entities in Angola. The Global Compact brings together companies from all over the world around fundamental principles in the areas of Human Rights, Labor and Decent Work, Protection of the Environment and Anti-Corruption. By committing to the 10 Principles of the UN Global Compact, we are strengthening our commitment to business ethics and human rights and contributing to the achievement of the UN Sustainable Development Goals and Agenda 2030. This adherence not only expands our network of partners, but also inspires us to seek innovative solutions to global challenges.

We have also launched the publication of a research article (a quarterly newsletter) on topics related to sustainability, such as sustainable development, the circular economy, climate change, the carbon market and financial inclusion, among others. This initiative aims to promote dialogue and awareness of environmental and social issues, sharing valuable knowledge and insights with our Stakeholders and Society in general.

We also highlight other important milestones in our transformation journey towards sustainability with great pride:

**Financial inclusion and digitalization:** We continued to invest in financial inclusion initiatives, such as the \*400# *Agiliza* payment system, which surpassed the one million user mark in 2023. In addition to the significant role of facilitating access to banking services, this solution promotes financial inclusion and social transformation.

**Digital transformation and sustainability:** We expanded our digital services and automated processes to reduce red tape and improve the Customer experience. The installation of ATLANTICO Card Machines, together with the expansion of ATM machines and automatic deposit machines based on paperless processes, illustrates our commitment to sustainable innovation and environmental protection.

**Funding program aimed at empowerment and financial inclusion:** In 2023, we continued to promote impact credit programs such as “Malembe Malembe”, designed with favorable financing conditions, including affordable interest rates and flexible terms for artisanal fishermen’s cooperatives in the provinces of Zaire and Namibe, allowing them to promote their activities, strengthen their operations and achieve greater financial stability.



**Culture of sustainability:** We were awarded the 2023 Social Responsibility Prize by *Forbes África Lusófona* magazine.

These achievements are the result of our commitment to being agents of positive change, driving sustainable development and creating value for all our Stakeholders.

The Board of Directors of ATLANTICO is deeply grateful to all those who have contributed to these important milestones, reaffirming its commitment to working with all institutions and its Stakeholder network to build the global sustainability journey.

Together, we will continue to strengthen ATLANTICO’s position as a benchmark bank that generates impact and fulfills its purpose of “Transforming Lives”.

#### ATLANTICO, Values for Life

**By committing to the ten Principles of the UN Global Compact, we are strengthening our commitment to business ethics and human rights, and contributing to the achievement of the UN Sustainable Development Goals and Agenda 2030**

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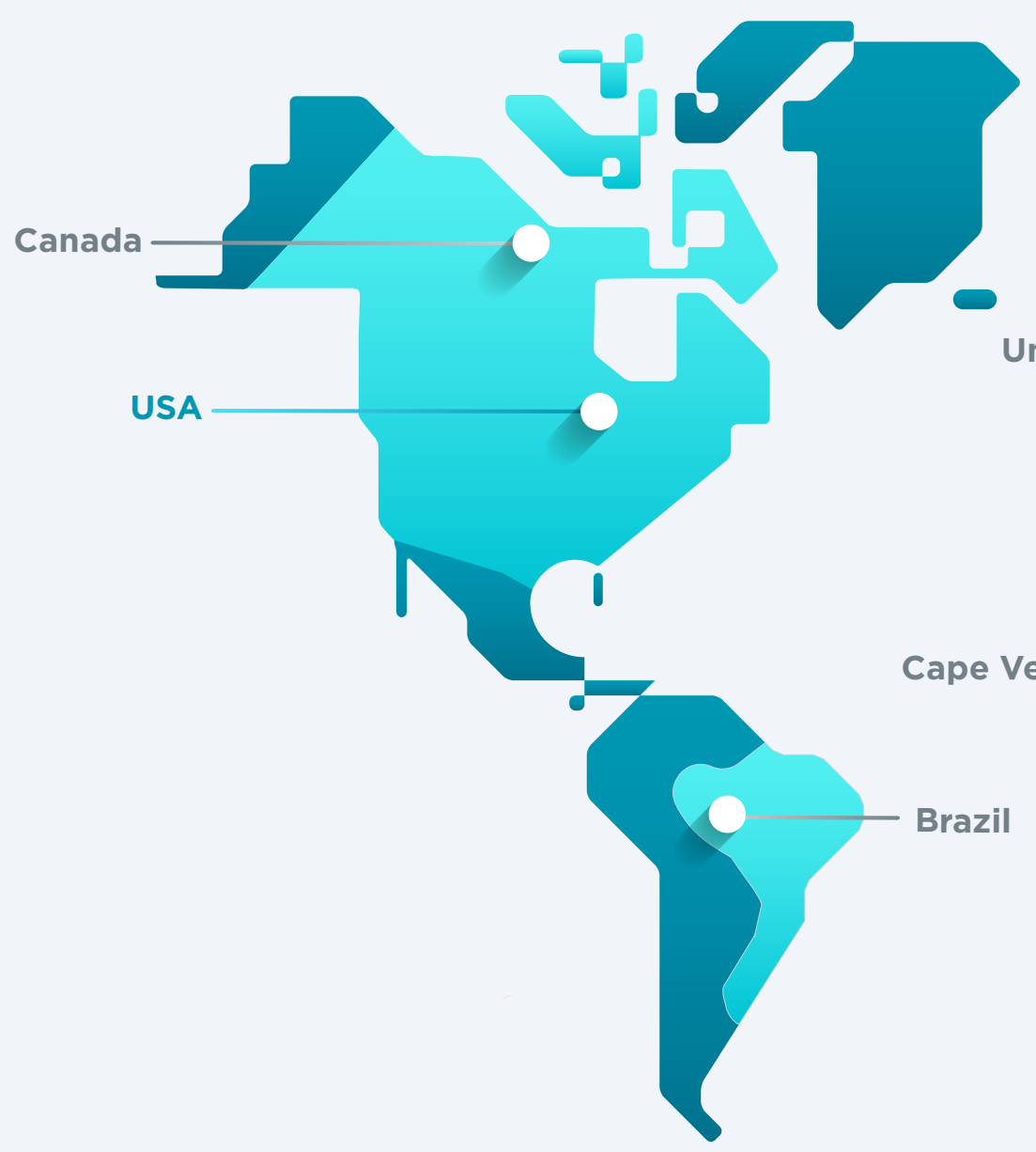
# ATLANTICO

## 1.1. The Bank's Profile

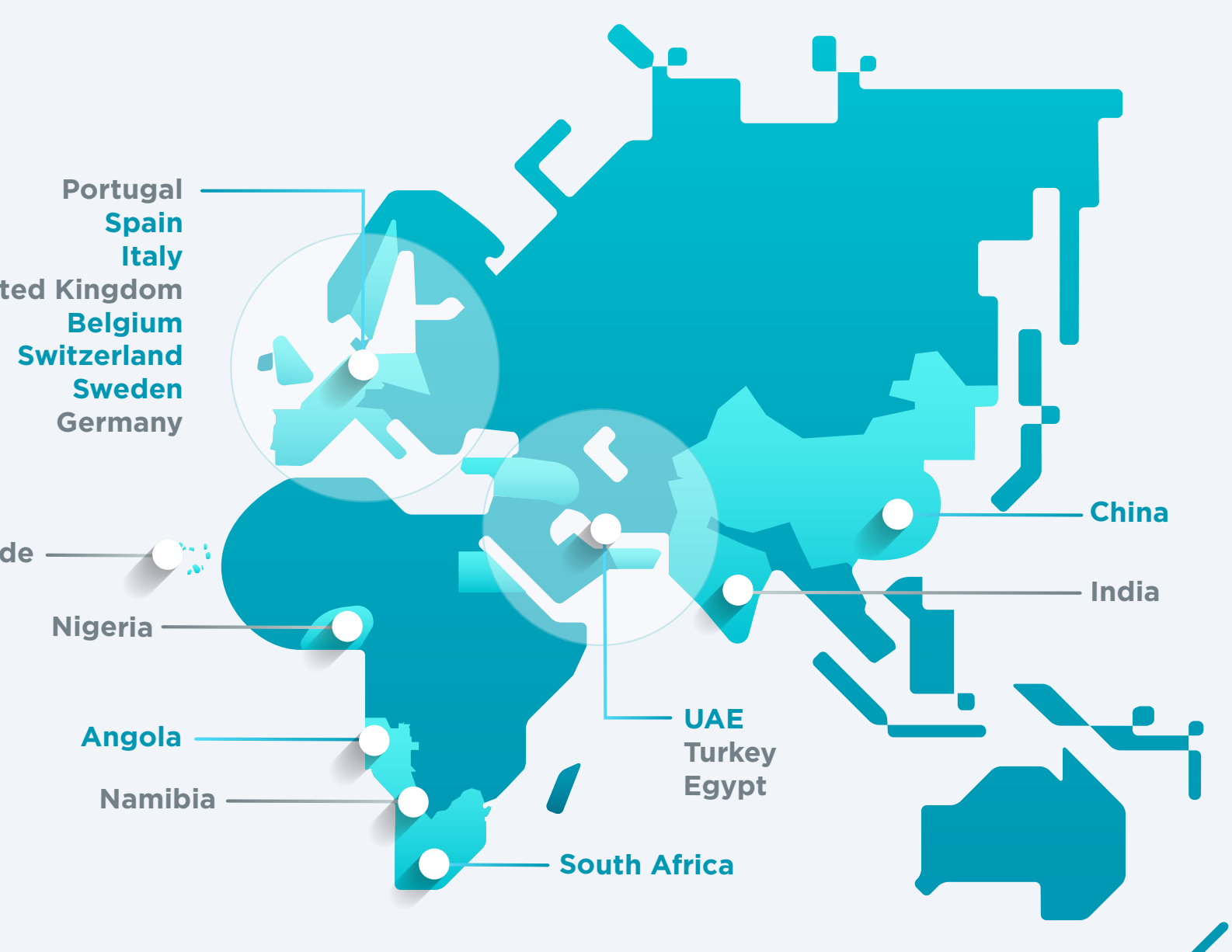
ATLANTICO was incorporated on August 31, 2006, and began operating as Banco Privado Atlântico in November of the same year, as a banking institution under Angolan law regulated by Banco Nacional de Angola. In 2016, Banco Millennium Angola was incorporated into ATLANTICO following a merger process. This operation made it possible to integrate the operations of both banking institutions, which had more than 20 years' experience and had been acting as partners since 2008, as a result of the crossing of shareholdings between the two banks. As a result of the merger process, ATLANTICO reinforced its universal nature and strengthened its position in the Angolan banking market, becoming one of the top 5 largest banks, assuming its position as one of the main private banks in financing Angolan companies and families, a promoter of digital innovation and focused on financial inclusion, creating an ecosystem of partnerships, including with international counterparties, and promoting a more sustainable business environment.

With the desire to become a global brand, ATLANTICO has begun to develop several international partnerships, based on direct commercial relations, particularly with South Africa, China and Portugal, and partnerships with correspondent banks in other countries. With 125 correspondent banks (26 of which have active relationships) on 4 continents and in 20 countries, ATLANTICO wants to be closer to its Customers anywhere in the world.

Worldwide coverage of ATLANTICO Customers' transactions



26 correspondent banks in 4 continents



**Correspondent banks**

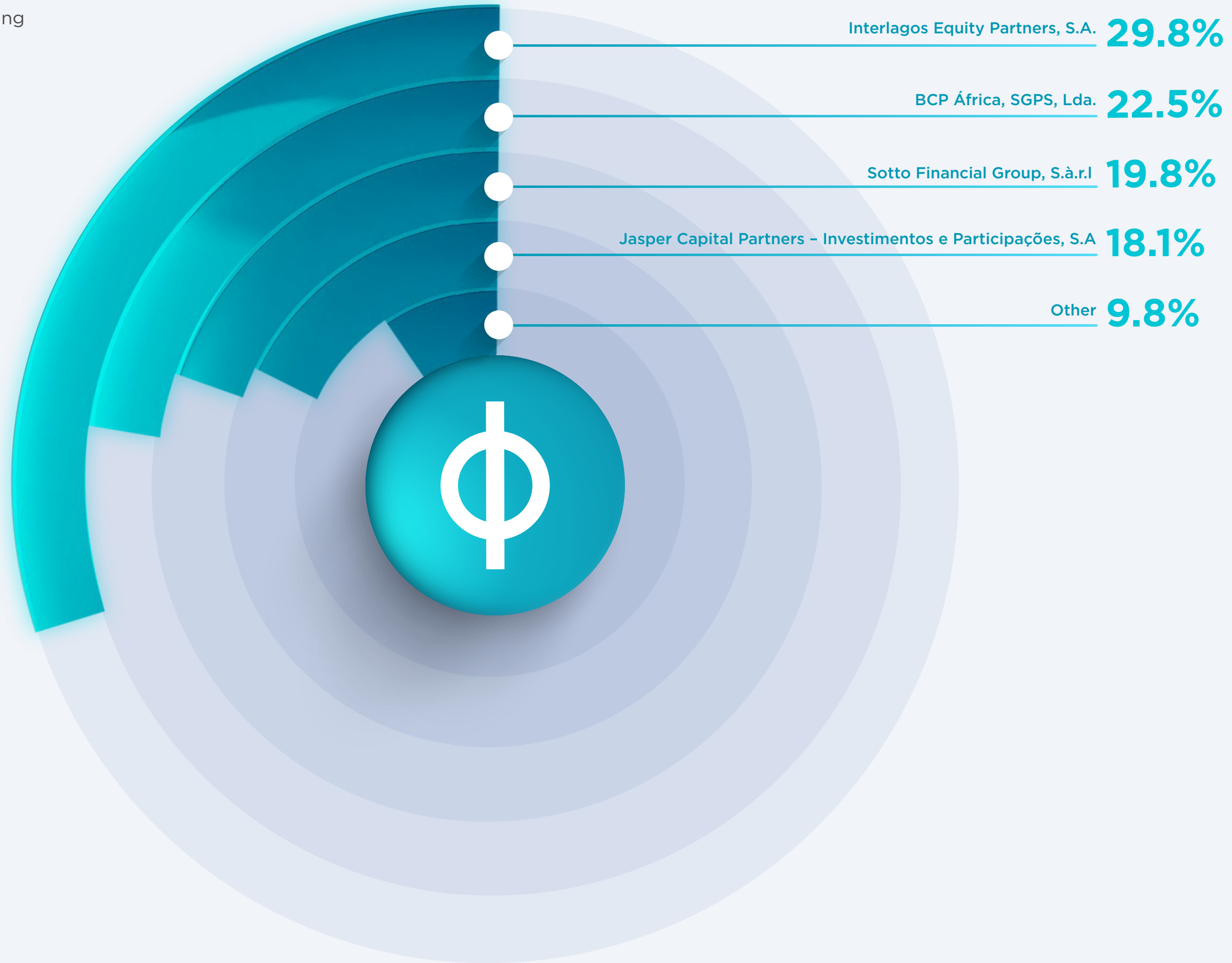

**Partners**

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- Countries with correspondent banks
- Countries where ATLANTICO has commercial relations



As for its shareholder structure, Banco Millennium Atlântico, S.A. is majority-owned by private Angolan Shareholders. As at December 31, 2023, ATLANTICO had the following shareholder structure:





## 1.2. Mission, Vision, Values and Purpose

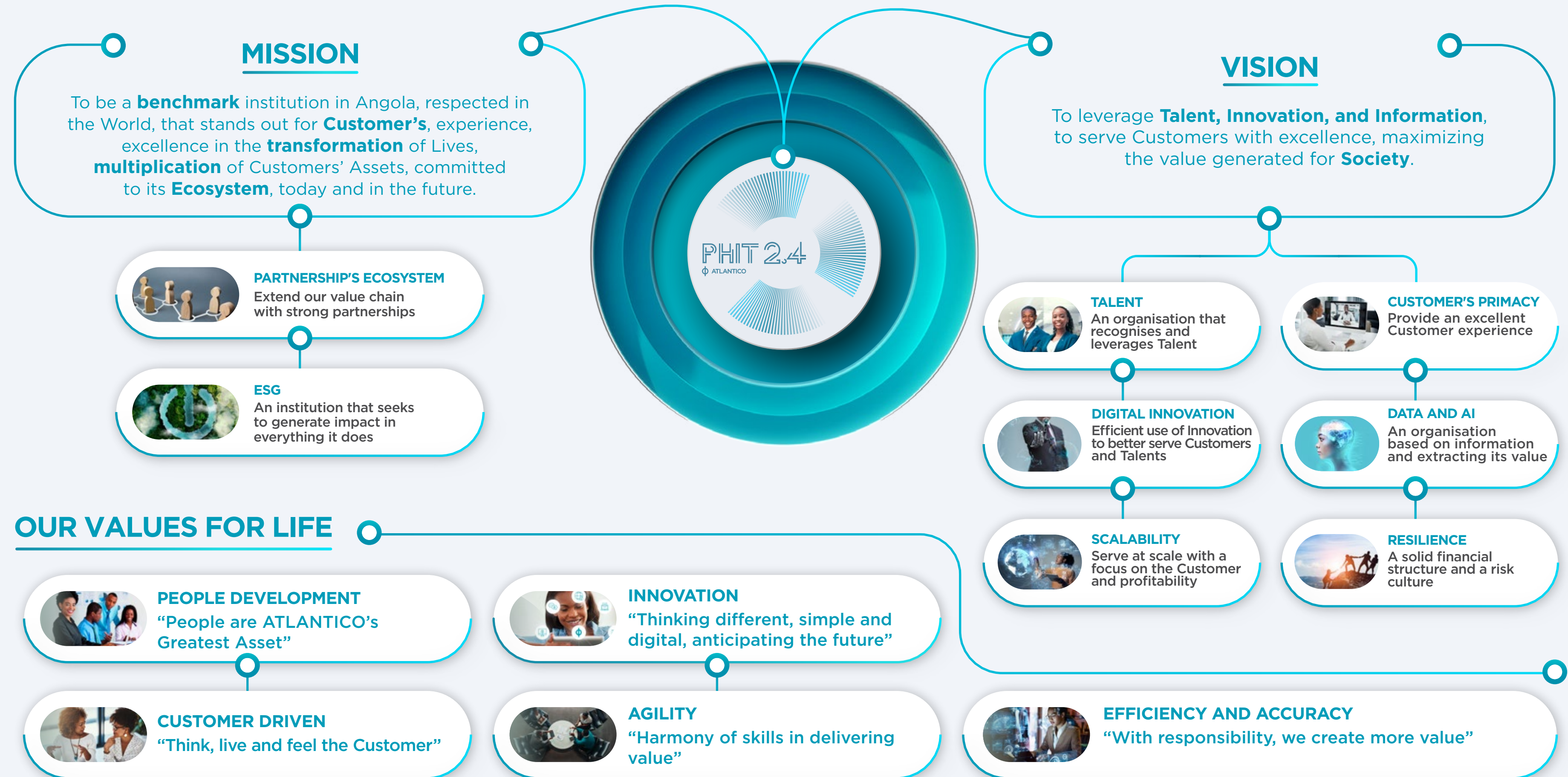
With the focus always on People – Employees, Customers and Communities – each of ATLANTICO’s Talents reflects, individually and as a representative of the institution, the convictions and conduct that underpin the Bank’s values.

Customer service excellence is a priority, as is the desire to positively impact people’s lives by valuing their needs and aspirations. Talent efficiency enables us to provide an agile, digital, and universal service, always aligned with innovation.

Agility, teamwork, simplification, rigor, transparency, informed decision making, the restlessness of innovation, are traits that are always present in ATLANTICO’s daily actions with its Customers, materializing the Bank’s founding values and pillars.

The Bank’s actions are based on a set of cornerstones that focus on the development, training and enhancement of each of its professionals, to ensure they become agents of transformation – in the Bank and in their Communities – and assert themselves as people prepared for an increasingly demanding and constantly changing world. Our Talent is ATLANTICO’s most valuable asset, embodying and living its Culture every day in every action. It is the key differentiating factor in generating value.

This is ATLANTICO’s purpose: “Transforming Lives”, creating impact and generating value in communities.



### 1.3. PHIT 2.4 strategy

ATLANTICO is aware that sustainable business growth is only possible with proper planning. The Bank has therefore developed a strategic plan for the 2021-2024 period (PHIT 2.4), which sets out the priorities for a concrete action plan to transform ATLANTICO and its business model, promoting a closer relationship with its Customers.

The PHIT 2.4 strategy is driven by six essential pillars that allow the Bank to fulfil its vision of leveraging talent, innovation, and information to serve Customers with excellence, maximizing the value generated for Society. These pillars are in line with the main trends in the sector and beyond, and a set of targets has been defined for each pillar to be achieved by 2024.

A set of strategic initiatives was also defined for the Business Model and Enablers, with the aim of achieving the targets set for each of the pillars.



**TALENT**  
An organisation that recognises and leverages Talent



**DIGITAL INNOVATION**  
Efficient use of innovation to better serve Customers and Talents



**SCALABILITY**  
Serve at scale with a focus on the Customer and profitability



**CUSTOMER'S PRIMACY**  
Provide an excellent Customer experience



**DATA AND AI**  
An organisation based on the information and extracting its value



**RESILIENCE**  
A solid financial structure and a risk culture

### Business Continuity Plan

To operationalize ATLANTICO's strategy regarding its resilience to potential disruptive incidents, the Bank developed the Business Continuity Management System (BCMS). This management system has been established, implemented, and maintained so that it can be continuously improved in line with the evolution of the commitments made to Stakeholders.

**Main goals:**

- Ensure ATLANTICO's organizational resilience in the event of disruptive incidents, promoting the return to normal mode of its services without violating the service requirements assumed;
- Ensure the implementation of responses to such disruptive incidents, which are duly tested and kept in a state of readiness to guarantee their effectiveness;
- Adopt and implement security controls selected through a careful analysis of risk and the impact of inactivity on the services provided;
- Provide its Employees with technical skills and training to ensure that they are ready to deal with disruptive incidents;
- Adopt the best practices for business continuity management, through the implementation of a management system, managed as a strategic tool for Leadership, and ensuring ATLANTICO's continuous improvement in security matters.

This system was developed as part of the protection of the Bank's service catalogue, which is defined according to its criticality, and is supported by the results of a risk and business impact analysis performed on this catalogue. This risk analysis includes multiple sources of threats, particularly those associated with the cybersecurity of the applications that support ATLANTICO's critical services.

Being part of a financial market that is demanding in terms of information security, ATLANTICO believes that this system is an important tool for managing potential disruptive incidents.





## 1.4. The Journey towards Sustainability

Sustainability is already an unavoidable element on the global agenda of several governments, institutions, and companies. The challenges facing the planet today, both environmentally, socially, and economically, raise concerns and questions about the current development model and the way society lives today. ATLANTICO is aware of these challenges and, as such, seeks to ensure that its business is increasingly aligned with best ESG (Environmental, Social and Governance) practices to increase its resilience and ensure more sustainable growth.

At ATLANTICO, the ambition is for sustainability to be evident in the daily routine and in its operations, and to progressively guide the vision and future decisions of the business. For the Bank, sustainability is seen as a source of opportunity and an integral part of its management and success in the short, medium, and long term. As such, in recent years ATLANTICO has developed a series of measures and actions that reinforce its commitment to increasing its sustainability performance.

As part of this Journey, ATLANTICO began to develop its 2030 Sustainability Strategy, aligned with its Vision, Mission and Values, capable of leveraging all our unique characteristics, enabling it to be more resilient in the face of future challenges. The process of drawing up this strategy was based on a robust analysis of the main drivers and trends in ESG matters, a holistic and transversal assessment of the Bank and its environmental, social and governance performance, and the development of a benchmarking process with similar institutions working in these areas.

At the same time, ATLANTICO performed a consultation process with all Stakeholders (Employees, Customers, Suppliers, Shareholders, and Partners) to analyse the Materiality of Impact, with the aim of identifying the most relevant issues that should be addressed in the context of the sustainability strategy. The identification of material issues was based on an analysis of the three ESG dimensions and the Sustainable Development Goals (SDG), with the aim of

prioritizing the most relevant issues for the Bank in terms of sustainability, as well as highlighting the most critical issues for Stakeholders, so that they have a relevant impact on the business model.

Additionally, to the Sustainability Strategy and the Materiality Analysis, ATLANTICO also reviewed and drafted several internal policies and regulations to integrate sustainability and the ESG pillars into its operational structure. These include, for example, the Cryptography and Key Management Policy, the Vulnerability Management Policy, and the Business Continuity Management Policy, as shown in the table below. Alongside these actions, ATLANTICO continued its active role in society through its social transformation initiatives, with a direct impact on the lives of local communities.

#	Description	Status
1	ICAAP and ILAAP Policy	New
2	ILAAP Policy	New
3	Allocation Policy for Service Vehicles and Vehicles with Reservations for Personal Use	Updated
4	Cryptography and Key Management Policy	New
5	Information Security Event Management Policy	New
6	Vulnerability Management Policy	Updated
7	Information Security Incident Response Policy	New
8	Business Continuity Management Policy	Updated
9	Policy Context and Strategy for Setting Up a Business Continuity Management System	Updated

### Sustainability Policy

In 2023, ATLANTICO began developing its Sustainability Policy to establishing guidelines for commitments and principles to be applied in the business, with a focus on incorporating environmental, social, governance and financial aspects into sustainable practices. This policy will apply to all ATLANTICO Employees, without exception, regardless of the nature of their relationship with the Bank, as well as to Customers, Suppliers, and Service Providers, whether permanent or temporary.

### Commitments, certifications, and recognitions in the area of sustainability

The increase in awareness of global sustainability issues has been driven by several initiatives that have played a key role in both public opinion and decision-making. One of the most prominent international initiatives in this area was the launch of the 2030 Agenda for Sustainable Development, made up of 17 Goals, broken down into 169 targets, approved and adopted by all Member States of the United Nations. The 2030 Agenda for Sustainable Development is comprehensive and ambitious, encompassing several dimensions of sustainable development (social, economic, environmental) and promoting peace, justice, and effective institutions.

Creating a positive impact on society and the Bank's several Stakeholders is essential to ensuring a prosperous future for the Organization and its ecosystem. As such, ATLANTICO is committed to actively contributing to the achievement of the United Nations 2030 Agenda and its SDG by adopting solutions that extend to its entire value chain. The Bank recognizes that a sustainable future brings many challenges, but also many opportunities for business, innovation, evolution, and resilience, and that the adoption of the 2030 Agenda and its respective SDG will contribute to the greater good of the Organization, People and Planet.



**SUSTAINABLE DEVELOPMENT GOALS**



In addition to its contribution to the SDG, ATLANTICO has made several other commitments in sustainability, signing up to national and international initiatives, including the UN Global Compact. This pact is a voluntary initiative aimed at companies, so that they align their strategies and operations with the universal principles of human rights, labour, the environment, and anti-corruption, and develop actions to meet society's challenges.

In this context, we were invited to represent Angola at the Leadership Summit and the Private Sector Forum organised by the UN as part of its annual meetings in New York City. It was a meeting with the Secretary General of the United Nations and was attended by world leaders from the government sector and the private sector.

Also noteworthy is the Bank's alignment with the IFC's Social and Environmental Sustainability Performance Standards, through ATLANTICO's Environmental and Social Management System (ESMS) (see page 21). With the support of the IFC (International Finance Corporation), in 2023, ATLANTICO completed the implementation of its ESMS Policy, seeking to strengthen the management and mitigation of environmental and social risks associated with its credit portfolio. Through careful analysis, the Bank establishes clear guidelines and rules for selecting and evaluating projects, with the aim of promoting sustainable and responsible practices.

The activities of the ESMS project were divided into several phases, which are summarized as follows:

**An initial diagnosis was carried out, which identified a series of actions to be taken in order to implement the ESMS;**

**These actions included training sessions for all the teams involved in the credit process or cycle, as well as senior management, the Executive Commission and the Board of Directors;**

**The environmental and social roles and responsibilities to be considered for the effective implementation of the ESMS have been defined;**

**Documentation has been created to support the teams, as well as all the guidance procedures and tools to support the teams' actions;**

**A pilot/test was conducted, which proved to be an asset, with the participation of the IFC team throughout the process, from the site visit to the environmental and social due diligence and respective action plan.**

In terms of recognition for its work, ATLANTICO was awarded the "FORBES Social Responsibility Award 2023", promoted by *Forbes África Lusófona*. The aim of this award is to recognize business leaders, public figures, and members of civil society and to praise projects that make a positive contribution to the well-being of the community. Also, the Bank received TIER III certification for its data centre from the Uptime Institute, demonstrating its high level of data protection and its efficiency in making information available.



### Future prospects

2023 was marked by the development of important sustainability initiatives, which are crucial in the path that ATLANTICO wants to take to differentiate itself in the market and project itself as a Bank of the future. Although these were the first steps, the aim is to align the Bank's ESG practices with international guidelines and national legislation, guaranteeing environmental integrity, social well-being, and effective corporate governance. In this sense, ATLANTICO seeks to promote a holistic approach that considers the impacts and opportunities in all sectors of the Institution.

With this in mind, the Bank intends to officially launch its first Sustainability Strategy for the period 2024 to 2028. As an integral part of this strategy, ATLANTICO will also publish its first Sustainability Report in 2025, referring to the year 2024, in line with the best international reporting practices. ATLANTICO will thus continue to communicate its progress on this journey in a transparent and measurable way, setting targets and indicators that will help monitor and report on its performance in the future.



2

## 2. Governance Dimension

### 2.1. Governance model

ATLANTICO believes that a robust and multidisciplinary governance model is essential to face the main challenges to which it is exposed, now or in the future, whether environmental, social, or economic. ATLANTICO has therefore been consolidating its organic structure and basing its actions and operations on a set of ethics and conduct policies and regulations, as well as on management systems that underpin its approach to governance.

ATLANTICO's governance structure is based on current legislation and international recommendations and best practices, and it has a Board of Directors (BoD) and an Executive Commission (EC). The purpose of the BoD is to ensure that the Bank acts in a way that is compatible with its objectives and those of its Stakeholders, establishing appropriate policies for the best management of banking risk. The EC is the body responsible for the day-to-day management of the company. Its members are delegated by the Board of Directors, which is also responsible for supervising and monitoring the EC's performance.

The organizational structure adopted is designed to ensure management transparency, achieve strategic objectives, and generate value for Shareholders. In this sense, at the end of 2023, the Board of Directors was made up of 15 members, 8 of whom were non-executive directors and 7 executive directors, belonging to the Board of Directors, namely 3 women (43%) and 4 men (57%).





	Board of Directors	Executive Commission	Audit and Internal Control Commission	Risk Commission	Ethics, Deontology and Corporate Governance Commission	Supervisory Board	Remuneration and Welfare Board	General Meeting Board
António Assis de Almeida	○							
Daniel Santos	○			○				
Miguel Pessanha	○		○					
Elpídio Neto	○		○		○			
Paulo Tomás	○			○				
José Carlos Burity	○		○		○			
Madalena Neto	○		○					
Vanessa Mendonça	○			○	○			
Miguel Raposo Alves	○	○						
Éder Sousa	○	○						
Patrícia Gabriel	○	○						
João Mendonça	○	○						
Isabel Espírito Santo	○	○						
Mauro Neves	○	○						
Catarina Souza	○	○						
António Frutuoso de Melo							○	
José Wanassi							○	
Manuel Aguiar							○	
Nuno Teodósio de Oliveira						○		
Nélson Teixeira						○		
Guilherme Frutuoso de Melo						○		
José Dordio						○		
Cristina Ferreira						○		
João Manuel Pedro								○
Fernando Magarreiro								○
Patrícia Dias								○



In addition to the Board of Directors and the Executive Commission, the organic structure is also made up of the Legal Secretary, the Office of the President, and the Board of Directors' Advisory Office. This structure is supported by several departments, offices, and autonomous units, which are organized into three distinct areas according to their role in the Bank: business, support, and control. The sustainability area is dealt with at operational level by the Sustainability and Impact Office (SIO), a body reporting to the Chief Executive Officer (CEO), responsible for assessing, following up and monitoring the implementation of the Sustainability Strategy in its economic, social, and environmental dimensions. The SIO is also responsible for coordinating ATLANTICO's ESG transformation process, in a transversal and global manner, as well as the Bank's Environmental and Social Management System.

In 2024, with the launch of its Sustainability Strategy for the period 2024-2028, the Bank plans to review and improve its governance model in order to strengthen its position in the market with regard to ESG matters.



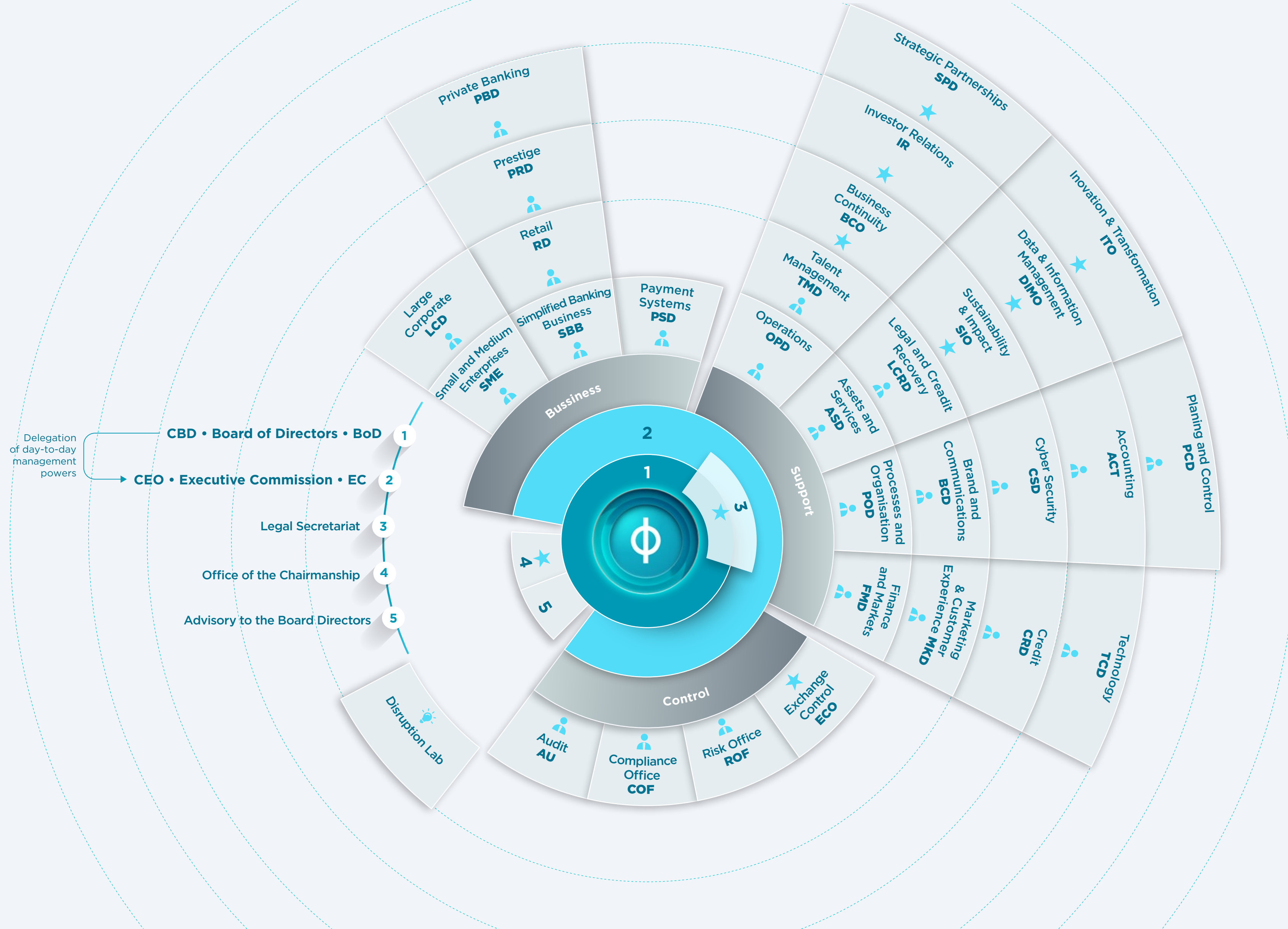
**SUSTAINABILITY AS A STRATEGIC FOCUS**





# Organic structure

- Department
- Office
- Autonomus Unit





## 2.2. Ethics and Responsible Business

Respect for people and institutions, security and confidentiality, rigor, ethics and responsibility, innovation and Customer focus are fundamental principles that guide ATLANTICO in all aspects of its activity. As such, throughout its almost 20 years of existence, the Bank has sought to act with proximity and responsibility towards its Employees, Customers, Suppliers, and other partners, based on a culture of ethics and compliance that promotes environmental protection, respect for human rights and workers' rights, as well as improving the social conditions of the communities where ATLANTICO operates.

To this end, the Bank has been developing a set of mechanisms and instruments that guarantee not only the transparency and integrity of the Organization's practices, but also the internalization of the values of business ethics by all its Employees, at all levels. The Code of Conduct and Ethics is ATLANTICO's main document, which establishes the fundamental principles and rules to be observed in the exercise of professional activity by members of the Bank's Governing Bodies and Employees:

1. to establish high standards of action in accordance with ethical, regulatory, and deontological principles, promoting transparency in relations involving members of the Governing Bodies and Employees;

2. to inhibit participation in illegal activities and excessive risk-taking;
3. to contribute to the transparency of contractual relations between the Institution and its counterparties.

Other examples of documents include the Policy for the Prevention, Identification and Management of Conflicts of Interest, the Policy on Money Laundering (ML) and Combating the Financing of Terrorism and the Proliferation of Weapons of Mass Destruction, the Compliance Policy and the Transparency and Disclosure of Information Policy.

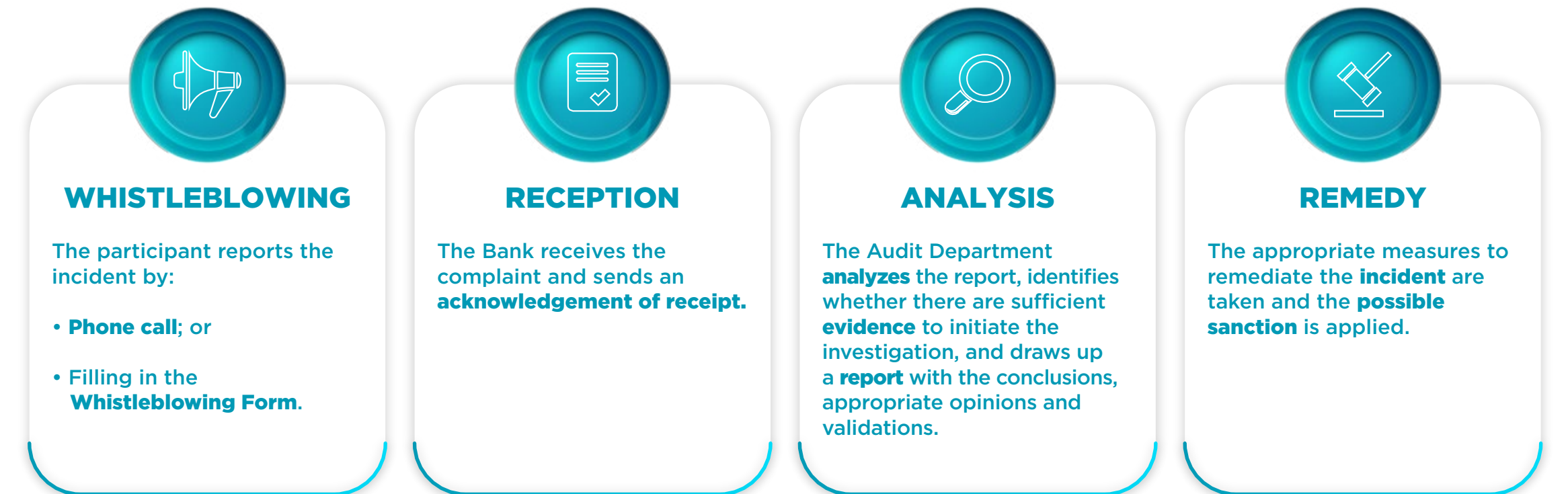
Additionally, to these documents, the Bank also has a whistleblowing channel with the aim of investigating potential irregularities. Furthermore, it always seeks to ensure that its operations and activities comply with nationally and internationally recognized legislation, standards, and corporate responsibility practices.

**The Bank has been developing a set of mechanisms and instruments that guarantee not only the transparency and integrity of the Organization's practices, but also the internalization of the values of business ethics**

### Whistleblowing channel

ATLANTICO has implemented its whistleblowing channel with the aim of collecting information on misconduct in its processes and improving its risk management and accountability, representing an effort to continuously improve its operations. This channel consists of an anonymous reporting tool for non-compliant facts/events, in line with the best international auditing and inspection practices. Occurrences can include violations of legal, contractual, ethical, or professional rules, such as violations of the Code of Ethics and Conduct.

The possibility of anonymity in the whistleblowing channel is important so that it is perceived as a safe means of expressing concerns and makes it possible to increase trust and eliminate the risk of retaliation. The whistleblowing management process is carried out in accordance with the Whistleblowing Policy and operates as follows:



The whistleblowing channel is available on the Bank's corporate website and at the following link: <https://www.atlantico.a0/pt/canal-de-denuncias>.





## Respect for Human Rights

For ATLANTICO, concern for Human Rights is fundamental, not only from an ethical point of view but also from a strategic point of view. The Bank sees respect for Human Rights as universal rules of conduct that must be applied to all companies operating in the market, regardless of the geographies in which they operate, in order to guarantee a better quality of life for all people and thus contribute to a fairer and more dignified society at all levels. At ATLANTICO, discrimination of any kind is rejected and respect for the rights of all workers in different cultural, socio-economic, and geographical contexts is promoted. Furthermore, in line with its strategy of creating value for society, the Bank seeks to influence its value chain and its partners on this issue.

As a reflection of its concern about this issue, ATLANTICO has signed up to the UN Global Compact, where it undertakes to incorporate its ten principles, of which principles 1 and 2, directly related to human rights, stand out: companies must support and respect the protection of internationally recognized human rights; guarantee their non-participation in human rights violations. In addition, the Bank has been developing a set of procedures and commitments in this area and intends, in the future, to subscribe to and participate in international initiatives in this field.

## Remuneration of Governing Bodies members

Fair, satisfactory, and equitable remuneration is increasingly valued by society in general and makes it possible to attract, retain and motivate human resources in the face of their responsibilities. For this reason, it is crucial to establish working relationships based on trust and respect, promoting an ethical and responsible assessment of corporate management practices, to strengthen institutions' position in the market and contribute to building a more reliable and sustainable financial system.

In order to foster meritocracy, transparency, sound corporate governance and appropriate risk management in the disclosure of the remuneration practices of the governing bodies, as well as to strengthen the trust of its Stakeholders, ATLANTICO has implemented the Remuneration Policy for the members of

the Governing Bodies. The purpose of this document is to determine the several components of remuneration, as well as any benefits or supplements, depending on the governing bodies to which it is addressed, namely the Members of the General Meeting, the Supervisory Board, and the Members of the Board of Directors.

The Policy is adjusted to the Bank's particularities, resulting from the application of criteria of adequacy and proportionality in relation to the size, internal organization, nature, scope, and complexity of the activity pursued by ATLANTICO. The different components of remuneration are established with the aim of achieving a level of balance in the remuneration package that incorporates not only the requirements of the functions performed, but also the Bank's own activity and market practices. This policy thus fosters the sustainability and alignment of the Bank's remuneration practices with the pursuit of its values, interests, and long-term solvency, within a framework of rigor and transparency.

## Data Privacy and Information Security

Technological development has significantly influenced new business trends, and, in recent decades, its growth has been exponential. Technology allows for greater efficiency in processes and a reduction in the consumption of resources, however, organizations' exposure to the risks associated with this technological development has been increasing. These risks include cyber-attacks, which consist of unauthorized access, destruction, alteration, or disclosure of information that can compromise the safeguarding of privacy and protection of personal data entrusted to organizations by their Customers, Employees, and other Stakeholders. In this way, cybersecurity has increasingly become a pillar in the integrity and ethics of corporate operations and business continuity at a global level.

In order to respond to current and future challenges regarding cyber risks and ethical procedures, ATLANTICO has developed its information systems security strategy, which includes a set of key principles: Confidentiality, Integrity and Availability.

### CONFIDENTIALITY

Ensure that only those authorized can access the information

### INTEGRITY

Ensure that the information and its processing methods are accurate and complete

### AVAILABILITY

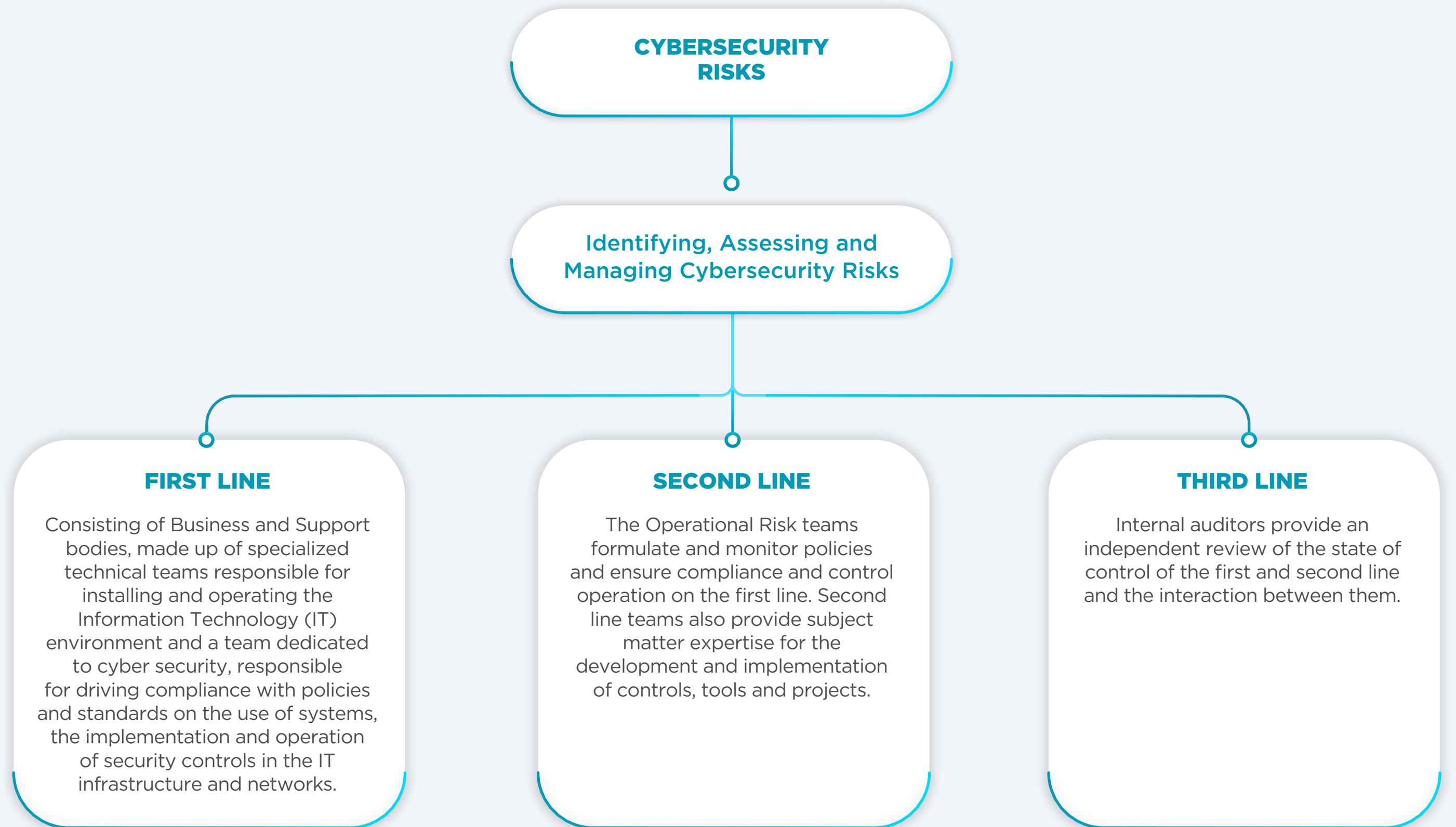
Ensure that authorized users have access to the information strictly necessary for their functions and the associated assets when they request it



To operationalize ATLANTICO's information systems security strategy and comply with applicable legal, regulatory, and contractual obligations in this area, the Bank adopted the Cybersecurity Policy in 2021. This Policy defines the requirements and mechanisms for preventing, detecting, and responding to cybersecurity risks and threats in ATLANTICO's Information Systems (IS), and is applicable to all the Bank's Employees, trainees, partners, consultants, and service providers. This document is reviewed or updated at least once a year or whenever deemed necessary, based on changes inherent in new services, new threats, and changes to ATLANTICO's Internal Policy.

To detect events that could compromise ATLANTICO's assets in a timely, continuous and permanent manner, the Cybersecurity Policy establishes the "Three lines of defence" model, which guarantees the identification, assessment and management of the broad spectrum of cybersecurity risks to which the Bank is subject, as shown on the right.

The Cybersecurity Policy provides a process for effective and efficient response in the event of information security incidents and contributes to maintaining the confidence of Stakeholders (such as Customers, Employees, Shareholders and Regulators) in ATLANTICO's ability to protect the assets under its responsibility against threats to the correct and normal functioning of information systems, which may compromise their confidentiality, integrity, and availability.





# Environmental Dimension

## 3.1. ATLANTICO's Environmental Performance

ATLANTICO is aware that all human activities have an impact on the environment and recognizes that excellent environmental performance is a distinguishing factor and a fundamental condition for sustainable development. For this reason, the Bank has made efforts to improve the environmental performance of its activity (direct and indirect), consistently aligning itself with commitments at national and international level, thus contributing to a greener society. These commitments include the National Strategy for Climate Change and the Paris Agreement, which reflect the Bank's commitment to actively contribute to mitigating the effects of climate change in line with globally recognized guidelines.

Also, ATLANTICO aims to be an example in terms of raising awareness of the importance of environmental management and decarbonizing the economy. As such, it has sought to invest in innovative and more efficient solutions that make it possible to optimize available resources, namely energy (efficiency/renewable energy) and water, as well as continuously improving the incorporation of ethical and environmental concerns into its operations. Examples of this are the installation of sensors in the taps at ATLANTICO's facilities in Luanda (headquarters) and the regulation of the lighting and air conditioning schedules at the same facilities.

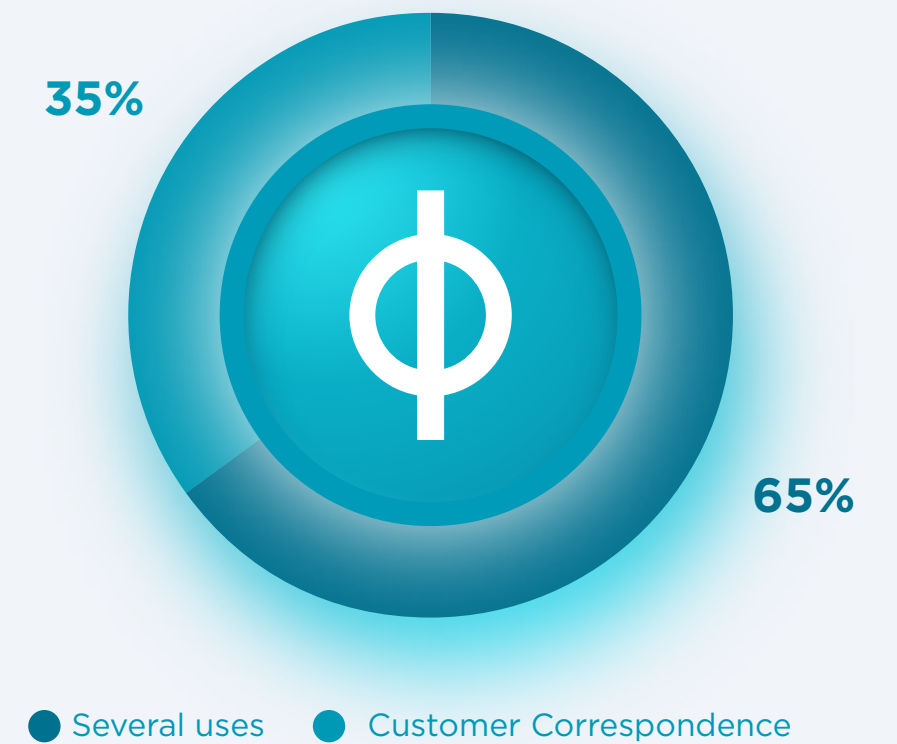
At the same time, the Bank strives to ensure effective Environmental and Social Management practices in all its activities, products, and services, to manage risks and embrace sustainable opportunities. To this end, it continuously monitors several Key Performance Indicators (KPIs) in order to measure its impact on the environment and society and intends to broaden the range of performance indicators in the future in order to strengthen its environmental performance.

### Water and Materials

In 2023, water consumption from the public network amounted to a total of 13,610.8 m<sup>3</sup> at the Bank's several facilities. This figure represents an average consumption of 9,000 litres per employee per year.

As part of the PHIT 2.4 Strategic Plan, ATLANTICO has been investing in the digitalization of processes, both in its operations and with its Customers. However, it recognizes that this is a long and complex process that requires time. For this reason, paper is still a material consumed on the Bank's premises. In 2023, 43,700 reams of paper were used to print documents (the equivalent of 14.1 million sheets), 35% of which was used for Customer correspondence (15,500 reams).

### Paper Consumption





## Energy and Emissions

ATLANTICO's energy consumption in 2023 amounted to 54,416.13 GJ, corresponding to the consumption of all the Bank's activities, namely the electricity consumed at its several facilities (headquarters, branches, and others) in Angola, and the fuel (diesel) consumed by stationary equipment (generators). Electricity accounts for 68% of the total energy consumed, coming from the national grid. Diesel, which is also used to produce electricity in generators, accounts for the remaining 32%. Energy consumption per employee, i.e. ATLANTICO's energy intensity, was 36.4 GJ/employee.

Greenhouse gas (GHG) emissions are directly related to energy consumption. As part of its commitment to improving its environmental performance, ATLANTICO intends to start accounting for and disclosing its GHG emissions and, therefore, has carried out an introductory and indicative exercise to calculate its Carbon Footprint for 2023, based on its energy consumption of electricity and diesel. Accordingly, in this first emissions reporting exercise, the following areas were considered:

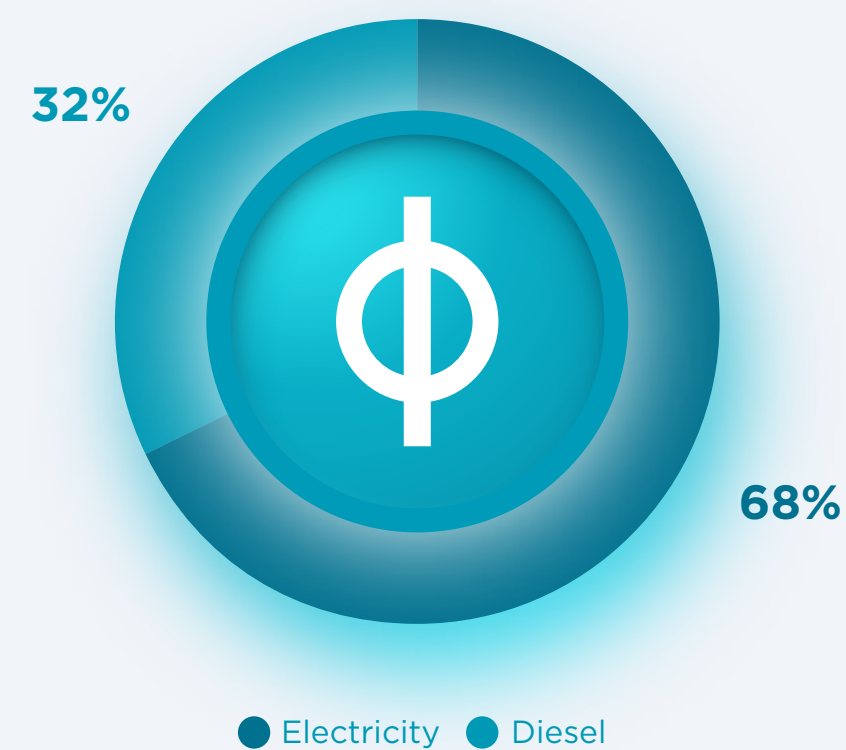
**Scope 1:** Direct emissions from the Bank's activity, originating in fuel consumption in generators;

**Scope 2:** Indirect emissions from the purchase of electricity for consumption on the Bank's premises.

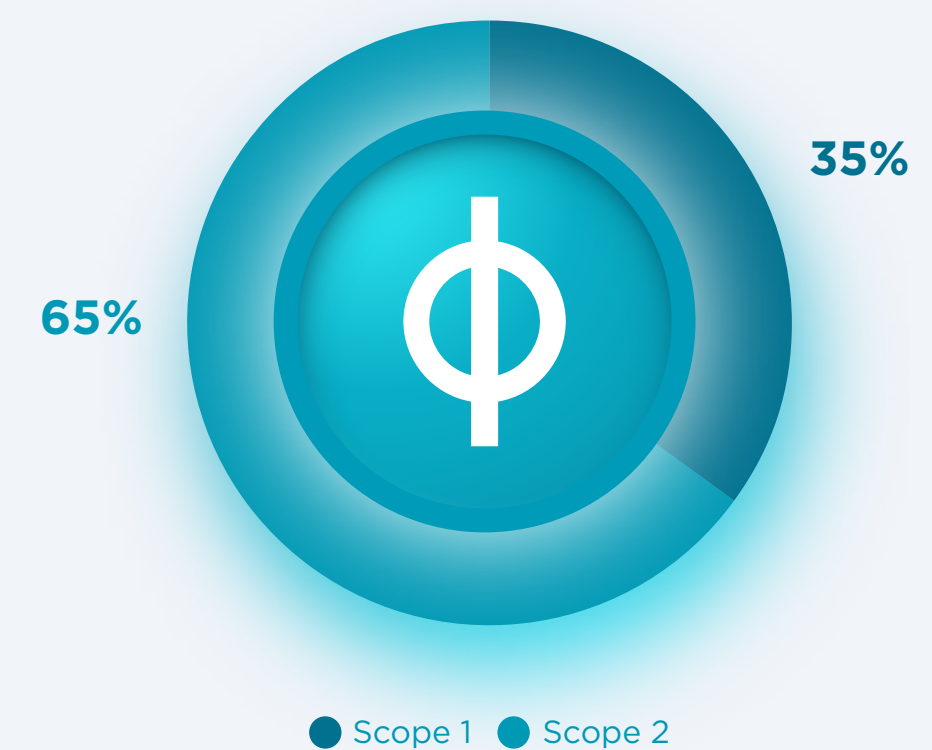
Considering the energy consumption mentioned above, in 2023, approximately 3,764 tons of CO<sub>2</sub>e were emitted, of which 35% (1,299.123 tCO<sub>2</sub>e) correspond to diesel consumption in generators for electricity production and the remaining 65% (2,465.088 tCO<sub>2</sub>e) are related to the purchase and consumption of electricity. ATLANTICO's emissions intensity, i.e., the amount of emissions per employee, was 2.51 tCO<sub>2</sub>e/employee.

**As part of its commitment to improving its environmental performance, ATLANTICO intends to start accounting for and publicising its GHG emissions. In 2023, it carried out a first indicative exercise to calculate its Carbon Footprint**

Energy Consumption (GJ)



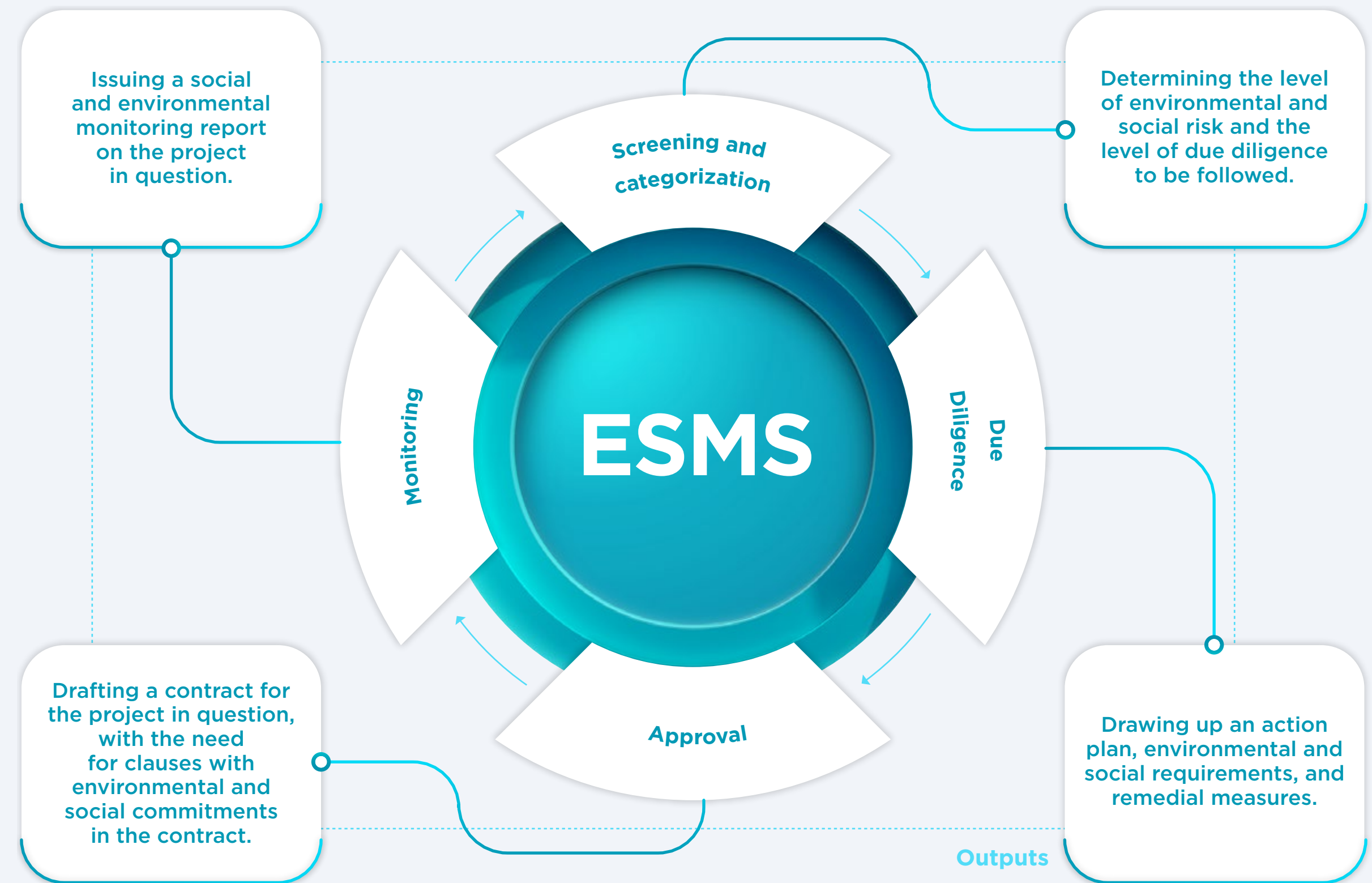
CO<sub>2</sub>e emissions (t)



### 3.2. Environmental and Social Management System (ESMS)

ATLANTICO recognizes that environmental issues contribute to a stronger and more balanced position for organizations, ensuring that their management makes them more efficient and resilient. With this in mind, and in line with its sustainability commitments, the Bank has an Environmental and Social Management System (ESMS) to ensure that its activities comply with environmental and social requirements. In this way, the ESMS makes it possible not only to foster transparency and awareness of best environmental and social practices, contributing to active involvement/commitment with Customers, but also to implement sustainable solutions in relations with Stakeholders throughout the value chain.

With the implementation of the ESMS, ATLANTICO seeks to strengthen the management and mitigation of environmental and social risks associated with its loan portfolio. Through careful analysis, the Bank establishes clear guidelines and rules which it incorporates into the ESMS to assess projects (updating them whenever necessary), with the aim of promoting the best sustainable and responsible practices.





The ESMS makes it possible to guarantee that the investments and financing performed by the Bank, which meet the required criteria, are in line with the international guidelines and national legislation in force regarding the environment, health, safety, and social issues. Thus, through procedures and workflows that consider the impacts and opportunities in all sectors of the Institution, it is possible to strengthen the management and mitigation of environmental and social risks associated with ATLANTICO's credit portfolio.

Although the ESMS was implemented for the first time in 2019, it underwent significant improvements in 2023 due to the Bank's investment in sustainability. As such, during the 12 months of 2023, the Bank relied on IFC's technical support in implementing the ESMS, having at its disposal a team of three specialists 100% dedicated to the project, including one of the most renowned environmentalists in Angola. As a result of this investment, at the end of the year ATLANTICO's credit processes were subject to an environmental and social assessment, in line with the IFC's eight Performance Standards: Assessment and Management of Social and Environmental Risks and Impacts; Employment and Working Conditions; Resource Efficiency and Pollution Prevention; Community Health and Safety; Land Acquisition and Involuntary Resettlement; Biodiversity Conservation and Sustainable Management of Living Natural Resources; Indigenous Peoples; and Cultural Heritage.

### ATLANTICO's exposure to the mining and oil sector

The Mining and Oil & Gas sector is of great importance to the global economy and has played a crucial role in Angola's socio-economic development in recent decades. However, activities involving the exploration and use of mining and oil resources involve very significant environmental impacts.

As part of its Environmental and Social Management System (ESMS) policy, and through its sustainable financing tools, ATLANTICO has been committed to mitigating the environmental and social risks associated with its credit portfolio. As such, the total percentage of the Bank's exposure to the Mining and Oil & Gas sector corresponds to just 0.02%, of which approximately 47% corresponds to overdrafts, and the remaining 53% to credit cards, CCC and guarantees

Exposure to the sector distributed by type of product	Exposure Sum	%
Credit cards	48,206,452.82	26%
CCC	4,771,541.01	3%
Overdrafts	86,163,465.94	47%
Guarantees	43,512,000.00	24%
<b>Total exposure to the sector</b>	<b>182,653,459.77</b>	

### Environmental and Social Management System (ESMS) for the credit function - in line with IFC's eight Performance Standards

1. Assessment and management of environmental and social risks and impacts
2. Labor and working conditions
3. Resource efficiency and pollution prevention
4. Community health, safety, and security
5. Land acquisition and involuntary resettlement
6. Biodiversity conservation and sustainable management of living natural resources
7. Indigenous peoples
8. Cultural heritage

### 3.3. Environmental Initiatives

The Bank believes that it has a long way to go in fulfilling the commitments it has made in terms of its environmental performance. However, as a young and innovative institution, it has been taking its first steps in this area and developing some environmental initiatives with the aim of contributing to a more sustainable planet. These initiatives include the “Unidos pelo Ambiente” (“Together for the Environment”) campaign, a beach clean-up aimed at collecting recyclable plastic waste and raising awareness among local communities about protecting the environment and the oceans, and the Sustainability Research, which aims to increase the environmental literacy of the Bank’s Stakeholders.

**Enquanto instituição jovem e inovadora, o Banco tem vindo a dar os primeiros passos em matéria ambiental e a desenvolver algumas iniciativas com o objectivo de contribuir para um planeta mais sustentável**

#### Unidos pelo Ambiente | Together for the Environment

The main objective of the “Unidos pelo Ambiente” (“Together for the Environment”) initiative is to contribute to the Circular Economy through the selective collection of recyclable plastic waste as part of a beach cleaning activity, in partnership with other important market players. Through this citizenship initiative, ATLANTICO mobilized 350 volunteers and this action resulted in the collection of 780 kg of plastic which was delivered to an institution specializing in recycling, to be later reintegrated into the market through the production of moulds which will be sold to give rise to new products.



#### “IMPACTO” – Sustainability Research

The “IMPACTO” initiative is a project that began at the end of 2022 and consists of producing and publishing a quarterly Sustainability Research article. The initiative aims to promote literacy and knowledge on the main sustainability issues. “IMPACTO” also aims to boost the position the Bank wishes to adopt towards society and its Stakeholders regarding sustainability. During 2023, four editions of “IMPACTO” were published, covering several topics, namely Sustainable Finance, Circular Economy, and Blue Economy.

##### Agenda - 2023

	Edition
Sustainability and Sustainable Development	1 <sup>st</sup> Edition
The Role of Sustainable Finance in the Implementation of the SDGs and the 2030 Agenda – ESG Applied in the Context of Banking	2 <sup>nd</sup> Edition
The Circular Economy and its importance	3 <sup>rd</sup> Edition
Blue Economy and Blue Bonds	4 <sup>th</sup> Edition



## Social Dimension

ATLANTICO is aware of the impact of its business on the daily lives of many people and how this influences their lives. As a partner, employer, and active participant in society, ATLANTICO has an added responsibility and is therefore committed to ensuring a better quality of life and adequate working conditions for all those who deal with the Bank daily.

For ATLANTICO, looking at the social dimension is not just about developing projects with the community and helping people to lead more dignified lives. It's about contributing to a more informed society, promoting fair access to opportunities, strengthening diversity, and respecting human rights, both inside and outside ATLANTICO. It's about leaving a mark and a legacy and developing close relationships and partnerships with the communities in the countries where it operates, as well as offering all its Employees lifelong learning opportunities and an attractive and healthy working environment where everyone can grow and evolve fairly. It's about making a difference, contributing to the transformation of the lives of all those who are part of the ATLANTICO universe.

### 4.1. Human Capital

People are ATLANTICO's greatest asset. They are the ones who materialize the culture and delivery of the commitment to ATLANTICO's Ecosystem of partnerships, generating "Attitude with Value" with their high skills. With the increase in people's skills and, consequently, competitiveness in the job market, it is necessary to guarantee the satisfaction of all the people who are part of ATLANTICO. To this end, the Bank actively works on the personal and professional growth of its Employees, creating opportunities for them to grow and progress in their careers.

By December 2023, ATLANTICO had 1,496 Employees spread across all 18 provinces of Angola, of which 81% of the Talents were in Luanda and the remaining 19% located in service points outside the capital, thus guaranteeing the Bank's mission. The team is young, gender-balanced and essentially made up of Angolan Employees, 69% of whom belong to generation Y, characterized by a strong sense of mission, restlessness, innovation, and openness to the digital world. Regarding the distribution of the team by area, it is the Business area that prevails, with 67% of the team allocated, followed by the Support and Control areas, with 28% and 5% respectively.

ATLANTICO's commitment to people development is a fundamental pillar and the Bank is aware that skills are increasingly valued and considered to be the key factor in talent management in an organization. To this end, ATLANTICO has been studying the best way to strengthen the weight of skills in the people management function and at the level of training policy, consolidating the training strategy according to skill families.

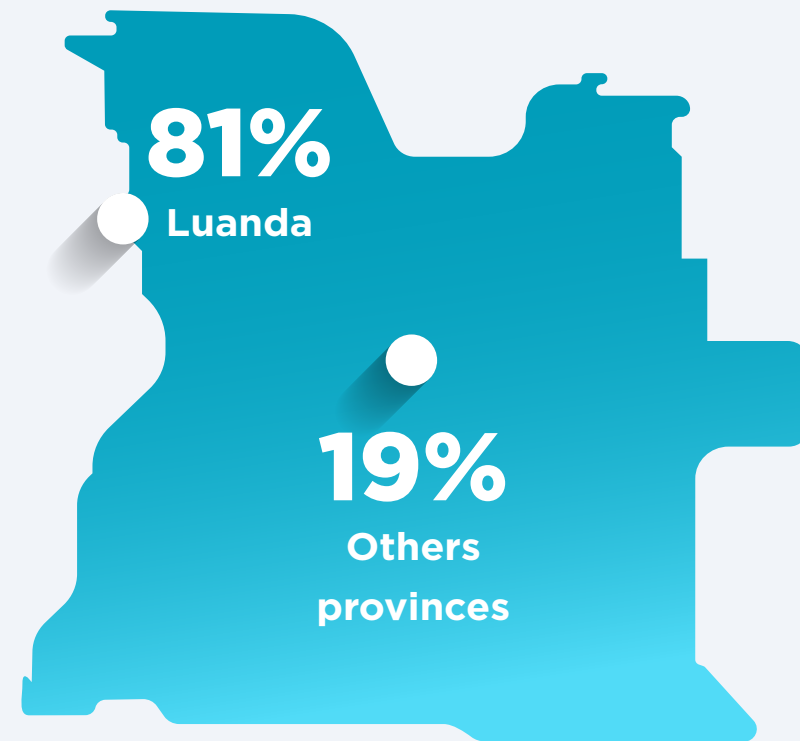
As such, 2023 was marked by a continuous commitment to expanding and adapting internal skills, reinforcing ATLANTICO's values and culture through training, the impact of which will be revealed in the daily results in terms of Value Delivery. In line with the Bank's strategy, initiatives were developed to strengthen and develop skills in several areas, including Leadership, Internal Control, Customer Service, and other areas related to the Bank's activity, which contribute to transforming the life of the Customer, guaranteeing the continuity of their relationship with ATLANTICO, as well as creating economic value.

**As well as fostering growth and developing the skills of its Employees, the Bank also wants to attract new specialized talent with the right technical knowledge for the business**

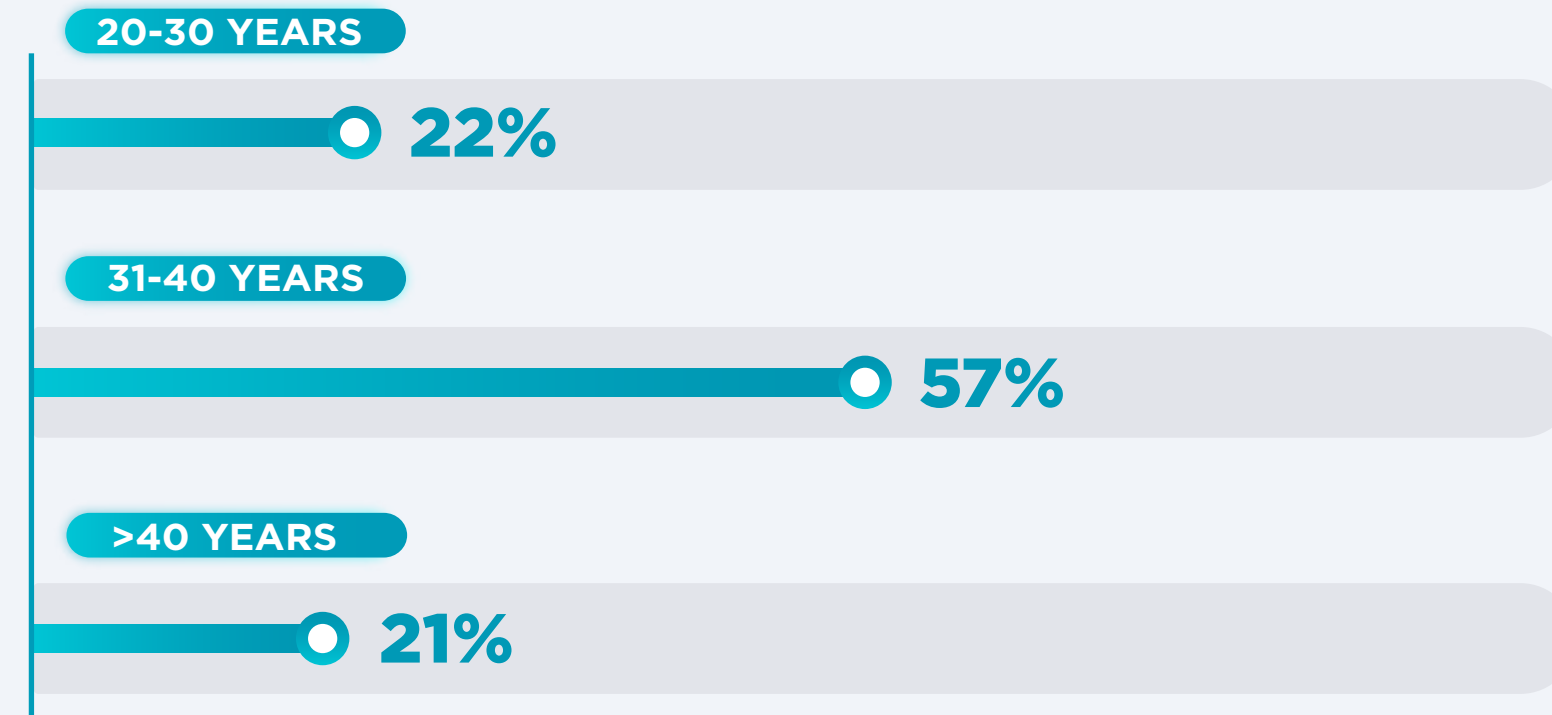




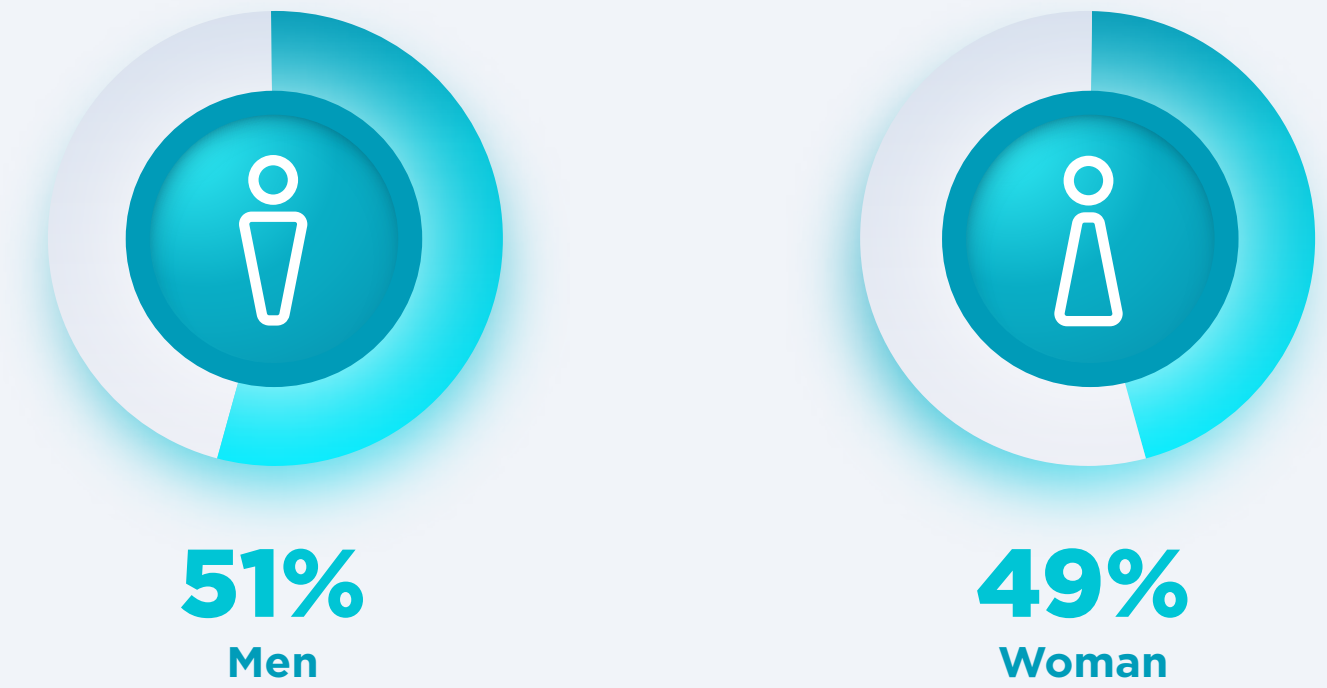
### Geographical dispersion



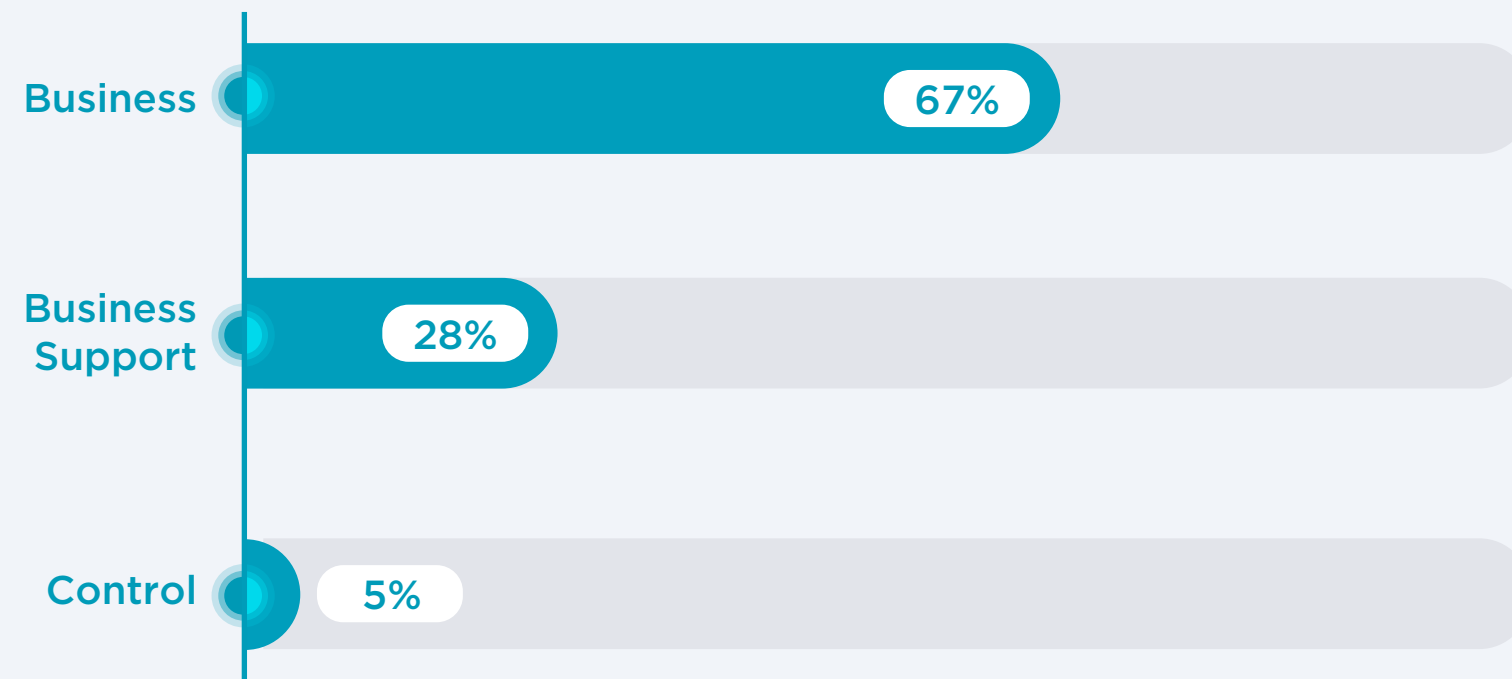
### Age group



### Gender



### Areas



### Average age



### Nationalities





Through events such as “Sintonia ATLANTICO” in 2023, the Bank presented a range of news in a relaxed manner and shared knowledge and experiences that are fundamental to the development of skills, through Employees and guests, taking advantage of the benefits offered by the digital and face-to-face media available.

As well as fostering growth and developing the skills of its Employees, the Bank also wants to attract new specialized talent with the right technical knowledge for the business. To this end, in 2023, 213 new talent hires were registered, coming from different sources. In addition, ATLANTICO continues to stand out for its high level of retention of Talent with great potential, underlining its mission as an organization committed to people that recognizes and enhances Talent.

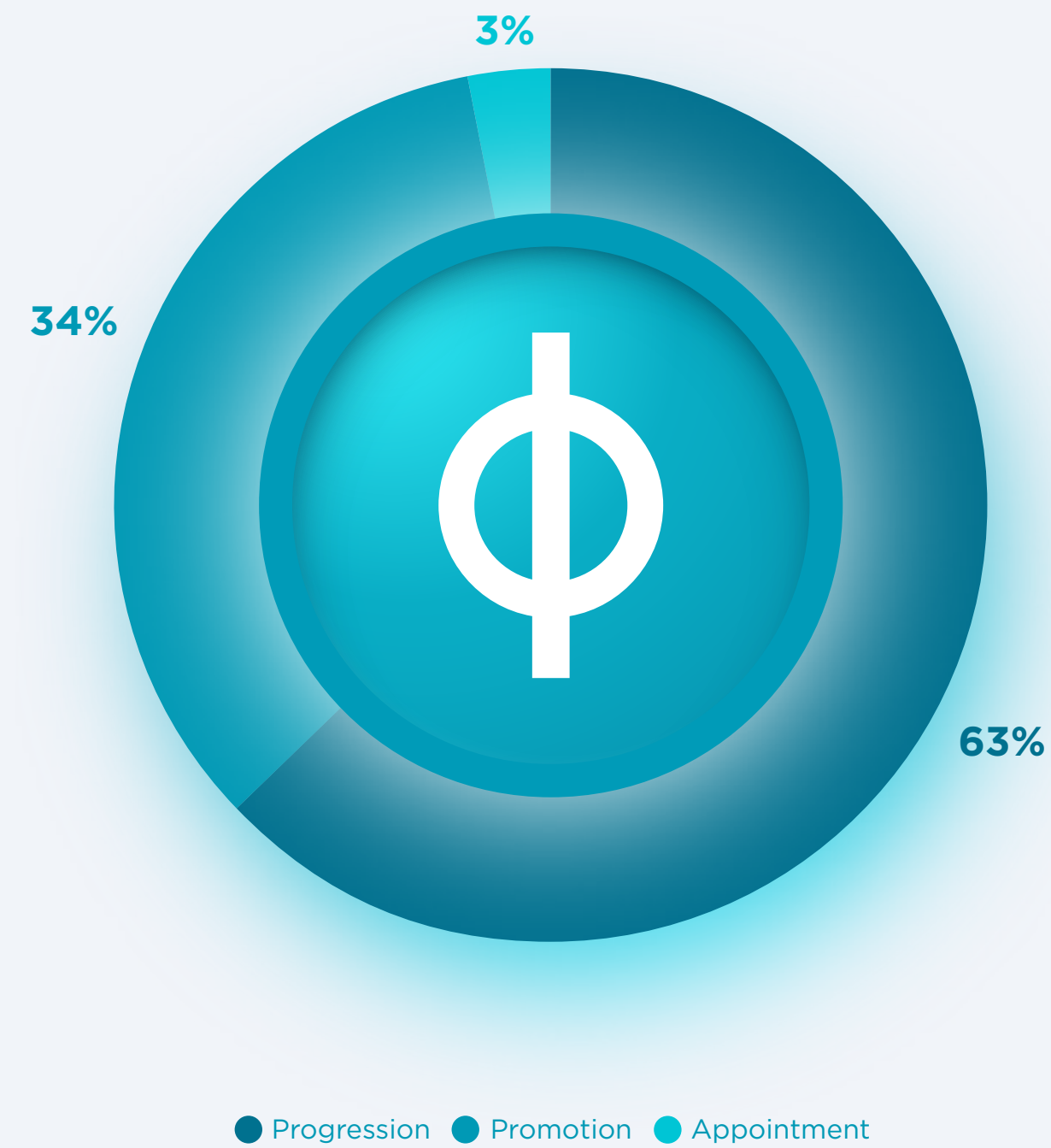
As far as career development is concerned, ATLANTICO continued to recognize the differentiated deliveries of its teams and promoted the career development of 833 Talents.

**228** Talents with high potential

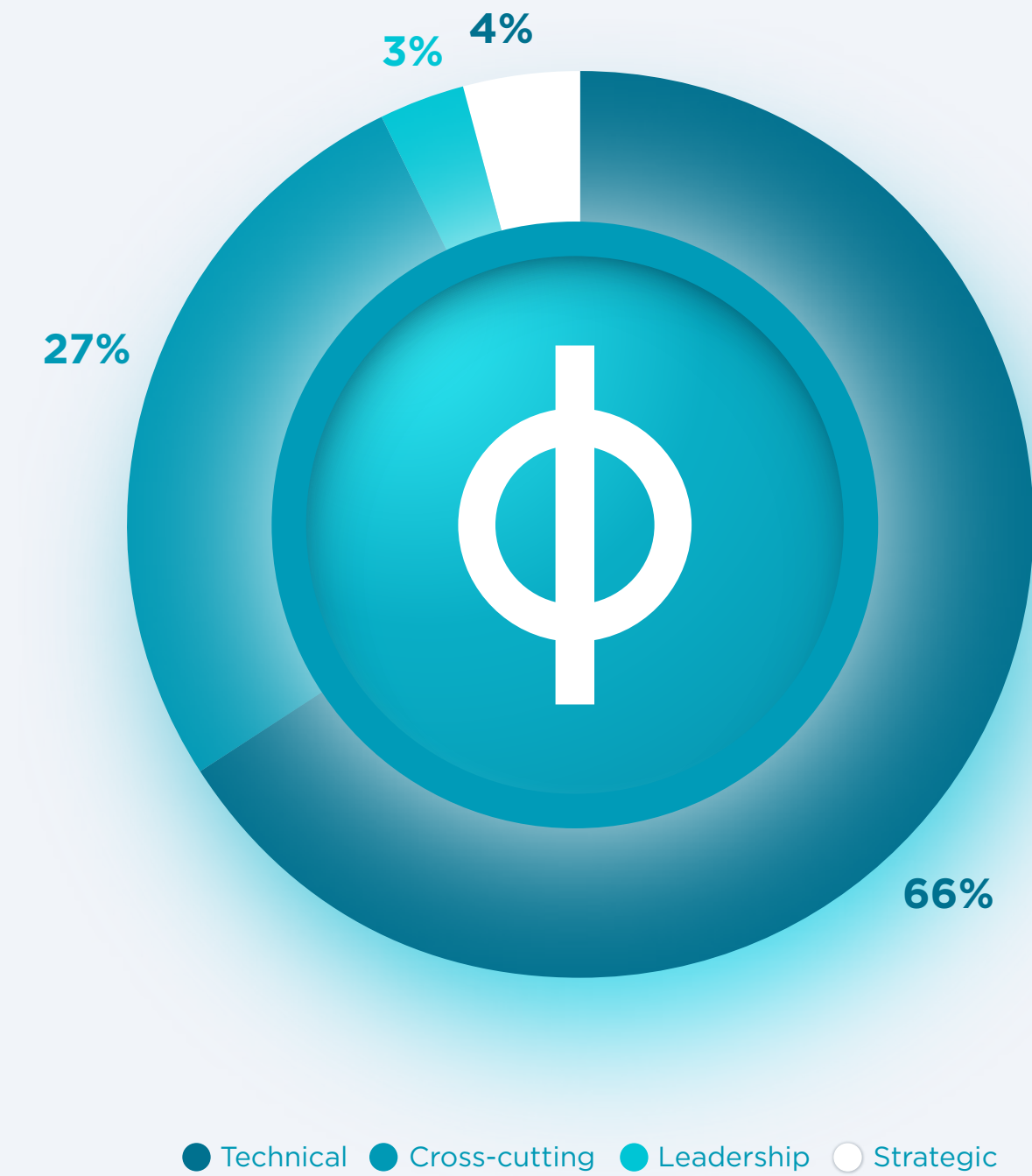
**93%** Retention rate of high-potential talent

**56%** Talents with career progression

### Career development



### Type of Training





## Well-being, Health, and Safety at Work

The nature of ATLANTICO's operations is not prone to generating accidents at work with the frequency or severity that happens in other sectors of activity, such as Industry or Construction. However, the Bank is aware of the risks that exist for its Employees and the implications and impacts of these risks for the business.

Managing the health and well-being of Employees is crucial to the Bank's competitiveness and reputation. The occurrence of accidents at work and, above all, occupational illnesses can have consequences for the lives of the people who work at ATLANTICO, as well as for their families. The lack of balance between personal and professional life is one of the major causes of tension and psychological illness and one of the greatest risks that can lead to indefinite sick leave, which has a negative impact on both the Employee and the Organization.

For this reason, the Bank has a Safety, Health, and Hygiene at Work Policy, with the aim of establishing the guidelines and responsibilities in relation to the Safety and Health model, to provide the conditions for a healthy, safe, and sustainable working environment, aligned with ATLANTICO's strategy, with the applicable legal requirements and with the commitment to continuous improvement of the working environment.

For ATLANTICO, it is crucial to prevent occupational risks and promote the health and safety of Employees to increase their motivation, efficiency, and productivity and, consequently, the working environment in the Organization.

## Commitment to ATLANTICO families

To strengthen the corporate identity and sense of belonging, ATLANTICO created the Happiness and Corporate Identity Unit, with the aim of developing and implementing programs and initiatives that contribute to the happiness and well-being of Employees. To this end, in 2023, several initiatives were performed involving approximately 800 ATLANTICO Talents, namely internal and external tournaments in the sports of Futsal, Basketball, Chess, Volleyball, cultural activities to commemorate Africa Day, the Bank's 17th anniversary, Bank Workers' Day, as well as environmental protection activities as part of Environment Day and World Oceans Day.

Through the monthly CUIDA ("CARE") Lecture Series, the Bank reinforced its commitment to Employee well-being and quality of life by raising awareness of disease screening and mental and physical health care, such as high blood pressure, diabetes, depression, and anxiety.

These figures reflect the Bank's strong commitment to promoting a sense of belonging among its Employees and encouraging bonds between the several members of the ATLANTICO team. Through these activities, it is possible to increase communication and team spirit between people, contributing to their well-being.

## Diversity and Inclusion

The subject of Diversity and Inclusion has been gaining prominence in several institutions and companies in recent years. With the internationalization of markets, a consequence of globalization, and the increased availability and ease of access to information, these issues have become increasingly topical and relevant in the workplace. ATLANTICO is not indifferent to this issue and is committed to promoting a diverse and inclusive culture for all its Employees in the workplace, ensuring that undue discrimination is not tolerated.

As an economic agent with a strong social responsibility, ATLANTICO embraces Diversity and Inclusion as an ethical imperative, based on the basic and guiding principle of its internal and external actions, forming part of its values and institutional identity. Present in its mutualist, transgenerational and multicultural DNA, the Bank rejects any form of discrimination based on ethnicity, nationality, sexuality, gender, physical condition, age, or religion and adopts all practicable measures to prevent any form of discrimination in the workplace with Employees, Customers and/or other Stakeholders.

The Bank prioritizes and values a culture of diversity and inclusion in all areas of activity and recognizes that the focus should be on recruitment, training, career development, employment conditions, facilities, services, and employee relations. Through this culture, the Bank aims to contribute to the personal and professional development and improvement of the social and economic conditions of its Employees.

ATLANTICO is deeply committed to eliminating all forms of unlawful and unfair discrimination and recognizes the positive impact that individual differences have on the Organization.

## 4.2. Social Transformation

Social Transformation is a founding pillar of ATLANTICO and sharing the results of its activity with the local community is part of its DNA. For ATLANTICO, it's not enough to talk about society's problems, it's necessary to build a close relationship with all those around it and respond to their needs to contribute to the development of the communities in which it operates.

The Bank's aim is to generate social value and make a significant impact on people's lives, while at the same time generating value and well-being in local communities. For this reason, and as part of the Bank's Corporate Social Res-

ponsibility, several initiatives and partnerships have been carried out to support the local community, with the aim of promoting its development in the medium and long term, by promoting knowledge, investing in entrepreneurship, and ensuring the health and well-being of the population.

ATLANTICO is therefore proud to be an institution based on creating Values for Life, generating values for its Customers, Shareholders, People and, above all, for the Communities.

### ATLANTICO's Social Transformation Ecosystem



### Atlantico's Social Transformation Strategy



Knowledge



Entrepreneurship



Health and Wellness





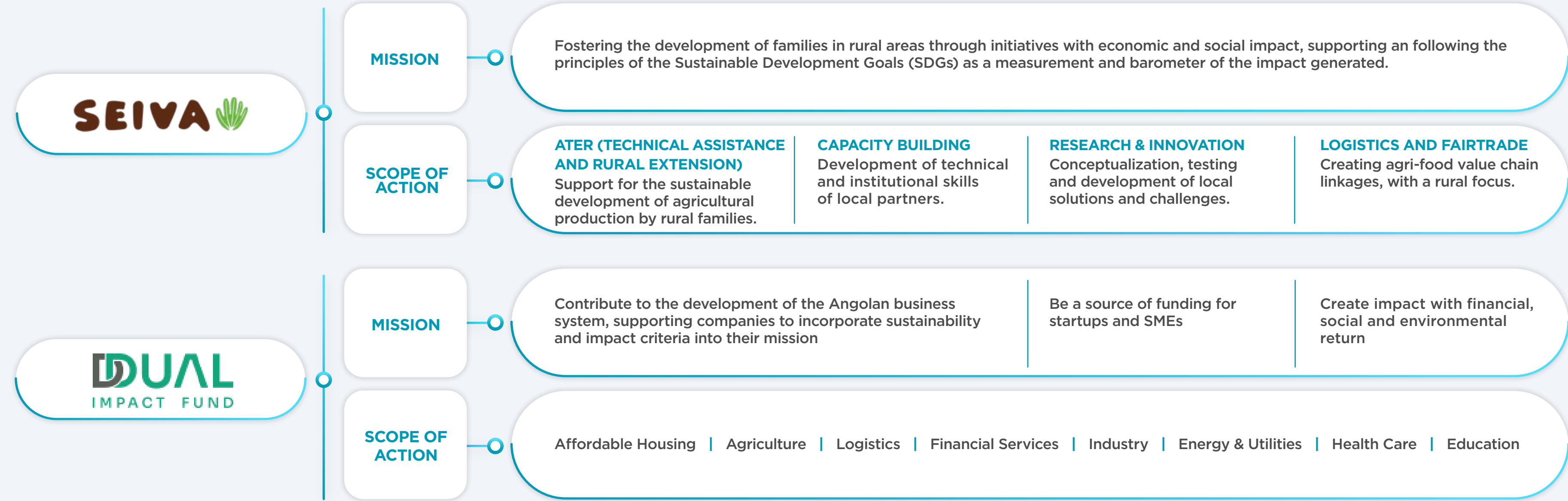
## Social Responsibility Initiatives

In 2023, ATLANTICO continued the work it has been doing in terms of Social Responsibility and Transformation and developed several actions and partnerships that fulfil the Bank's desire to continue "Transforming Lives", creating impact and generating value in local communities.

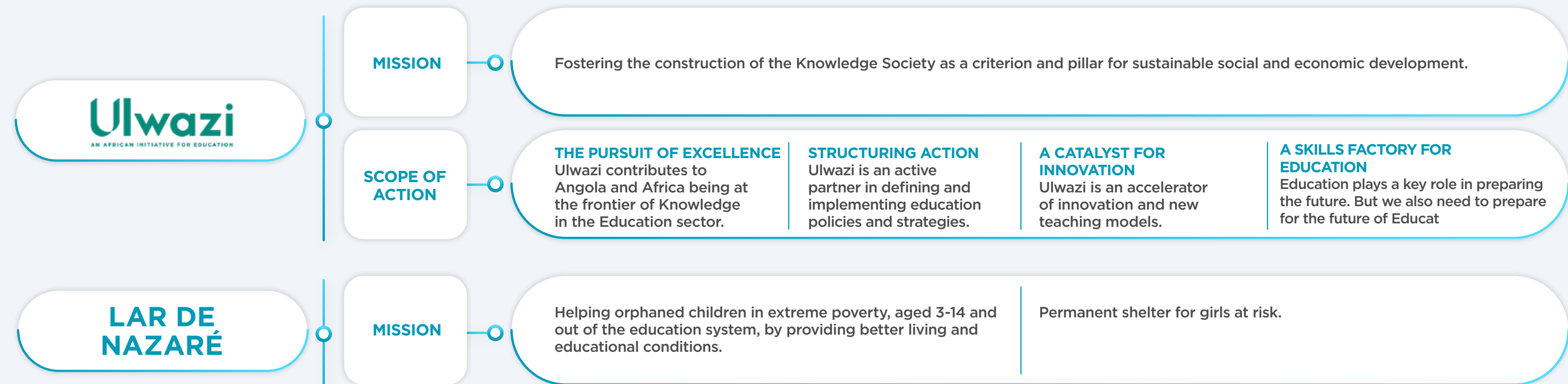
In this context, as part of the "Partilhamos Valores para a Vida" ("We share values for life") programme, several activities were performed with charities, including volunteer work by the Bank's Employees, as well as campaigns to collect goods - food, teaching materials, clothing, and toys. In total, in 2023, approximately 3,848 hours of volunteering were carried out, in which 993 of the Bank's Employees took part, impacting more than 1,600 people, including children, young people and the elderly.

In addition to volunteering activities, there have also been initiatives to support institutions, selected in line with ATLANTICO's Social Transformation strategy, with a focus on knowledge and entrepreneurship. These actions include initiatives to boost agribusiness, in partnership with SEIVA, and to support inclusive, equitable and quality education, with the Ulwazi Foundation and Lar de Nazaré. As part of this strategy, ATLANTICO aims to create an impact on communities far beyond financial contributions.

### Entrepreneurship



### Knowledge





### Focused on financial inclusion through a specific business model

The Bank advocates knowledge sharing and financial inclusion, aiming for high levels of banking and transactionality, through projects such as \*400# Agiliza, an ATLANTICO platform for creating value and prosperity. With the motto “Your cell phone is your bank”, \*400# Agiliza puts financial potential in the hands of the entire population, with particular impact on low-income families living in remote areas and/or where access to structured financial services is non-existent or insufficient.

## \*400# Agiliza – Literacy, Financial Inclusion, and Innovation

This platform's main objectives are: to expand the network of banking agents and the municipalities covered; to support the reconversion of the economy, with financial and digital literacy actions among informal traders; to boost actions that empower women financially, particularly informal traders; to boost savings and reduce the transaction costs faced by people who are financially excluded or under-served; and to improve the speed of the channels and guarantee their high availability to ensure a permanent impact.

With more than 3,700 Agiliza Banking Agent service points (present in Angola's 18 provinces and 77 municipalities), this platform has already exceeded 1.3 million active subscriptions and more than 46.2 billion transactions have been performed on it. In the context of this platform, more than 250 financial and digital inclusion and literacy initiatives have been carried out daily in markets, neighbourhoods, and communities nationwide.





### Funding solution designed to support artisanal fishermen

Alongside these actions, the Bank has a credit support impact programme - “Malembe Malembe” credit - which aims to provide favourable conditions for artisanal fishermen. This programme has a positive impact on the lives of the populations concerned, both socially and economically, by promoting the formal employability of these communities.

## “Malembe Malembe” loan

The “Malembe Malembe” impact loan programme is designed to provide favourable conditions, including affordable interest rates and flexible terms, enabling them to promote their activities, strengthen their operations and achieve greater financial stability.

This programme also promotes increased possibilities for these communities to access funding under Notice 10/BNA/2022, contributing to the programme to diversify the national economy.

Since its launch, approximately AOA 79 million in loans have been made available to small and medium-sized businesses, which has had an impact on more than 760 people, including more than 19 families and micro-businesses included in the financial system.

This programme covers artisanal fishermen’s cooperatives, located in the provinces of Zaire and Namibe, as well as the pipeline for 25 artisanal fishing boats, representing 40 fishermen’s households.





In all the Social Responsibility projects and initiatives, the Bank has donated around AOA 4.8 million, which has made it possible to create impact and change in society. All the initiatives performed over the last few years reflect the strong sense of mission of ATLANTICO's volunteers, as well as proving and reinforcing the Bank's strong sense of responsibility towards the local community. It is through

these integrated, consistent and continuous actions that the Bank daily honours its commitment to the future and to the transformation of society, with a view to building and strengthening a more informed, more sustainable community with "Values for Life".

### KWENDA PROGRAMME - Partnership with the Social Support Fund (SSF)

The KWENDA Programme is an Angolan government programme aimed at creating policies to support the poorest and most vulnerable families in the country.

Valued at USD 420 million, the programme is financed to the tune of USD 320 million by the World Bank, with the remaining USD 100 million coming from the National Treasury.

KWENDA is operated by the Social Support Fund (SSF), a government agency with legal personality and financial and administrative autonomy which, in coordination with other anti-poverty programmes, contributes to promoting the sustainable development of communities.

In addition to social cash transfers, the Programme also has three other lines of action, namely Productive Inclusion, Municipalization of Social Action through the creation of Integrated Social Action Centres (CASI) and Strengthening the Single Social Registry.

KWENDA aims to lift citizens out of extreme poverty by integrating them into income-generating activities, with the allocation of a minimum social income by direct monetary transfer to poor families with children under the age of five.

ATLANTICO supports the programme by making it possible to deliver the amounts, as well as the financial inclusion of the beneficiary families through the automatic opening of a bank account made through the Programme.

Under this programme, in 2023, ATLANTICO was able to support a total of 236,585 needy families in 21 Angolan municipalities, with an investment of approximately AOA 14,406,798,000.







# Appendix

## List of ESG Indicators - 2023

Commitment	Topic	Indicator	Unit	2023 (FY)
Inclusion and entrepreneurship	Agiliza (inclusion account)	Number of Customers	# Quantity	561.9 thousand
		% Women	%	25%
		% Men	%	75%
	Online platform *400#	Number of active subscriptions	# Quantity	1.1 million
		Volume of transactions	AOA	13 billion
	Banking agents	Number of agents	# Quantity	1.8 thousand
		Volume of transactions	AOA	3.8 billion
	"Malembe Malembe" project	Number of Customers (families) benefiting	# Quantity	19
		% Women	%	37%
		% Men	%	63%
		Estimated number of people impacted	# Quantity	760
		Volume of credit granted to small and medium-sized enterprises	AOA	79 million
Responsible management	Energy	Total consumption of the public network	MWh	10.2 million
		Renewable energy consumption	%	0%
		Total number of generators	# Quantity	76
	Water	Total fuel consumption for generators	litres	490 thousand
		Consumption	m <sup>3</sup>	13.6 thousand
		Total volume of printed documents	# Sheets	14.1 million
Inclusive management	Employee profile and diversity	Correspondence to Customers - A4	# Sheets	7.7 million
		Applications received	# Quantity	8.6 thousand
		New hires	# Quantity	213
		Total number of Employees	# Quantity	1,496

(To be continued)



(Continued)

Commitment	Topic	Indicator	Unit	2023 (FY)
Inclusive management	By gender	Women	# Quantity	739
		Men	# Quantity	757
		% woman	%	49.4%
		% men	%	50.6%
	By age group	Employees up to 30 years old	# Quantity	327
		Employees aged 30 to 40	# Quantity	856
		Employees over 40	# Quantity	313
		% Employees up to 30 years old	%	22.0%
		% Employees aged 30 to 40	%	57.0%
		% Employees over 40	%	21.0%
	Development training	Total participation in training (face-to-face and digital)	# Quantity	10.4 thousand
		% digital participation	%	54%
		% face-to-face participation	%	46%
		Total training hours	# Quantity	31.8 thousand
Average training hours for women		Number of hours - Average	21	
Average training hours for men		Number of hours - Average	21	
Average amount spent per Employee on training and development		AOA	73.5 thousand	
Scholarships		# Quantity	6	
Private social investment	Total investments	Total social investment	AOA	9.5 million
	Donations to projects	Miscellaneous donations	AOA	4.8 million
	Volunteering	Total number of Employees in volunteer work	# Quantity	993
		Total number of volunteer hours donated	# Quantity	3.8 thousand hours

## 2023 ANNUAL REPORT

BANCO MILLENNIUM ATLANTICO

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