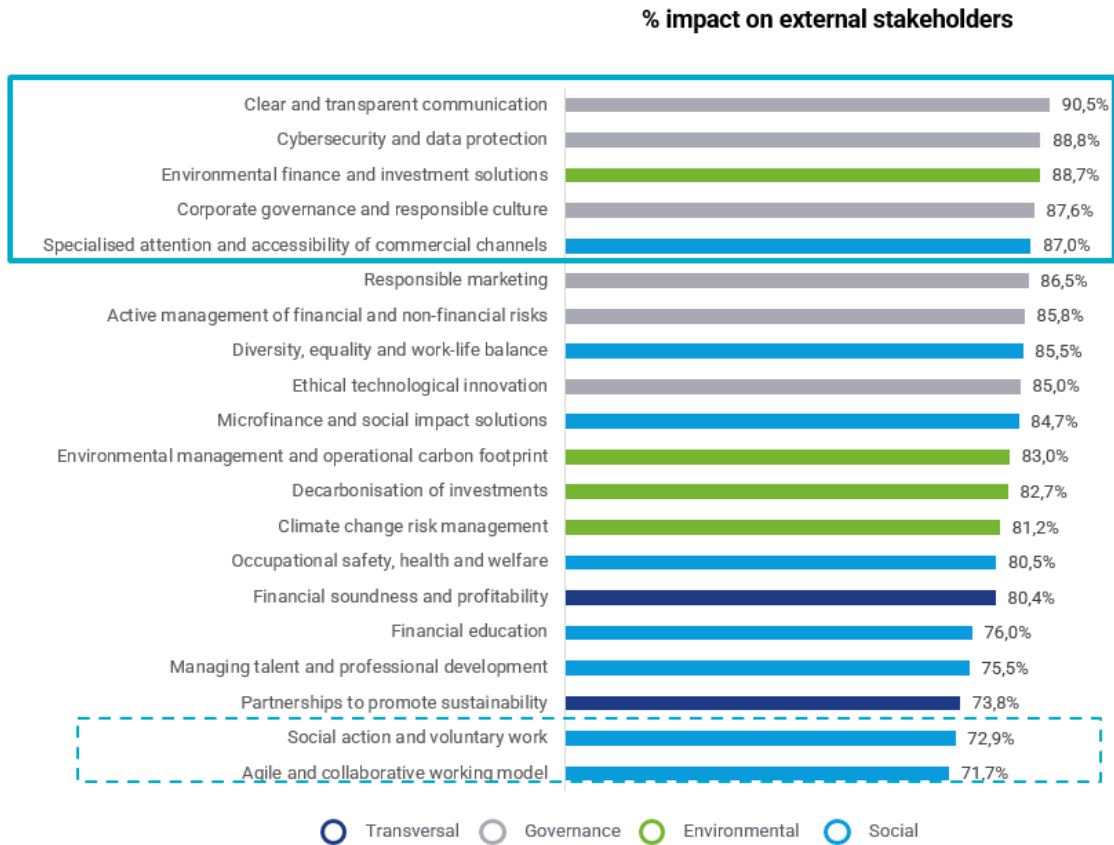


## EXTERNAL STAKEHOLDERS

### Details of the results of the 2022 materiality study



- The main issue of impact for stakeholders is **clear and transparent communication**.
- This is followed by a similar assessment **for cybersecurity and data protection and for environmental investment and financing solutions**.
- Matters regarding **corporate governance and specialised services** were also found to have a very high impact.
- Stakeholders identify only two topics with a moderate impact in their relationship with the bank: social initiatives and the flexible and collaborative work models.

*Base: 878 Customers, suppliers and experts interviewed.*

*The references are weighted by the weight (hierarchy) of each stakeholder.*

*Levels of impact (defined in the matrix)*

- *Very high: ≥ 87%*
- *High: 75% - 86%*
- *Moderate: < 75%*