



We're on a journey **TOGETHER**

Santander UK

Sustainability Supplement 2025

It starts here



Contents

WHAT'S INSIDE?



 [ACCESS SANTANDER UK'S ANNUAL REPORT](#)

Sustainability at Santander UK

Our sustainability highlights	03
A word from our CEO	04
How we report	06
Santander UK overview	07
Our Sustainability strategy	08
Our approach to materiality	09
Our impacts, risks, and opportunities	10
Medium-term scorecard	13
Engagement and collaboration	15

Environment

Our approach to environment	18
Embedding sustainability	19
Our approach to nature and adaptation	20
Mortgages	21
Corporate and Commercial Banking	24
Consumer Finance	27
Reducing our own environmental impact	29
Engagement and partnerships	30
Embedding climate in risk management	31
Assessing risk in our lending	32
Climate opportunities	33
Climate risks	34
Climate risk in our mortgage portfolio	35
Climate stress testing and scenario analysis	37
Environment metrics	39

Social

Our approach to social	45
Our customers	46
Our communities	48
Our people	50
Social metrics	52

Governance

Our approach to governance	57
Our governance	58
Governance metrics	62

Methodologies

Our performance metrics	64
Environment	65
Social	75
Governance	85

Reporting frameworks

Basis of preparation and reporting framework information	88
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Statements, assurance and further reading

Director's statement	91
Assurance report	92
Want to find out more?	97

Our Sustainability *HIGHLIGHTS*

We launched The Currency of Learning, a global report exploring gaps in financial knowledge and why stronger financial education matters.

Financial education

✚ YOU CAN READ MORE ON
PAGE 49

We launched a new five-year charitable partnership with The King's Trust to support young people across the UK.

The King's Trust

✚ YOU CAN READ MORE ON
PAGE 48

We created an award winning animation to help colleagues understand neurodiversity and support customers with confidence.

Inclusive support

✚ YOU CAN READ MORE ON
PAGE 47

Over 237,500 customers supported to become greener with products and services since 2021.

237,500 customers

✚ YOU CAN READ MORE ON
PAGE 13

£23.6bn of green finance raised and facilitated since 2021.

£23.6bn

✚ YOU CAN READ MORE ON
PAGE 13

A word from our CEO

“A significant milestone this year was the launch of our new five-year partnership with The King’s Trust. This partnership reflects our long-standing commitment to supporting young people who face barriers to education, employment or training.”



Mahesh Aditya,
Chief Executive Officer,
Santander UK

As I step into my new role as UK CEO, this report represents a moment of reflection. Under my predecessor Mike Regnier’s leadership, Santander UK has made considerable progress on its sustainability agenda, remaining focused on the needs of our customers and communities. There is much that we can be proud of. Of course, there remain significant challenges ahead – from climate transition and adaptation to social resilience – but they are not insurmountable. Banks have an important role to play, by working with others to support solutions that are fair, practical and built to last.

The past year has been one of continued uncertainty and change. Geopolitical tensions, shifting economic conditions and evolving political priorities in the UK have shaped the environment in which households, businesses and financial institutions operate. Against this backdrop, the debate around sustainability has remained polarised, with questions raised about necessity, pace, affordability and responsibility. But we believe these challenges remain for our customers and communities. The need to build resilience, improve opportunity and support long-term prosperity for all remains as real as ever.

At Santander UK, we believe our role is to respond in a way that is grounded, practical and focused on outcomes. Sustainability is not a standalone agenda for us. It is fundamental to how we support customers, how we invest in our communities and how we manage risk and opportunity across the bank. This year’s Sustainability Supplement again reflects that approach – measured, evidence-led and aligned to the realities of the UK market, while contributing to the wider ambitions of Banco Santander.

Social impact has been a particular focus this year. The pressures facing households and small businesses continue to be acute, and financial confidence has become increasingly important in helping people navigate everyday decisions. We have concentrated our efforts on supporting financial health and inclusion, strengthening access to education, skills and employability, and ensuring that vulnerable customers receive the support they need when it matters most.

Our continued investment in financial education through initiatives, such as The Numbers Game resources for parents and teachers in partnership with Twinkl, reinforces our belief that confidence with money is a critical life skill. In 2025, The Numbers Game reached approximately half a million children aged 5 to 16 across UK schools through free, curriculum-aligned resources, delivered in partnership with Twinkl. We welcome the news that the UK

We aim to support

2,500

young people by 2030, through our community partnerships such as with The King’s Trust.

£9.4m

invested in community support, funding initiatives focused on education and entrepreneurship, financial education and support for vulnerable people in 2025.

government recently made financial education a statutory part of the national primary school curriculum, something we have been calling on for many years.

A significant milestone this year was the launch of our new five-year partnership with The King’s Trust. This partnership reflects our long-standing commitment to supporting young people who face barriers to education, employment or training. By combining funding, colleague volunteering and practical skills support, we aim to support more than 2,500 young people by 2030, raise £1m through colleague fundraising, and create over 10,000 volunteering opportunities for colleagues to help young people develop the skills they need for better career prospects.

A word from our CEO continued

We continue to invest in community programmes that open up opportunity and build long-term resilience. In 2025, £9.4m was invested in community support, funding initiatives focused on education, employability and entrepreneurship, financial education and support for vulnerable people. Local engagement and partnerships are central to how we deliver impact. Santander UK is a national bank, but our role is played out locally – in communities, on high streets and through relationships with local partners who understand what is needed. That is particularly true in Milton Keynes, which has been the home of our Head Office since our Abbey National days.

We are proud of the part we play in the city and the wider region, and we continue to invest time, expertise and funding in local initiatives that support opportunity and resilience, including SkillUp:MK skills platform with Milton Keynes City Council, Milton Keynes College Group and The Open University. In 2025, we also provided bursaries for training at the Green Skills Centre, supporting qualifications in areas such as energy-storage systems, EV charging and solar installation.

Our colleagues remain central to its successful delivery. Across Santander UK, teams bring empathy, expertise and care to their work every day, whether supporting customers through financial difficulty, protecting people from fraud, or developing

more inclusive ways of serving customers with additional needs. This year, we continued to progress our people and culture agenda, with a focus on social mobility and skills – because the ability to learn, progress and build a career should not be limited by background. In 2025, colleagues completed the equivalent of 271,085 hours of learning, as we help people in their personal development.

Alongside our social priorities, we continue to engage actively on climate – with a pragmatic focus on where we can help unlock real-world progress for our customers and communities. For us, that means three things: accelerating clean energy, supporting the decarbonisation of buildings, and backing the green skills that make delivery possible. We know the transition will not happen by ambition alone. It will be shaped by demand, affordability, and the confidence people and businesses have that solutions will work for them.

Our research is a critical part of that approach. Insights from our Tomorrow's Homes report underline a simple truth: awareness is rising, but practical barriers still hold many households back – upfront costs, skills shortages, and uncertainty about long-term benefits. We use this evidence to engage policymakers on what will shift the market: stable, long-term policy signals, targeted incentives, and sustained investment in green skills. We also use

it to engage customers and communities – listening to lived experience, testing what helps, and shaping propositions that are realistic, not theoretical.

We also continue to use our convening role nationally – including during London Climate Action Week – to focus conversations on what will move the dial in the UK: the practicalities of retrofit, the investability of clean energy, and the conditions needed for a just and orderly transition. And we will keep collaborating through groups such as the Aldersgate Group and UK Finance, alongside partners across Banco Santander, to share insight and help scale what works.

As part of a global banking group, our Sustainability strategy is aligned with Banco Santander's overall direction and governance. That alignment brings scale, consistency and shared ambition. At the same time, we are clear that the UK market has distinct characteristics – from housing stock and energy infrastructure to regulatory frameworks and customer behaviour – that require tailored responses. This Supplement reflects that balance: alignment where it adds strength, and local focus where it adds relevance. It is also why we continue to prioritise engagement in the UK – with customers, communities, Government and peers – so that the transition is shaped by practical realities as well as long-term goals.

“We know the transition will not happen by ambition alone. It will be shaped by demand, affordability, and the confidence people and businesses have that solutions will work for them.”

Strong governance underpins this approach. Clear accountability, robust risk management and transparent reporting are essential to maintaining trust, particularly in a rapidly evolving regulatory environment. This year, we have continued to embed sustainability considerations into our governance structures, remuneration frameworks and decision-making processes, ensuring that progress is both disciplined and credible.

I would like to thank colleagues across Santander UK, and our many partners, for their continued commitment and dedication. Together, we will demonstrate how sustainability can make a meaningful difference – not through grand gestures, but through sustained effort, thoughtful collaboration and a clear focus on outcomes that matter.

Mahesh Aditya,
Chief Executive Officer,
Santander UK

Our colleague's development is important to us, with

271,085 hours

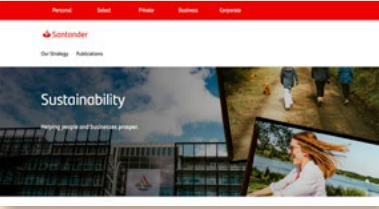
of learning completed in 2025.

£23.6bn

£23.6bn of green finance raised and facilitated since 2021.

How we report

This Sustainability Supplement provides a summary of our sustainability performance for 2025. It accompanies the Santander UK Group Holdings plc 2025 Annual Report and Accounts, which is referred to as ‘Santander UK’s Annual Report’ throughout the Supplement. Our full suite of Sustainability disclosures is shown below.

Our reporting suite¹	 Santander UK Annual Report¹	 Santander UK Sustainability Supplement²	 Santander UK Sustainability website	 Santander UK Modern Slavery Statement³	 Santander UK Gender Pay Gap Report 2025	 Banco Santander Group Annual Report
Information						
Sustainability strategy	✓	✓	✓			✓
Double materiality assessment		✓				✓
EU Corporate Sustainability Reporting Directive (CSRD)						✓
Taskforce on Climate-related Financial Disclosures (TCFD)	✓	✓				
Sustainability policies	✓	✓	✓	✓		✓
Gender and Ethnicity Pay Gap					✓	✓
Stakeholder engagement	✓	✓	✓			✓
Human rights	✓	✓	✓	✓	✓	✓
Streamlined Energy and Carbon Reporting (SECR)	✓					
Companies Act Section 172 requirement	✓					
+ ACCESS SANTANDER UK’S <u>ANNUAL REPORT</u>			+ ACCESS BANCO SANTANDER GROUP’S <u>FULL REPORTING SUITE</u>			

1 Santander UK Group Holdings plc 2025 Annual Report
2 Santander UK Group Holdings plc Sustainability Supplement 2025
3 Santander UK Group Holdings plc Modern Slavery Statement
Our reporting criteria are driven by regulation and material topics defined by our double materiality assessment.
More information on reporting suite requirements can be found in the Regulatory cross-referencing table towards the back of this Supplement.

Santander UK overview

WE FOLLOW THE SANTANDER WAY

Our purpose

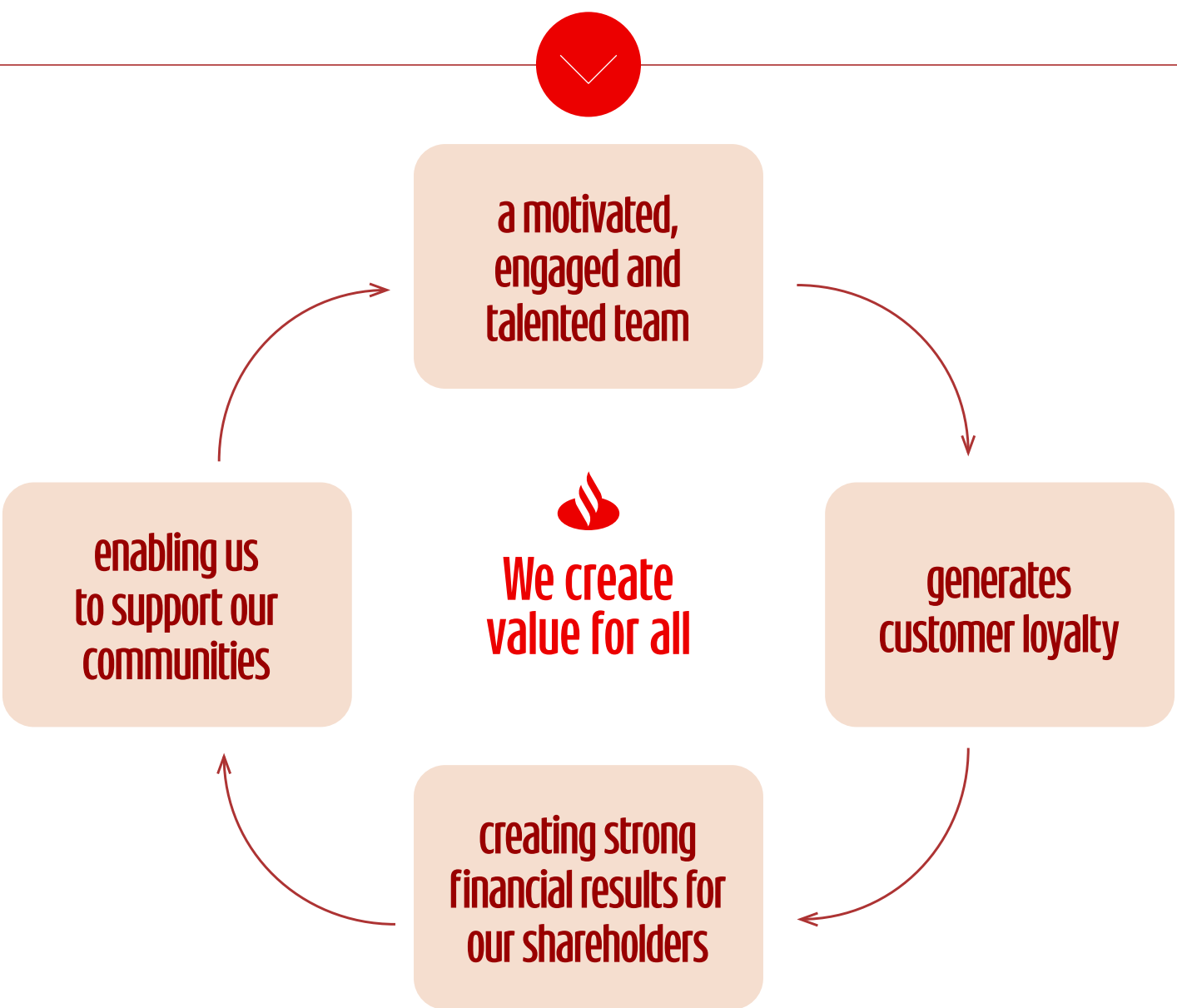
To help people and businesses prosper

Our aim

To be the best open financial services platform, by acting responsibly and earning the lasting loyalty of our people, customers, shareholders, and communities

Our how

Everything we do should be Simple, Personal and Fair



AT A GLANCE

13.6 million

active UK customers

c.15,000

full time equivalent employees

£169.0bn

in mortgage lending

£190.2bn

in customer deposits

OUR BEHAVIOURS

We live our values of Simple, Personal and Fair through our cultural behaviours



Think Customer



Embrace Change



Act Now

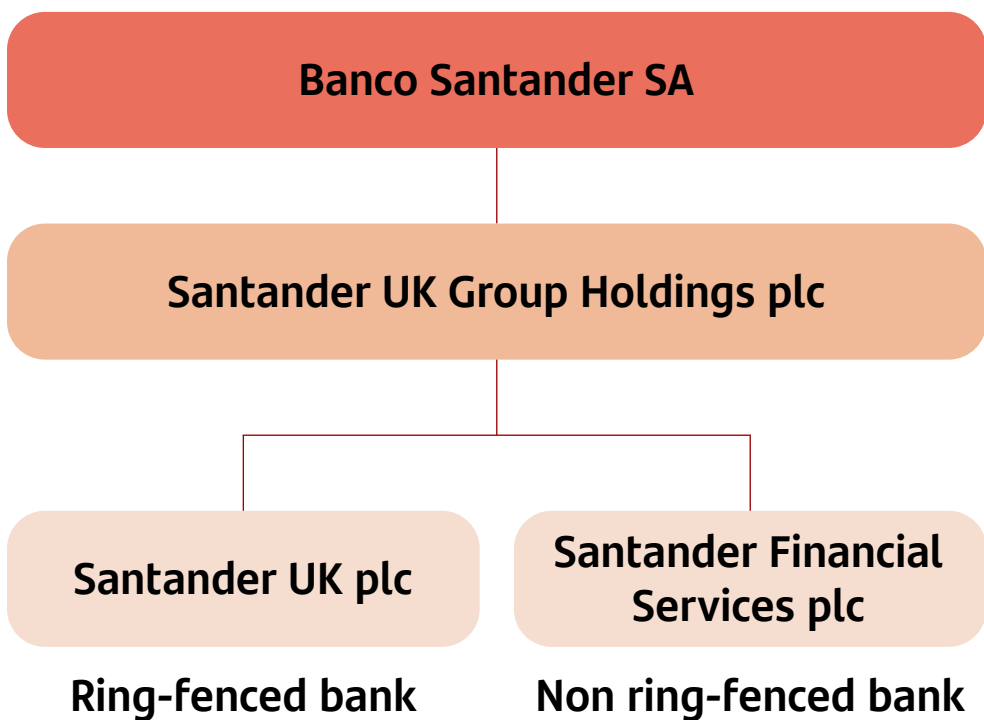


Move Together



Speak Up

OUR CORPORATE STRUCTURE



EMBEDDING SUSTAINABILITY

At Santander UK, we embed sustainability into our business strategy by linking climate action, financial health and inclusion, education, employability, and entrepreneurship, and strong governance to everyday decision making. This helps us support customers and communities while also managing our sustainability-related risks, impacts, and opportunities. We focus on practical support that builds financial confidence, opens access to opportunity, and helps customers and communities adapt to a changing world and supports whole of society resilience.

Our Sustainability strategy

Our Sustainability strategy is guided by our double materiality assessment (DMA) and reflects what matters most to our business and stakeholders.

Our environmental focus aims to support customers with their transition goals and provide financing for green solutions, renewable energy, and clean technologies. Our social objectives promote financial inclusion and financial health, and invest in the skills and opportunities that enable people and communities to thrive. Our governance framework ensures clear accountability and transparent decision-making on sustainability matters.

ENVIRONMENT



Supporting our customers in the green transition while tackling our key climate impacts, risks, and opportunities.

1. Supporting our customers in their transition goals
2. Embedding climate in risk management
3. Aiming to align our activity with the UN Paris Agreement

We're taking practical steps to support our customers with their environmental goals. We expand green finance, support renewable energy, and clean technology projects, and help customers make their homes be more energy efficient. By improving climate data, strengthening risk management, and working with partners, we aim to address barriers and build long-term progress.



[+ READ MORE ON PAGES 17 - 43](#)

SOCIAL



To support productive and inclusive growth for our customers, communities, and employees, enabling prosperity through financial health, skills, inclusion, and opportunity.

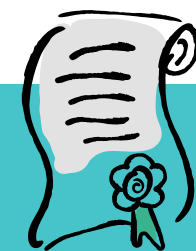
1. Our Customers: Making their better happen
2. Our Communities: Better communities
3. Our People: Unleash our people's potential

We help people build stronger financial capability and provide better access to skills and opportunity. This includes improving financial health, supporting education, employability, and entrepreneurship, and investing in young people and communities. We also develop our colleagues through learning, inclusion, and social mobility, creating the conditions for our people to grow and thrive.



[+ READ MORE ON PAGES 44 - 55](#)

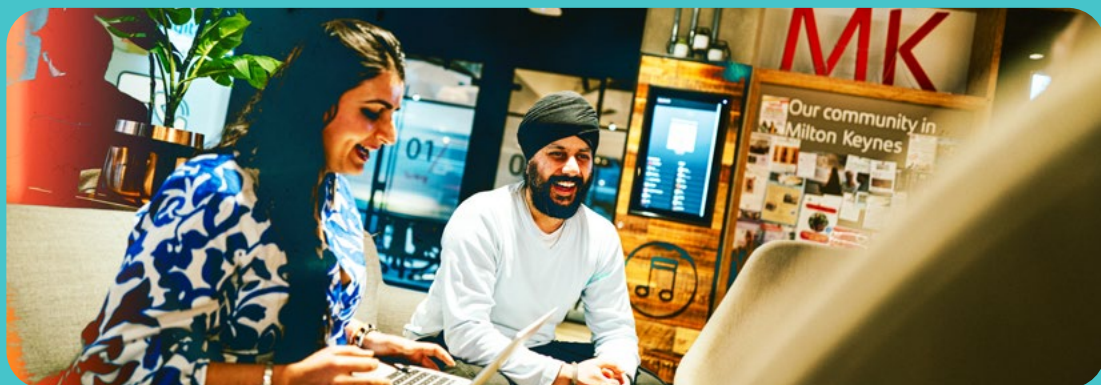
GOVERNANCE



To maintain clear and robust governance systems, with well-defined accountability, that support the success of Santander UK, its customers, and wider stakeholders.

1. Stakeholder engagement
2. Effective Board of Directors
3. Responsible practices and stakeholders' interests

Strong governance underpins everything we do. Clear Board oversight, defined accountability, and responsible decision-making guide how we manage risks, meet regulatory expectations, and maintain trust. By embedding culture, conduct transparent reporting across the company, we help decisions stay fair, consistent, and aligned with long-term value for customers, colleagues, and society.



[+ READ MORE ON PAGES 56 - 63](#)

Our approach to materiality

Identifying our priority sustainability topics

Santander UK conducts regular materiality assessments. These assessments identify our priority sustainability topics and underpin our Sustainability strategy. In 2024, Banco Santander introduced a new double materiality assessment (DMA) for all Santander entities. Banco Santander is aligned to the EU Corporate Sustainability Reporting Directive (CSRD) requirements.

Santander UK is not in scope for the EU CSRD, but we actively contribute to Banco Santander's disclosures. This means many of our reporting methodologies are aligned, including materiality assessments. We continue to comply with all mandatory regulations, and details can be found in our cross-referencing tables towards the back of this report.

Our Sustainability strategy is aligned with Banco Santander Group's material topics

Material sustainability topics	Impact		Financial	
	Positive +	Negative –	Risk	Opp.
Climate change				
Own workforce				
Affected communities				
Consumers and end-users				
Business conduct				
Thresholds:	Critical >4.5	Significant 4.5 – 3.5	Informative 3.5 – 2.5	Minimal <2.5

and governance framework. We embed Group's three action lines—Think Value, Think Customer, and Think Global. This contributes to Banco Santander level double materiality conclusions, with UK-specific impacts, risks and opportunities (IROs) disclosed herein.

The 2024 DMA identified Santander UK's key sustainability IROs. We are fully aligned with Banco Santander on the five main material topics outlined in the table below, though we maintain some UK-only IROs. Our management responses, shared with Banco Santander, support continued alignment.

Impacts: We disclose the positive and negative effects our business can have on the environment and society. This can reflect an inside-out perspective, showcasing how business activities influence the wider world, and also impacts within the business.

Risks: We identify potential threats to Santander arising from sustainability issues, including financial implications. This reflects an outside-in perspective on how these factors may negatively affect the business.

Opportunities: We explore the potential advantages that can be gained from emerging sustainability trends. It reflects an outside-in perspective, highlighting how these factors may benefit Santander.

Last year, we reported Banco Santander's IROs to present alignment with our wider Group. This year, we are disclosing IROs at a UK level. This includes UK-specific IROs in addition to those that align directly with Banco Santander's, to provide greater transparency for Santander UK stakeholders.

Our methodology

Our impacts, risks, and opportunities are mapped against the ten topics set out in the European Sustainability Reporting Standards (ESRS). We assess each topic through two lenses:

- 1. Impact materiality:** the difference we make on each sustainability topic, from the environment to people's lives, and how our business decisions influence long-term outcomes.
- 2. Financial materiality:** the risks and opportunities that sustainability presents for our business, now and in the future.

Every topic is scored out of five, with 3.5 being the threshold for materiality. Impact and financial considerations are weighted differently to represent both people and performance fairly.

Our assessment covers our UK operations and value chain, using available data, tools, and insights from those who matter most: our stakeholders. Listening to them helps us see beyond numbers and focus on what's real and relevant.

Through this process, five topics emerged as material for Santander UK:

- Climate change
- Our own workforce
- Affected communities
- Consumers and end-users
- Business conduct.

Each of these areas connects directly to our UK Sustainability strategy. For every topic, we've defined specific IROs. This helps us manage, monitor, and assign ownership across our business.

This approach underpins our 2024 DMA. We'll repeat this process every two to three years, or sooner when our business or the world around us changes. Because staying responsible means staying responsive.

IRO management

In 2025, we developed clear governance plans for each IRO. We engaged with stakeholders across the organisation to define clear ownership and to put metrics and measurement processes in place. We also established governance pathways and aligned with Banco Santander where possible. We will monitor and review our processes to have a clear view of our performance against these topics. Our future ambition is to review in further detail the financial implications of our IROs, building on the detail we have disclosed this year.

Note: Our material topics and their IROs are considered over a short to medium time horizon of one to five years. Qualitative analysis by Banco Santander for the whole group suggests that if a longer time horizon was used there would be no material changes to the topics or IROs.

Our sustainability impacts, risks, and opportunities

Key

+ Positive impact - Negative impact R Risk O Opportunity [Short-term icon] Short-term time horizon [Medium-term icon] Medium-term time horizon [Long-term icon] Long-term time horizon

The table below outlines the IROs linked to each of our material sustainability topics. These are specific to Santander UK.

Section	Material topic	Material sub-topic	Impact, Risk, or Opportunity	Title	Management response	Linked to¹	Time horizon	Read more
Environment	E1 Climate change	Adaptation and mitigation	O	Growth in financing specific sustainable opportunities	Increased scrutiny on energy efficiency, including via regulations, will likely drive our retail customers to retrofit, potentially requiring additional financing. We are developing tailored products to support customers in meeting regulations using insights gained from our Tomorrow's Homes report . This year, we have achieved our target to raise and facilitate £20bn of green finance since 2021. Internal governance has been established and embedded to oversee our approach to sustainable lending.	Value chain	[Progress bar]	+ SECTION ENVIRONMENT PAGE 33
			-	Adverse impact on the environment via financing activity, e.g. granting loans to companies in high polluting sectors	To avoid detrimental impact on the environment from our financing activity our internal policy guides our teams on which high-risk sectors Santander UK can and cannot engage with and any due diligence required. We monitor and disclose financed emissions from our Commercial Real Estate, Auto Finance, and Mortgages portfolios and seek to better understand opportunities to unlock demand for sustainability-related financial products. For example, we are undertaking research to support this ambition and provide informed engagement with government.	Value chain	[Progress bar]	+ SECTION ENVIRONMENT PAGES 24-25
			R	Failure to comply with regulatory and supervisory expectations	A dedicated horizon scanning approach helps us to identify and manage new sustainability-related requirements, supports compliance with all relevant regulation and aid us to consistently contribute to industry consultations. Non-compliance could lead to fines and reputational impact that damages Santander UK's image and trust with stakeholders.	Business model	[Progress bar]	+ SECTION CROSS-REFERENCING TABLES PAGES 89-90
			R	Reputational risk from the perception of Santander UK's progress with climate related policies and objectives	Not fulfilling our public objectives and/or policies is a reputational risk that could damage Santander UK's image and trust with stakeholders. Our Sustainability strategy is the source of our public commitments and is overseen by internal governance processes, including risk appetite. Our Sustainability strategy is influenced by Banco Santander, external regulation, and government policy with updates provided annually in this Sustainability Supplement and our Annual Report.	Business model	[Progress bar]	+ SECTION MEDIUM TERM SCORECARD PAGES 13-14 SECTION ENVIRONMENT PAGE 30
		Energy	+	Contribution to protecting the environment by driving an increase in the use of renewable energy and other low-carbon technologies	We support our customers in their transition ambitions while managing our climate-related risks and impacts. We finance the development of innovative, clean technology and our customers' transition. The UK Government's Clean Power 2030 Action Plan offers opportunities to increase our financing of renewable energy infrastructure and battery storage.	Business model and value chain	[Progress bar]	+ SECTION ENVIRONMENT PAGES 17-43
Social	S1 Our workforce	Working conditions	+	Promoting employee health, wellbeing, safety, and work-life balance	Global and UK policies set out how we protect the health, safety, and wellbeing of our employees and promote healthy lifestyles. Data is used to shape our wellness offerings and initiatives, and listening and engagement activities take place to increase awareness of available support. Our managers are also empowered to provide day-to-day flexibility to support their people, within the boundary of our current ways of working, which requires a minimum office attendance. We continuously review and monitor emerging trends with a focus on our current workforce and employees' future needs.	Business model	[Progress bar]	+ SECTION SOCIAL PAGES 50-51
		Equal treatment and opportunities for all	+	Promoting a workforce that reflects the diverse society we live in and encourages collaboration, providing the same opportunities for all our employees	Our inclusive culture ambitions are outlined in our Annual Report and this Supplement. Our fundamental aim is to create an inclusive environment that offers equal opportunity for all, regardless of gender, disability, or other characteristics while also helping our employees develop by promoting learning, and providing fair working conditions. More information on gender and ethnic representation can be found in our Pay Gap Report.	Business model	[Progress bar]	+ SECTION SOCIAL PAGES 50-51
		Employee rights	-	Failure to ensure employee privacy and data security	In 2025, Banco Santander experienced a reportable data breach that impacted, amongst other group entities, Santander UK. The impact was limited to Santander UK employees' personal information. We have subsequently continued to enhance our threat prevention controls and test our business area recovery plans against a range of scenarios. We continue to see increasing ransomware attacks across all sectors, driven by compromises in supply chain tools, and we expect this trend to remain. We also invested in skills and resources to manage cybersecurity risks and monitor cybersecurity threats, including from the geopolitical environment. In 2025 Santander UK had no material information security or cyber incidents occurred, however like any other organisation we remain exposed to the threat of attack and the possibility of breaches.	Business model	[Progress bar]	+ SECTION GOVERNANCE PAGES 57-63 EXTERNAL LINK ANNUAL REPORT PAGE 147

1 Business model refers to Santander UK's internal activities. Value chain refers to both upstream and downstream activities or impact.

Our sustainability impacts, risks, and opportunities continued

Key

Legend for impact types and time horizons: Positive impact (+), Negative impact (-), Risk (R), Opportunity (O), Short-term time horizon (red), Medium-term time horizon (red), Long-term time horizon (red).

Section	Material topic	Material sub-topic	Impact, Risk, or Opportunity	Title	Management response	Linked to¹	Time horizon	Read more
Social continued	S3 Affected Communities	Communities' economic, social, and cultural rights	-	Communities could be negatively impacted due to financed activities or projects resulting from inadequate governance	As part of Banco Santander, we adopt the Equator Principles to assess and manage environmental and social risks in project finance and related transactions. Furthermore, to avoid potential social or environmental harm, we contribute to the economic, financial, and social development of our communities with a special focus on education, employability, and entrepreneurship.	Value chain		+ SECTION SOCIAL PAGES 48-49 SECTION GOVERNANCE PAGE 59
	S4 Consumers and end users	Information-related impacts	-	Lack of customers, employees, or shareholders' privacy protection	As per the Banco Santander 2025 data breach impacting employees, a failure to guarantee privacy protection for our stakeholders through database infrastructure and data software used by Santander UK could cause a breakdown of trust and long-term relationships with customers, employees, shareholders, and other stakeholders. Governance structures are in place, including policies and key performance indicators, to manage and mitigate this.	Business model		+ SECTION GOVERNANCE PAGES 57-63 EXTERNAL LINK ANNUAL REPORT PAGE 147
			-	Customer complaints not acted upon to drive necessary change due to inadequate systems and processes	To avoid the potential breakdown of trust and long-term relationships, and to remain a trusted partner to our customers we have clear governance structures in place to assess customer complaints and take appropriate action. Complaints metrics can be found in this Supplement.	Business model and value chain		+ SECTION SOCIAL PAGES 46-47 GOVERNANCE PAGE 62
			R	Risk of lower customer trust due to data privacy events	Customer trust could be damaged by the lack of effective detection and/or response to data privacy events, such as breaches like that experienced in 2025 by employees across Banco Santander. To mitigate this risk, we have clear governance structures and track key performance indicators in line with internal policy.	Business model and value chain		+ SECTION GOVERNANCE PAGES 57-63 EXTERNAL LINK ANNUAL REPORT PAGE 147
			R	Inadequate practices in customer treatment (including transparency and suitability)	If Santander UK fails to provide sufficient information and transparency on a product or service a customer is signing up for, including in relation to pricing, customers could experience a negative impact. This could result in a breakdown of trust and long-term relationships with customers. To remain a trusted partner to our customers, we need to offer products and services that adapt to their needs while applying responsible practices. We have robust governance processes relating to pricing.	Value chain		+ SECTION SOCIAL PAGES 46-47
		Social inclusion	+	Offering products and services that adapt to customer needs and expectations and promoting financial inclusion and health	Customers benefit from Santander UK in a number of ways. We develop products and services tailored to their needs, promote access to basic financial products and services for unbanked people or underserved collectives, and work to improve financial capabilities and promoting financial health. We track data on financial inclusion and health, and disclose it in this Supplement.	Business model and value chain		+ SECTION SOCIAL PAGES 46-47
			-	Not guaranteeing customers' (including vulnerable customers) right to usability and accessibility by failing to establish product modifications	To avoid the potential breakdown of trust and long-term relationships with customers, our governance follows the principles of acting in good faith towards retail customers, avoiding foreseeable harm, and supporting users to pursue their financial objectives, which is in line with current regulation. This includes governance related specifically to accessibility and vulnerable customers.	Business model and value chain		+ SECTION SOCIAL PAGES 46-47
Governance	G1 Business conduct	Corporate culture	R	Risk that the requirement to increase transparency will impact climate-related sustainability goals	A formal policy guides how our sustainability goals are set and they are influenced by various factors, including regulatory and government policy alignment. We disclose targets in this Supplement and our Annual Report to be transparent and accountable. Governance structures are in place to ensure that increasing transparency requirements on public targets do not reduce the ambition of our goals or create undue exposure. Our goals are set to deliver meaningful progress while balancing transparency with responsible risk management.	Business model		+ SECTION MEDIUM TERM SCORECARD PAGES 13-14
			+	Acting responsibly and considering not only the interests of investors and Santander UK, but also the impact on employees, society, and the environment	Our culture promotes decision making that considers all stakeholders' interests. We are encouraged to act responsibly through strong governance and culture underpinned by our Code of Conduct. Our Annual Report and this Supplement reference our focus on responsible banking. These reports provide a fair and balanced overview of Santander UK activity over the reporting year. All material impacts, both positive and negative, linked to Santander UK are publicly disclosed.	Business model		+ SECTION GOVERNANCE PAGE 58

1 Business model refers to Santander UK's internal activities. Value chain refers to both upstream and downstream activities or impact.

Our sustainability impacts, risks, and opportunities continued

Key

+ Positive impact - Negative impact R Risk O Opportunity Short-term time horizon Medium-term time horizon Long-term time horizon

Section	Material topic	Material sub-topic	Impact, Risk, or Opportunity	Title	Management response	Linked to¹	Time horizon	Read more
Governance continued	G1 Business conduct	Corporate culture (continued)	R	ESG-specific regulatory risk determined by oversight and planning activities	Regulatory risk is managed through our risk management processes. These include tracking risk metrics and controls, and sustainability horizon scanning. Horizon scanning aims to identify new or updated regulation or government policy well in advance of any impact, which allows time for consideration, preparation, and adaptation.	Business model		+ SECTION GOVERNANCE PAGE 61
			R	Risk of the Board lacking relevant understanding of ESG financial risk	ESG is discussed at Board level via Responsible Banking Committee (RBC), which meets periodically throughout the year. The RBC provides oversight of the sustainability agenda and directs Board attention to matters of key importance. Board members must complete annual mandatory training which includes sustainability topics. These mitigating actions help sustainability topics remain prominent in Board discussions, enabling proactive and productive response to ESG financial risk.	Business model and value chain		+ SECTION GOVERNANCE PAGES 60-61
		Bribery and corruption	-	Harm to society due to bribery and corruption	Bribery and corruption can cause harm to society and damage customers' and other stakeholders' trust. We have policies in place for anti-bribery and corruption (AB&C) and ethics channels where concerns can be reported. These channels are available to employees and external stakeholders to report substandard practices by Santander UK or its employees. Santander UK has no appetite for AB&C Policy breaches.	Business model and value chain		+ SECTION GOVERNANCE PAGES 58-59
			R	Risks from inadequate behaviour or conduct	Inadequate behaviour or conduct by employees could cause reputational damage or lead to a loss of trust from customers and other stakeholders. To mitigate this risk, we have policies for AB&C and our ethics channel is in place where concerns can be reported. These channels are available to employees and external stakeholders to report substandard practices by Santander UK or its employees. Santander UK has no appetite for AB&C Policy breaches.	Business model		+ SECTION GOVERNANCE PAGES 58-59
		Protection of whistleblowers	-	Failure to improve leads to increased incidents	An increase in incidents is an operational risk. This could occur by not effectively resolving incidents reported through our ethics channel and not implementing continual improvements. To mitigate this, and avoid a loss of stakeholder trust, reports are tracked through our ethics channel and a clear whistleblowing review process is in place that highlights key areas for improvement.	Business model and value chain		+ SECTION GOVERNANCE PAGE 62
			+	Protect the confidentiality of users of Santander UK's ethics channel (whistleblowers) and have an effective reporting system in place that follows robust principles and procedures	Whistleblowers' confidentiality is protected through an effective communication system. Consistent information is reported to governing bodies using standardised principles and procedures within our ethics channel. Mechanisms are available for whistleblowers to escalate confidentially and/or anonymously (and according to regulatory requirements) substandard practices by Santander UK or its employees.	Business model		+ SECTION GOVERNANCE PAGE 59
		Management of supplier relationships	R	Risk from failing to implement appropriate operational resilience	Clear governance structures, including policies and frameworks, are in place to support management and mitigation of operational resilience risks.	Business model and value chain		+ SECTION GOVERNANCE PAGE 61
			+	Promoting responsible practices among suppliers. Engagement and assessment of ESG performance	We engage regularly with strategically important suppliers on sustainability, including providing sustainability insights and areas for improvement. Supplier requirements, including on engagement, are outlined in our Supplier Code of Responsibility.	Business model and value chain		+ SECTION GOVERNANCE PAGE 59

1 Business model refers to Santander UK's internal activities. Value chain refers to both upstream and downstream activities or impact.

Medium-term scorecard

In 2021, we introduced our Sustainability medium-term scorecard, setting clear ambitions to be achieved between 2025-2030 for our key sustainability topics. These ambitions are designed to support Banco Santander's wider sustainability ambitions while reflecting our priorities in the UK.

At year end, we achieved all ambitions due to conclude by 2025. We have also included new ambitions related to our partnership with The King's Trust and included global ambitions from Banco Santander that relate to Santander UK as outlined on the right hand side.

As our business continues to transform, we will look to further align UK performance with Banco Santander's global ambitions. We will use 2026 to determine the most appropriate approach for defining future UK ambitions, ensuring they remain relevant, credible, and aligned with our strategy and regulatory expectations. Performance to 31 December 2025 is presented in this section of the report.

In accordance with Listing Rule 9.8.6(9), the metrics on this page relate to the Board and executive management as at 31 December 2025. Our workforce is UK-based and our ambitions relate to UK performance in compliance with relevant UK law. These ambitions support business performance and all employment decisions are based on merit. Please note, gender and inclusive culture initiatives are in accordance with UK law. Santander UK's employees are in the UK, and these initiatives and targets are focused on UK based employees.

Our ambition:
Support **2,500** young people in partnership with The King's Trust by 2030.

Our Communities: Better communities
Through our partnership with The King's Trust, we aim to support 2,500 young people between 2026-2030 who are not in education, employment, or training (NEET). The focus is on helping them build the skills, confidence, and experience needed to improve career prospects and move closer to sustainable employment.

Our ambition:
Fundraise **£1m** for The King's Trust by 2030.

Our Communities: Better communities
Our £1m fundraising ambition between 2026-2030 will help The King's Trust to expand its reach and deepen support for young people who are NEET. This reflects our support for programmes that help young people develop practical skills and access opportunities that improve long-term employability.

Our ambition:
Provide **10,000** colleague volunteering opportunities via The King's Trust

Our Communities: Better communities
Our volunteering ambition of 10,000 colleague contributions between 2026-2030 reflects a dual benefit from The King's Trust partnership. Not only will colleagues support young people with mentoring, skills-sharing, and employability activities, they will also develop their own personal and professional skills through meaningful volunteering.

Our ambition:
35% of senior employees from lower socio-economic backgrounds by 2030.

Our People: Unleash our people's potential
We made improvements to the data collection process that captures our employees' socio-economic background in 2025. Our plan for 2026 is to improve socio-economic data completeness to support this ambition and deepen our understanding of our people.

Our ambition:
£20bn green finance raised and facilitated by 2025.¹

Our progress:

2023	£13.3bn
2024	£17.2bn
2025	£23.6bn

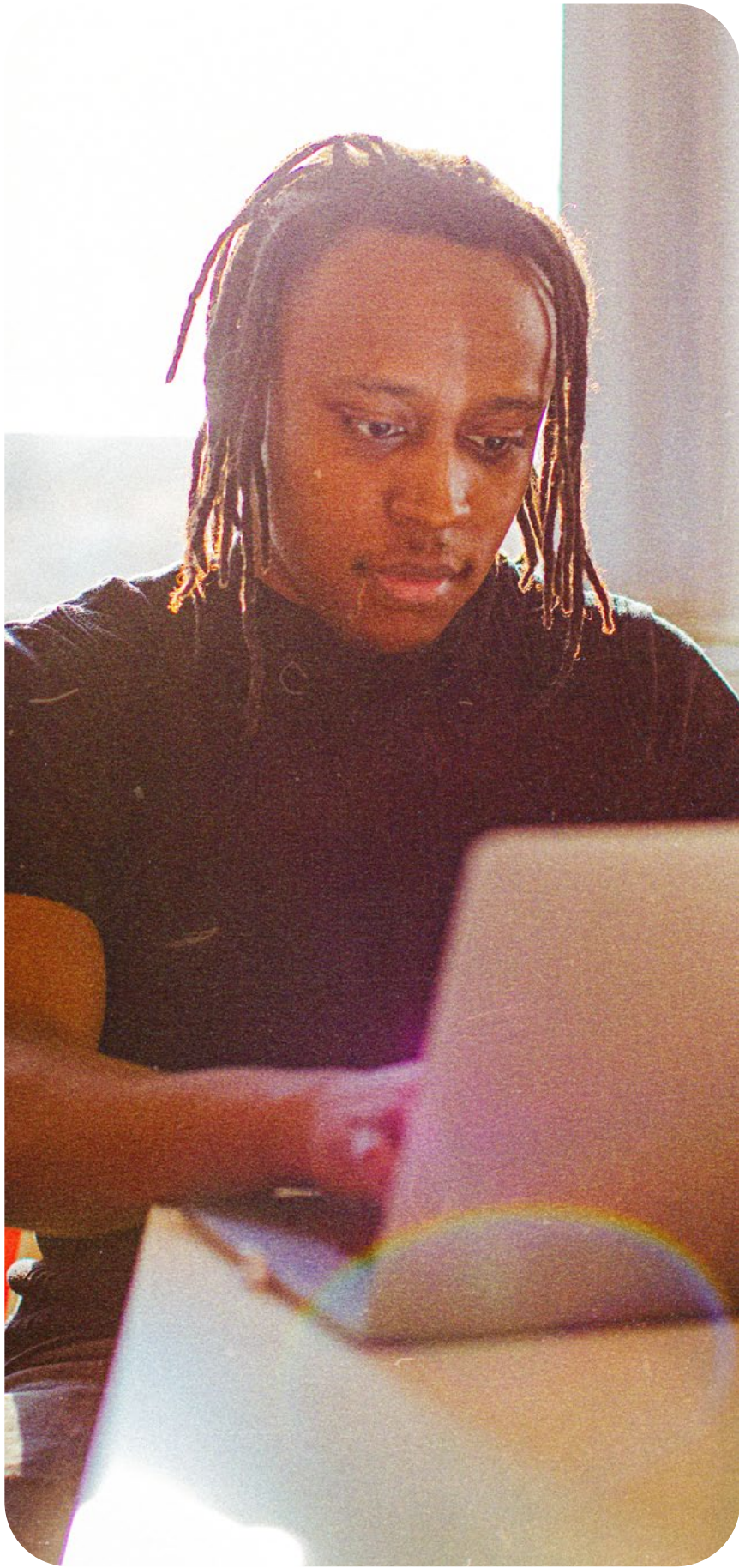
Supporting our customers in the green transition
In 2025, we exceeded our target, raising £23.6bn against a £20bn ambition. This outperformance was driven primarily by Energy Performance Certificate (EPC) A and B mortgage lending, alongside financing for electric and plug-in hybrid vehicles for retail customers.

Our ambition:
180,000 customers supported with green products and services by 2025.

Our progress:

2023	105,000
2024	152,000
2025	237,500

Supporting our customers in the green transition
Since 2021, a total of 237,500 customers have been supported, considerably exceeding the target of 180,000. Performance has been driven primarily by increased demand for lower-emission vehicle finance and further supported by growth in EPC A and B mortgage lending.



¹ Banco Santander uses an internal classification system to define what investments can be considered green or social financing. We apply this to our lending and identify the following as green finance: Renewable energy and other clean energy financing; mortgages on properties with "A" or "B-rated" EPC; and financing for electric, hybrid, and plug-in hybrid electric vehicles (PHEV) with emissions below 50g CO₂/km. Cumulative since 2021.

Medium-term scorecard continued

Our ambition:
Achieving net zero in our own operations (Scope 1 and 2) by 2030 against the 2019 baseline shown as a percentage

Our progress:



Aiming to align our activity with the UN Paris Agreement
In 2025, our market-based Scope 1 and 2 emissions fell significantly compared with 2024, contributing to a total reduction of 70% from our 2019 baseline. This progress reflects continued efforts to cut energy use across our properties, improve energy efficiency through enhanced building management systems, and streamling our estate to make better use of our spaces.

Our ambition:
16% of senior employees from Asian, Black or minority ethnic backgrounds by 2026.

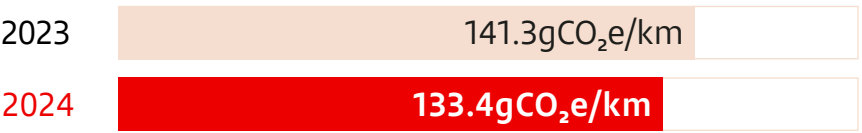
Our progress:



Our People: Unleash our people's potential
The 2025 dip in ethnicity representation reflects the impact of ongoing transformation. In response, we will strengthen diverse talent pipelines, increase senior-level sponsorship of our ethnicity networks, and continue listening to colleagues to remove barriers to progression. Our binary ethnicity pay gaps continue to narrow, with 2025 delivering the first reduction in the Black pay gap since 2020.

Our ambition:
Reduce financed emissions for auto finance to 70-109 gCO₂e/km by 2030.

Our progress:



Aiming to align our activity with the UN Paris Agreement
In 2024, our auto finance emissions fell to 133.4 gCO₂e/km, marking continued progress towards our 2030 target. This reflects steady demand for lower-emission vehicles and strong sales of EV and hybrid vehicles, which have continued into 2025. Looking ahead, further progress will depend on economic conditions and continued consumer demand for lower-emission vehicles.

Our ambition:
Women to represent 40% of the Board by 2028.

Our progress:



Effective Board of Directors
During 2025, we achieved two of the three goals in our Board Diversity and Inclusion Policy, which are due to be delivered by 2028. These are shown to the right. However, further work remains in order to hit our Board gender diversity target of 40% of women on the Board by 2028. Given the size of the Board any changes to its composition can have a significant impact on this target.

Our ambition:
Community support of £8m in education, employability, and entrepreneurship programmes by 2026.

Our progress:



Our Communities: Better communities
Investment in education, employability, and entrepreneurship continued to be a core priority in 2025, reaching £7.4m. As programmes expanded to engage wider and more diverse communities, associated delivery costs (including VAT) increased in line with this growth and are reported separately from community support.

Our ambition:
One female senior board position by 2028.

Our progress:



Effective Board of Directors
We now have a female Senior Independent Director, one of the four top roles on the Board (Senior Independent Director, Chair, CEO, and CFO). This aligns to our target to achieve and maintain at least one such Board member by 2028.

Our ambition:
40% of senior employees to be female by 2030.

Our progress:



Our People: Unleash our people's potential
This year, we undertook further research into the barriers that hinder women progressing into senior roles. It reinforced our existing action and informed our plans for 2026. These include a structured sponsorship framework providing access to senior advocates and opportunities for female employees, re-shaping the executive recruitment process, lifting the female joiner ratio, and focusing on retaining our existing female talent.

Our ambition:
One Board member of non-white minority ethnic background by 2028.

Our progress:



Effective Board of Directors
A Board member from a non-white ethnic minority background was appointed to the Board on 01 October 2025. This aligns to our target to achieve and maintain at least one such Board member by 2028.

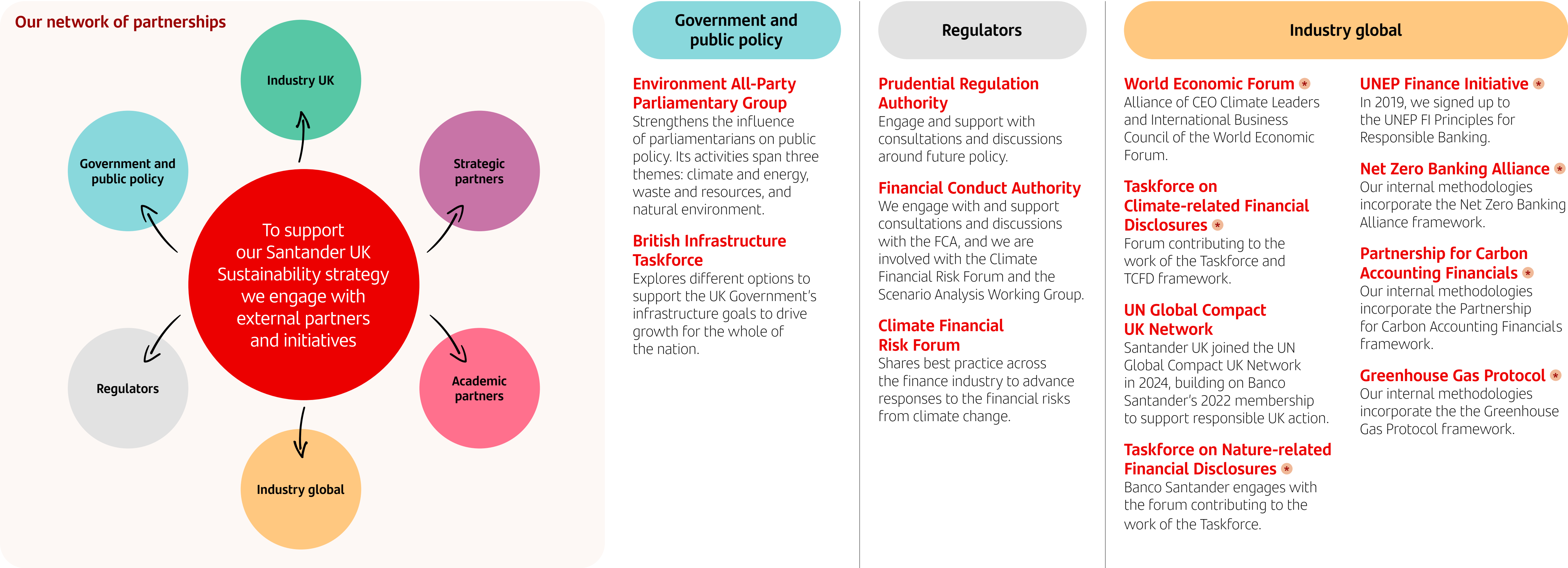


Engagement and collaboration

Key

* Led by Banco Santander

Our partnerships and memberships keep us connected, informed, and accountable. We work with organisations across finance, industry, education, and civil society to share knowledge and learn from others. These collaborations help us align with recognised standards and raise ambition across sectors. Working with partners also helps us spot risks early, find new opportunities, and deliver practical solutions for a just and orderly transition. By combining expertise and resources, we extend our impact beyond finance to support resilient businesses, thriving communities, and a more sustainable UK economy.



Engagement and collaboration continued

Key

* Led by Banco Santander

Industry UK

UK Finance
Collaborates with industry and government on a variety of topics including UK and international sustainability regulation, climate disclosure, and transition planning.

Green Finance Institute
Work to accelerate the development of practical green finance solutions. Contributes to the TNFD UK National Consulting Group and is a founding member of the Coalition for Energy Efficiency of Buildings (CEEB), and financing for nature group.

Incorporated Society of British Advertisers – Sustainability Forum
A member-led working group exploring barriers to sustainable advertising and shaping industry positions on climate action through shared insight and feedback.

UK Sustainable Investment and Finance Association
Membership organisation representing financial services firms, aimed at boosting the growth of sustainable finance in the UK.

Aldersgate Group
A politically impartial, multi-stakeholder alliance championing a prosperous, net-zero, environmentally sustainable economy.

TheCityUK
Members of the Sustainable Finance Group, a group that convenes senior stakeholders to promote the UK as a leading global hub for green investment and sustainable finance.

Chapter Zero
A group for non-executive directors (NEDs) and chairs who are integrating climate action into business strategy. This includes NEDs from Santander UK.

Strategic partners

The King’s Trust
Our national charity partnership for 2025-2030 to help young people across the UK to build a better future for themselves and their communities.

Twinkl
Working together to deliver The Numbers Game – free, curriculum-friendly learning materials created by teachers, designed to provide essential numeracy and financial education to help build money confidence in both primary and secondary schools.

SkillUp:MK
Founding member of SkillUp:MK. A new initiative bringing together Milton Keynes College Group, Santander UK, The Open University, and Milton Keynes City Council to offer digital, sustainability, and leadership training to boost skills, employability, and career opportunities in Milton Keynes. We are providing 50 bursaries for training provided by SkillUp:MK.

National Parks
Founding member of ‘Net Zero with Nature’ which focuses on nature-based carbon reduction projects.

Foundation for Education Development
Supporting a range of future education projects, including a national strategy for the development of financial wellbeing for students.

Net Zero Group
Carbon footprint calculator and education tool for our Consumer Finance customers.

Build Ahead UK
Partnership aiming to develop the UK’s first truly zero-carbon buildings shaping the market for the future. We are also working to support sustainable real estate, identifying financing gaps and practical solutions to advance zero-carbon buildings across the UK Commercial Real Estate sector.

Carbon Literacy Project and Auto Trader
Auto finance-specific sustainability training for our Consumer Finance teams.

Academic partners

University partners
We partner with UK universities to provide scholarships supporting students into and through higher education. Includes work experience and internship opportunities with local businesses to help students get job ready.

Exeter University
A partnership to explore nature-based solutions, improve understanding of flood risk, and inform practical climate resilience action.

Banking Environment Initiative *
Coordinated by the Cambridge Institute for Sustainability Leadership, we’re part of the Bank 2030 initiative, to create a roadmap for the banking sector to support society’s transition to a low-carbon economy.

University of Birmingham
Founding Partner of the National Centre for Decarbonisation of Heat (NCDH), which aims to rapidly scale up the manufacturing, skills, and deployment of low-carbon heat solutions.

London School of Economics and Political Science
We are participating in the ATTENUATE collaborative project to support unlocking private sector funding for climate adaptation, building the case for greater public sector investment, and addressing governance barriers to investment.

Environment



WHAT'S COVERED



Our approach to environment	18
Embedding sustainability	19
Our approach to nature and adaptation	20
Mortgages	21
Corporate and Commercial Banking	24
Consumer Finance	27
Reducing our own environmental impact	29
Engagement and partnerships	30
Embedding climate in risk management	31
Assessing risk in our lending	32
Climate opportunities	33
Climate risks	34
Climate risk in our mortgage portfolio	35
Climate stress testing and scenario analysis	37
Environment metrics	39

Our Climate strategy supports our customers with their environmental goals and aims to align our activity with the UN Paris Agreement.

Helping our customers move towards a just and orderly transition sits at the heart of our Climate strategy. By supporting customers with tailored green finance solutions and practical advice on reducing emissions, we also strengthen our ability to identify, manage, and respond to climate-related risks, impacts, and opportunities across our portfolio. Since 2021, we've provided £23.6bn in green financing surpassing our target of £20bn.

We've supported 237,500 customers with products and services that make the just and orderly transition more achievable. This surpasses our target of supporting 180,000 customers since 2021. We also continued to finance the UK's net zero ambitions, by supporting the growth of renewable energy generation. This year, we provided circa £587m in green finance lending to renewable energy and battery storage infrastructure projects by the Specialised and Project Finance team. Our funding for electric vehicles (EVs) also grew in 2025 to £1.14bn.

Our environmental policy research helps translate customer insights into action, informing our advocacy and product design. This is so we can better support customers through the energy transition in a fair, practical, and lasting way.

Highlights

£23.6bn

Green finance raised and facilitated since 2021.

237,500

Customers supported to become greener with products and services since 2021.

c.£587m

Green finance lending to renewable energy and battery storage infrastructure projects by the Specialised and Project Finance team.

30%

Of cars financed through Santander UK in 2025 were low carbon models.

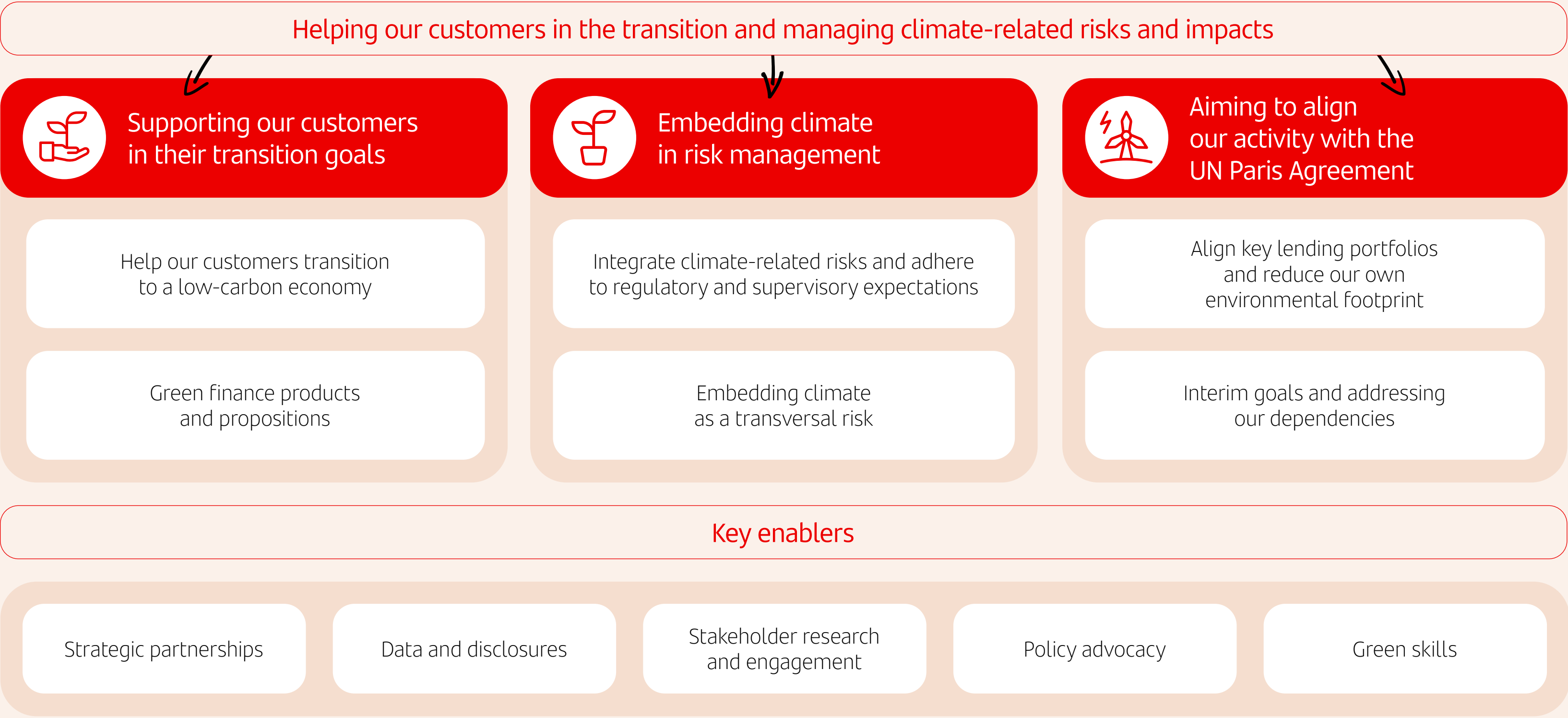
Image: Santander UK employees visiting North York Moors National Parks during a volunteering engagement day.

Our approach to environment

SANTANDER UK'S CLIMATE STRATEGY



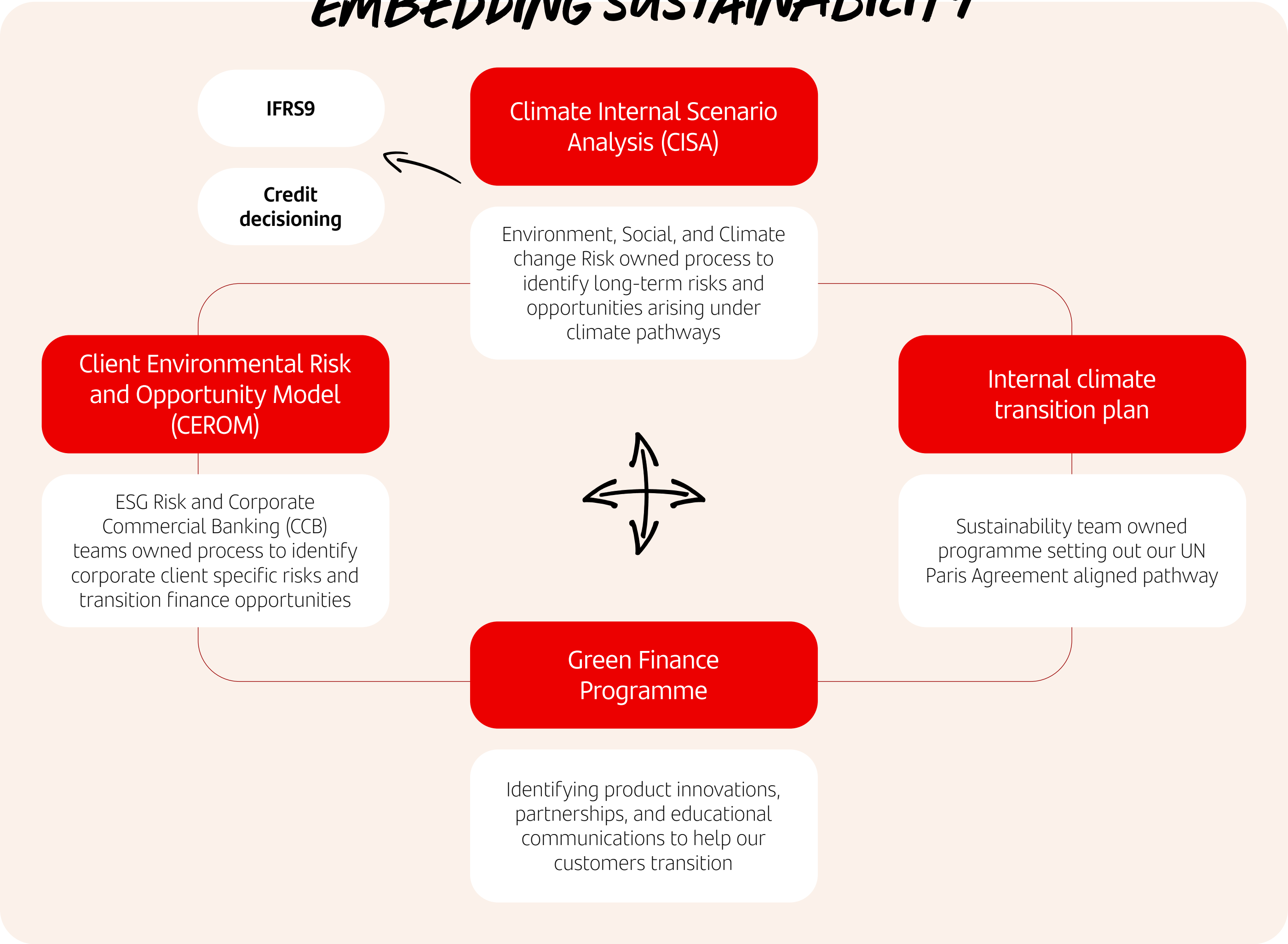
Our Climate strategy embeds environmental sustainability into our planning, lending, and risk management. Through our internal climate transition plan, scenario analysis, and green finance programmes we support our customers and communities. By combining finance, partnerships, and data-driven insights, we aim to contribute to a just and orderly transition for the UK economy.



OUR PROGRESS

	2025	2024	2023
Green finance raised and facilitated since 2021 (£bn)	23.6	17.2	13.3
Customers supported to become greener since 2021 (#)	237,500	152,000	105,000
Auto Finance financed emissions (gCO2e/km)	N/A	133.4	141.3
Reducing emissions for our own operations since 2019 (%)	70	65	N/A

EMBEDDING SUSTAINABILITY



Embedding into financial planning

We continue working to embed our Climate strategy into our business and financial planning. Our approach is built on four main elements: our internal climate transition plan, risk identification, internal scenario analysis, and our Green Finance Programme within Retail and Business Banking and Corporate and Commercial Banking.

Together, these elements form a consistent framework that connects our sustainability ambitions with how we operate and make decisions. Our internal climate transition plan brings these components together, providing a single, coordinated view of our progress and priorities.

We integrate the latest external policy assumptions into our Climate Internal Scenario Analysis (CISA) and our internal climate transition plan so that our planning reflects current market and regulatory developments. This helps maintain a comprehensive view of the risks and opportunities of the green transition.

The internal climate transition plan also incorporates insights from our ongoing research and our 2024/25 test and learn retrofit propositions, helping us assess how achievable our transition pathways are in practice. This joined-up approach strengthens our ability to plan ahead, adapt to change, and deliver meaningful progress towards a just and orderly transition.

Resilience of our Climate strategy

We use scenario analysis to assess the resilience of our Climate strategy to the impacts of climate change.

In 2025, our internal modelling showed that climate-related risks could intensify other risk factors but that we remain resilient within the scenarios examined.

Transition plan

In 2025, we strengthened our internal climate transition plan by incorporating new elements such as climate adaptation, nature, and our offsetting approach. These areas are important to building long-term resilience and understanding the wider impact of our business strategy.

Guided by our internal climate transition plan, we have embedded climate considerations into our operations, risk management, and customer engagement to help consider climate awareness within every key decision.

Our approach to nature and adaptation

Nature supports the wellbeing of communities, the strength of the economy, and the places where our customers live and work. It helps build resilience to climate change and underpins long-term prosperity.

Our materiality assessment identifies biodiversity and ecosystems as an informative topic. We contribute to Banco Santander Group's work within the TNFD Forum. Group does not yet report against this framework. We continue to oversee our operations and associated impacts on biodiversity and nature in the context of our climate objectives. We are taking early steps to understand the nature-related risks and opportunities linked to our activities. As understanding develops, we see these risks and opportunities as a way to contribute to a more sustainable and resilient environment.

Nature-related risks

This year, we conducted an initial assessment of the nature-related impacts and dependencies within our portfolios to understand our potential exposure. The results show low exposure, as most of our Retail Banking portfolio is not linked to high-risk sectors or locations. We subsequently carried out a more detailed review of our mortgage portfolio to assess potential nature-related risks. While mortgages are not considered high-risk for nature or biodiversity, they are significant given their size within our balance sheet. Our assessment indicates that nature loss could act as a driver of increased climate-related risk. Understanding of nature loss and related risks is improving across the financial sector.

While our current exposure is low, this is an evolving area, and we will continue to monitor and adapt our approach as new insights emerge.

Embedding nature into our strategy

Climate transition does not happen in isolation. We therefore take a broader view of how our business will be affected by climate change. As part of embedding nature considerations into our strategy, we are incorporating relevant insights into our internal climate transition planning. The findings from our mortgage portfolio assessment will inform how we manage its transition over time. By integrating nature-related risks and opportunities alongside climate considerations, we aim to strengthen the resilience of our Climate strategy and broader business approach.

National Parks

As part of our approach to nature and biodiversity, we continue to invest in large-scale restoration through our partnership with National Parks UK, which began in 2021.

In the Cairngorms National Park, we funded the restoration of 220 hectares of damaged peatland, improving biodiversity, capturing carbon. In the Lake District, we worked with Palladium to develop a water stewardship financing platform. This helps farmers, landowners, and businesses protect water catchments, lower flood risk, and build resilience to climate change. In the North York Moors National Park, our GrubsUp! programme is restoring pollinator habitats and supporting local biodiversity. These projects are helping to create practical models for restoration funding and show

how nature-based solutions can reduce climate-related risks.

Building resilience through adaptation

There is increasing recognition that climate adaptation will need to play a key role alongside climate mitigation in the future. This year, we undertook initial analysis on our mortgage portfolio to understand what climate adaptation may involve and the extent it could impact our customers. This analysis has been integrated into our internal transition plan alongside the climate and nature work. We are now considering more areas of support that we will need to provide customers during the green transition.

Carbon offsets

Our approach to carbon offsetting recognises that offsets can play a limited, supporting role in climate action, but they do not replace the need to reduce emissions at source. We currently use carbon credits to cover our Scope 1 and 2 emissions, alongside ongoing efforts to reduce emissions across our operations. Each year, we assess and select offset initiatives through a defined internal process, including due diligence and alignment with relevant internal policies. Projects are certified under some of the industry's most well-known standards.

In 2025, the carbon credits we purchased were also assessed by an independent rating agency as part of our additional checks on quality and integrity. Where possible, we favour projects with nature-based characteristics, such as in 2025 a forestry project in Durango, Mexico, designed to support improved forest management while contributing to environmental and social benefits at a local level.

Restoring nature with GrubsUp!



Santander UK's Net Zero with Nature partnership with National Parks UK is helping to restore habitats in the North York Moors National Park through the GrubsUp! project. The project aims to support pollinators and local biodiversity through habitat improvements. Since September 2024, three kilometres of hedgerows have been restored, ten road verges enhanced, and five new wildlife ponds created. In September, 20 colleagues joined an engagement day, rolling up their sleeves to plant woodland plants, dig ponds, and experience first-hand the impact of nature restoration.

66 I really enjoyed meeting people from the National Parks Partnership who are so passionate about what they do. It was satisfying to see insects arrive within minutes of planting native pollinator-friendly species."

Laura Cuthbert
Change Governance Manager, Santander UK



Mortgages

Supporting our customers in their transition goals

Santander UK is one of the UK's largest mortgage providers. We aim to help our customers make their homes more energy efficient to improve comfort, cut costs, and reduce emissions linked to our lending.

Whether buying a new property or upgrading an existing one, we want to make it simpler for customers to take practical steps towards a more sustainable future.

To do this well, we first need to listen and understand. In 2023, we started to explore what motivates people to make energy improvements and what gets in their way.

Our second [Tomorrow's Homes report](#), launched in 2025, shows that while awareness of home energy efficiency is rising, the same barriers hold people back. These include high upfront costs, confusion about the benefits, and a shortage of skilled tradespeople.

Even so, awareness and momentum is building. More than half of UK adults (53%) now believe improving their home's energy efficiency would have a positive impact on their life, up from 48% in 2023. The share who see it as a major priority has also grown, driven mainly by the need to cut energy bills (see bar charts to the right).

These results show real progress. Change does not happen overnight, it happens step by step. Our role is to keep removing barriers by sharing practical guidance and supporting customers with choices that are better for

their homes, their finances, and the planet. People increasingly recognise the financial benefits of efficient homes, especially lower running costs. But awareness has not yet turned into widespread action. Our research found that only 34% of people are likely to replace an old gas boiler, and just 9% would consider installing a hydrogen boiler.

When it comes to buying a home, energy efficiency is not top of the list of priorities. 16% of respondents said an EPC rating is an important factor when buying, only slightly up from 15% in 2023. Homebuyers still tend to value visible upgrades like kitchens or bathrooms over insulation or heating systems.

To dig deeper, our new Green Finance Research in 2025 looked at how homeowners pay for improvements. Many prefer to self-fund upgrades such as solar panels or insulation, while finance plays a bigger role for higher-cost measures like heat pumps. An equal number used finance and self funding to pay for upgrades, showing a balanced approach between saving and borrowing.

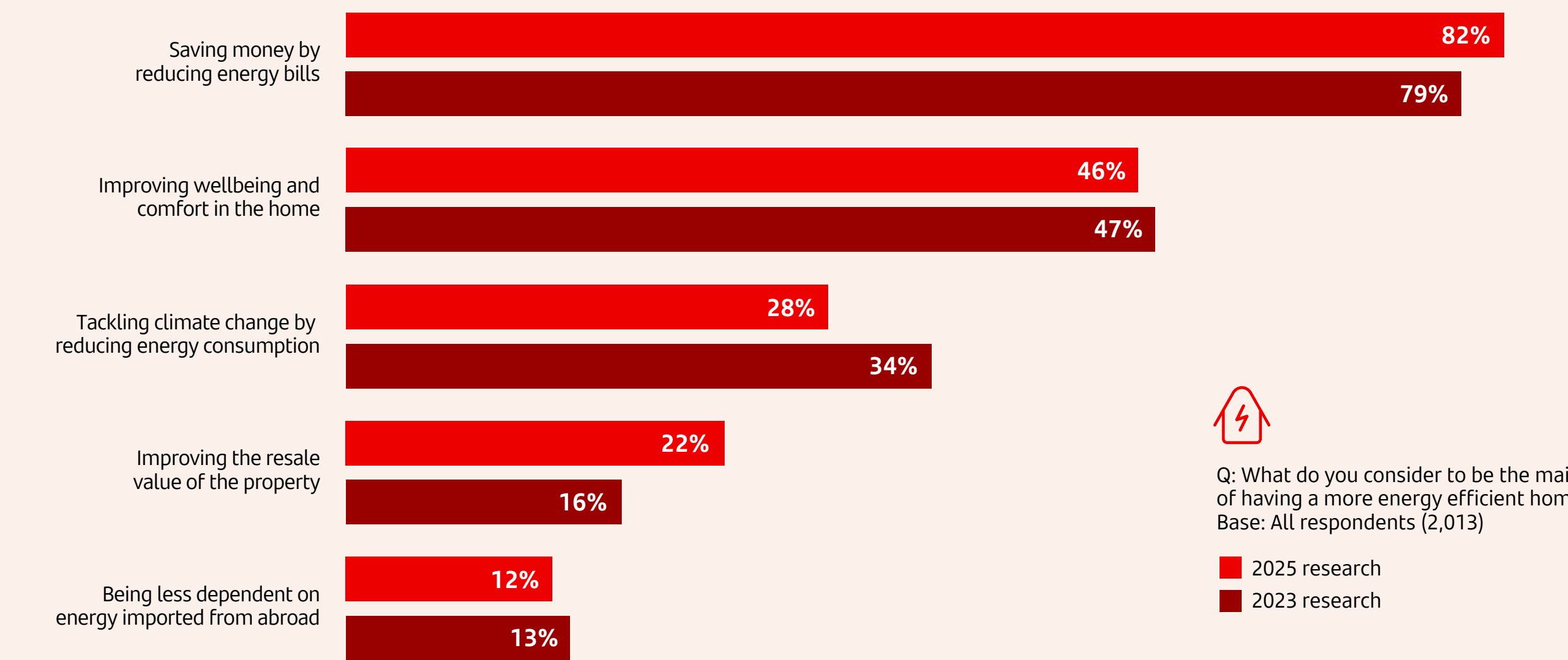
Borrowing attitudes remain cautious. A third of respondents said they avoided debt; another third had the savings to pay upfront. 18% said they would borrow against their existing mortgage to fund upgrades.

But there are clear triggers for action. 53% would make improvements if they could see real savings on their bills; 40% would be encouraged by government funding; and 37% would act if their boiler failed.

Home energy efficiency sentiment



Greatest benefits of having an energy efficient home



Q: What do you consider to be the main benefit of having a more energy efficient home? (pick 2)
Base: All respondents (2,013)

■ 2025 research
■ 2023 research

Mortgages continued

When asked what help would make the biggest difference, 40% said easier access to grants or rewards. A similar number said they would search online for advice. 14% would turn to their bank, showing a clear opportunity for us to make our guidance more visible and accessible.

Finally, three-fifths of respondents believe the Government should do more to encourage upgrades, and half see energy providers as part of the solution. Progress depends on collaboration, making energy-efficient homes easier, cheaper, and more achievable for everyone.

Turning research into action

Using insights from our research, we have focused on practical ways to help customers improve the energy efficiency of their homes. This includes developing new products and improving access to clear, relevant information.

In 2025, we contacted more than 1.8 million customers to raise awareness of available support and products. We also equipped our branch teams with insights from the Tomorrow's Homes report so they can offer tailored guidance and help customers explore retrofit options with greater confidence.

Over the last 24 months, we trialled six test and learn propositions to understand how best to support customers in making energy efficiency improvements. These included cashback offers, detailed retrofit advice, and updated EPC assessments. The trials provided valuable learning. Customers were open to finding out more about retrofit options but were less likely to take up retrofit-linked products or finance.

Building on this in 2025, we partnered with the Energy Saving Trust to enhance our online Greener Homes Hub. The Hub gives homeowners straightforward, personalised advice on retrofit measures, including potential costs and savings. The information can help them make informed decisions and take realistic steps towards improving their home's energy efficiency.

Alongside support for existing homeowners, we are also helping customers purchase new-build properties, which typically meet higher energy efficiency standards. As new builds often take longer to complete, we have extended the period our new-build mortgage offers are valid for by three months to give buyers greater certainty.

From June 2025, we also updated our affordability policy for new-build homes using revised Office for National Statistics cost assumptions. The changes are designed to make it easier for first-time buyers and movers to access finance.

Our affordability assessments now consider energy costs and EPC ratings, ensuring that customers purchasing energy-efficient homes benefit from fairer evaluations. By linking affordability to energy performance, we aim to encourage sustainable home choices while maintaining strong lending standards.

We are also developing a place-based initiative in Milton Keynes to support the UK's home retrofit ambition with research, innovation, and skills development. This work will help identify practical ways to make sustainable home improvements more accessible and achievable for more people.

Homes, skills, and community: Building a greener future in Milton Keynes



66 Working in partnership with Santander we are able to provide courses to drive the skills up and benefit our city and region."

Caroline Ildge
Head of Partnerships and Innovation,
Milton Keynes College Group

Santander UK, Milton Keynes City Council, Diffley Partnership, and Milton Keynes College Group joined forces to tackle the UK's home retrofit challenge through research, innovation, and skills development. Guided by a shared vision for a fair green transition, the partnership blends financial expertise, local policy, and education to deliver real-world impact.

Independent research engaged homeowners, renters, and local businesses to identify barriers such as affordability and lack of skilled tradespeople. As part of the coordinated response, we funded a £50,000 bursary with Milton Keynes College Group to train residents of Milton Keynes for green careers. The research insights also helped to inform Council policy and Santander's sustainable finance solutions.

Progress is tracked through community feedback, enrolment rates, and measurable local outcomes. Together, we want to demonstrate how evidence-led collaboration can create inclusive, scalable solutions. We aim to turn research into action and empower our communities to power the green transition.



Mortgages continued

Aiming to align our activity with the UN Paris Agreement

We continue to assess and reduce the emissions linked to our mortgage portfolio. In 2024, the financed emissions intensity fell for our Mortgages portfolio by – 0.2 to 20.7kgCO₂e/m², largely due to better EPC data across the properties we finance.

- We compared our portfolio against three recognised climate pathways:
- Climate Change Committee – Balanced Net Zero
 - Carbon Risk Real Estate Monitor – UK
 - International Energy Agency – Net Zero by 2050.

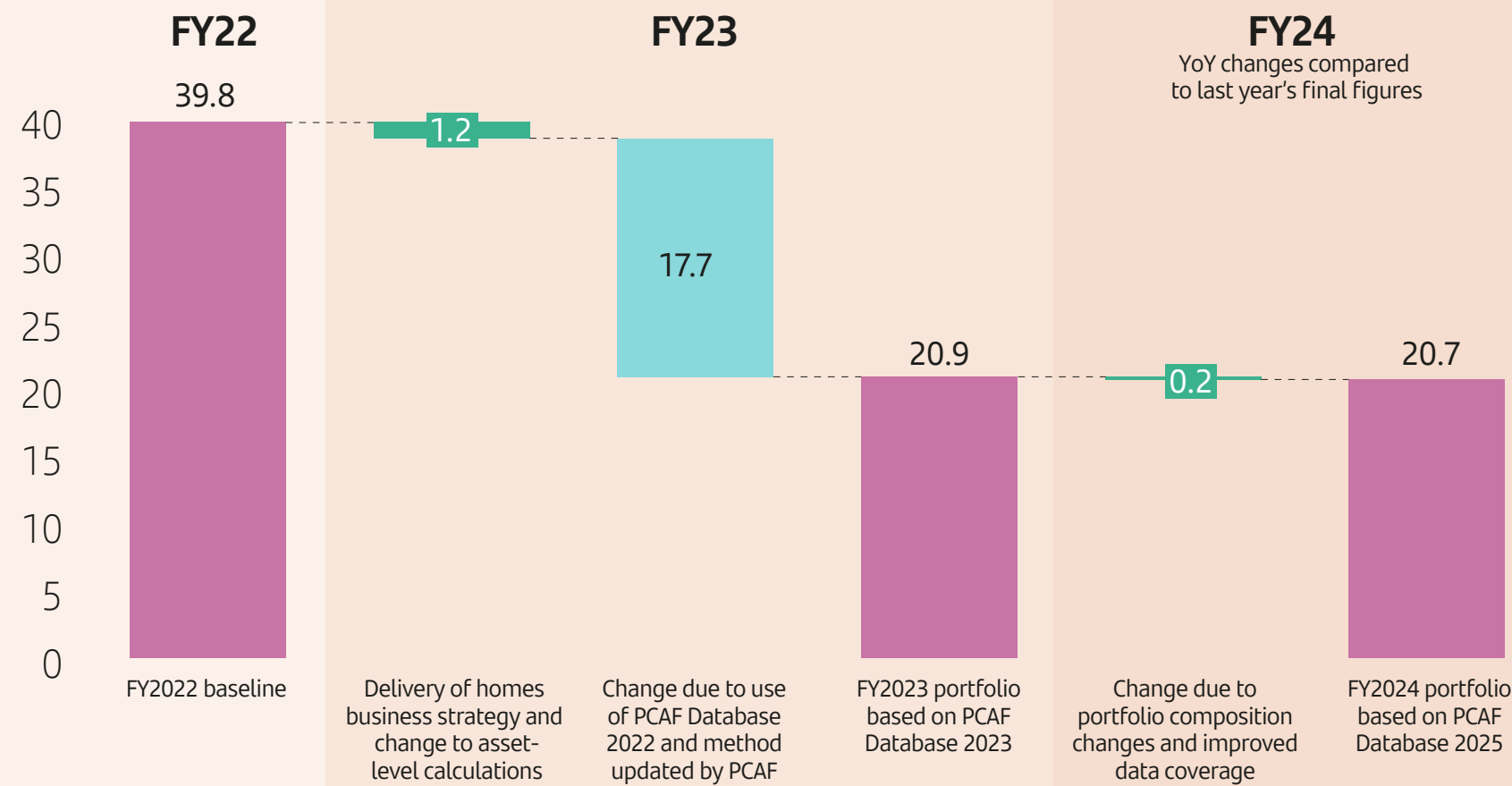
Our analysis suggests that the mortgage sector is not currently aligned to a net zero pathway based on the current policy environment and market demand. As emissions outcomes in this portfolio are largely dependant on regulation which is outside our direct control, we have refrained from setting a emissions reduction target until the regulatory and policy framework is clear, consistent, and supports consumer behaviour changes.

We remain proactive and revise our analysis annually to take account of policy and market developments. We also continue to focus our efforts to align our mortgage portfolio with the UN Paris Agreement.

Data quality

We calculate the financed emissions for our mortgage portfolio using EPC data for our mortgage properties and Partnership for

Emissions intensity KgCO₂e/m²



Carbon Accounting Financials (PCAF) emissions factors. Where an EPC is not available, we apply modelled data to maintain consistent coverage. This approach resulted in a PCAF data score of 3.2 consistent with the previous year. A score of one represents the highest data quality and five the lowest.

Further details on our data methodology are available in the methodology section of this Supplement and the environmental section of our 2025 Annual Report.

Risks and dependencies

Our internal climate transition plan relies not only on our own actions but also on the wider

systems that enable progress. From customer access to green infrastructure to the pace and direction of UK Government policy. These factors will shape how quickly the country's housing stock can decarbonise in the years ahead. We do not see these dependencies as barriers but as opportunities to work together, to innovate, and to invest in solutions that can accelerate progress for our customers and the wider economy.

Helping customers understand retrofit

Our 2025 Tomorrow's Homes report showed that many homeowners still feel uncertain about what retrofitting involves and whether it suits their property. Concerns about affordability and how to balance upfront

costs with long-term savings remain key reasons for hesitation. This reflects a wider picture of complexity, limited awareness, and competing financial priorities.

In response, we are working to make retrofitting more straightforward and accessible. We partnered with organisations that can provide updated EPC reports and tailored retrofit advice. We tested targeted incentives such as cashback offers and reduced interest rates to ease initial costs. By listening to customers, analysing behaviour, and learning from experience, we continue to refine our approach and help more people take practical, confident steps to improve the energy efficiency of their homes.

Government incentives and regulations

The UK Government plays an essential role in shaping the pace of the green transition. Financial incentives can make retrofitting more affordable for homeowners and encourage wider uptake. Clear and consistent regulation also gives confidence to both industry and consumers. We were pleased to see the Government's Warmer Homes Plan published in January 2026. Going forward, we will continue to support the Government to create the stability and momentum needed to accelerate progress towards a more energy-efficient housing market.

Electricity grid decarbonisation

Reducing emissions across the UK's housing stock depends on decarbonising the electricity grid. Although renewable generation continues to grow, fossil fuels

still play a significant role in the UK energy mix. The Climate Change Committee has highlighted that meeting net zero by 2050 will require renewable electricity capacity to more than double by 2030, which means accelerating the rollout of offshore and onshore wind and solar power.

The UK Government has set ambitious goals. These include achieving a fully low-carbon electricity system by 2030, backed by investment in renewables, carbon capture, usage, and storage, and improvements to grid flexibility. In 2025, we have played our part by investing circa £587m in green finance lending to renewable energy and battery storage infrastructure projects by the Specialised and Project Finance team. These investments reflect our belief that a cleaner, more resilient grid is essential to support the UK's transition to a low-carbon economy.

Supply chain and retrofit capabilities

Decarbonising the UK's homes through energy efficiency improvements depends on having enough skilled tradespeople and reliable suppliers. At present, a shortage of qualified installers can delay retrofit projects and increase costs, slowing progress toward retrofitting homes.

To help address this, we are raising awareness of the need to develop green skills and expand the workforce needed for the transition. This includes working with industry bodies and our partnership with Milton Keynes College Group, which helps train people for future roles in energy efficiency and sustainable construction.

Corporate and Commercial Banking

Corporate and Commercial Banking

Our Corporate Commercial Banking (CCB) lending spans a range of portfolios. In 2025, we provided £1bn in new green lending, bringing our total to around £2.7bn since 2021.

Our climate risk disclosures focus on those portfolios that are most material to the climate transition. These include Commercial Real Estate (CRE), Social Housing, Hotels and Care Homes, sectors which account for the largest proportion of the total lending balances within CCB. Our climate risk disclosures focus on those portfolios that are most material to the climate transition. These include Commercial Real Estate (CRE), Social Housing, Hotels and Care Homes, sectors which account for the largest proportion of the total lending balances within CCB. Syndicated loans (circa £1.2bn) may not be exclusively used to finance property and are therefore excluded from our CRE financed emissions metrics.

In addition, the Renewable Energy and Clean Technology sector plays a critical role in supporting the transition to more sustainable energy systems. The remaining balances are dispersed across other trading sectors and, while not considered material for detailed disclosure at this stage, continue to be kept under review.

Commercial Real Estate (CRE) and Social Housing

CRE and social housing are central to the UK's built environment. Decarbonising these properties is vital to support a just and orderly transition. Through CCB, we provide finance that supports customers in improving the energy efficiency and resilience of these buildings.

CRE and Social Housing: Supporting our customers in their transition goals

Social housing continues to be a major area of focus. Our lending helps to improve the safety and energy efficiency of existing homes and funds the development of new, high-quality properties. In 2025, Santander UK provided £515m of new lending for social housing, of this £60m was sustainability linked to ESG performance ambitions. We are also supporting the decarbonisation of the CRE sector as a founding member of the Build Ahead UK coalition.

This year, we brought together industry representatives in a sector-wide workshop and published a report outlining the main financing barriers to sustainable construction. By working collaboratively across the real estate value chain, we want to accelerate market readiness and expand access to green finance for our commercial customers.

CRE and Social Housing: Aiming to align our activity with the UN Paris Agreement

We recognise that evolving methodologies and improvements in data availability can lead to changes in reported emissions that do not necessarily reflect real-world decarbonisation.

Between FY2023 and FY2024, data quality enhancements have been made which impact Santander UK's financed emissions results. These included appointing a new data provider to improve EPC coverage and floor area data, increasing granularity of property and collateral data to enable more accurate property type mapping and PCAF factor selection, and addressing country data gaps to reduce reliance on conservative UK-wide PCAF factors. These changes primarily affected the Commercial Real Estate portfolio, including Care Homes and Hotels, while Social Housing remained relatively stable.

As a result, emissions intensity for the Commercial Real Estate portfolio (including Social Housing, Care Homes and Hotels) decreased from 25.4 kgCO₂e/m² to 22.0 kgCO₂e/m². While Commercial Real Estate exposure reduced by 10% between FY2023 and FY2024, primarily due to our ability to identify and exclude syndicated loans. These loans can be used for a variety of purposes and Santander's share cannot be linked to specific properties, and financed emissions cannot be calculated using PCAF's commercial real estate methodology.

Overall, improved data quality and reduced exposure contributed to a 17% reduction in absolute financed emissions and a 14% reduction in emissions intensity year-on-year.

A limitation is the use of updated asset valuations rather than static prior-year values, which is not fully aligned with PCAF methodology. We are implementing changes in 2026 to enable static asset values to be used going forward.

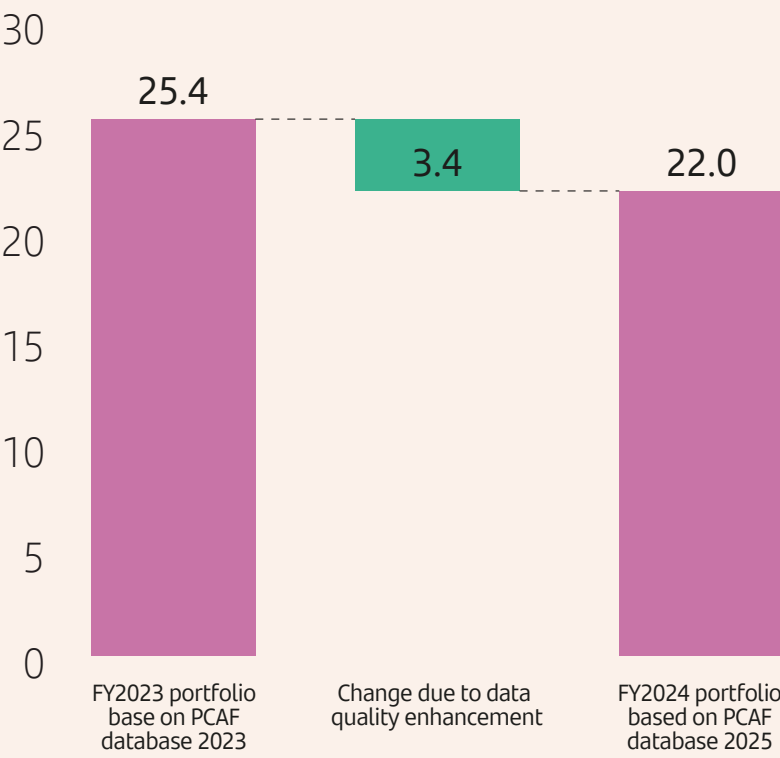
As with our Mortgages portfolio, we have assessed our portfolio against three climate scenarios:

- Climate Change Committee – Balanced Net Zero
- Carbon Risk Real Estate Monitor – UK
- International Energy Agency – Net Zero by 2050.

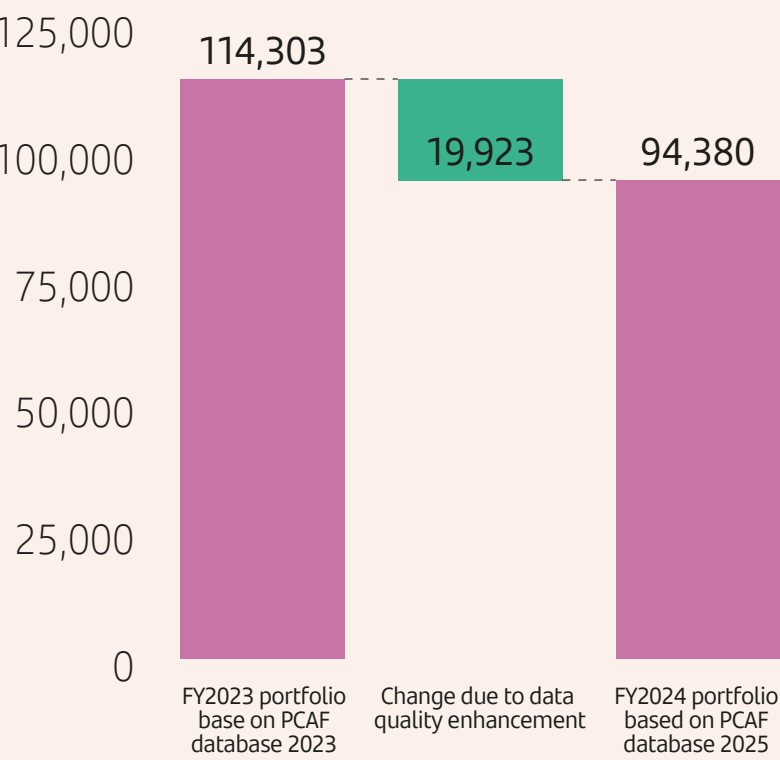
Our analysis suggests that the social housing and mortgage sectors are not currently aligned to a net zero pathway based on the current policy environment and market demand. We remain proactive and revise our analysis annually to take account of policy and market developments. We remain proactive and revise our analysis annually to take account of policy and market developments.

CRE and Social Housing: Data quality
We calculate financed emissions for our CRE, Social Housing, Care Homes, and Hotels portfolio using EPC data and PCAF emission factors. Where an EPC is not available, we apply modelled data to maintain consistent coverage.

Emissions intensity (CRE) (kgCO₂e/m²)



Absolute Emissions (CRE) (kgtCO₂e)



Corporate and Commercial Banking continued

This approach resulted in a PCAF data score of 3.9, compared with 4.0 last year. PCAF scores range from one for the highest data quality, to five for the lowest. Improving the quality and completeness of our emissions data remains a priority, to help us better understand the carbon performance of our portfolio and target areas for reduction. Further details are available in the environment section of our 2025 Annual Report.

CRE and Social Housing: Risks and dependencies

Decarbonising CRE and social housing depends on a range of external factors, including wider market trends and government policy. By understanding these influences, we can better manage risks within our lending portfolio and support our clients in the green transition.

Government incentives and regulation

Government policy, planning frameworks, and building regulations play a critical role in determining the pace and feasibility of decarbonisation.

While we can help shape outcomes by embedding regulatory requirements into our lending criteria, clear and consistent standards from policymakers are essential. Greater clarity reduces uncertainty, helping to avoid project delays and enabling timely investment in carbon reduction measures.

Data and measurement

Accurate energy and emissions data is essential to assess the risk of developments and help inform financing decisions. We require robust data and can work with clients to improve data quality. But we are also dependent on the completeness, reliability, and consistency of information and data provided by building owners, tenants, and third-party energy auditors. As such, gaps or inconsistencies in data could limit our ability to measure progress against our ambitions and evaluate risk exposures accurately.

Supply chain and retrofit capabilities

As with private homes, decarbonising commercial property and social housing depends on having the right skills and supply chains in place. A skilled workforce capable of delivering low-carbon technologies, energy efficiency upgrades, and retrofit projects at scale is needed to meet demand.

Electricity grid decarbonisation

The green transition of CRE, social housing, care homes, and hotels is dependent on the decarbonisation of the UK electricity grid. The need for electricity grid decarbonisation is similar across our Mortgage, CCB, and Consumer Finance portfolios, and is outlined above in the Mortgages section along with Santander UK's support for renewable electricity and battery storage.

Supporting our customers in their transition goals

Our SME research shows that 80% of business leaders see environmental sustainability as important when making business decisions but face challenges putting it into practice. By combining finance, tools, and guidance, we aim to help more businesses turn ambition into action and make measurable progress in achieving their sustainability goals.

We want to help businesses take practical steps toward more sustainable operations. Our Green and Social Loans and Sustainability Linked Loans help to support this shift.

To go beyond financial support, we partnered with SaveMoneyCutCarbon to give businesses access to tools and advice that make sustainability improvements more achievable. The partnership includes:

- 12-month carbon mentor programme offering expert guidance and feasibility studies
- Business savings calculator to identify cost-saving opportunities from energy efficiency measures
- Building centric search to help clients with tailored insights and case studies on how to make buildings more sustainable
- Content hub with practical resources to support sustainability action.

Supporting sustainable higher education



Image provided by David Chipperfield Architects

CCB has provided £180m in funding to The London School of Economics and Political Science. The financing structure comprises a £130m green loan alongside a £50m revolving credit facility.

The financing supports the development of the Firoz Lalji Global Hub, a new facility designed to meet Passivhaus, BREEAM, and Well certifications.

By combining financial products with advisory support, we are helping LSE deliver an environmentally responsible campus while minimising local impact and support biodiversity. This collaboration reflects Santander's commitment to higher education and demonstrates how strategic finance can enable sustainable regeneration in the real estate sector.

SDG 4



SDG 11



SDG 13



Corporate and Commercial Banking continued

Supporting the Growth of Renewable Energy and Clean Technology

Expanding renewable energy remains one of the UK's most urgent challenges and greatest opportunities for economic growth, energy security, and public wellbeing.

This is reinforced by the Government's ambition for a clean power system by 2030, highlighting the central role of renewable energy in meeting future electricity demand. In 2025, we co-chaired a deep dive into mobilising private finance for energy infrastructure as part of the Chancellor's British Infrastructure Taskforce.

As part of Banco Santander, one of the world's leading financiers of renewable energy, we draw on decades of experience funding large-scale wind, solar, and battery storage projects.

Our UK Specialised and Project Finance team provides tailored funding from construction through to operation, helping clients turn clean energy plans into real-world impact.

In 2025, we continued to expand our support for the renewable and clean technology sectors. We closed various landmark transactions that demonstrate both innovation and scale:

Project Galio: we provided £35m facility supporting a diversified portfolio of renewable assets in the UK. Managed by Octopus Investments, one of Europe's largest renewable investors, this marks our fifth successful collaboration with the Octopus team and strengthens our role in supporting global renewable growth.

Project Gemini: Participated within a £194m syndicate, financing the construction and operation of co-located solar and battery energy storage sites across the UK. With a total capacity of 78MWp of solar generation together with a 120MW battery energy storage, this is the first co-located project funded by Santander UK. By sharing grid and infrastructure, complementary assets can operate efficiently, paving the way for more resilient energy systems.

By backing battery storage, we are supporting customers as they respond to rising renewable generation and system constraints, while continuing to deepen our practical expertise in flexible energy solutions through disciplined, evidence-led lending across the UK today.

Project Jupiter: a £240m refinancing of a large UK battery energy storage portfolio. The 28 battery assets in this 1GW portfolio are strategically located around the country and play a practical role in improving grid resilience and flexibility as renewable energy generation continues to grow.

Dalmarnock BESS Ltd: We provided £21m of financing to support Eenergy International Ltd's growing UK battery storage portfolio.

The facilities help bring flexible storage assets to market, enabling renewable power to be used when it is needed, not just when it is generated. This transaction builds on our experience financing clean technologies that support grid resilience and energy security in the UK.

By combining practical finance, technical expertise, and trusted partnerships, we continue to help drive the transition to a cleaner, more reliable energy system. The projects we support aim to move the UK one step closer to a just and orderly transition, creating lasting value for our customers, communities, and the wider economy.

Financing the clean energy transition through offshore wind

In 2025, Santander UK supported the Schroders Greencoat acquisition of a significant a 24.5% stake in the West of Duddon Sands Offshore Windfarm. The transaction demonstrates our support for the UK's transition to cleaner energy.

The West of Duddon Sands Offshore Windfarm is located off the west coast of England. It generates 389 MW of renewable electricity, supplying power to hundreds of thousands of homes each year. The project benefits from stable, long-term revenues under the Renewable Obligation Certificate scheme, providing confidence for investors and continuity for the UK's energy transition.

The financing was fully underwritten by Banco Santander through strong collaboration between CCB and Santander Corporate & Investment Banking. The transaction is Santander UK's first co-underwrite of an offshore wind project and contributes directly to our green finance target.

By supporting growth of operational renewable assets, we are helping our clients deploy capital into long-term, low-carbon investments. These strengthen energy security and deliver measurable environmental benefits across the UK.

SDG 7

7 AFFORDABLE AND CLEAN ENERGY



SDG 11

11 SUSTAINABLE CITIES AND COMMUNITIES



SDG 12

12 RESPONSIBLE CONSUMPTION AND PRODUCTION



SDG 13

13 CLIMATE ACTION



Consumer Finance

Our Consumer Finance division continued to support the UK's just and orderly transition through products designed for retail customers. In 2025, 30% of all cars financed through Santander UK were low-carbon models, reflecting growing demand for cleaner and more efficient transport options.

Supporting our customers in their transition goals

We are helping the UK's move toward more sustainable transport by financing low-carbon vehicles and working across the transport sector to make greener choices easier for customers.

Through collaboration with manufacturers, dealerships, and infrastructure providers, we want the shift to electric and hybrid vehicles to be both practical and accessible.

Manufacturers

In 2025, 14 of our manufacturing partners had set net zero ambitions, representing 66% of our auto loans for the year. This includes our joint ventures Hyundai Capital and Volvo Capital, alongside Kia and Genesis, as well as all-electric manufacturers Tesla, BYD, and Polestar.

Working closely with these partners ensures our financing reflects the pace of innovation in the electric vehicle sector and supports the industry's transition to cleaner transport.

Dealerships

To strengthen knowledge and confidence in electric mobility, we launched a new online EV training programme for our dealer partners in 2025. Delivered through our Learn on Demand platform, the training helps dealers have informed, balanced conversations with customers considering an EV. By building capability across our sales network, we are helping the industry prepare for the growing demand for electric vehicles.

Customers

We know moving to an electric vehicle is a big decision that often comes with questions. Many customers are unsure about costs, reliability and how an EV fits into daily life.

In 2025, we created our EV Hub to give people clear information, and help them feel more confident about the switch. Our aim is to help customers understand their options so they can make informed choices. Reliability, safety, and driving performance matter most to buyers, so we have made these features easier to compare.

This reflects our wider approach at Santander UK to support people through the just and orderly transition with straightforward information and tools.

The EV Hub brings essential updates together in one place, including grants, policy changes, and simple explanations for those new to electric vehicles. We keep content current as policies evolve so customers can stay informed without searching multiple sources.

By improving understanding of EVs and how they work in practice, we aim to support a managed transition to low-carbon transport across the UK and help customers make decisions today that move them toward a more sustainable future.

Aiming to align our activity with the UN Paris Agreement

In 2024, the emissions intensity of our Auto Finance portfolio reduced from 141.3 gCO₂e/km to 133.4 gCO₂e/km, reflecting continued growth in hybrid and electric vehicle adoption across the market. The second half of 2024 saw stronger momentum as new models entered the market and consumers benefited from larger manufacturer discounts.

This positive trend has continued through 2025, supported by an expanding range of electric vehicles and government initiatives to improve charging infrastructure and introduce new EV grants. These were important steps in accelerating the UK's transition to low-carbon transport.

Banco Santander has set a 2030 emissions intensity target range of 70-109 gCO₂e/km for its Auto Finance portfolio. Based on current market demand and the existing policy environment, our progress suggests we are on track with this ambition, while recognising that continued collaboration across the sector will be essential to sustain the pace of decarbonisation.

Supporting EV dealerships



In 2025, we launched dedicated training modules to help our dealer partners respond to growing customer interest in EVs.

The training draws on research and tackles common concerns such as range anxiety, battery life, and total cost of ownership.

The launch coincided with the UK Government's new EV grant, which is expected to stimulate demand for both new and used EVs. The training is designed to provide sales teams with practical tools and knowledge to give customers clear, accurate guidance. By preparing dealership staff to answer questions with confidence, we are helping customers make informed choices on the transition to electric mobility.

Delivered through our Learn on Demand platform, the training is available exclusively to our Consumer Finance dealerships and manufacturer partners in the UK.

66

The content is engaging and relevant with real-world examples of how EVs are shaping the future of transportation."

Dealer Feedback



Consumer Finance continued

Data quality

We calculate financed emissions for our Consumer Finance portfolio using emissions values based on vehicle make and model. This data is provided by a third-party, CAP HPI, a company that provides valuation, vehicle data, and decision support software to the automotive industry.

The Worldwide Harmonized Light Vehicles Test Procedure (WLTP) is used to calculate emissions from new vehicles after the period of introduction in the UK in 2017. Usage of the WLTP standard superseded the usage of the NEDC calculation. The NEDC standard would still be applicable to vehicles registered before 2017 and may be used as part of the calculation for older vehicles in the portfolio. Vehicle distance is taken from the estimated annual forecast mileage recorded on the agreement at point of sale.

This approach resulted in a PCAF data score of 2.2, a slight decline from 2.1 last year. Due to the increased proportion of electric and hybrid vehicles within the portfolio, which carry lower PCAF data scores than internal combustion engine vehicles. As the portfolio continues to transition towards a higher share of electric and hybrid vehicles, the overall weighted PCAF score is expected to decrease accordingly.

PCAF data quality scores range from 1 (highest data quality) to 5 (lowest data quality). Further details on our data methodology are available in the Environment section of the 2025 Annual Report.

Risks and dependencies

Decarbonising our Consumer Finance portfolio depends on several external factors, including consumer demand for low-carbon vehicles, the pace of charging infrastructure rollout, and government policy. Progress relies on these elements aligning to make electric vehicles more accessible and appealing to customers.

Each presents both risks and opportunities that influence how quickly our portfolio can decarbonise. Reducing regional differences in EV demand will also be key to achieving meaningful progress.

Consumer demand

So far, much of the UK's demand for EVs has come from company car fleets and salary sacrifice schemes, while retail demand from individual customers has grown more slowly. Updated government grant schemes are now beginning to support this growth.

Our research shows that most consumers recognise the environmental benefits of EVs, but petrol vehicles remain the most considered choice, mainly due to concerns over charging access, cost, and convenience.

Charging infrastructure

The availability of reliable charging points remains a major factor in EV adoption. Access to chargers and the time required to recharge are the biggest barriers, followed by the purchase cost and uncertainty about battery life. Coverage gaps, particularly in rural areas, could slow adoption.

Government programmes to expand charging networks are helping, but the pace of deployment remains a key dependency for reducing portfolio emissions.

Residual value

Residual values of EVs continue to be a significant risk. While there were some potential signs that residual values might have been stabilising, market uncertainty coupled with government policy changes earlier this year mean that residual value volatility remains a concern.

We continue to actively monitor residual values of our financed portfolio, from an equity perspective and are aligned with the wider group approach to residual value setting for original equipment manufacturers and different fuel types.

Electricity grid decarbonisation

Reducing financed emissions from our portfolio also depends on decarbonising the UK's electricity grid. While renewable generation continues to grow, fossil fuels still account for a large share of the UK electricity mix. Further information can be found on page 23 of this supplement.



Reducing our own environmental impact

We remain committed to reducing our Scope 1 and 2 emissions by 2030, using 2019 as our baseline year. As these emissions are within our direct operational control, we can implement targeted measures to support their reduction.

Over the period, absolute Scope 1 and 2 emissions, together with business travel emissions, decreased from 5,577 tCO₂e in 2024 to 4,593 tCO₂e in 2025. This was primarily driven by the rationalisation of our head office estate and branch network. Business travel emissions also reduced, supported by a shift towards lower-emitting modes of transport and the impact of updated UK Government emission conversion factors.

Our total Scope 1, 2, and 3 emissions for 2025 are set out in the Environment metrics section of this report.

Properties

In 2025, our market-based Scope 1 and 2 emissions fell by -14% compared with 2024, contributing to a total reduction of 70% from our 2019 baseline. This progress reflects continued efforts to cut energy use across our properties, improve energy efficiency through enhanced building management systems, and streamline our estate to make better use of our spaces.

Sustainable procurement

We continue to work closely with our suppliers to reduce the environmental impact of our operations, with a particular focus on Scope 3 supply chain emissions.

Sustainability continues to be integrated into our sourcing decisions, ensuring that environmental considerations are part of how we select and work with partners.

The Scope 3 categories we currently measure include emissions from Category 1: purchased goods and services, Category 2: capital goods, and Categories 4 and 9: upstream and downstream transportation and distribution. Once our measurement approach for these categories is fully established, we will include this data in future disclosures.

In 2025, we also partnered with Thales to develop PVC-free payment cards made from 100% recycled PETG. These cards eliminate chlorine toxicity and provide customers with a more sustainable alternative. Rollout is expected to take place in 2026.

Commuting and homeworking

In 2025, we made strong progress in improving how we assess emissions from employee commuting. We enhanced our methodology by integrating new data sources, that allow for more accurate estimates of travel distances and patterns. We also continue to measure emissions associated with homeworking to better understand the impact of hybrid working. Once our approach is fully established, we will include this data in future disclosures.

Business travel

In 2025, emissions from business travel reduced from 3039 tCO₂e to 2406 tCO₂e. The majority of this reduction was driven by updates to the UK Government's emission conversion factors, which lowered the calculated emissions compared to the prior year.

In addition, there was a modest reduction attributable to changes in travel behaviour. While total distance travelled increased during the year, the travel mix shifted towards lower-emitting modes, including increased use of rail and electric vehicles. This lowered emissions per kilometre travelled and helped moderate the impact of increased travel volumes.

Business travel for car journeys and certain rail travel is recognised through expense claims and reported in the month the claim is approved and processed for payment. Expense data was managed through Certify until May 2025, before transitioning to Concur. For expense data, there can be a small amount travel that occurred shortly before 1 January 2025 included in 2025 reporting, this is in line with the company expense policy for registering travel. We have completed the analysis to understand the impact of this approach, and have deemed it immaterial compared to the total amount of travel undertaken throughout the year. Air and rail travel is booked through the Clarity Go travel management system providing high levels of accuracy, as distance and journey details are directly within the system.

Go Green Network



Santander's Go Green Network brings together around 1,300 colleagues who want to make our workplaces and communities more sustainable. Through our Viva Engage page and Green Champion roles, the network helps teams find practical ways to reduce waste, save energy and water, and make more responsible choices day-to-day.

66 The Sheffield Roadshow sessions were interactive and engaging and our colleagues learned how we can all improve on our recycling."

Brad Mason
Customer Service Manager

In 2025, the network hosted both online and in-person Go Green Roadshows, creating space for open conversations on biodiversity, waste, and recycling. At our Sheffield site, colleagues took part in an interactive waste session with Biffa, helping build clearer understanding of how to recycle correctly. The virtual roadshow saw informative communications, videos, and quizzes posted to the network, enabling staff from branches and head offices across the country to take part.

Across our head offices, Environmental Dashboards made it easier for colleagues to see progress on energy, water, and waste. Many also got involved in initiatives such as Cycle to Work Day and local litter picks, showing how everyday actions can contribute to wider change.

Alongside this, our Green Accelerators attended sessions on green skills and green finance, building their understanding of environmental policy and the role finance can play in supporting a more sustainable economy.



Engagement and partnerships

We engage in a number of initiatives that are focussed on supporting a just and orderly transition.

Customer engagement

In 2025, we expanded our support for customers to make their homes more energy efficient. We enhanced our product range, built new partnerships, and provided practical advice through the online Greener Homes Hub. A cashback incentive and partner discounts promoted by a marketing campaign encouraged uptake of sustainable solutions. We extended new-build mortgage offers by three months and updated affordability assessments to reflect lower energy costs of new build properties, making finance more accessible for new builds. These changes anticipate the UK's Future Homes Standard.

For CCB clients, we hosted or contributed to over 20 sustainability events. We also piloted a new service with SaveMoneyCutCarbon to provide tools and services to help clients in their transition goals.

Our people engagement

We're building relevant skills to help embed sustainability across Santander UK. In 2025, we launched our online Sustainability development programme, reaching over 5,000 employees. The online programme covers climate change, biodiversity, supply chain decarbonisation, social impact, and avoiding greenwashing. We also introduced mandatory sustainability training for all employees. The training introduces our Sustainability strategy and gives case studies on customer support and social impact.

Investor engagement

We engaged with investors through regular meetings and provided sustainability updates to credit rating agencies. Discussions centred on our Sustainability strategy, climate change, social impact, and climate risk management. Based on these engagements we have refreshed our approach to year-end sustainability disclosures to better align with our debt investors requirements. We will continue to do so in future reporting periods.

Regulator engagement

In 2025, we engaged with the Bank of England on data collection for climate-related risks of current exposures and banking revenues. We responded to several consultations, including the Prudential Regulation Authority's CP10/25 and the UK Government's sustainability reporting standards and transition planning standard.

Government and policy engagement

Engaging with the UK Government on the green transition is an important part of our Climate strategy. Clear and consistent policy is essential to support our ambitions and those of our customers. Important areas for the low-carbon transition include:

- Minimum EPC requirements for owner occupiers, buy-to-let, commercial properties, and social housing
- The Future Homes Standard
- Internal combustion engine ban

Various research streams support our engagement with government and our advocacy for a just and orderly transition:

- The second edition of our Tomorrow's Homes report highlights how consumer attitudes to home energy efficiency upgrades and retrofitting have changed in the past two years
- New Green Finance research looked at how homeowners are funding energy efficiency improvements, such as solar panels and heat pumps
- Green skills research examined growing shortages facing heat pump installers to support the UK's clean heating rollout
- Research on the factors influencing consumer adoption of EVs and the barriers to switching.

In 2025, we shared insights from our research to help inform and strengthen national policy. Our second Tomorrow's Homes report highlights the barriers households face in improving energy efficiency. It identifies opportunities for government response in funding, communication, and skills development. Our Green Finance research explores how consumers can access finance for heat pumps, solar panels, and insulation. Our collaboration with the Aldersgate Group and Phoenix examines the workforce needed to meet the UK Government's national heat pump installation targets.

We play a constructive role in shaping UK infrastructure investment by financing renewable and clean-tech projects. We also participate in the Government's British Infrastructure Taskforce, convened by the Chancellor. The taskforce is designed to boost private investment and build business confidence in long-term infrastructure

delivery, helping align policy-maker and industry efforts to unlock capital for sustainable energy and infrastructure.

Community engagement

We want to support our communities to build the skills needed for a just and orderly transition by funding research and providing practical training opportunities with trusted partners. In 2025, we hosted a roundtable during London Climate Action Week to understand the real barriers and opportunities in the green transition. We also launched SkillUp:MK with Milton Keynes College Group, The Open University and Milton Keynes City Council. The project offers free and subsidised courses in digital, leadership, and sustainability skills.

We have provided £50,000 in bursaries for courses at Milton Keynes College Group, including qualifications in energy-storage systems, EV charging, and solar installation. Courses are available online or in person, giving local residents flexible access to skills that meet growing local demand.

Peer collaboration

Collaboration with industry peers allows us to share insights and support collective progress. We participate in key industry groups including the Green Finance Institute (GFI), the City UK, Aldersgate Group, and UK Finance. Through these groups, we work with our peers to address shared challenges, influence policy, and support a just and orderly transition.

Building momentum: Strategy, partnerships, and progress

In 2025, we contributed to The Economist Sustainability Week and London Climate Action Week, sharing our Sustainability strategy and ambitions. These events provided a platform to engage stakeholders on the UK's green transition. We also highlighted our role in areas such as green finance, renewable energy, supply chain decarbonisation, and green skills.

At the Climate Innovation Forum during London Climate Action Week in 2025, we partnered with Banco Santander and Santander Brazil to bring a global perspective. Together, we shared insights on transition planning and nature-based solutions, demonstrating how collaboration across markets can accelerate progress.



Embedding climate in risk management

Managing climate-related risks

To manage the risks associated with climate change, we have two key policies.

Our Environmental and Social Onboarding Criteria defines the sectors we consider high risk from a climate perspective.

Our ESG Risk Policy sets out how our risk teams identify, assess, manage, and report on the ESG-related risks across our business and supply chain and spans all risk types.

Our aim is to follow and apply best practices, international standards, treaties, and references, and to make sure our customers adhere to them where relevant. These include:

- The Equator Principles
- The International Finance Corporation Performance Standards on Environmental and Social Sustainability and explanatory notes
- The United Nations Global Compact
- The United Nations Universal Declaration of Human Rights
- The International Labour Organisation Declaration on Fundamental Principles and Rights at Work
- The United Nations Convention on the Rights of the Child
- The Rio Declaration on Environment and development
- The United Nations Convention against Corruption.

We also follow specific standards for activities in the oil and gas, power generation, and mining and metals sectors, and businesses engaged in soft commodities, while also taking social factors for all sectors into account.

Our climate risk operating model

Climate risk management is led by our Sustainability and ESG Risk teams. Together, they make sure climate considerations are built into how the bank operates and are not treated as a separate exercise.

The Sustainability team leads the ESG Leadership Forum, which oversees delivery of our Sustainability strategy. The team works with business areas to measure financed emissions and develop our internal climate transition plan, grounding strategy in data and day-to-day decisions.

The ESG Risk team provides independent challenge. It reviews the risk profile of our net-zero-aligned commercial activity and assesses the bank's overall climate risk position.

The team uses scenario analysis and client risk assessments to inform our climate transition planning and reports risk status through the ESG Leadership Forum.

This governance structure also ensures our ESG Risk Policy and Environmental and Social Onboarding Criteria are applied consistently, and that we meet regulatory expectations, including the PRA's climate-related.

Risk appetite

We continue to review our climate change risk appetite. During 2025, we developed and fully embedded a risk appetite statement. We review compliance with our risk appetite statement using a set of KPIs that measure both internal data and external factors.

Our risk appetite requires the UK ring-fenced bank to restrict clients or transactions that fail to comply with the Environmental and Social Policy of Banco Santander.

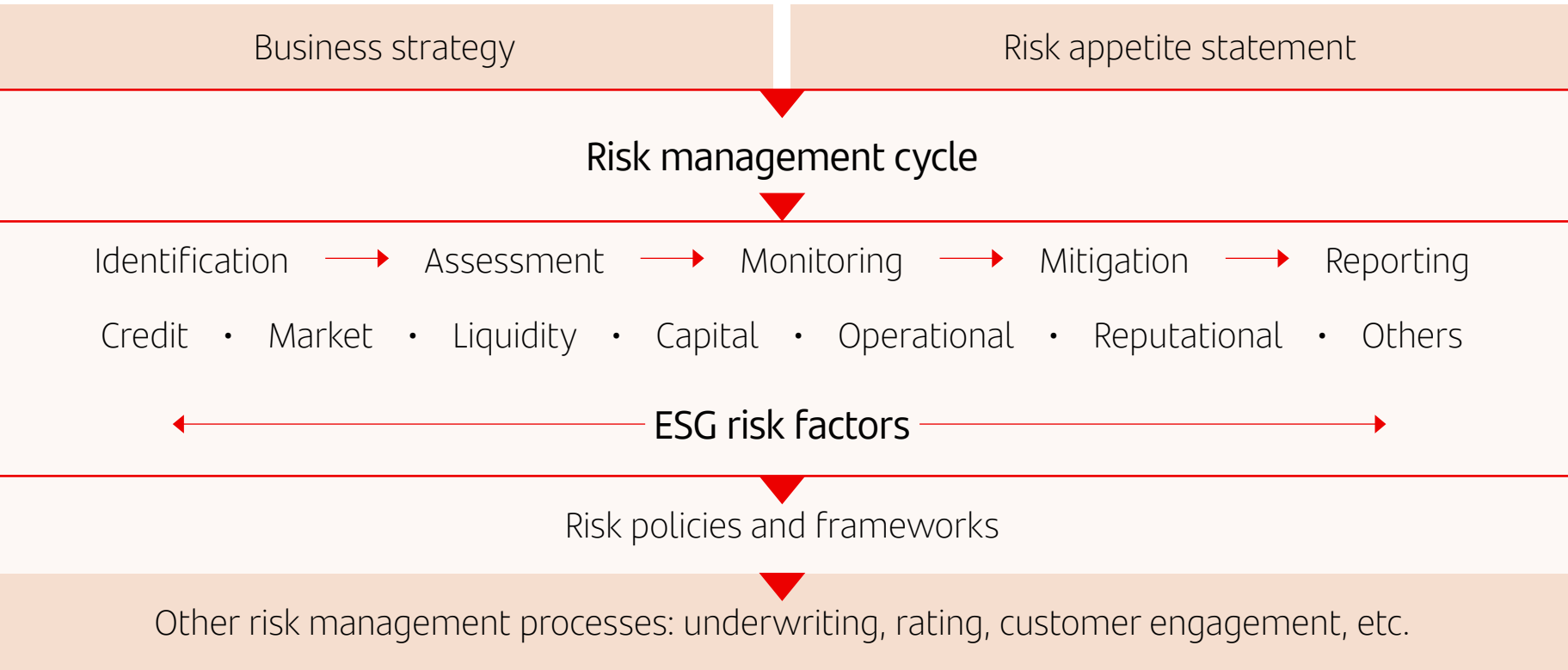
This approach underpins our ambition to finance environmentally and socially responsible activities and positively contribute to the transition to a low-carbon, climate-resilient economy.

Santander UK supports Banco Santander to work towards its ambition of net zero emissions by 2050. Banco Santander has set has set a global emissions reduction ambition for Auto Finance lending, which applies to Santander UK Consumer Finance.

Santander UK has no appetite for breaches of greenwashing regulation. All customer communications, marketing, and product offerings that include sustainability or ESG claims must be assessed by the Environmental, Social, and Governance Panel Meeting.

All reporting of green, social, or sustainable finance is required to comply with Santander's internal classification system for sustainable finance.

Our risk management framework



Our risk management framework

The risks associated with climate and environmental change are key issues for Santander UK and our stakeholders. Embedding climate and environmental considerations in risk management is an integral part of our Climate strategy. Climate-related risks are monitored by the Board Risk Committee and Executive Risk Control Committee.

We incorporate regulatory and strategic sustainability objectives through four key workstreams:

- Climate Internal Scenario Analysis (CISA): Identifies long-term risks and opportunities arising under climate pathways. Owned by our ESG Risk team
- Internal climate transition plan: Sets out a pathway to meet our 2050 net zero ambition that is aligned with the UN Paris Agreement. Owned by our Sustainability team

- Green Finance Programme: Identifies product innovations, partnerships, and education and communications to help our customers meet their net-zero ambitions. Responsibility of our business segments
- Client Environmental Risk and Opportunity Model (CEROM): Process to identify corporate client-specific risks and finance opportunities. Owned by the ESG Risk team and CCB.

These workstreams are supported by our ESG data programme, owned by the Chief Financial Officer, which ensures access to robust and consistent ESCG-related data.

Assessing climate, nature, and social risk in our lending

Client, Environment Risk and Opportunity Model

Our Client, Environment Risk and Opportunity Model (CEROM), explores the needs of our customers and their sustainability goals, and is owned by CCB. It aims to identify specific risks and transition finance opportunities linked to corporate clients. The purpose of this development is to expand our understanding of environmental risk across our lending portfolio.

CEROM assesses environmental risk as part of the credit admissions process, which meets regulatory obligations. It does this by examining our existing and potential clients' understanding, strategy, and funding for climate-related risks in their own business and their supply chain.

Additionally, the model assesses clients' nature and social risk exposures and identifies opportunities for green finance. This enables us to establish a climate risk, nature risk, and social risk rating for each client and confirm that they are aware of the impacts on their business.

Environmental, Social, and Climate Change questionnaire

In 2025, we updated our sector-specific Environmental, Social, and Climate Change (ESCC) questionnaires. We use these when onboarding or reviewing businesses in sectors with higher climate risk. These include the Oil and Gas, Power Generation, Mining and Metals, and Soft Commodities sectors. The questionnaires are designed to be practical, with clear guidance for both relationship managers and customers.

The ESCC questionnaires help us build a detailed picture of how a business operates, its sector-specific risks, and how those risks are managed in practice. The questionnaires apply to all new CCB relationships in these sectors and support consistent risk assessment across the portfolio.

This approach helps us make informed decisions about working with businesses with higher-risk activities, in line with our sustainability priorities and regulatory expectations. It also gives relationship managers clear, tailored feedback they can share with customers, highlighting areas for improvement. These can include emissions measurement, climate targets, supply chain due diligence, and social policies, including modern slavery statements. The focus is on supporting progress over time through clear expectations and practical guidance.

Client, Environment Risk and Opportunity Model (CEROM) sectors

Knowledge and understanding	Does the customer demonstrate good knowledge and/or seem well advised on climate change issues?
Strategy	Does the customer have a climate action strategy, articulating climate change related risks, opportunities, and actions planned?
Physical risk	What are the customer-assessed physical risks in the context of its own business including flood, coastal, and other extreme weather events?
Transition risk	Customer self-assessment of own business and its supply chain
Funding risk	What are the customer's primary funding options if climate risks and strategy lead to increased costs?
Nature risk	To what extent does the customer assess nature and biodiversity risks in the context of its operations?
Social risk	To what extent does the customer engage with local communities and stakeholders to understand and address social concerns?
Opportunities	Is the customer interested in securing green finance for environmental improvement projects and how can Santander UK support them?

Climate opportunities

The impacts of climate change bring both risks and opportunities for Santander UK, our customers, and the wider economy. To capture opportunities, our Green Finance function identifies how we can best support our customers in a just and orderly transition.

Mortgages

In the short term, there is an opportunity to grow a more energy efficient and climate resilient mortgage lending book. This is supported by growing regulation aimed at improving home energy performance. Upcoming energy efficiency requirements under the Future Homes Standard and investments to meet the Warmer Homes Plan will accelerate demand for energy efficient homes and retrofit finance. Our Tomorrow's Homes research looks into consumer attitudes and barriers to energy efficiency. We use these insights to develop solutions that support energy efficiency improvements and help customers gain the benefits of greener homes.

Beyond financing, we see an opportunity to support the wider transition by enabling the development of greener skills in our communities. These can open new employment pathways and contribute to a just transition.

Corporate and Commercial Banking

CCB understands the importance of providing sustainable finance options to companies in many industries. We offer sustainable finance options such as Green and Social Loans and Sustainability Linked Loans. In the short term, we are expanding research into our clients' transition challenges to design more targeted financial solutions. The UK Government's Clean Power 2030 Action Plan presents opportunities

to increase funding for renewable energy, battery storage, and commercial property energy efficiency projects.

Consumer Finance

The growth of the electric vehicle market provides an opportunity to deepen partnerships with established and emerging manufacturers. The Net Zero Emission Vehicle Mandate creates short- to medium-term potential to expand finance for hybrid and electric vehicles. There are also opportunities to support charging infrastructure, strengthening our role in the UK's shift to sustainable transport.

Research

Working with universities on targeted projects helps to deepen our understanding of emerging issues and potential solutions, identify areas for innovation, and explore practical opportunities to support the transition. The insights gained through these collaborations inform our engagement with government and contribute to shaping effective policy and market frameworks.

Own Operations

Aligning our operations with the UN Paris Agreement goals is a chance to lead by example. Improving energy efficiency, investing in renewables, and supporting our suppliers' sustainability efforts can reduce emissions and costs. Through collaboration and innovation, we aim to embed sustainability across our business and value chain. Collaborating with suppliers on sustainability initiatives can identify innovative solutions, cost savings, and strengthen partnerships. We can learn from those already making progress and adopt best practices.

Climate Opportunities				Key		High	Medium	Low
2025	Short Term	2030	Medium Term	2035	Long Term	2050		
Policy								
Warmer Homes Plan			UK Government Clean Power 2030 Action Plan			Zero Emissions Vehicle Mandate		
			Proposed minimum energy efficiency standards for social housing, buy-to-let, and non-domestic rental sector					
Mortgages								
Grow our green mortgage lending book								
Growing retrofit market								
Consumer Finance								
Develop collaborative relationships with vehicle manufacturers								
Opportunities to expand into new green charging infrastructure markets								
Corporate and Commercial Banking								
Grow our Green Commercial Real Estate and Social Housing portfolio								
Support our business clients in their decarbonisation journey								
Grow our Projects Finance book supporting the growth of renewable energy infrastructure and battery storage solutions								
Own Operations								
Reduce the impact of our own sites								

Climate risks

Climate change creates wide-ranging and interconnected risks. The second pillar of our Climate strategy focuses on building climate into day-to-day risk management, including how we identify risks, assess their impact, and respond. We use our risk framework and data to inform strategic and financial decisions. We are also strengthening how we test whether our business strategy can withstand climate impacts over time.

Physical risk

Physical risks arise from the direct effects of climate change and nature loss. This can include more frequent severe weather and degraded ecosystems. Hazards may be acute, such as flooding events or severe weather. They can also be chronic, as persistent shifts in climate or loss of nature and biodiversity undermine essential ecosystem services for people and businesses.

Transitional risk

Transition risks come from the shift to a low-carbon economy. They include changes in policy, technology, customer expectations, and reputation as society adapts.

These two main categories of climate risk manifest across many of our existing risk categories:

Credit risk

Some sectors are more exposed to climate risk than others. Physical risks may lead to credit losses if customers' ability to repay is affected or if collateral loses value. Transition risks, such as new environmental policies or property regulations, can also influence asset values and credit exposure.

Operational risk and resilience risk

Climate change can disrupt how we operate. Extreme weather could damage our buildings, data centres, and branches, or interrupt supplier services. This can affect our ability to serve customers.

Reputational risk

May arise if we fail to meet our sustainability ambitions or if lending activity undermines progress on our climate ambitions. Greenwashing is also a risk if products or assets are incorrectly classified as sustainable. Perceptions of slow progress or weak transparency on climate ambitions can also affect trust.

Pension risk

Climate change may affect the long-term value and security of pension scheme investments. Although our schemes are managed by trustees, there remains a risk that investments may not fully consider climate-related factors.

Liquidity risk

Climate risk may result in increased withdrawals of deposits. This could result from acute physical hazards or negative customer sentiment arising from a reputational event.

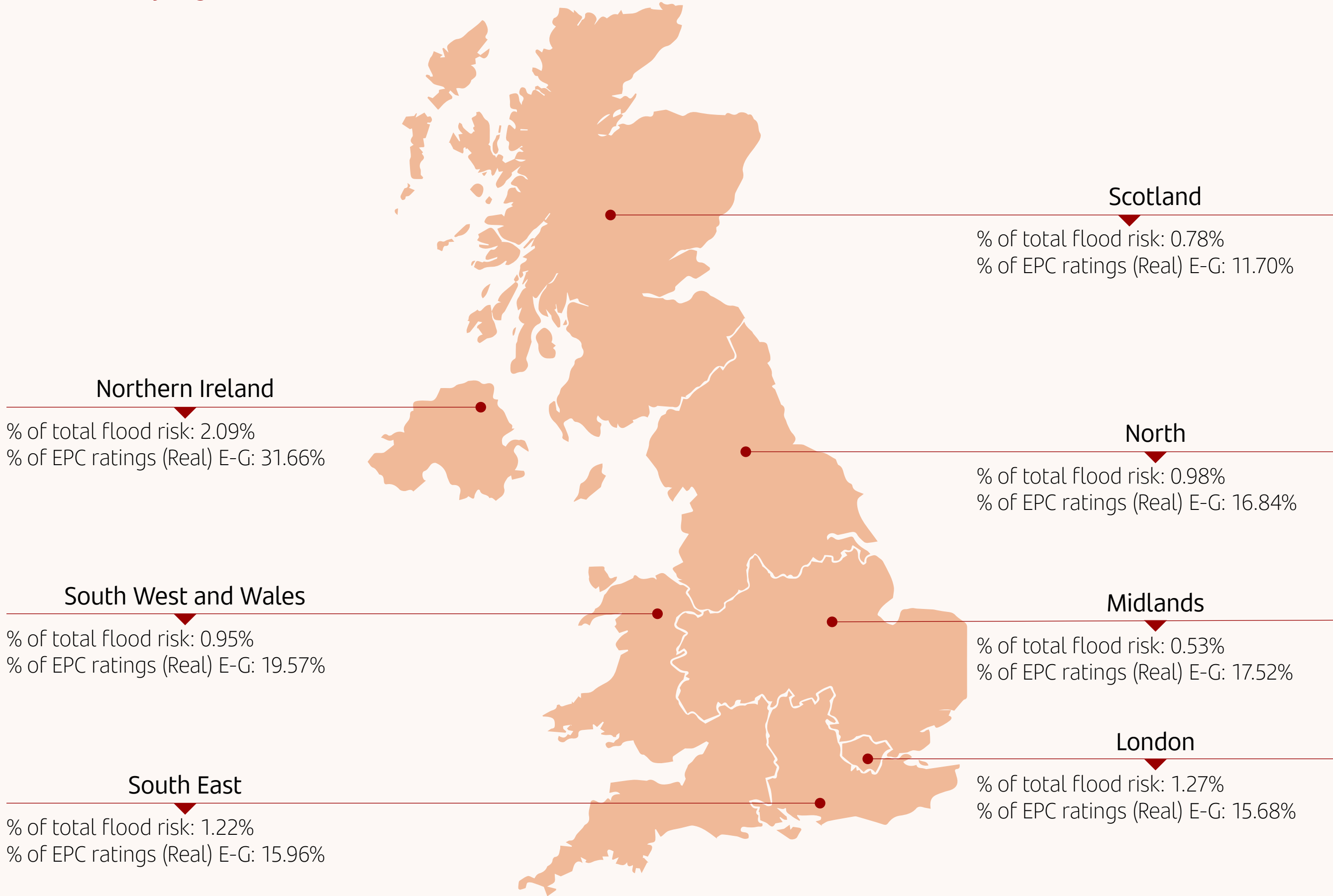
Regulatory risk

Regulatory expectations on climate risk continue to increase. A failure to meet climate-related rules and disclosure requirements could result in greater scrutiny or limits on certain activities.

Climate risks			Key		High	Medium	Low
2025	Short term	2030	Medium term	2035	Long term	2050	
Physical risks							
More frequent and severe climate events that may lead to damage or disruption within our lending portfolios, own operations, or supply chain							
			Recurring events could affect insurance premiums and in turn affect our customers affordability leading to a larger proportion of uninsured properties				
			Physical damage to Santander UK assets such as offices and branches				
Transitional risks							
Cost of transition impacts on credit risk profiles of our retail and commercial clients							
			Mortgages on low energy efficiency properties and commercial real estate may become stranded				
Insufficient, untimely, or poor-quality data prevents us from accurately assessing the risks and opportunities arising from the transition							
			Poorly performed energy efficiency improvements or unsuitable customer advice increases conduct-related risks				
Rapid technological developments within the car industry increases residual value risk as older electric vehicles depreciate more rapidly than anticipated							
Rapidly evolving regulatory landscape for the transition to a greener economy could lead to reputational risks of non-compliance							
Reputational risk of not maintaining pace with UK market progress towards the green transition							
Regulatory risk of non-compliance to regulatory requirements							

Current climate risk in our mortgage portfolio

Climate risk by region



Flood risk (physical climate risk)

Flooding is one of the most significant physical climate risks in our mortgage portfolio. Using postcode data, we have assessed flood risk for every Santander UK mortgage. Flood probability is shown as a ratio; for example, a 1 in 30-year event means there is a one-in-thirty chance of flooding in any given year.

Almost 95% of properties in our portfolio are in very low or negligible flood risk areas. As part of our ongoing risk management, we assess how physical climate risks may affect the value and resilience of our portfolio. We review flood risk each year and use scenario analysis to understand how changing weather patterns could affect our exposure. There were no material changes in flood risk across our portfolio in 2025.

This year, the presentation of flood risk has been refined to provide a clearer representation of regional exposure. The map illustrates the current distribution of high and medium flood risk across each region within the portfolio as at 31 December 2025.

Across the full portfolio, properties classified as high flood risk account for 0.23%, while those classified as medium flood risk account for 0.82%. Risk estimates are based on the probability of winter rainfall exceeding 6mm per day and incorporate exposure to coastal, river, and surface water flooding.

The map also displays the proportion of properties within each region that have an EPC rating of E to G. Across the total portfolio, EPC ratings of E–G represent 16.9%, with EPC G accounting for 0.56% of the overall portfolio.

Current climate risk in our mortgage portfolio continued

Energy efficiency risk

Energy efficiency ratings are a potential transition risk for our mortgage portfolio because of government targets for minimum EPC standards of properties. Properties with lower EPC ratings may face lower valuations as regulation and buyer demand change.

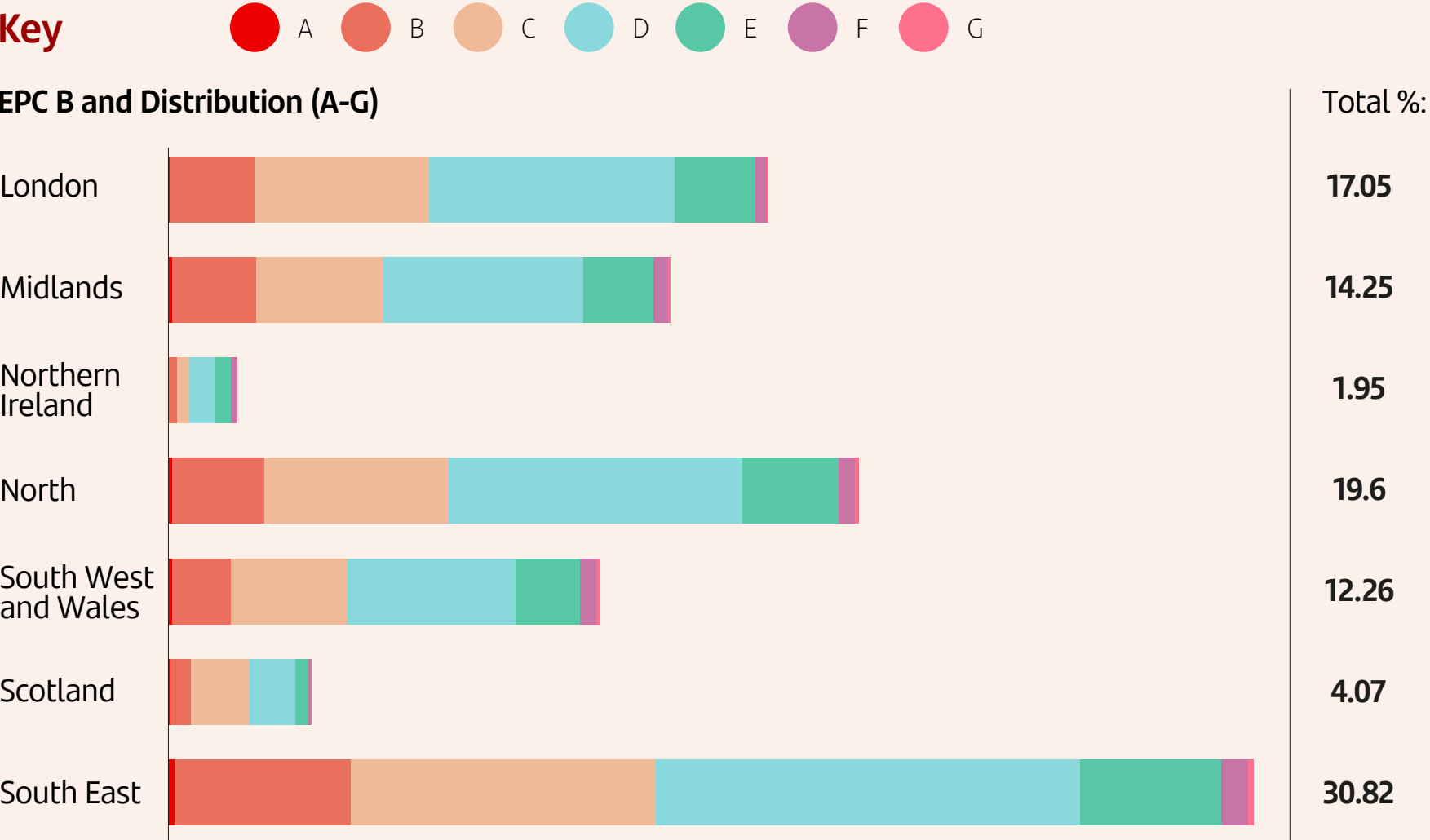
To help reduce this risk, we are developing initiatives that support customers to improve the energy efficiency of their homes and raise their EPC ratings. While we use EPC ratings as a key indicator to assess energy efficiency risk within our portfolio, we recognise that EPCs have certain inherent limitations. These include variations in assessment methodologies, the age and frequency of certificate updates, and the fact that ratings are based on standardised assumptions rather than actual energy consumption.

We monitor and report the energy performance of all properties in our mortgage portfolio. In 2025, 43% of properties had an EPC rating of A to C, up from 42% in 2024 — driven mainly by an increase in EPC C properties.

Our EPC ratings (A-G) for residential mortgages can be seen in the graphs and tables on the right hand side¹.

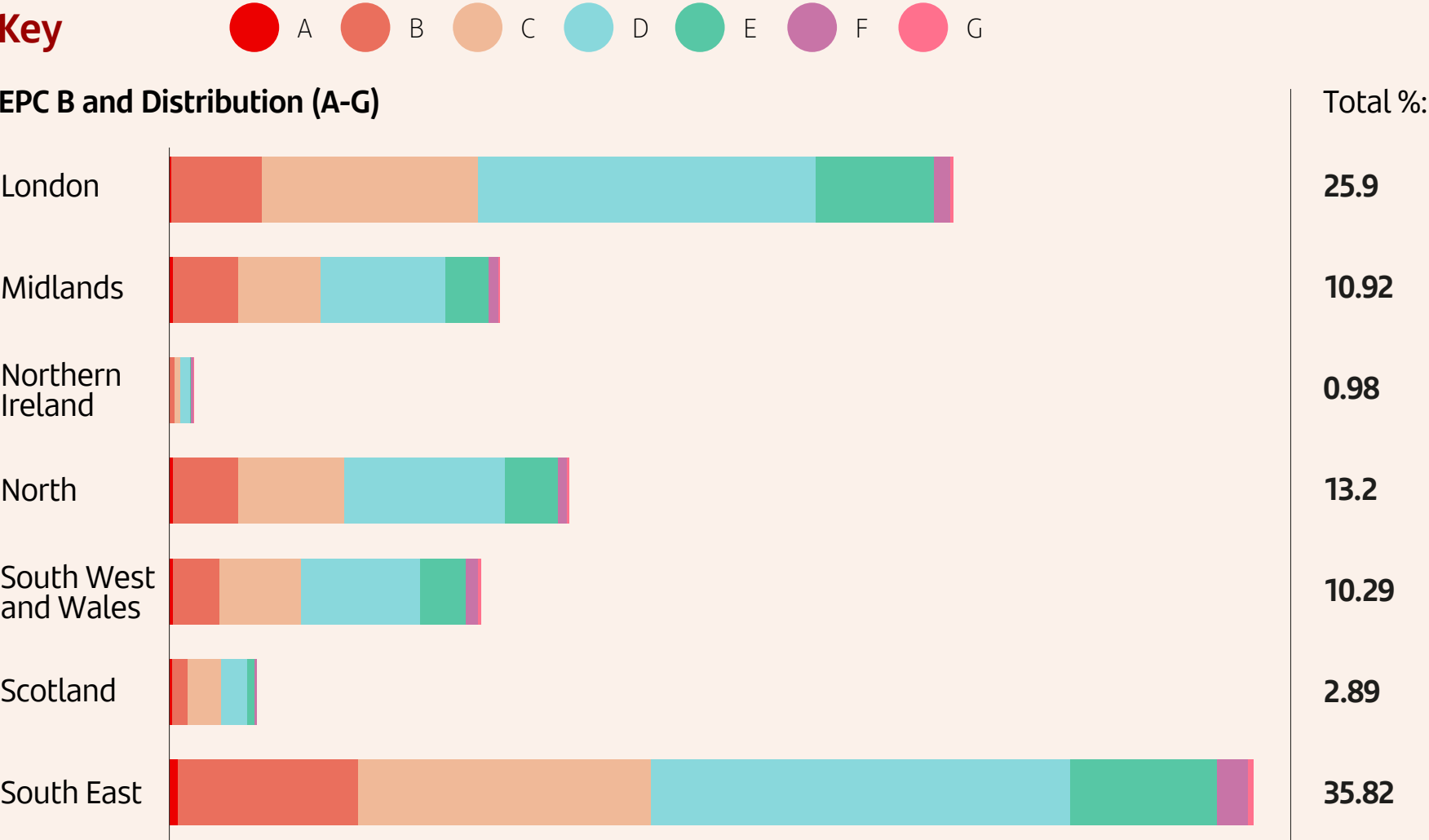
¹ The EPC percentage distribution does not total 100% due to a small number of properties recorded with a blank EPC rating

EPC ratings (A-G) for residential mortgages as a percentage of the total number of mortgages where an EPC is recorded for 2025 and 2024



	% volume of the portfolio							
	A %	B %	C %	D %	E %	F %	G %	Total %
London	0.03	2.41	4.96	6.98	2.3	0.31	0.06	17.05
Midlands	0.08	2.41	3.61	5.66	2.01	0.41	0.08	14.25
Northern Ireland	0	0.22	0.37	0.74	0.43	0.16	0.02	1.95
North	0.08	2.63	5.25	8.34	2.73	0.47	0.1	19.6
South West and Wales	0.08	1.67	3.3	4.81	1.81	0.47	0.12	12.26
Scotland	0.05	0.57	1.66	1.31	0.36	0.09	0.02	4.07
South East	0.17	4.99	8.69	12.05	4	0.77	0.15	30.82
Total 2025 (registered)	0.49	14.9	27.83	39.88	13.64	2.69	0.56	100
Total 2024 (registered)	0.4	15	26.6	40.3	14.4	2.8	0.6	100
Total 2025 (registered and modelled)	0.39	11.92	25.66	46.61	12.72	2.24	0.45	100
Total 2024 (registered and modelled)	0.3	11.7	24.1	47.7	13.4	2.3	0.5	100

EPC ratings (A-G) for residential mortgages as a percentage of the total value of the mortgages portfolio where an EPC is recorded for 2025 and 2024



	% value of the portfolio							
	A %	B %	C %	D %	E %	F %	G %	Total %
London	0.05	3	7.12	11.18	3.91	0.52	0.11	25.9
Midlands	0.09	2.18	2.7	4.13	1.43	0.32	0.07	10.92
Northern Ireland	0	0.14	0.19	0.35	0.2	0.08	0.01	0.98
North	0.09	2.16	3.51	5.32	1.73	0.32	0.06	13.2
South West and Wales	0.1	1.54	2.68	3.94	1.51	0.43	0.1	10.29
Scotland	0.06	0.53	1.1	0.86	0.26	0.07	0.01	2.89
South East	0.26	5.97	9.66	13.87	4.85	1.03	0.18	35.82
Total 2025 (registered)	0.65	15.51	26.95	39.65	13.9	2.77	0.54	100
Total 2024 (registered)	0.45	15.87	25.57	39.86	14.7	2.96	0.56	100
Total 2025 (registered and modelled)	0.57	13.67	25.46	43.66	13.61	2.53	0.48	100
Total 2024 (registered and modelled)	0.39	13.72	23.95	44.3	14.39	2.67	0.49	100

Climate stress testing and scenario analysis

Our approach to climate scenario analysis

Climate scenario analysis is one of the practical tools we use to understand and manage climate-related risks. It helps to test how resilient our business model and strategy may be under different climate change pathways.

It also helps us explore where financial impacts could arise over the short, medium,

and long term, supporting clearer risk management choices and strategic planning.

We have developed the capability to design and run tailored climate models through our Climate Internal Scenario Analysis (CISA) framework. In 2024, we carried out long-term climate stress testing using these models. In 2025, we extended our work to focus more closely on severe physical climate risk scenarios. We design plausible scenarios that are relevant and useful to

decision making. The scenarios meet regulatory expectations while also supporting internal risk assessment.

CISA provides a long-horizon, dynamic balance sheet assessment of transition and physical risks and uses Santander UK's existing stress-testing methodologies and infrastructure. The modelling incorporates factors to forecast how climate change may affect credit risk and collateral values over time, including:

- Simulation of new mortgage lending by Energy Performance Certificate (EPC) rating
- Use of regional house price indices to project collateral values
- Adjustments to collateral and Probability of Default based on climate risk exposure, costs, and insurability
- Sector-level Gross Value Added pathways.

The analysis differentiates between physical risks, including flood, subsidence, and coastal erosion, and transition risks, such as changing government policy, and impacts on customer affordability from higher energy costs.

CISA scenario								
Climate Biennial Exploratory Scenario (CBES)		2023	2024			2025		
		Desktop physical risk sensitivity	Baseline	Delayed transition	Sensitivity	Baseline	Physical event followed by delayed transition	Sensitivity
Scenario characteristics	The three scenarios modelled were early action, late action, and no additional action. Focus was placed on transition risks (policy shifts to net-zero) and physical risks (impacts of warming) over a static balance sheet.	Desktop assessment of physical risks reviewing sectoral concentrations to identify affected portfolios.	Reflects current landscape and government policies to provide a basis for comparison with other scenarios.	Stringent government policies are implemented rapidly and disorderly in 2030 which causes financial instability.	Residential and commercial real estate downward price shock (based on 2008) sensitivity combined with Thames Barrier flood event on the baseline scenario.	Reflects current landscape and government policies to provide a basis for comparison with other scenarios.	Three sequential river floods impacting London and the South East which triggers severe government mitigation policies. The impacts are felt across all sectors and productivity declines.	The sensitivities consist of various flood and insurance coverage assumptions which reflect impacts in the absence of the Flood Re scheme with an assumption of no government intervention.
Time horizon	30 Years	30+ Years	30 Years	30 Years	30 Years	10 Years	10 Years	10 Years
Nature of physical risks	Low, and Severe	Severe	Medium	Low with acceleration over time	Medium	Medium	Severe	Severe
Nature of transition	Partial, Disruptive, and n/a	N/a	Partial	Disruptive	Partial	Partial	Disruptive	Disruptive
Transition start date	2020, 2030, and n/a	N/a	N/a	2030	N/a	N/a	2030	2030

Climate stress testing and scenario analysis continued

2025 CISA: Bespoke flood scenario followed by delayed transition

Our 2025 scenario examines the potential impact of severe and reoccurring physical climate events. This takes place within London and the South East, a geographically concentrated area of our portfolio and prompts rapid and much needed government intervention.

As the pace of climate change accelerates, more frequent and severe physical hazards are expected, increasing disruption to economic activity.

We selected this scenario to build on earlier stress testing insights, as previous exercises showed that the availability of insurance is a key factor impacting the results. This enabled a forward looking assessment of the portfolio's resilience in one of our more concentrated areas.

Given the geographical concentration of our mortgage portfolio in London and South East England (over 55% of exposure), we assessed a severe physical risk scenario involving three major river floods in 2026, 2028, and 2033.

Approximately 15% of London is located on a floodplain that is increasingly vulnerable to extreme rainfall events, which could overwhelm existing flood defences, heightening the potential impact of such events on households, insurers, and local systems.

The scenario is designed to capture this cumulative disruption and also incorporates a subsequent phase of accelerated climate policy implementation, reflecting delayed transition responses by government.

Taken together, these assumptions allow us to assess how the portfolio may perform under prolonged physical stress, while also highlighting areas where additional action may be required to support customers and strengthen risk management.

Our modelling indicates that flood damage would affect multiple sectors with the most significant impacts being felt in real estate. Damage to physical assets and infrastructure also causes disruption through interruptions to transport, work patterns, and wider economic activity.

From 2030, the scenario assumes the disorderly introduction of climate policies, including higher carbon prices, lower energy demand, and a rapid shift towards renewable energy. These transition effects are captured through macroeconomic and sector-specific pathways.

Based on the 2025 exercise, we estimate a 19% increase in losses relative to the baseline scenario over the 10-year assessment horizon. Potential losses are mitigated by a low average loan-to-value ratio across the portfolio, which provides a degree of resilience against shocks to collateral values.

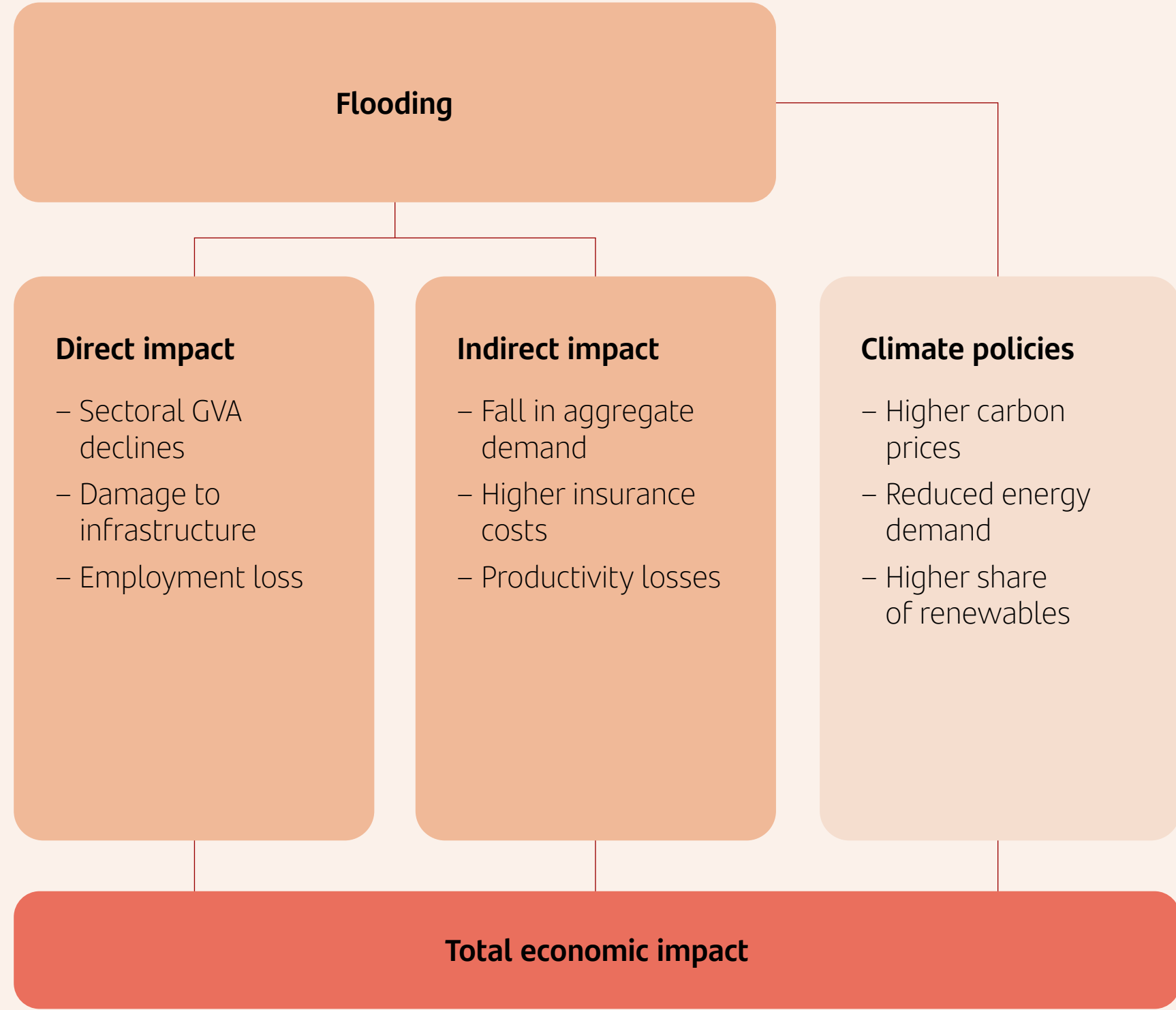
To better understand tail risks, we also tested sensitivities for residential properties in London and the South East. We did this by varying the proportion of homes affected by flooding and assumptions around insurance coverage. Flooding sensitivities remained relatively low, largely due to the continued effect of low loan-to-value ratios. This analysis did not assume total property loss or wider affordability impacts, which will be explored in future CISA exercises.

What insights did we generate?

Based on the 2025 CISA results and earlier scenario analysis exercises, the findings do not suggest the need for additional capital or changes to IFRS 9 provisioning.

As our climate scenario analysis continues to mature, we will enhance modelling with improved data range and quality, and greater use of technological solutions. We will also expand scenarios across a broader range of short-, medium-, and long-term horizons. This will enable a deeper analysis of physical risks and their potential financial impacts.

Climate risk scenario



Source: Oxford Economics

Key

- Physical risks
- Transition risks

Environment metrics

Environment							
Entity	Metric name	Units		2025	2024	2023	Commentary
Santander UK Group Holdings plc (HoldCo)	Total energy consumption	kWh		80,469,017	89,994,215	93,387,392	Total energy consumption decreased between 2024 and 2025, reflecting site closures and operational changes across the estate. Gas usage declined following the closure of several head office sites, as well as reduced retail demand after boiler decommissioning at certain branches. Electricity consumption also fell, driven by the same head office closures and a reduction in IT load at our data centres. Santander UK partially occupies our Triton Square office, which is also used by other Santander entities. As Santander UK holds operational control, including areas of the building that we do not directly occupy, we have made the decision to fully account for its emission profile within the reporting for Santander UK. This approach was jointly agreed with Banco Santander and has been in place since 2019, our baseline year.
Santander UK plc (SanUK)	Total energy consumption	kWh		79,991,734	89,511,041	92,907,880	
Santander Financial Services plc (SFS)	Total energy consumption	kWh		477,283	483,174	479,152	
HoldCo	Total fossil energy consumption	kWh		10,390,815	11,385,917	–	Total fossil energy consumption decreased between 2024 and 2025, reflecting site closures and operational changes across the estate. Gas usage declined following the closure of several head office sites, as well as reduced retail demand after boiler decommissioning at certain branches.
HoldCo	Total renewable energy consumption	kWh		69,856,920	78,374,651	–	Electricity consumption reduced in 2025, due to the closure of several head offices, including Central Milton Keynes, Newcastle, and Manchester, alongside a decrease in IT load at the data centres. In 2025 there was also a consolidation of the Glasgow office to one end of the Property, which would have resulted in an overall decrease in electricity consumption.
SanUK	Water consumption	m³		141,665	135,907	123,355	Overall increase in water consumption due to increases in occupancy during 2025. Water consumption exceedance at the Glasgow head office due to increased flushing regime and faulty valve for when one of the tanks was being drained. Additionally, there was also a new automatic flushing system implemented at Unity Place in 2025.

Data and coverage: High quality data is essential for tracking our climate progress, identifying opportunities, and reporting accurately and transparently. We use the PCAF methodology for our Scope 3 financed emissions and this provides an indicator of our data quality. For our Mortgage portfolio, energy use is sourced through EPCs, or modelled when unavailable, resulting in a PCAF score of 3.2, which aligns with good practice. In our Commercial Real Estate portfolio, we rely on proxy data which gives a lower PCAF score of 3.9. We have established a data improvement programme to improve EPC coverage for this portfolio. In Consumer Finance, we have strong asset coverage, leading to a good PCAF score of 2.2. Our report focuses on our mortgage portfolio, as it represents our most material exposure – accounting for over three-quarters of total loans and advances. Other significant sectors include our Commercial Real Estate portfolio within CCB and Consumer Finance, which is mainly auto finance. The remaining sectors primarily consist of unsecured lending, for which there is currently no PCAF methodology given that these products are not covered within the financed emissions framework, and a range of smaller fragmented sectors which given their limited materiality we have not yet included and will look to align for future inclusion with emerging group practice and prioritisation.

Environment metrics continued

Environment continued							
Entity	Metric name	Units		2025	2024	2023	Commentary
SanUK	Electronic waste generated	kg		161,208	43,130	–	In 2025, the device refresh programme targeted a large group of colleagues whose laptops were reaching end of support. This increased the volume of laptops and other IT hardware returned as no longer fit for purpose. There was also a site closure (Manchester Deansgate), alongside BAU hardware collections from head office locations.
SanUK	Hazardous waste generated	kg		6,335	3,528	–	Q4 saw a large increase in hazardous waste collections, which contributed to the overall total of hazardous waste for 2025 being much higher than in 2024. These collections in Q4 are mainly attributed to retail site clearance work due to a number of retail site closures.
SanUK	Paper and cardboard waste generated	kg		537,348	534,426	–	Paper and cardboard waste broadly remains the same year-on-year.
SanUK	Electronic waste recycled	kg		127,178	43,130	–	In 2025, the device refresh programme targeted a large group of colleagues whose laptops were reaching end of support. This increased the volume of laptops and other IT hardware returned as no longer fit for purpose. There was also a site closure (Manchester Deansgate), alongside BAU hardware collections from head office locations.
SanUK	Paper and cardboard waste recycled	kg		537,348	534,426	–	Paper and cardboard waste broadly remains the same year-on-year.
HoldCo	Scope 1 CO ₂ e emissions	tCO ₂ e	AS	2,133	2,473	2,827	Emissions decreased between 2024 and 2025, driven by a combination of site closures and operational changes across the estate. Gas usage fell overall due to the closure of several head offices, including Central Milton Keynes, Newcastle, and Manchester, alongside reduced retail demand following boiler decommissioning at certain branches. Electricity consumption also reduced, reflecting the same head office closures as well as a decrease in IT load at the data centres and lower electricity grid emission factors for 2025. Santander UK partially occupies our Triton Square office, which is also used by other Santander entities. As Santander UK holds operational control, including areas of the building that we do not directly occupy, we have made the decision to fully account for its emission profile within the reporting for Santander UK. This approach was jointly agreed with Banco Santander and has been in place since 2019, our baseline year.
HoldCo	Scope 2 CO ₂ e emissions (Location-based)	tCO ₂ e		12,392	16,259	16,190	
HoldCo	Scope 2 CO ₂ e emissions (Market-based)	tCO ₂ e	AS	54	65	63	

Key: **AS** 2025 data has been subject to Independent Limited Assurance by PricewaterhouseCoopers LLP, please refer to the Assurance report in this supplement. See our 2023 and 2024 supplements for the prior performance period and assurance by PricewaterhouseCoopers LLP. Please refer to the Methodologies and data criteria section of this supplement for further details of how we have prepared our 2025 data.

Environment metrics continued

Environment continued							
Entity	Metric name	Units		2025	2024	2023	Commentary
HoldCo	Scope 3 CO ₂ e emissions (business travel only)	tCO ₂ e	AS	2,406	3,039	2,527	Business travel emissions fell from 3,039 tCO ₂ e to 2,406 tCO ₂ e. Most of the reduction resulted from updated UK Government emission conversion factors, which lowered calculated emissions versus the prior year. A modest behavioural shift also contributed. Therefore despite an increase in total distance travelled, a greater use of lower-emitting transport, including rail and electric vehicles, resulted in reduced emissions per kilometre.
HoldCo	Total CO ₂ e emissions (excluding financed emissions)	tCO ₂ e	AS	4,593	5,577	5,417	Total CO ₂ e emissions (excluding financed emissions) decreased in 2025. The reduction was mainly driven by lower business travel emissions, alongside a decline in Scope 1 emissions resulting from reduced gas consumption across the estate, following head office closures and the decommissioning of boilers at selected retail sites.
HoldCo	CO ₂ e emissions per employee (excluding financed emissions)	tCO ₂ e / total HoldCo FTE	AS	0.30	0.29	0.27	
HoldCo	Offsetting carbon emissions Scope 1 and Scope 2	tCO ₂ e		2,187	2,538	–	The amount of offsets utilised slightly decreased since 2024 due to reduction in operational emissions.
HoldCo	Carbon credits cancelled from elimination projects	tCO ₂ e		2,187	2,538	–	
HoldCo	Carbon credits cancelled from reduction projects	tCO ₂ e		0	0	–	Credits acquired from Climate Action Reserve only.
HoldCo	Carbon credits cancelled from quality standard VCS Verra	tCO ₂ e		0	0	–	
HoldCo	Carbon credits cancelled from quality standard Gold Standard GS	tCO ₂ e		0	0	–	
HoldCo	Carbon credits cancelled from quality standard American Carbon Registry	tCO ₂ e		0	0	–	
HoldCo	Carbon credits cancelled from quality standard Climate Action Reserve	tCO ₂ e		2,187	2,538	–	The amount of offsets utilised slightly decreased since 2024 due to reduction in operational emissions.
HoldCo	Carbon credits cancelled from projects within the EU	tCO ₂ e		0.00	0.00	–	Project based in Latin America
HoldCo	Carbon credits in stock	#		818	–	–	501 credits were retired from 2024. In 2025 we purchased and retired a further 2,500 credits. Of these 818 were unused in offsetting 2025 emissions and will be used against our 2026 exposure.
HoldCo	Scope 3 financed emissions (Residential Mortgages)						
HoldCo	Absolute emissions	ktCO ₂ e	AS	N/A	1,116	1,221	Our absolute emssions remain broadly the same year-on-year. The reduction of emissions intensity is largely due to improved EPC data across the properties we finance. We continue to maintain a high coverage of the total gross lending portfolio assessed with our emissions calculation.
HoldCo	Emissions intensity	kgCO ₂ e/m ²	AS	N/A	20.7	20.9	
HoldCo	PCAF score	#	AS	N/A	3.2	3.2	
HoldCo	Lending exposure assessed	£bn	AS	N/A	167.3	175.3	
HoldCo	Total exposure	£bn		N/A	169.0	176.9	

Environment metrics continued

Environment

continued

Entity	Metric name	Units	2025	2024	2023	Commentary	
HoldCo	Scope 3 financed emissions (Consumer Finance)						
HoldCo	Absolute emissions	ktCO ₂ e	AS	N/A	1,232	1,336	Our absolute emissions for our Auto Finance portfolio have reduced as we have increased volume of funding for lower-emissions vehicles. Sales of electric cars specifically have increased with some manufacturers meeting their government-mandated sales quotas in 2024. Our two joint ventures with Hyundai and Volvo are also positioned to perform well in this market with expanding, competitive ranges of hybrid and electric vehicles. This has also helped contribute to an overall reduction in our absolute emissions for our portfolio.
HoldCo	Emissions intensity	gCO ₂ e/km	AS	N/A	133.4	141.3	
HoldCo	PCAF score	#	AS	N/A	2.2	2.1	Our data quality score has remained stable as we continue to maintain good accuracy over the mileage and emissions profile of each vehicle captured at point of sale.
HoldCo	Lending exposure assessed	£bn	AS	N/A	8.8	8.6	We continue to maintain a high coverage of the total gross lending portfolio included in our emissions calculation. This is due to our ability to caputure accurate data on vehicle type, emissions footprint, and mileage at point of sale. Vehicle value and remaining balance on the vehicle which is tracked live monthly, enabling us to maintain a high level of accuracy over the financed emissions attributed to Consumer Finance.
HoldCo	Total exposure	£bn		N/A	9.0	8.8	
HoldCo	Scope 3 financed emissions (Commercial Real Estate)						
HoldCo	Absolute emissions	ktCO ₂ e	AS	N/A	94	114	Over the period absolute financed emissions reduced by 17% and emissions intensity by 14%. This was primarily driven by enhanced EPC and floor area data, improved property-level granularity enabling more accurate PCAF factor selection, reduced reliance on conservative assumptions, and a 10% decrease in Commercial Real Estate exposure assessed with the most significant impact in the Commercial Real Estate, Care Homes and Hotels sub-portfolios. Emissions disclosed excludes those from CRE syndicated loans (£1.2bn).
HoldCo	Emissions intensity	kgCO ₂ e/m²	AS	N/A	22.0	25.4	
HoldCo	PCAF score	#	AS	N/A	3.9	4.0	
HoldCo	Lending exposure assessed	£bn	AS	N/A	8.6	9.6	
HoldCo	Total exposure	£bn		N/A	10.0	9.7	

Key: AS On this page, 2024 data has been subject to Independent Limited Assurance by PricewaterhouseCoopers LLP, please refer to the Assurance report in this supplement. See our 2023 and 2024 supplements for the prior performance period and assurance by PricewaterhouseCoopers LLP. Please refer to the Methodologies and data criteria section of this supplement for further details of how we have prepared our 2024 data.

Environment metrics continued

Environment continued							
Entity	Metric name	Units		2025	2024	2023	Commentary
SanUK	Green finance raised and facilitated	£bn	AS	6.4	3.9	–	In 2025, we exceeded our target, raising £23.6bn against a £20bn ambition. This outperformance was driven primarily by EPC A and B mortgage lending, alongside financing for electric and plug-in hybrid vehicles for retail customers.
SanUK	Green finance raised and facilitated cumulative since 2021	£bn		23.6	17.2	13.3	
SanUK	Sustainability linked loans	£m		431.7	487.0	659.0	Sustainability Linked Lending Loans has decreased year-on-year due to less demand from our clients
SanUK	% of contractual instruments used for the procurement of renewable electricity	%		100	–	–	Within Santander UK plc, all electricity consumption is covered by renewable energy certificates.
HoldCo	Achieve net zero in our own operations by 2030: reduction since 2019	%		70	65	–	This performance is driven by a combination of site closures and operational changes across the estate. Gas usage fell overall due to the closure of several head offices, including Central Milton Keynes, Newcastle, and Manchester, alongside reduced retail demand following boiler decommissioning at certain branches. Electricity consumption also reduced, reflecting the same head office closures as well as a decrease in IT load at the data centres.
SanUK	Customers supported to become greener with products and services	#		85,328	47,000	–	Since 2021, we have considerably exceeding the target of 180,000. Performance has been driven primarily by increased demand for lower-emission vehicle finance and further supported by growth in EPC A and B mortgage lending.
SanUK	Customers supported to become greener with products and services (cumulative since 2021)	#		237,717	152,000	105,000	
HoldCo	Achieve net zero in our own operations by 2030: reduction since 2019	tCO ₂ e		2,187	2,538	–	This year's Scope 1 and 2 emissions have reduced moving us closer to our 2030 target. This was mainly driven by a combination of site closures and operational changes across the estate. Gas usage fell overall due to the closure of several head offices, including Central Milton Keynes, Newcastle, and Manchester, alongside reduced retail demand following boiler decommissioning at certain branches. Electricity consumption also reduced, reflecting the same head office closures as well as a decrease in IT load at the data centres.

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Social



WHAT'S COVERED



Our approach to social	45
Our customers	46
Our communities	48
Our people	50
Social metrics	52

45
46
48
50
52

In 2025, we launched our Social strategy to drive productive and inclusive growth for our customers, communities and people. The strategy focuses on tackling structural barriers to opportunity, strengthening financial resilience and enabling long-term prosperity.

For customers, we are strengthening financial health and inclusion – making it easier to access the right products, guidance and support to build security and confidence for the future.

For communities, we are expanding access to education, employability and skills, alongside targeted financial education and support for vulnerable people. By building skills and financial capability, we help more people improve career prospects, strengthen resilience and participate fully in the economy.

Our people are at the heart of everything we do. Their skills, ideas, and commitment are what drive progress for our customers. We are focused on helping every colleague unleash their potential through learning opportunities, an inclusive culture, and greater support for social mobility.

Highlights

The King's Trust

We launched a new five-year partnership with The King's Trust to support young people across the UK to build skills, increase confidence and improve their career prospects.

Inclusive support

We created an award winning animation to help colleagues understand neurodiversity and support customers with greater confidence.

Financial education

We published The Currency of Learning, a global report based on a survey of nearly 20,000 people around the world. It reveals gaps in financial knowledge and urges broader financial education to help people make better money decisions.

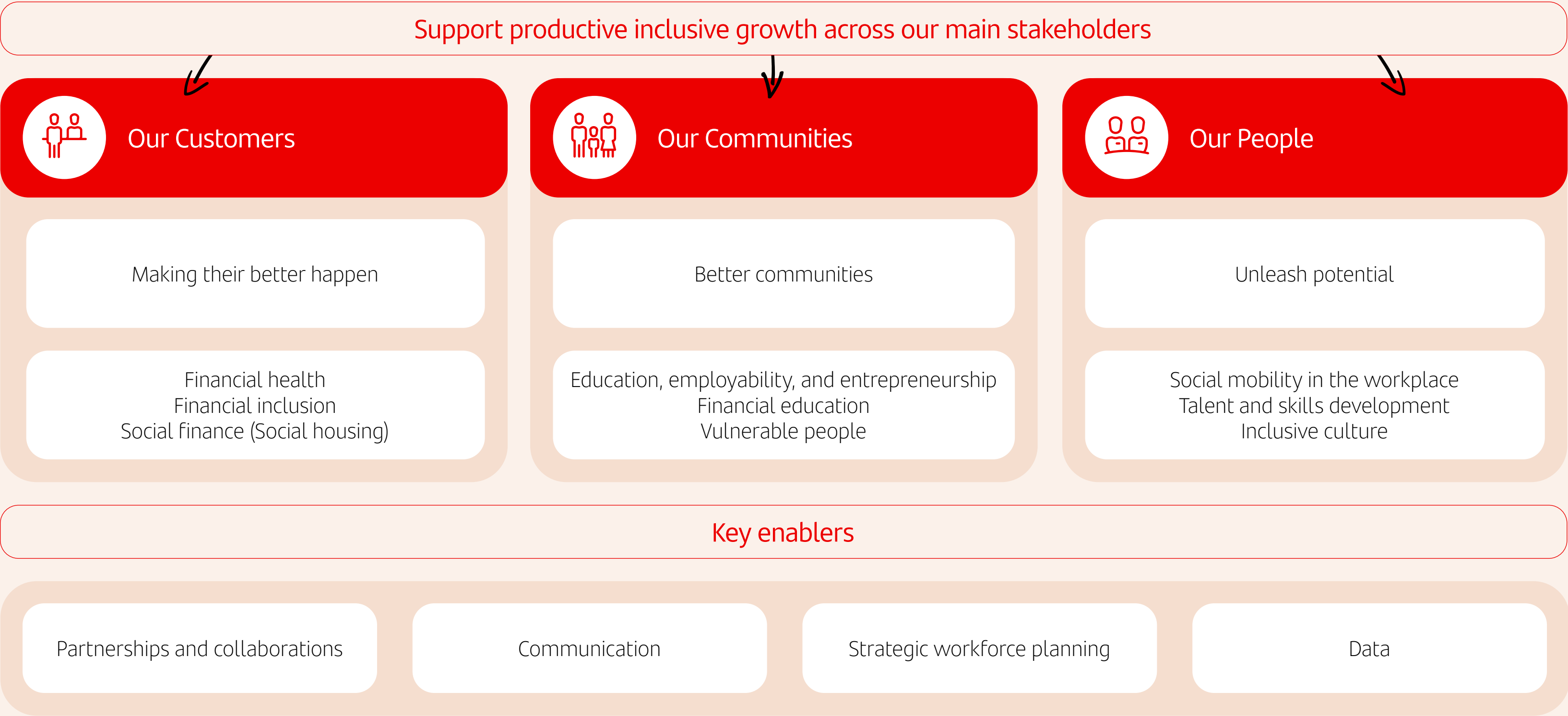
[+ SEE OUR GENDER AND ETHNICITY PAY GAP REPORT](#)

Our approach to social

SANTANDER UK'S SOCIAL STRATEGY



Our Social strategy reflects our ambition to building productive and inclusive growth with our customers, communities, and colleagues. We aim to help our customers strengthen their financial health and access financial opportunities, support our communities through skills development and greater access to opportunity, and foster an inclusive culture in our workplace. Together, these priorities guide how we respond to our most material social topics in the UK.



OUR PROGRESS

	2025	2024	2023
Community support in education, employability, and entrepreneurship (£m)	7.4	7.8	N/A
Senior female employees (%)	35.3	34.1	33.9
Senior Asian, Black and other minority ethnic employees (%)	14.5	14.7	12.8

Our customers

Our customers sit at the heart of our purpose: to help people and businesses prosper. Their choices and challenges guide how we shape banking and deliver positive change across society and the economy.

We're focused on improving financial inclusion and financial health in ways that make a real difference to people's lives. From everyday banking to moments of financial difficulty, we're developing products, services, and support that help customers stay in control, build confidence, and move forward with money.

Being ready to support our customers

We are here to support customers when it matters most. Our approach combines practical financial tools with personalised help for people facing money worries or missed payments.

Our Financial Support team proactively contacts customers to offer advice and tailored solutions that strengthen financial resilience. This work is delivered by colleagues whose care and expertise make a real difference every day.

Their impact was recognised at this year's Collections and Vulnerability Awards, where our Contact Centre Team was celebrated for outstanding service and teamwork, and our digital innovation was recognised through the Transformation Programme award. We are especially proud of Yvonne Calland, named Vulnerability Champion of the Year.

Technology also plays a key role. Through our mobile app, customers can use My Money Manager, a free tool that provides

personalised insights to help manage spending and ease financial pressure.

We also work with Turn2us so customers can quickly check the benefits they may be entitled to through the free and confidential Benefits Calculator on santander.co.uk.

These initiatives show that through every call, message, and chat, we're aiming to support a real person who deserves understanding, respect, and practical help.

Plain Numbers

Around half of working age adults in the UK have the numeracy skills of a primary school child. When numbers aren't clear, people can't make informed decisions. Customers with lower financial literacy are less likely to engage with their finances or make good financial decisions.

Poor numeracy is a hidden vulnerability, and a lot can be done to communicate numbers in a better way. At Santander UK, we have collaborated with Plain Numbers, who are experts in this field, to change how numbers are explained.

Plain Numbers training helps our colleagues to better support customers who experience maths anxiety. Mimi Oloni is one of our colleagues who has completed Plain Numbers training. Mimi used the training to transform our Savings and Investing webpage to become Plain Numbers certified.

The webpage is simpler, clearer, and more engaging for customers and since relaunch double the number of visitors click through

to our Savings and ISA hub. More visitors are using the calculator too, exploring available options and getting more details about investments.

The power of plain numbers is shown by the fact that the refreshed webpage has attracted thousands of visits and organic search traffic has risen to 41%. It is now ranked number 7 on Google for savings and investments searches and number 1 for difference between savings and investments.

Supporting vulnerable customers

Reaching customers who most need support is a key part of our strategy. Vulnerability can affect anyone at different stages of life, and in those moments, managing money can become much harder.

Our role is to listen, understand, and respond with care. We offer tools, guidance, and empathy to help customers regain stability and confidence. By doing this, we aim to make banking simpler, safer, and more supportive for everyone.

A key focus of our work is supporting customers affected by domestic, economic, and financial abuse (DEFA). We continue to raise awareness and improve the help available for both customers and colleagues.

This includes promoting the Safe Spaces scheme, which gives people access to a private room in our branches. During No More Week, a global campaign to end domestic violence, we shared resources and information to help people find the right support. We have also improved our website

Strength through support



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I'm a cancer sufferer and the people at Santander have been amazingly supportive. I felt they went above and beyond for me."

Santander Customer

Our approach to vulnerable customers is often best displayed by real-life examples. Earlier in the year, one of our customers was concerned about missed payments on their account. During a conversation with the Financial Support team, they shared that they were undergoing cancer treatment, which had made it difficult to keep up with financial commitments.

Recognising the customer's situation, the team referred them to our specialist Customer Care Team, where a dedicated case handler took over their support. The customer was first offered a Breathing Space solution that gave them time to focus on their treatment and regain stability before agreeing an affordable repayment plan.

Through our former charitable partnership with Macmillan Cancer Support, we also referred the customer for additional specialist support for people affected by cancer. Our Customer Care Team continues to stay in touch with the customer through regular wellbeing check-ins. These help keep the repayment plan manageable and that the customer continues to feel supported throughout their recovery.

SDG 8



SDG 10



SDG 17



Our customers continued

to make it easier for customers to find help through Santander UK and connect with specialist organisations. 766 colleagues have completed our Introduction to DEFA training, and we have strengthened guidance for managers to help them recognise and respond to signs of abuse. Our peer support group provides a safe and understanding space for colleagues experiencing DEFA.

Accessibility and inclusion

We aim to create an inclusive environment for every customer, including those who are neurodiverse. It is important for our colleagues to know how to offer the right support.

To help this, we produced an award winning animated short film for colleagues to raise awareness of neurodiversity. It features Santander UK employees sharing their own experiences and perspectives. The film challenges common myths and stigma while celebrating the strengths that come with thinking differently.

We also provide Supported Banking services for customers who need extra safeguards to help them stay financially independent. This includes Power of Attorney, Third Party Access, and a Carer's Card.

This year we have added to our approach through a partnership with Sibstar. Sibstar provides a prepaid debit card and app designed for people with reduced capacity, such as those living with dementia or a learning disability. It allows continued independence at the same time as offering security by allowing care givers to manage

how and where the card can be used through an easy to use app. Through the partnership, we can refer customers who might benefit from Sibstar's prepaid debit card and app, further expanding our Supported Banking services.

Providing appropriate safeguards for customers is a real priority and to we are currently testing restricted card spending with a small number of customers with the aim of expanding this initiative through 2026.

Protecting our customers

Preventing fraud through education remains a key part of our customer protection work. We know being the victim of fraud can be very upsetting. We also know these feelings can stay with the victim for a long time afterwards. That's why we do everything we can to try and prevent these crimes happening in the first place.

In 2025 we launched our quarterly Santander Scamtracker. This monitors the volume and value of Authorised Push Payment (APP) scams reported by our customers, as well as emerging scam trends.

It enables us to raise awareness with our customers and the wider public, ensuring they are aware of the latest tactics criminals are using to defraud customers. We provide simple top tips to accompany the data so customers can spot the red flags and stay safe.

In January, we launched the Santander Mobile Fraud Hub on our mobile app.

This provides customers with easy access to key fraud and scam prevention information. We've developed short two-minute courses and interactive quizzes to make learning fun, while keeping it bite-sized.

We have focused our campaigns on scam types that are trending or affecting specific groups, such as beauty purchase scams and job application scams, so that our messages reach the people most at risk.

We also welcomed media into our Bootle offices to meet our Break the Spell team, our fraud prevention specialists. They showcase the expertise and determination that go into helping victims of scams and reveal the increasingly complex methods used by criminals to manipulate and deceive people.

Breaking the spell on romance scams



Romance scams are one of the most emotionally impacting fraud types for victims. Criminals spend months building trust, creating a relationship, and coaching victims to doubt anyone who challenges the story, even their own bank. Santander's Break the Spell team was created to meet this challenge with calm, persistent, and human support.

The specialist team of colleagues works from our Bootle office and focuses on the most complex cases. Referrals arrive when other parts of the bank spot warning signs that a customer may be under the influence of a scammer. The team then takes time to build trust, often over several calls, and helps customers see the red flags for themselves.

In one case, a customer believed she was in contact with a famous Hollywood actor. Another customer shared photos of a supposed partner travelling abroad and reverse image searches revealed the partner was not who they said they were. In both examples, the team's patience helped customers recognise what was really happening. Break the Spell shows that protecting people's wellbeing is central to helping them prosper.



Our communities

Stronger communities are a cornerstone of our Social strategy, which focuses on creating growth that is both productive and inclusive.

Education, employability, and entrepreneurship

The community pillar of our Social strategy focuses on education, employability, and entrepreneurship. It also aims to build financial confidence through education and to support those in society who are most vulnerable.

We want to give more people the tools and confidence to thrive, and by doing so, strengthen the communities where we live and work.

As part of a global banking group, we use our international scale, technology, and expertise to deliver social impact here in the UK. Our global initiatives include Santander Open Academy, a free online global platform offering accessible skills training focused on employability and education. We also support entrepreneurs and small and medium-sized enterprises (SMEs) through Santander X, a global platform that helps start-ups and scale-ups access funding, mentoring, and exposure. In addition, Campus Digital provides learning opportunities that help people build digital skills and prepare for the modern workplace.

We partner with universities across the UK to help students access and succeed in higher education. Our scholarships and learning opportunities provide financial support for internships, work placements,

travel, volunteering, and other experiences that build skills and confidence for employment. The initiative reflects Santander's long-standing support for education, employability, and entrepreneurship in local communities.

Recognised on Fortune Magazine's Change the World list for the third consecutive year, Banco Santander continues to show how responsible business and positive social impact can go hand in hand.

Santander Open Academy

Santander Open Academy is a global and free learning platform that provides free access to hundreds of courses designed to strengthen skills, improve employability, and support lifelong learning, including scholarships, courses, and contents. Covering topics such as AI, leadership, and sustainability, it gives people the knowledge and confidence to succeed in a rapidly changing world.

Campus Digital

In 2025, we launched a pilot of Campus Digital with the University of Bradford which transforms university life through a secure digital service that facilitates the daily activities of academic communities. The platform enhances university life by bringing together digital tools for students and institutions across Europe and Latin America.

For students, Campus Digital offers one simple mobile app for everything from campus IDs and academic tools to payments, communications, and community engagement. For universities, it improves

efficiency and engagement with co-created features, secure access, and a strong focus on data protection. The platform aims to make campus life more connected, convenient, and inclusive in an increasingly digital world.

Santander X

Our global initiative supports entrepreneurs and businesses in growing and transforming their operations. It offers a comprehensive value proposition, including training programmes, challenges and awards, networking opportunities and tailored financial solutions. In the UK, the Santander X Awards offer entrepreneurs and SMEs the chance to win funding, mentoring, and expert support. It is one of the UK's largest competitions for early-stage businesses.

In 2025, the awards celebrated their 15th anniversary. The competition featured three categories tailored to different stages of business growth- university, start-ups, and SMEs.

Participants received tailored pitch training, mentoring, and networking opportunities to develop their business skills. Finalists gained national visibility and access to expert guidance to help accelerate their growth. Through Santander X, we continue to back entrepreneurs who are creating jobs, driving innovation, and strengthening local economies. The UK winners also go on to compete in the Santander X Global Awards alongside the winners from other countries.

Santander Scholars

We offer scholarship programmes that have helped students from diverse and disadvantaged backgrounds to access, succeed and thrive in higher education. Each Scholar received three years of financial support for tuition fees and personal development. In 2025, we proudly celebrated their graduation and the support that went beyond funding. It created opportunity, built confidence, and prepared students for the future. Alongside financial support, Scholars took part in mentoring, training, and professional development to help them grow the skills and connections they need for their careers.

The King's Trust

In 2025, we launched a five-year partnership with The King's Trust to support young people who are not in education, employment, or training, including helping aspiring young entrepreneurs to start and grow their own businesses. Together, we are helping them build the skills, confidence, and connections they need to shape brighter futures.

By 2030, we aim to support more than 2,500 young people, raise £1m through employee fundraising, and create over 10,000 volunteering opportunities for colleagues to help young people develop the skills they need for better career prospects.

The King's Trust shares our belief that every young person deserves the chance to succeed. This partnership reflects our ambition to open up opportunities that improve career prospects and financial



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I'd like to express my sincere gratitude to the Santander scholarship programme during a time when I've faced health and financial challenges. This aid allowed me to continue my studies and eased the financial stress that these circumstances brought. It's more than just a scholarship; it's a lifeline that's helped me navigate this challenging time in my life."

Pete Dewey,
Santander scholar

Our communities continued

independence. By working together, we can better understand and respond to the challenges young people face, creating opportunities that drive long-term inclusive growth and help communities across the UK prosper.

Building financial confidence for life
We know that developing money skills builds confidence, resilience, and long-term financial health.

The Numbers Game, our financial education programme – in partnership with Twinkl, focuses on helping school children, parents, and teachers with free, curriculum friendly resources that make learning about money simple and practical. We are giving young people the knowledge they need to make confident financial decisions for the future.

During 2026, we will expand our support to adults, helping people take control of their finances at every life stage. New resources will guide them to assess their financial position, set meaningful ambitions, and plan ahead, supported by practical tools and checklists.

Through this work, we aim to help people build stronger financial foundations and empower families to overcome challenges and thrive.

The Numbers Game
Our flagship financial education programme helps young people build the confidence and skills they need to manage money well. Delivered in partnership with Twinkl since 2022, the programme offers free, curriculum-friendly resources that make financial education accessible, engaging, and part of everyday learning. We want to reach children early and help them develop money skills that last a lifetime.

In 2025, The Numbers Game reached approximately half a million children aged five to 16 across UK schools. Now in its fifth year, our partnership with Twinkl continues to provide materials which are inclusive, practical, and easy for teachers to use in the classroom.

To embed financial learning even further, we promote the Financial Education Recognition Scheme.

The scheme encourages schools to dedicate at least six hours per pupil each year to The Numbers Game resources, helping to build a generation of financially confident and resilient young people.

Global insights: Financial education
In 2025, we launched our Global Financial Education Report, [The Currency of Learning](#), to explore how people think and feel about money.

The study surveyed 20,000 people around the world to understand what they want to learn and how they believe financial education should be delivered.

The findings highlight where financial confidence is improving and where more support is needed, especially in digital money management. These insights will guide our work to help people build financial confidence and resilience.

We will use the learnings to shape our financial education programmes to meet real-world needs and experiences. The report also aims to support governments and partners in strengthening their financial education strategies, because empowering people with the right knowledge is the first step toward lasting financial wellbeing.

Santander Foundation
In 2025, the Santander Foundation distributed over half a million to funded partners through its Financial and Digital Empowerment fund, which supports work to tackle digital and financial exclusion.

With this help, funded partners delivered services to more than 23,800 people. This included providing data connectivity to over 1,000 individuals and over 600 digital devices.

As a result, those supported strengthened their financial capability, with around 31% improving both their digital and financial skills.

Supporting our colleagues' development through helping others

Santander Communications Manager Katie McGarrigle volunteered with The King's Trust via their Enterprise Programme, which helps young people turn business ideas into reality. The programme offers expert workshops, one-to-one mentoring, and funding opportunities.

Katie supported the Business Advance stage, a series of specialist workshops and networking events for young entrepreneurs who have launched a business. She delivered a two-hour online marketing workshop titled Social media strategies that work: Smart solutions for small businesses.

Twenty-one young people joined the session. Katie said she received excellent support from The King's Trust team. They offered clear guidance, reviewed her content, and ran technical checks before the session. This preparation helped reduce nerves and ensured the content was engaging and relevant.

Feedback from participants was extremely positive. Comments included, "Fantastic information!" and "It was really useful to understand target customers and how best to market to them".

Reflecting on the session, Katie said she moved from feeling nervous to energised, and described it as an empowering experience. Katie's contribution shows how sharing professional expertise can build the participants confidence, strengthen community ties, and support young people to grow their skills and businesses.



Our people

Our People Deal defines what it means to work at Santander UK. It articulates what colleagues can expect from working here and what we expect in return.

It has six pillars outlining how we work, how we develop our people, and how we support to our customers, communities, and each other. It guides how we create value for our people while also delivering our wider business strategy by strengthening capability, performance, wellbeing, and inclusion.

Unleash your potential

We continue to embed a culture of continuous learning across Santander UK. We are investing in building the skills and capabilities our colleagues need to succeed in a changing environment and to support long-term value creation. All colleagues have access to Dojo, Santander's global learning platform, to support their development. Engagement with learning, measured through our YourVoice survey, scored 8.5, above the financial services benchmark of 7.7.

In 2025, we filled 67% of vacancies with internal candidates, showing clear evidence of internal mobility across our workforce and organisation. This reflects our ongoing focus on career development and our commitment to accessible pathways for colleague growth and retention.

We are strengthening the capability of our People Managers through our School of Management and Role of the Manager programmes. These programmes focus

on building confident leaders who can lead change and deliver sustainable outcomes, with 1,600 managers have completed dedicated development modules.

Our wider talent programmes help colleagues to develop new skills and explore different roles across the organisation. We also offer early careers programmes that provide structured entry routes through internships, graduate schemes, and apprenticeships. Through the Apprenticeship Skills Levy, we invest in future-focused capabilities, including data, artificial intelligence, and business transformation.

Raise the bar

We are strengthening a performance culture built on accountability, pace, and impact. In 2025, we launched our High-Performance Culture Framework, to set clear expectations for how we work and lead. Managers across the business delivered structured team sessions to embed the framework into day-to-day behaviours, supporting stronger collaboration and execution.

To support the introduction of our new process for end-of-year performance reviews, we provided training for people managers across the organisation. 97% of people managers attended, demonstrating strong engagement and establishing a clear understanding of expectations ahead of the year-end cycle.

The performance review process is reinforced with the introduction of a new High-Performance Annual Bonus Scheme, which links reward to delivery and impact.

This connects employee recognition with outcomes that support sustainable business success. Colleague feedback indicates strong satisfaction with our approach to reward, scoring 7.7, which is in line with the external benchmark of 7.7.

There when it matters

Our integrated approach to colleague wellbeing, spans mental, physical, social, and financial health. Our aim is to help colleagues thrive at work and build resilience across the organisation.

Our wellbeing sentiment score reached 8.2 in 2025, above the financial services benchmark of 8.0, which reflects strong confidence in our wellbeing approach. During the year, we introduced free on-site health assessments, expanded Peppy support for pregnancy and parenthood, and funded bowel cancer screening for colleagues aged over 45.

In 2026, we will refresh our wellbeing strategy, with a clear focus on helping colleagues to sustain high performance by building and maintaining physical and mental energy. This will be supported with continued health assessments, helping colleagues better understand their body and mind, and private medical insurance cover for all colleagues to ensure timely access to support when it is most needed.

Safe spaces that change lives

The Domestic, Economic, and Financial Abuse (DEFA) Community began as an idea within our Women in Business Network to create a safe space for colleagues affected by abuse. It has since grown into a network of trained colleagues across Santander UK who volunteer their time to support both colleagues and customers when it matters most.

The DEFA Community offers confidential peer support and awareness sessions that help colleagues recognise the signs of abuse, access help, and regain confidence. It also works with customer teams and branch networks to deliver Finance Fundamentals sessions, giving survivors the tools to rebuild financial independence.

By combining empathy with practical action, the DEFA Community helps to break cycles of abuse and financial exclusion. In 2025, its impact was recognised through a CEO Award nomination, reflecting how creating safe spaces can change lives and strengthen our culture of care and inclusion.



Our people continued

Valued for your impact

Recognition plays an important role in strengthening performance, engagement, and belonging. In the second year of the CEO Awards, we expanded the nomination window to one year and received 747 nominations recognising contributions to our strategy by individuals or teams.

Everyday recognition also continued to grow through Kudos. More than 28,000 recognitions are shared each month. Recognition engagement scored 8.1 in our YourVoice survey, compared with a financial services benchmark of 7.5, indicating that colleagues feel valued for their contribution.

In 2026, we will introduce a new Group-wide recognition programme to further embed performance-led recognition across markets and teams.

Shape the future

We are adopting a digital-first, self-service approach to people services, empowering colleagues to manage their own experience. Most human resources (HR) transactions are now self-service and 1.3 million self-service transactions have been completed on our Workday platform. Throughout 2025, we focused on simplifying and removing process content from our policies to improve the colleague experience.

In 2025, our AI assistant, Sandi, handled more than 59,000 colleague queries and resolved 95% of them without escalation achieving a satisfaction score of 9.1. This has improved efficiency and enabled HR teams to focus on more complex, people-centred activity.

Our strategic workforce planning framework supports our transformation programme by ensuring we have the right skills and capacity. It enables responsible planning while building an agile, data-driven workforce equipped for the future.

From 2026, we will continue to explore how AI can be used responsibly, guided by our Responsible AI Framework, to enhance efficiency and reduce operational risk.

The place to be yourself

In 2025, we focused on strengthening the conditions that help all colleagues thrive. Our inclusive culture programmes – including the DEI Talent Boosters and Black Talent Programme – expanded sponsorship and development opportunities, contributing to female representation in senior leadership growing to 35.3% (2024: 34.1%).

We strengthened accountability for our ambitions in this pillar of Our People Deal. We've achieved this through quarterly progress reporting and active sponsorship from senior leaders across the Board, Executive Committee, and Solaruco (Santander UK's senior leadership population). Our Black Advisory Board provides insight and challenge to support progress on equity for Black colleagues and to inform our wider inclusion agenda.

For more information on our inclusive organisation ambitions and progress, read our Pay Gap Report.

Our colleague networks continued to expand their reach, hosting monthly peer sessions on menopause, fertility and baby loss, caring responsibilities, neurodiversity, and mental wellbeing. We are also building trust around voluntary disability disclosure enabling colleagues to access available support in a safe and inclusive way.

From 2026, we will improve transparency through our Diversity Dashboard and strengthen accountability across all business areas.

Our People Deal continues to guide how we create value. Our priorities for 2026 are to advance skills-based workforce planning, build leadership capability, and deepen inclusion. Together, these efforts will drive engagement, resilience, and productivity, helping us create long-term value for our customers, communities, and shareholders.

Building belonging through lived experience

Our people networks play a vital role in creating a supportive and inclusive workplace. Each network contributes to an inclusive culture across Santander UK, helping strengthen our colleagues' sense of belonging.

Offering peer-to-peer support and safe spaces for open and honest discussion, our networks help colleagues feel seen, heard, and supported. They also champion allyship by building understanding, encouraging inclusive behaviours, and engaging colleagues across the organisation. Our people networks provide valuable insight and feedback that supports our decision making.

REACH is Santander UK's Race, Religion and Cultural Heritage people network. It engages more than 1,500 colleagues across eight communities: Black, Muslim, Christian, Jewish, Hindu, Sikh, Chinese, and Hispanic and Latino. The network's community-led activity is shaped by lived experience and ongoing feedback, helping to support colleagues in moments that matter.

In 2025, REACH focused on raising awareness and building engagement across Santander UK. This included hosting a listening circle with Board and Executive Committee sponsors, launching the Hispanic and Latino community, recognising key cultural and faith moments, and creating safe spaces for open dialogue and peer support. The network also supported colleague development through mentoring initiatives and was shortlisted for Outstanding Ethnicity Network of the Year at the 2025 Employee Network Awards.



Social metrics

Social						
Entity	Metric name	Units	2025	2024	2023	Commentary
SanUK	Group clients by region, geography, and Digital Consumer Bank	millions	22.7	22.5	22.5	The total number of Group clients has remained consistent, with a slight increase, across all regions, geographies, and within our Digital Consumer Bank.
SanUK	Digital bank – clients	millions	7.3	7.2	7.2	Our digital clients data remains stable year-on-year. This reflects our strategic approach of digital first with a human touch.
HoldCo	Number of branches	#	363	444	444	Open branches excluding Santander Locals as at 31/12/2025. On 17 March 2025, we announced plans to update our branch network from June 2025 to better serve the changing needs of its customers. We will be changing the format of a number of branches to include 18 counter-free and 36 reduced hours branches, alongside 290 full-service branches and five Work Cafés. As part of the changes, 95 of the prior 444 branches will be closed. These locations will be covered by new Santander Community Bankers providing face-to-face money management and general support for customers, visiting local communities weekly, as well as attending local Banking Hubs.
SanUK	Ranking of Bank's NPS positioning: Individual Segment	#	5	4	–	Rank as at September 2025 aligned to group NPS end of year reporting. Santander UK NPS has improved +1.8pts in the last 12 months, however competitors have seen much stronger improvements having launched more frequent and new propositions and initiatives.
SanUK	Community support programmes: Investment in education, employability and entrepreneurship programmes in the year	£m	7.4	7.8	–	Investment in education, employability and entrepreneurship continued to be a core priority in 2025, reaching £7.4m as part of Santander's global commitment in these areas. As programmes expanded to engage wider and more diverse communities, associated delivery costs (including VAT) increased in line with this growth and are reported separately from community support.
SanUK	Community support programmes: Investment in education, employability, and entrepreneurship programmes, cumulative 2023-2026	£m	22.5	15.0	–	
SanUK	People helped through Santander Universities programmes:					The increase from 2024 is primarily due to a focus on learning content.
SanUK	Employability programmes	#	6,124	5,790	–	
SanUK	Education programmes	#	6,106	459	–	
SanUK	Entrepreneurship programmes	#	836	94	–	

Social metrics continued

Social continued						
Entity	Metric name	Units	2025	2024	2023	Commentary
SanUK	Community support	£m	9.4	10.5	11.7	The main contributing factors to the decrease in community support for 2025 are reductions in the Santander Foundation Grants and the Santander Foundation Matched Donations Programme. 2025 was the last cycle of the Foundation Grants – wave 2, while the Matched Donations Programme ended in Q4 2024, with only the accrued payments being made in H1 2025.
SanUK	People helped through local initiatives supporting the community	#	541,004	401,696	–	The number of people helped has increased this year. In part this is due to The Numbers Game programme, developed in partnership with Twinkl. In 2025, the programme reached approximately half a million children aged five to 16 across UK schools.
SanUK	New people financially included since 2023	#	263,203	191,772	–	The year-on-year increase was on plan, helping us to exceed our internal target of 200,000.
SanUK	New people financially included in 2025	#	71,431	86,422	–	The contributing factor to the decrease in 2025 figures is due to the Retention Rate initiative not being reported in 2025. This is due to the initiative not being fully aligned with the refreshed Group methodology.
SanUK	Employee engagement score	#	7.8	7.9	8.2	The 2025 data provided reflects the engagement index as at Q3 2025. We intend to launch a new Global in-house tool in Q1 2026.
HoldCo	Employee turnover	%	8.15	9.41	9.08	Although the number of leavers has increased in 2025 due to an ongoing restructure, attrition is excluded from turnover calculations.
HoldCo	Employees FTE	#	15,388	18,156	19,992	The reduction in headcount and FTE is due mainly to an ongoing UK restructure.
HoldCo	Headcount	#	16,437	19,409	19,988	The reduction in headcount and full-time equivalent employees (FTE) is due mainly to an ongoing UK restructure.
HoldCo	Employees by sex FTE (male)	#	7,187	8,507	9,328	The reduction in headcount and FTE is due mainly to an ongoing UK restructure.
HoldCo	Employees by sex FTE (female)	#	8,200	9,648	10,660	
HoldCo	Senior female employees	%	35.3	34.1	33.9	This year, we undertook further research into the barriers that hinder women progressing into senior roles. It reinforced our existing action and informed our plans for 2026. These include a structured sponsorship framework providing access to senior advocates and opportunities for female employees, re-shaping the executive recruitment process, lifting the female joiner ratio, and focusing on retaining our existing female talent.

Social metrics continued

Socialcontinued						
Entity	Metric name	Units	2025	2024	2023	Commentary
HoldCo	Senior Asian, black, and other minority ethnic employees	%	14.5	14.7	12.8	We previously achieved our ethnicity representation ambitions, and the 2025 dip reflects the impact of ongoing transformation. In response, we'll strengthen diverse talent pipelines, increase senior-level sponsorship of our ethnicity networks, and continue listening to colleagues to remove barriers to progression. Our binary ethnicity pay gaps continue to narrow, with 2025 delivering the first reduction in the Black pay gap since 2020.
SanUK	Headcount	#	15,412	18,329	19,802	The reduction in headcount and full-time equivalent employees (FTE) is due mainly to an ongoing UK restructure.
SanUK	Headcount with permanent contract: Total	#	14,743	17,407	–	
SanUK	Headcount with temporary contract: Total	#	669	922	–	
SanUK	Headcount with full time contract: Total	#	12,420	14,865	–	
SanUK	Headcount with part-time contract: Total	#	2,992	3,464	–	
SanUK	Headcount with non-guaranteed hours contract: Total	#	0	0	–	
SanUK	Headcount (Executives)	#	157	177	–	
SanUK	Headcount (Managers)	#	1,611	1,839	–	The reduction in headcount and full-time equivalent employees (FTE) is due mainly to an ongoing UK restructure.
SanUK	Headcount (Other employees)	#	13,644	16,313	–	
SanUK	Headcount, by age bracket (aged <30)	#	2,560	3,571	–	
SanUK	Headcount, by age bracket (aged 30-50)	#	9,530	11,037	–	
SanUK	Headcount, by age bracket (aged >50)	#	3,322	3,721	3,913	No historic data tracking available
SanUK	Headcount of minority ethnic employees	%	23	–	–	
SanUK	Employees by gender (male)	#	6,791	8,113	–	The reduction in headcount and FTE is due mainly to an ongoing UK restructure.
SanUK	Employees by gender (female)	#	8,621	10,216	–	
SanUK	Employees by gender (not declared)	#	0	0	–	
SanUK	Employees by gender (others)	#	0	0	–	Despite the reduction in headcount, the proportion of women in particular senior positions has remained stable year-on-year.
SanUK	Women out of management positions (Executives)	%	37	36	–	
SanUK	Employees with performance reviews	#	15,249	18,030	–	The year-on-year reduction of employees with performance reviews is in line with our headcount reduction from 2024 to 2025. Employees on long term leave (such as parental or sick leave) or new joiners, may not receive performance reviews.
SanUK	Women in STEM-related positions (of total STEM positions)	%	28	26	–	Despite the reduction in headcount, the proportion of women in STEM positions shows a slight increase year-on-year.

Social metrics continued

Social continued						
Entity	Metric name	Units	2025	2024	2023	Commentary
SanUK	New hires	#	523	1,531	–	In 2025, we filled two thirds of vacancies with internal candidates, showing clear evidence of internal mobility across our workforce and organisation.
SanUK	Number of days lost due to work-related health (accidents and ill health)	days	18,362	9,193	–	N/A
SanUK	Cases of recordable work-related ill health (occupational illnesses)	days	379	225	–	N/A
SanUK	Total employees with disability	#	594	721	–	The reduction in employees with a disclosed disability is in line with our total headcount reduction year-on-year.
HoldCo	Total days of learning completed	days	38,727	37,147	53,984	Our days of learning remains broadly stable compared to 2024. The reduction in training days compared to 2023 data can be attributed to the reduction in HoldCo headcount, and therefore the associated training modules these employees would have completed, and also the change in methodology as highlighted last year.
SanUK	Total of hours of learning completed	hours	271,085	193,629	–	All employees are required to complete mandatory training on an annual basis. Additional learning is available and required for certain divisions and roles.
SanUK	Total attendance to learning sessions	#	629,363	672,874	–	
SanUK	Terminated employees	#	3,207	3,349	–	The number of terminated employees in 2025 remained broadly stable when compared to 2024.
SanUK	People helped by category: other initiatives beyond Santander Universities – Financial Education: Total	#	499,245	672,415	1,484,360	The reduction in numbers is due to The Numbers Game not actively being marketed in 2025.
SanUK	% of workforce covered by an occupational health and safety management regarding occupational risk prevention	%	100	100	100	The health and mangement system in place is designed to cover all colleagues and is our consistent approach to managing health and safety across the business.
SanUK	Employees trained	%	99.1	–	–	No historic data tracking available
SanUK	Employees that took family-related leave	#	1,140	–	–	No historic data is available for this metric.
SanUK	# minimum number of weeks of fully paid primary parental leave offered by the Company	weeks	26	–	–	26 weeks maternity /adoption paid leave for employees who have worked for Santander UK for at least 26 weeks by the qualifying date.
SanUK	# minimum number of weeks of fully paid secondary parental leave offered by the Company	weeks	4–6	–	–	4 weeks paid paternity leave for all, and the additional 2 weeks for employees who meet certain criteria such as having been employed for at least 26 weeks by the qualifying date.

Governance

WHAT'S COVERED

Our approach to governance

57

Our governance

58

Governance metrics

62



The third pillar of our Sustainability strategy focuses on clear and robust governance with well-defined accountability. Our Governance strategy has been approved by the Board. It follows the three strategic pillars of Banco Santander's global governance model and includes priorities specific to Santander UK.

A strong governance culture has always underpinned how we do business. We know, however, that good governance is not static. There is always more we can do to make decisions faster, clearer, and better informed. Our Governance strategy is designed to strengthen accountability and help us turn opportunities into action. For full details, see the 2025 Santander UK Group Holdings Annual Report.

Highlights

Board Composition

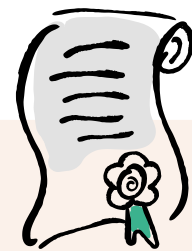
Two of our three Board Diversity and Inclusion Policy targets for 2028 have been met, including one female senior Board member and one non-white minority ethnic Board member. Female representation on the Board currently stands at 29%, with further progress required to reach the 40% target by 2028.

+/-15%

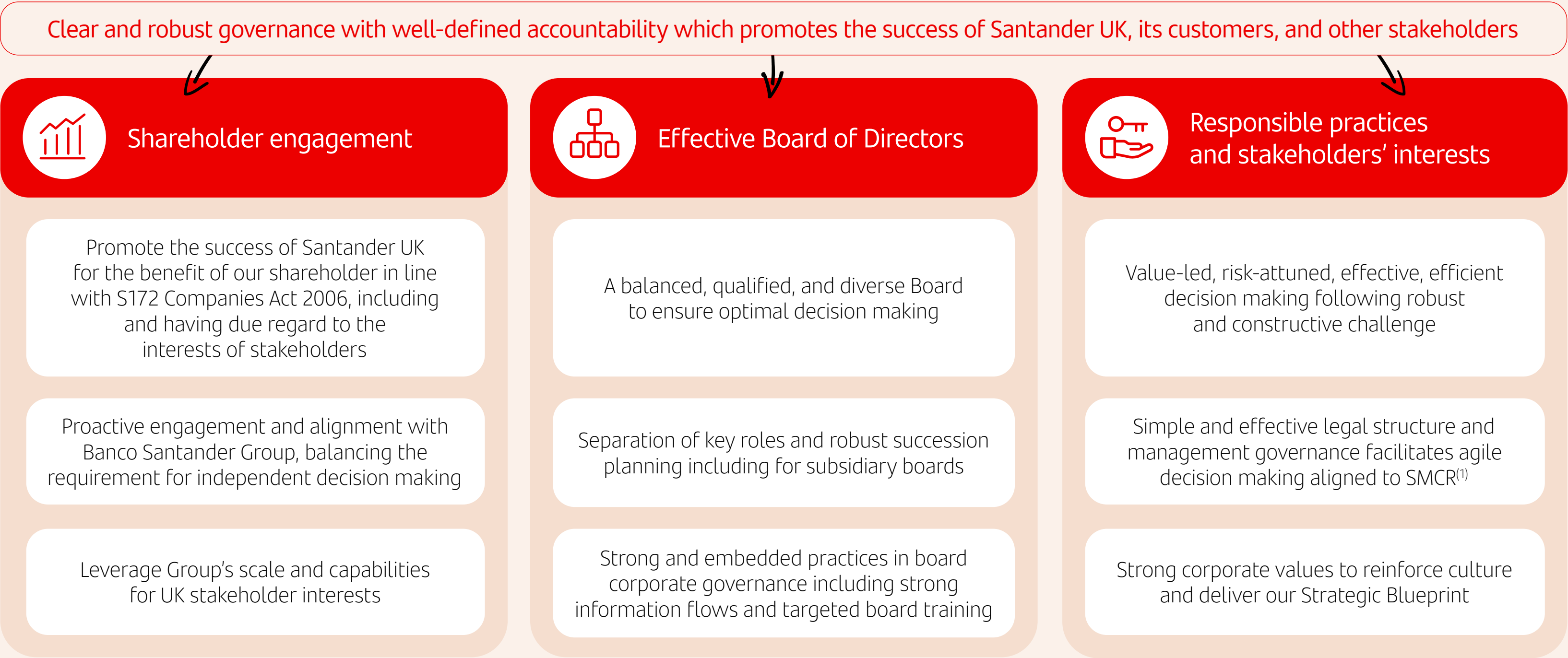
In 2025, ESG performance was embedded in the UK Variable Pay Scorecard. Up to ±10% of variable pay for all employees is linked to our Sustainability strategy metrics, and a further ±5% is based on Banco Santander's global ESG performance.

Our approach to governance

SANTANDER UK'S GOVERNANCE STRATEGY



The governance pillar of our Sustainability strategy sets out how we make fair, transparent, and accountable decisions. It is based on the three strategic pillars of Banco Santander's global governance model with a focus on UK-specific priorities. As we continue to transform into a modern, future-focused business, our governance systems help with efficient and effective decision making. Our 2024 Governance strategy is a key enabler of our transformation. It supports our aim to have a strong, simple, and clear governance that underpins our future success.



OUR PROGRESS

	2025	2024	2023
Women on the Board (%)	29	31	38
Women in senior Board positions (#)	1	0	0
Board members from non-white minority ethnic backgrounds (#)	1	0	0

YOU CAN READ MORE ABOUT OUR GOVERNANCE PRACTICES IN THE CHAIR'S REPORT ON CORPORATE GOVERNANCE AND THE DIRECTORS' REPORT.

1 Senior Managers and Certification Regime (SMCR)

Our governance

Shareholder engagement

We work closely with our parent company, Banco Santander, to support strong alignment and clear accountability within the context of UK regulatory ring-fencing rules. This proactive relationship gives Santander UK access to global insight, expertise, and technology that strengthen how we govern and make decisions. Banco Santander Board members regularly join our UK Board and Executive meetings, helping us share learning and maintain transparency.

We also apply the Banco Santander's governance standards and operating models, adapting them for the UK where needed. By using global systems and tools, we're making our governance processes simpler, faster, and more consistent.

Effective Board of Directors

An effective Board of Directors combines the right mix of skills, experience, and diversity. We focus on ensuring our Board performs strongly today and is ready for the future.

Right now, that means maintaining a clear balance of roles and well-structured Committees. Looking ahead, we're managing succession carefully to keep experience and fresh perspectives well balanced and to avoid large-scale Board turnover at any one time.

The Board Nomination and Governance Committee oversees appointments and succession for both the Board and senior management. It also leads our work on Board inclusivity and the ambitions set out in our Board Diversity and Inclusion Policy. For further detail, see the Committee's

report in the 2025 Santander UK Group Holdings plc Annual Report.

We follow the UK Corporate Governance Code, as far as it is applicable to Santander UK. We evaluate the effectiveness of our Board and its Committees annually. For more information, see the Corporate Governance section in the 2025 Santander UK Group Holdings plc Annual Report.

Responsible practices and stakeholder interests

Strong governance means decisions are made by the right people, in the right way, and based on sound information. This year, we built on the work started in 2024 to simplify our management governance and delegated authority frameworks, and to strengthen how we embed sustainability across the business. These changes make decision-making faster, clearer, and more accountable to help us act responsibly and with confidence.

Business Conduct Corporate culture

Our corporate culture, The Santander Way, is central to our long-term success. Our values of being Simple, Personal, and Fair, along with our corporate behaviours, leadership principles, and risk culture (Risk Pro), guide how we make decisions every day.

Our Code of Conduct sets out the standards of behaviour expected from everyone at Santander UK. It strengthens our culture of risk awareness and compliance, helping to manage the risks we face responsibly. The Code also promotes acting with integrity and considering the interests of our parent

company, our colleagues, customers, suppliers, wider society, and the environment.

The main mechanisms for implementing the Code of Conduct are:

- Mandatory annual training on the Code of Conduct, reinforcing day-to-day conduct guidelines to prevent risks, handling conflicts of interest, and managing gifts and invitations from third parties. All employees must declare their compliance with the Code as part of the training
- Awareness campaigns to reinforce knowledge of the Code of Conduct, whistleblowing channel, and the latest regulations on the protection of whistleblowers
- The Compliance function, which addresses employee queries regarding application of the Code of Conduct
- The whistleblowing channel through which employees and stakeholders can report potential breaches of the Code of Conduct and corporate behaviours.

Anti-bribery and corruption

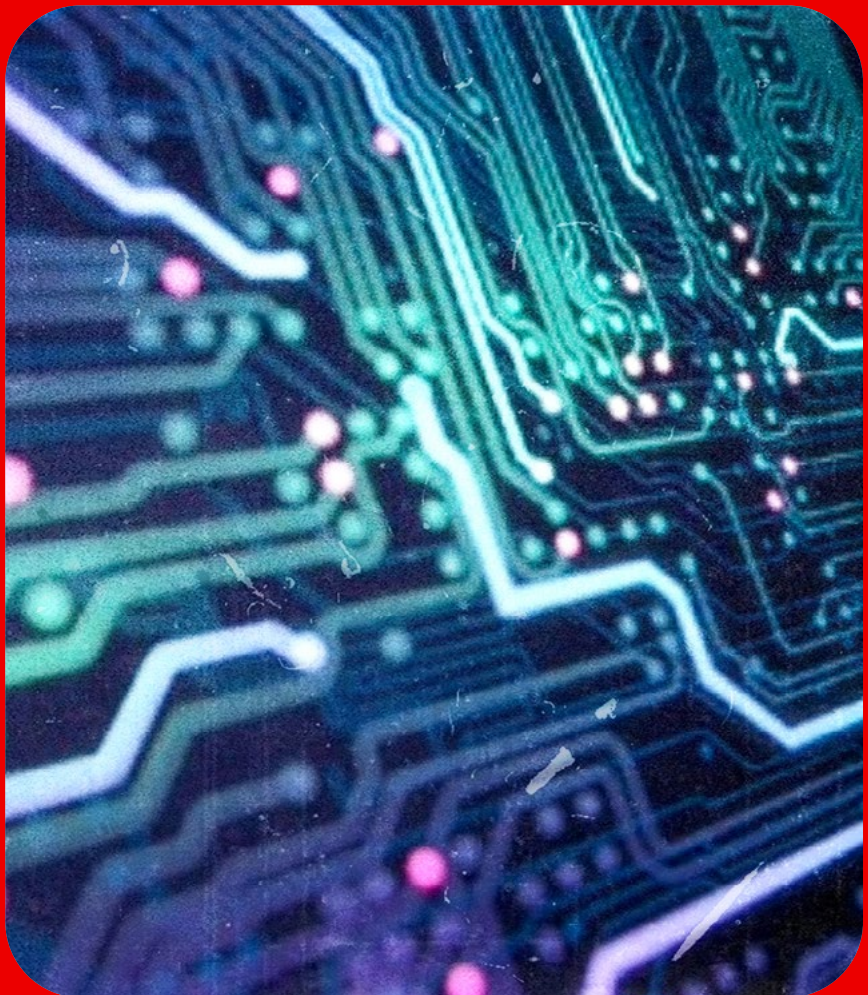
We review our anti-bribery and corruption (AB&C) programme annually to be fit for purpose and aligned with our other policies. We have no appetite for AB&C Policy breaches and any breach of our policy and standards is reported to the Economic Crime Risk Forum (ECRF) monthly.

Where required, escalations are made to Economic Crime Committee. Every year, all employees are required to complete mandatory AB&C training that is appropriate to their role.

Strengthening financial crime controls with AI

Artificial Intelligence (AI) is becoming a practical tool in how Santander UK runs its business. It can help colleagues work more effectively, improve customer experience, and strengthen how we manage risk. One of the most important uses of AI is in preventing financial crime. Here, AI can help identify potential indicators of human trafficking and modern slavery. AI tools analyse large volumes of transaction data to highlight unusual patterns that may signal exploitation. These patterns can be hard to detect through manual review alone.

These alerts act as prompts, directing our trained financial crime specialists to areas of higher risk so they can investigate more quickly and thoroughly. Where concerns are substantiated, cases are escalated to law enforcement, including the National Crime Agency. While AI helps to identify areas for investigation, human expertise remains central at every stage including all decision making. This approach follows our governance practices on using technology responsibly, with clear accountability, strong controls, and expert oversight. Alongside financial



crime prevention, we are applying AI in other areas. For example, reducing administrative tasks and supporting better customer service. This includes helping contact centre teams access information faster and freeing relationship managers to focus on meaningful customer conversations. More information on our approach to AI can be found in our Annual Report.



Our governance continued

Training remains a key performance indicator to mitigating bribery, corruption, and other financial crime risks. It supports all employees across the first, second, and third lines of defence understanding their roles and responsibilities.

As part of our risk and control self-assessment (RCSA), we aim to identify residual risks within the organisation. This involves assessing the inherent risks of our business activities in terms of financial crime, including bribery and corruption. In 2025, there were 0 records of judicial or administrative proceedings relating to corruption or bribery.

Our Tax strategy is consistent with our business strategy and aligns with our purpose of helping people and businesses prosper. It is also aligned with our aim to be the best open financial services platform by acting responsibly and earning the lasting loyalty of our stakeholders

Protection of whistleblowers

We have an anonymous and confidential whistleblowing channel to report concerns about unethical conduct. Our process protects whistleblowers by prohibiting reprisals or any negative consequence against them. Whistleblowers can report concerns about professional conduct related to:

- Unlawful acts in the workplace
- Irregularities or breaches of the Code of Conduct and its implementing regulations
- Improper accounting or auditing practices, internal control, or influence on external auditors
- Violations of anti-money laundering and terrorism financing laws or of our internal

policies and processes to comply with these laws

- Acts of corruption and bribery.

We commit to managing reports diligently, independently, and objectively. In total, 119 reports through ethical channels received in 2025. This represents a reduction compared to 138 in 2024. Due to reduced headcount the number of concerns raised per hundred employees remained stable year-on-year.

Management of supplier relationships

We place great importance upon the reliability and resilience of our supply chain. In line with our identified IROs, we support responsible supplier practices. Our Responsible Procurement Policy, defines how we integrate sustainability principles into procurement and sourcing activities, including due diligence, risk assessment, and supplier selection. It embeds ESG risk considerations into the procurement lifecycle, ensuring that suppliers uphold relevant standards and are monitored for compliance. This policy is reviewed biennially, or sooner if regulatory or corporate requirements change.

We also use EcoVadis and Financial Supplier Qualification System (FSQS) to rate our suppliers' ESG performance. Through our supplier segmentation model we discuss sustainability and possible improvement plans with suppliers regularly.

Human rights and modern slavery

We respect human rights across all our operations and relationships. This is supported by clear governance and communication channels, including our

Modern Slavery and Human Trafficking (MSHT) Oversight Group, which forms part of our wider governance framework. In the UK, we are firmly opposed to modern slavery and human trafficking. In 2025, we published our ninth Modern Slavery Statement (for the year 2024) in line with the UK Modern Slavery Act 2015.

The main areas of modern slavery risk for Santander UK relate to our relationships with third parties, including suppliers. We also face the risk of potential for exposure through customer activities and the handling of proceeds linked to human trafficking.

Banco Santander's Sustainability Policy ensures the Group respects human rights and is based on the UN Guiding Principles on Business and Human Rights. It clearly opposes forced labour and child exploitation. Santander UK has adopted this policy and will not enter into or maintain relationships with individuals or organisations known to be involved in human rights abuses such as child labour or modern slavery.

Fair pay and transparency

We aim to be transparent about pay and benefits within Santander UK. Along with our mandatory Gender Pay Gap reporting, we voluntarily publish our Ethnicity Pay Gap each year in our Pay Gap Report. Our latest report published in January 2026 is based on data at 5 April 2025 and shows our mean gender pay gap increased by 0.2 percentage points, although our results remain broadly in line with the financial services benchmark. We are also proud to be an accredited Real Living Wage employer.

Strengthening cyber resilience through collaboration

At Santander UK, we know that confidence, trust, and resilience are key to sustainable growth. As technology reshapes how we work and connect, cybersecurity is one of our biggest priorities – from our 24/7 monitoring through the Santander Fusion Center, to advanced AI-enhanced threat detection and continuous employee and customer education programmes.

Cyber resilience also means strengthening the ecosystem around us. To promote collaboration and collective response, we hosted the third Horizon Conference in London, bringing together experts from more than 100 organisations and 14 sectors. Speakers including Michael Daniels, former Cybersecurity Advisor to President Obama, and Lieutenant General Tom Copinger-Symes from United Kingdom Strategic Command who shared insights on artificial intelligence, cyber warfare, and disinformation. A live crisis simulation showed the importance of coordination, transparency, and shared accountability during major cyber incidents.

Horizon reflects our belief that collaboration builds resilience. Beyond the conference, we continue to work with industry, government, and international partners including the Group of Seven Cyber Experts Group, the Financial Services Information Sharing and Analysis Centre, the Cross Market Operational Resilience Group, the Financial Sector Cyber Collaboration Centre, the National Cyber Security Centre, and law enforcement. Together, these partnerships help strengthen the United Kingdom's cyber ecosystem and support a safer, more resilient digital economy.



SDG 8



SDG 16



SDG 17



Our governance continued

Sustainability governance

Santander UK's governance aligns with Banco Santander's sustainability governance, with oversight through the Banco Santander's Responsible Banking, Sustainability, and Culture Committee.

Managing sustainability impacts, risks, and opportunities (IROs) is a strategic priority. Our governance framework gives clear ownership of the Sustainability strategy and embeds it across the business, from the Board and Executive teams to Risk, Sustainability, and our main divisions: Retail and Business Banking, Consumer Finance, and Corporate and Commercial Banking.

This year, we completed an oversight activity to explore the reach of our sustainability agenda in the business. The exercise looked into how key stakeholders are delivering our sustainability ambitions. Building on the results, we have created a longer-term vision for how our operating model will deliver our sustainability targets and obligations. This is aligned with the broader transformation taking place in Santander UK.

A three-lines-of-defence risk model is built into the way we run our business. This includes how we manage sustainability risk. For more on how the Board manages risks and opportunities, see the Governance section in the 2025 Santander UK Group Holdings plc Annual Report.

The image on the right shows how our Board, Committees, Forums, and working groups that oversaw sustainability-related risks and opportunities in 2025.

We also outline our overall operating model for sustainability on the next page. This includes the role of senior management, remuneration, culture, horizon scanning, and training and skills development.

Board and Board Committees

The Board Responsible Banking Committee (RBC) provides Board-level oversight and approval of sustainability performance. It met five times in 2025. RBC discussed sustainability matters in four meetings.

The Board Risk Committee (BRC) is responsible for recognising environmental and social risks. With RBC, it assesses Santander UK's exposure to sustainability-related risks and issues. The BRC met seven times in 2025 discussing sustainability-related matters on two occasions.

The Board Audit Committee (BAC) oversees sustainability-related data, controls, and disclosures.

Sustainability topics discussed by the Board and its Committees included data, engagement, narrative, policy, risk appetite, reporting, remuneration, regulatory/supervisory requirements, scenario analysis, strategy, and transition planning.

Executive Committee

Our Executive Committee (ExCo) provides executive challenge, oversight, steering, and review of our Sustainability strategy and performance. It is supported by the ESG Leadership Forum, which reports into ExCo, RBC, and the Board. In 2025, executive management engaged on several

sustainability-related topics including the Board items outlined earlier. ExCo discussed sustainability matters in three meetings.

ESG Leadership Forum

The ESG Leadership Forum, co-chaired by the Director of Communications, Marketing and Responsible Banking (CMRB) and Head of Sustainability, plays a key role in ensuring our Sustainability strategy is linked with our business strategy. It monitors progress against sustainability ambitions, manages sustainability disclosure, and oversees communication with our stakeholders.

In 2025, membership of the ESG Leadership Forum was consolidated further to key sustainability decision makers in the organisation. The Forum also changed from monthly to bi-monthly meetings to prompt a focus on more strategic sustainability matters.

The Forum met six times in 2025. Topics discussed included strategy updates, roundtable verbal progress updates, new sustainability requirements, and a review against targets.

Executive accountabilities

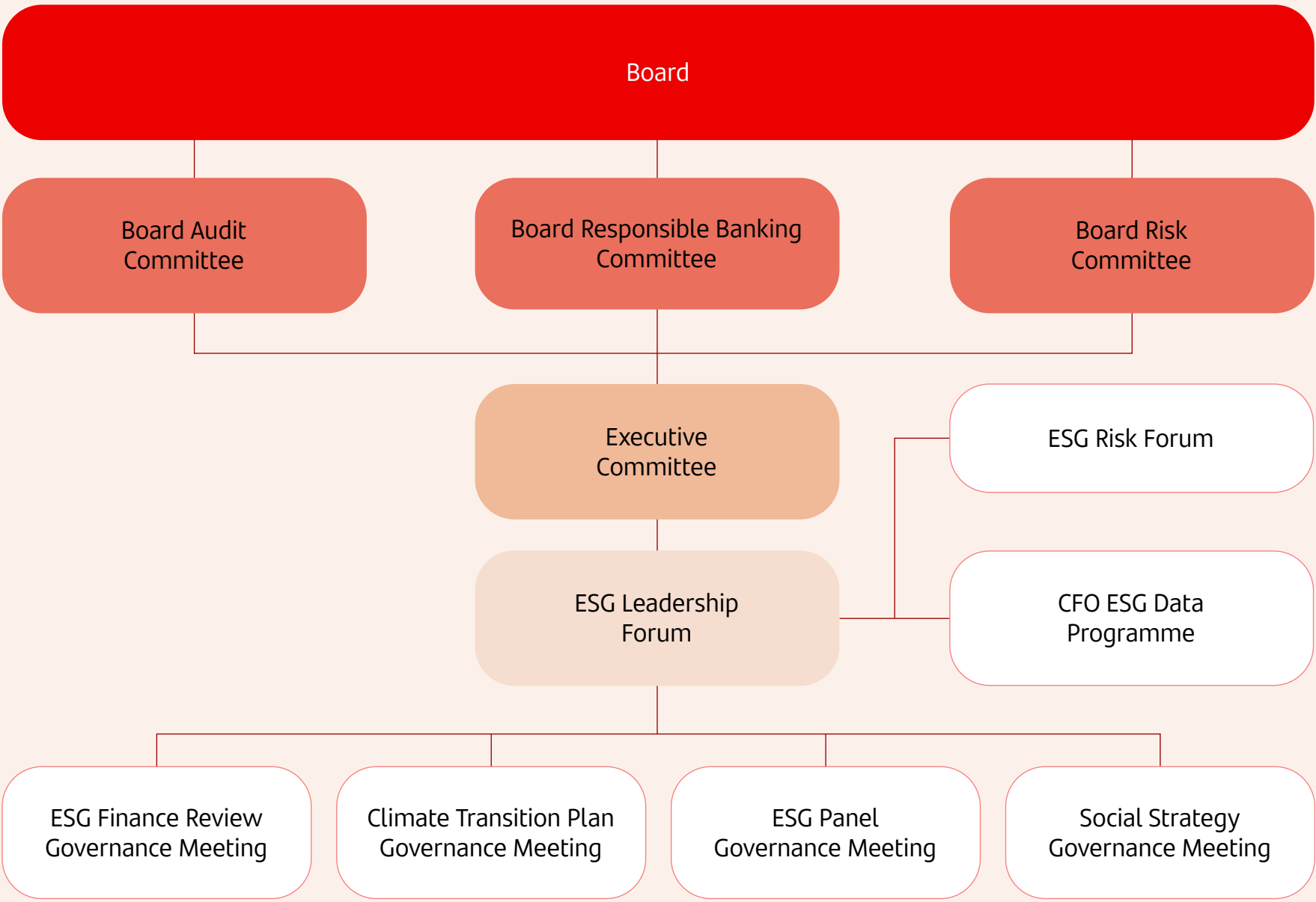
Our CEO is the Executive responsible for overseeing the development and delivery of our Sustainability strategy. This includes alignment with our business strategy. The CEO is assisted by:

- Director of Communications, Marketing, and Responsible Banking who is responsible for the overall development and delivery of our Sustainability strategy

- Executive Committee members who own and are responsible for delivery of each of the pillars of our Sustainability strategy
- Individual business heads in Corporate Commercial Banking (CCB), Retail and Business Banking, and Consumer Finance who are responsible for aligning their

- portfolios and exploring green finance opportunities
- The Chief Risk Officer (CRO) who is responsible for integrating climate risks into the business and adhering to regulatory and supervisory expectations.

Sustainability Governance



Our governance continued

ESG governance meetings

A range of ESG governance meetings support the ESG Leadership Forum and help the effective delivery of our strategy:

- Climate Transition Plan Governance Meeting: responsible for overseeing internal climate transition planning. Includes governance, providing support for business units and functions, ensuring alignment with Banco Santander, and compliance with all applicable legislation.
- Social Strategy Governance Meeting: introduced in 2025 and responsible for co-ordinating delivery of our Social strategy. Provides support and advice to business units and functions on aligning with the Social strategy.
- ESG Finance Review Governance Meeting: assists the Director of Financial Reporting with all financial and non-financial information in internal and external ESG reporting.
- ESG Panel Governance Meeting: reviews, certifies, approves, and monitors the eligibility and consistency components of all proposed green, social, or sustainable (ESG labelled) products, transactions, services, or providers.

Second and third line organisational structure

We consider ESG risk as a transversal risk, meaning it can appear across other risk types such as reputational, financial, and legal risks. Our Business Units, Business Support Units, and Risk Control Units assess how ESG factors influence these existing risks over the medium and long term.

Each Business Unit is accountable for managing the ESG risks relevant to its area. Business Support Units provide guidance and tools to help them do so effectively, while Risk Control Units oversee consistency and challenge across the organisation.

ESG Remuneration

Our annual UK Variable Pay Scorecard includes ESG performance measures that link reward with responsible outcomes. In 2025, up to ±10% of variable pay for all employees was tied to ESG performance, with metrics aligned to the delivery of our Sustainability strategy.

An additional ±5% of the final bonus pool was determined by Banco Santander, based on progress against global ESG ambitions.

Mixed progress was achieved against both elements of the scorecard in 2025, with all targets set being stretching and ambitious. Good progress was made in reducing Scope 1 and 2 emissions, promoting equal pay, and improving financial health.

Training and skills development

In 2025, we launched our new mandatory sustainability training for all employees. This combines a clear overview of the environment, social, and governance pillars of our Sustainability strategy. It also provides case studies on customer support and social impact. The training is designed to build the skills and confidence our people need to embed sustainability in their roles.

Specialist training continued for employees directly involved in delivering our

Sustainability strategy. This includes external certifications such as Institute of Sustainability and Environment Professionals (ISEP) Assessment, Cambridge Institute for Sustainability Leadership, and Sustainability Unlocked.

Following training in 2024, we will provide sustainability refresher training to members of ExCo and Board in 2026.

Sustainability horizon scanning

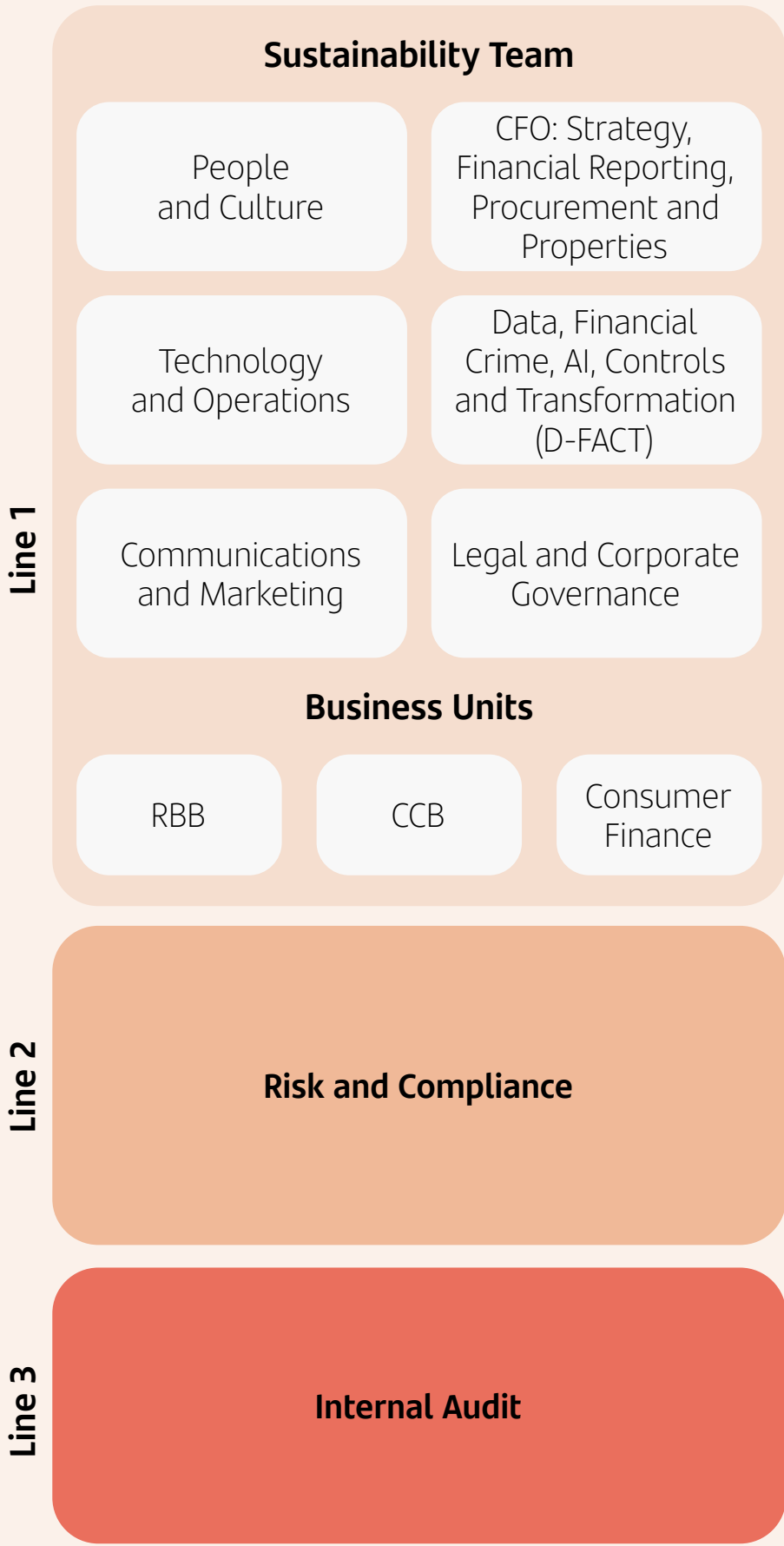
We improved our horizon scanning process in 2025 to continuously monitor sustainability-related legislation, regulation, and policy.

This change to our operating model responds to the ever-expanding regulatory landscape for sustainability. It supports legal compliance and also feeds into our risk identification and mitigation. With an updated process and governance pathways, internal stakeholders can respond to the findings in a more timely manner, escalating where needed.

We have also refined our operating model in line with the demand for companies to increase transparency on their sustainability targets.

Our targets are tracked and governed in line with our ESG Target Setting Policy. The policy is reviewed every two years and gives detail on agreeing targets, including public targets.

Sustainability Operating Model



Line 1

Business Units and Business Support Units are responsible for identifying, assessing, and managing sustainability-related risks and opportunities within their area. This process is overseen by the Sustainability team. The Sustainability team is responsible for ensuring that the organisation is properly resourced and receives relevant climate change training in collaboration with the CRO. It also manages the sustainability reporting framework, including metrics with support from the CFO on external reporting, disclosures, audits, and assurance.

Line 2

- Our Risk and Compliance team is responsible for overseeing ESG risks. This includes:
- Providing oversight of Santander UK's Sustainability strategy and ensuring compliance with Senior Management Function (SMF) accountabilities
 - Developing a centralised sustainability risk report along with associated management information
 - Designing business-configurable climate scenarios that inform stress testing and other key processes
 - Updating processes and procedures in response to sustainability risks and ensuring accountability for risk control
 - Monitoring key indicators relating to sustainability risks and opportunities
 - Conducting climate stress testing for retail and corporate portfolios, and reporting on scenario outcomes.

Line 3

Our Internal Audit team provides independent assurance on the efficiency and effectiveness of processes and systems. This includes compliance with regulation and supervisory requirements, and the reliability and integrity of financial and operational sustainability reporting.

Governance metrics

Governance						
Entity	Metric name	Units	2025	2024	2023	Commentary
SanUK	Sanctions: procedures	#	0	0	–	Our data shows we had no responsive matters for 2025.
SanUK	Number of ongoing ESG administrative and judicial procedures	#	0	0	–	
HoldCo	Reports from third parties	#	11	7	–	
SanUK	Complaints by resolution: in favour of the client	%	41	45	–	Suppliers continue to be aware of and utilise our whistleblowing channels. The increased volume in reports received from suppliers in 2025 is not due to any proactive activity undertaken. No systemic or thematic issues were identified. Please note: There has been a change to the 2024 figure because we have now included customers. Overall formal 'Dissatisfactions' received are up 5% vs. 2024. This is based on the wider group's definition of Formal Dissatisfaction is a subset of the overall data and is not representative of the full Santander UK complaints data, which is reported to the FCA and published on the Santander UK website.
SanUK	Total complaints managed or resolved	#	27,915	25,265	–	
SanUK	Total formal complaints received	#	32,321	30,778	–	
SanUK	Complaints by type of product:					
SanUK	Due to banking procedures	%	64	63	–	
SanUK	Due to insurance	%	0.3	0.3	–	
SanUK	Due to investments	%	0.6	0.9	–	
SanUK	Due to credit	%	12	14	–	
SanUK	Due to means of payment	%	12	13	–	
SanUK	Not related to the product	%	11	8	–	
HoldCo	Reports through ethical channels received by type:					
HoldCo	Total	#	119	138	–	In total, 119 concerns were qualified in 2025. While this represents a reduction against 2024 (138), headcount reduction means the number of concerns raised per 100 employees remained stable year on year (0.70 in 2025 v 0.71 in 2024).
HoldCo	That pose disciplinary measures	#	8	15	–	2025 saw a reduction in reports of this type, however in part this could be attributed to a reduction in headcount.
HoldCo	Relative to corruption and bribery that pose disciplinary measures	#	0	0	–	As with 2024, we can report no reports of this type in 2025.
HoldCo	Relative to discrimination that pose disciplinary measures: Relative to Equal opportunities and non-discrimination	#	1	0	–	Reports of this type have remained low, however one such report is noted for 2025.
HoldCo	Incidents of discrimination (including harassment)	#	36	37	–	25 reports categorised as bullying and harrasment, but no discrimination alleged, and 11 allegations of discrimination / harassment based on a protected characteristic received.

Governance metrics continued

Governance continued						
Entity	Metric name	Units	2025	2024	2023	Commentary
SanUK	Number of cases reported to the regulator or Suspicious Activity Report (SAR)	#	18,323	22,324	–	Levels of internal SAR reports and external reports to the National Crime Agency have remained broadly consistent in 2025. In 2024 a backlog of cases were cleared impacting on the number of SARs submitted to the NCA. Defence Against Money Laundering (DAML) cases have decreased reflecting a legal change in the threshold for considering a DAML SAR.
SanUK	Total number of employees with updated financial crime compliance (FCC) training	#	15,154	–	–	We continue to invest in our people by equipping them with the knowledge and skills needed to act responsibly and confidently. During the year, 15,154 employees completed updated financial crime compliance (FCC) training, strengthening individual accountability, ethical decision-making, and our shared responsibility to protect our customers.
HoldCo	Women on the Board	%	29	31	38	During 2025, we achieved two of the three goals in our Board Diversity and Inclusion Policy which are due to be delivered by 2028. One of the four senior roles on the Board is now held by a female Board member, and one Board member is from a non-white minority ethnic background. Further work remains in order to hit our Board gender diversity target of 40% by 2028.
HoldCo	Women in senior Board positions (Chair, CEO, CFO, or Senior Independent Director)	#	1	0	0	
HoldCo	Board members from a non-white minority ethnic background	#	1	0	0	

Our performance metrics – basis of reporting

Overall reporting principles

1. Reporting boundaries

The scope of our sustainability reporting is Santander UK Group Holdings plc operations, unless stated otherwise. We report on our priority sustainability topics where impacts are material to Santander UK Group Holdings plc and other stakeholders. These include Banco Santander and third parties such as suppliers and charities. Santander UK Group Holdings plc is made up of Santander UK plc and Santander Financial Services plc.

2. Restatement of data

Restatements are considered where there is a change in calculation methodology, an error carrying out the methodology, or an error in our data that will have a 5% or greater impact on the total previously reported. Where this happens, a note is made alongside the restated data. Commentary for year on year movements is provided where a change is more than 5%.

3. Aligning to Banco Santander

We aim to align as much as possible with Banco Santander's ESG metrics and data points. We follow this approach to allow our stakeholders to understand the UK contribution to the wider Banco Santander group. We also report some UK only ESG data points that support our local requirements and ambitions. In some instances there may be slight discrepancies with what is disclosed by Banco Santander and our own reporting due to the timing of our respective reports and data availability. For consumption based metrics some entities within the wider Banco Santander Group utilise our property estate, however, as we have operational control this consumption is included in our disclosed numbers.



Environment				
Metric name	Metric definition	Metric scope	Metric methodology	Source(s)
Total energy consumption	Total energy consumption, measured in kWh, derived from all sources of energy consumed by the Santander UK Group Holdings plc in the course of its operations.	Santander UK Group Holdings plc estate: Large offices, small offices, Carlton Park data centres, retail branches. Business travel not included.	Electricity & Gas: For Santander UK plc, smart meter readings are transmitted directly to SMS (an independent energy infrastructure and solutions provider). Each month, electronic invoices from energy suppliers are sent to the SMS, where they are validated using bill validation software that compares invoice data against smart meter readings and flags discrepancies for review. To ensure accuracy, SMS conducts spot checks on at least 2% of supplier invoices. For Santander Financial Services (SFS) electricity and gas invoices are manually collected and final figures calculated. Figures are internally validated prior to disclosure. In the few occasions where actual data is missing for SFS, we use the average of all months for which actual data is available for the specific location. Oil: The Facilities Field Team, who work on behalf of Santander, records manual meter readings, along with a photo of the meter reading, both of which are shared with SMS. Each month meter photos are spot-checked by SMS for accuracy. Note, SFS do not consume oil.	Supplier invoices Meter readings SMS (third party)
Total fossil energy consumption	Total consumption of energy and/or fuel from fossil sources, for the exercise of its activity, measured in kWh.			
Total renewable energy consumption	Total consumption of energy from renewable sources, for the exercise of its activity, measured in kWh.			
Water consumption	Water consumption volume from public supply system by Santander UK plc.	Santander UK plc estate: Large offices, small offices, Carlton Park data centres, retail branches.	Water suppliers take 1–2 meter readings per meter per year, which are sent directly to SMS (third party). In addition, monthly electronic invoices are generated by the suppliers and forwarded to SMS. These invoices are validated using bill validation software that compares smart meter readings with invoice data and flags discrepancies for ratification by SMS. To ensure accuracy, SMS performs spot checks on at least 2% of supplier invoices.	Supplier invoices Meter readings SMS (third party)
Electronic waste generated	Amount of electronic waste generated from organisational operations within the reporting period. Electronic waste includes items related to our workplaces (e.g., devices, laptops, monitors, systems), data centres storage, networking, and other electrical and electronic equipment no longer in use.	Santander UK plc.	Electronic waste is measured annually based on the total volumes and weights of electronic equipment disposed of, processed, redeployed, remarketed, or recycled. Data is collated from the IT team from our licensed waste management and recycling vendors (RDC, S2S) that provide waste transfer and recycling certificates. All assets are audited, data-wiped, and categorised, while the destination of each item of equipment, whether, redeployment, remarketing or recycling is recorded. Weights are recorded in kilograms. Where this is not available our vendors' systems hold average weights for all equipment types.	Waste management suppliers reports (RDC, S2S)
Hazardous waste generated	All waste deemed harmful to human health or the environment.	Santander UK plc estate: Large offices, small offices, Carlton Park data centres, retail branches.	Our suppliers collect waste on-site, and the waste consignment note (including the disposal weight) is recorded on a portal and included on a monthly waste report. Copies of the waste consignment notes can be downloaded from the portal if required. Once approved by our Property team, this is passed onto SMS, and the validated data is then used for reporting purposes.	Waste management companies (third party) SMS (third party)
Paper and cardboard waste generated	Quantity of paper and cardboard waste generated in facilities and branch networks.	Santander UK plc estate: Large offices, small offices, Carlton Park data centres, retail branches. Consumable paper not included.	Our suppliers collect waste on-site and estimate its weight using industry-standard methods based on bin size and type. The collection data is pulled from the service data by the supplier system and is made up of what was collected at each site per service. These estimations are uploaded to the waste system, and a waste report is created. Once approved by our Property team, this is passed onto SMS, and the validated data is then used for reporting purposes.	Waste management companies (third party) SMS (third party)

Environment continued				
Metric name	Metric definition	Metric scope	Metric methodology	Source(s)
Electronic waste recycled	Amount of electronic waste from organisational operations recycled through certified waste management partners within the reporting period. Electronic waste recycled includes items related to our workplaces (e.g., devices, laptops, monitors, systems), data centres storage, networking, and other electrical and electronic equipment no longer in use.	Santander UK plc.	Electronic waste recycled is measured annually based on the total volumes and weights of electronic equipment recycled. Data is collated from the IT team through our licensed waste management and recycling vendors (RDC, S2S) reports that provide waste transfer and recycling certificates. All assets are audited, data-wiped and categorised, while the destination of each item of equipment, whether, redeployment, remarketing or recycling is recorded. Weights are recorded in kilograms of actuals units. Where this is not available our vendor's systems hold average weights for all equipment types.	Waste management suppliers reports (RDC, S2S)
Paper and cardboard waste recycled	Quantity of paper and cardboard waste generated in facilities and branch networks that is sent to be recycled and are certified for this treatment.	Santander UK plc estate: Large offices, small offices, Carlton Park data centres, retail branches. Consumable paper not included.	Waste suppliers collect waste on-site and estimate its weight using industry-standard methods based on bin size and type. These estimations are uploaded to the waste system, from which the third party waste management company extracts the data to compile a waste report. Once approved by our Property team, this is passed onto SMS, and the validated data is then used for reporting purposes.	Waste management companies (third party) SMS (third party)
Scope 1 CO ₂ e emissions	Direct emissions from owned or controlled sources.	GHG emissions from the activities and facilities owned or under the operational control of the Santander UK Group Holdings plc. Our Scope 1 GHG emissions encompasses oil, gas, direct transport, and fugitive gas emissions.	Consumption and transport data is extracted from relevant source systems and records. Data is sourced from internal systems, including meter readings, maintenance records, and internal travel systems and external systems such as; bill validation systems and external supplier invoices. Emissions calculated for gas, oil, direct travel, and fugitive gases follow the GHG Protocol Corporate Standard using the relevant UK Government Department for Energy Security and Net Zero (DESNZ) conversion factors and collated into a total Scope 1 emissions figure. We use billing invoices, meter readings, mileage claims, and maintenance records to obtain our consumption data. In November and December where actual data is missing for SFS, we use the average of all months for which actual data is available for the specific location.	SMS (third party): billing invoices, meter readings, mileage claims, maintenance records DESNZ and Department for Business, Energy and Industrial Strategy (DBEIS): conversion factors
Scope 2 CO ₂ e emissions (location-based)	Indirect emissions from owned or controlled sources, specifically from the consumption of purchased electricity, heat, or steam. These emissions are calculated based on the average emission factors of the geographic location where the energy is consumed.	GHG emissions from the activities and facilities owned or under the operational control of the Santander UK Group Holdings plc. Scope 2 location-based GHG emissions encompass purchased electricity (and electric fleet/ company cars).	Calculated using the relevant UK Government DESNZ conversion factors and guidance. The data for electricity consumption and travel data (for electric fleet/ cars) are extracted from relevant source systems. This is collated into a total location-based Scope 2 emissions figure. We use billing invoices and mileage claims for our consumption data. In Q4 where actual data is missing for SFS, we use the average of all months for which actual data is available for the specific location.	SMS (third party): billing invoices, mileage claims For Santander UK plc. latest available emissions factors from Department of Energy Security and Net Zero (DESNZ): conversion factors For Jersey latest available emissions factors from Jersey government: https://gov.je

Environment continued				
Metric name	Metric definition	Metric scope	Metric methodology	Source(s)
Scope 2 CO ₂ e emissions (market-based)	The emissions for the electricity we have purchased. These emissions are calculated based on the specific emissions factors associated with the energy contracts or suppliers chosen by the organisation.	GHG emissions include the activities and facilities owned or under the operational control of the Santander UK Group Holdings plc. Scope 2 GHG emissions encompass purchased electricity (and electric fleet/company cars).	The Market-based approach quantifies our emissions using emissions factors provided by our electricity suppliers. This reflects the emissions for the electricity we have purchased via our green tariffs which provides electricity generated via renewable sources including biomass and wind generation. Therefore the market-based Scope 2 emissions for electricity consumption are zero for Santander UK plc. However, the disclosed figure for Santander UK Group Holdings plc includes Santander Financial Services electricity consumption, which is not from renewable sources and therefore is captured in its entirety. The emissions from the electric fleet are calculated using the Residual Mix from AIB Fuel Mix Disclosure, as this shows the market share of electricity once all purchased renewables have been removed from the grid. The data for electricity consumption and travel data (for electric fleet/cars) are extracted from relevant source systems. This is collated into a total Scope 2 emissions figure. We use billing invoices and mileage claims for our consumption data. For Jersey we use latest available emissions factors from Jersey government. In Q4 where actual data is missing for SFS, we use the average of all months for which actual data is available for the specific location.	SMS: billing invoices, mileage claims. For Jersey latest available emissions factors from Jersey government: https://gov.je

Environment continued				
Metric name	Metric definition	Metric scope	Metric methodology	Source(s)
Scope 3 CO ₂ e emissions (business travel only)	Indirect emissions in our value chain arising from business travel, excluding emissions already captured in Scope 1 and 2 data. Business travel includes all travel by Santander UK Group Holdings plc (HoldCo) employees that HoldCo pays for.	Scope 3 business travel includes train, plane and car travel but excludes taxi travel for all due to lack of mileage data. Employees that had left HoldCo or were temporarily absent during each reporting period for 2022-2023 had been excluded from Scope 3 business travel, but should have been included. This excluded population was included for the related data points in 2024 and 2025, but 2023 data was not updated due to the estimated uplift remaining reasonable based on the assumptions adopted at the time and the movement compared to the 2024 actuals. Our Scope 3 emissions exclude emissions incurred through working from home.	Business travel records extracted from relevant internal systems or provided by the third party travel admin operator through self disclosed expenses. To include leavers into the mix we use a monthly refreshed version of our golden source HR file that has the option to include leavers in the data. The distance travelled is then converted into carbon emissions using relevant factors from UK Government DEFRA and collated into a total scope 3 emissions figure. Car figures are based on mileage, engine size and relevant emission factor. Flight figures are based on average cabin seat class. Rail is based on national rail conversion factor. All are reliant on correct employee disclosure. Through Concur, business travel data expenses are recognised for reporting for the month in which approval and payment is processed in our systems. Expense data obtained through Certify (used January to May 2025) before transitioning to Concur during May is captured at the time at which the expense was logged. Concur and Certify both capture predominantly car and some rail travel. For expense data, there can be a small amount travel that occurred shortly before 1 January 2025 included in 2025 reporting, this is in line with the company expense policy for registering travel. We have completed the analysis to understand the impact of this approach, and have deemed it immaterial compared to the total amount of travel undertaken throughout the year. Air and rail travel booked through the travel management system provides a high level of data accuracy, as distance and journey details are captured directly within the system. Rail travel claimed through expenses is calculated using station-to-station distances obtained from the LNER website. A small amount of non-UK rail travel is calculated using publicly available online route planners to determine distance. Car travel is calculated automatically within the expense system based on the mileage submitted.	Certify – provides predominantly motor vehicle travel information with some rail Clarity (previously Agiito) (third party) – provides flight and rail information. Microsoft Dynamics GP (third party) – provides travel data for SFS Invoice data DEFRA – conversion factors Concur – provides predominantly motor vehicle travel information with some rail
Total CO ₂ e emissions (excluding financed emissions)	Total scope 1, scope 2 (market-based), and scope 3 emissions (business travel only).	Santander UK Group Holdings plc.	Sum of scope 1, scope 2 (market-based), and scope 3 emissions (business travel only).	Emissions data (as stated above)
CO ₂ e emissions per employee (excluding financed emissions)	Emissions per full-time equivalent employee (FTE) for Scope 1, scope 2 (market-based), and scope 3 (business travel) emissions.	Santander UK Group Holdings plc.	Total emissions in 2025 divided by total employees (FTE) in Santander UK Group Holdings reported in this Sustainability Supplement.	Emissions data (as stated above) Workday
Offsetting carbon emissions Scope 1 and Scope 2	The total number of carbon credits that are used in the current year, in order to offset emissions (tCO ₂ e): Scope 1 – direct emissions; Scope 2 – indirect emissions of purchased energy (market-based, according to the guidelines of the current year's GHG Protocol). These credits come from existing stock and/or those acquired in the current year.	Santander UK Group Holdings plc.	Credits equal to the calculated Scope 1 and 2 emissions are purchased through a central Banco Santander process.	Banco Santander offsetting methodology Third-party contracts Supplier invoices

Environment continued				
Metric name	Metric definition	Metric scope	Metric methodology	Source(s)
Carbon credits cancelled from elimination projects	Number of carbon credits from phase-out projects cancelled to offset the current year's carbon footprint.	Santander UK Group Holdings plc.	Credits are purchased through Banco Santander process where individual projects are selected that align to Banco Santander's policy for carbon credits. Individual standard compliance, geography, and type of credits are subject to the specific schemes chosen, and confirmed at point of selection.	Banco Santander offsetting methodology Third-party contracts Supplier invoices
Carbon credits cancelled from reduction projects	Number of carbon credits from reduction projects cancelled to offset the carbon footprint for the current year.			
Carbon credits cancelled from quality standard VCS Verra	Number of carbon credits from projects of recognised quality standard: VCS Verra, cancelled to offset the carbon footprint of the current year.			
Carbon credits cancelled from quality standard Gold Standard GS	Number of carbon credits from projects of recognised quality standard: Gold Standard GS, cancelled to offset the carbon footprint of the current year.			
Carbon credits cancelled from quality standard American Carbon Registry	Number of carbon credits from projects of recognised quality standard: American Carbon Registry, cancelled to offset the carbon footprint of the current year.			
Carbon credits cancelled from quality standard Climate Action Reserve	Number of carbon credits from projects of recognised quality standard: Climate Action Reserve, cancelled to offset the Carbon Footprint of the current year.			
Carbon credits cancelled from projects within the European Union	Number of carbon credits from projects within the European Union, cancelled to offset the carbon footprint of the current year.			
# Carbon credits in stock	Number of excess carbon credits that remain unused after emissions balance has been achieved. These credits have been procured but did not need to be cancelled in the current reporting year	Santander UK Group Holdings plc.	The number of offsets is bought during the year based on an estimate of Scope 1 and 2 emissions. Where the estimate is greater than the actual Scope 1 and 2 emissions produced at the end of the year, an excess of carbon credits is left over as stock. The number of carbon credits procured is derived from invoices and contracts with our carbon offset providers. We monitor the difference between carbon credits bought and emissions produced on an annual basis with the aim to retire any unused credit stock in future reporting periods as required. We also run a partnership with National Parks which provides us with an amount of additional credits on an annual basis. Those credits have long maturity dates and their amount is calculated regularly. We monitor the amount of carbon credits procured through this partnership with the aim to retire them in future reporting periods as required.	Supplier contracts and invoices Scope 1 and 2 emissions (see above): SMS (third party) DESNZ DBEIS National Parks: Partnership contract

Environment continued				
Metric name	Metric definition	Metric scope	Metric methodology	Source(s)
Scope 3 financed emissions (Residential Mortgages)	Financed emissions link the financing we provide to our customers for their mortgage activities in the real economy to greenhouse gas emissions. These emissions are attributed to the Santander UK Group Holdings plc based on proportion of the financial support provided to properties.	This metric covers the Scope 3 (category 15) emissions for Santander UK Group Holdings plc from lending on residential mortgages. A small number of mortgages located in the crown dependencies (channel islands) have been excluded from the mortgage book analysis due to data availability, however these are not deemed material to the overall assessment. Additionally, these will not tie directly to the total mortgages balance as per financial statements for Santander UK Group Holdings plc.	Using the PCAF methodology for residential mortgages we account for Scope 1 and Scope 2 emissions of the buildings being financed. The attribution factor is the outstanding amount of the loan as per the reporting year for each mortgage, divided by the total property value at origination for each building (where this is unavailable, latest valuation is used). We calculate the emissions for each property, with PCAF derived factors. Building emissions are calculated using the EPC label and floor area at a property level provided to Santander UK by the external data provider, Landmark. Where EPC data is not available, Landmark uses modelled data. Buildings emissions are then modelled using PCAF emissions factors mapped by property type, location, and EPC band. These building emissions are multiplied by the emissions factor before being aggregated to provide portfolio-level emissions. Within the calculation of emissions, attribution is capped at 100%, this is to prevent cases where historic valuations would generate an LTV in excess of 100% which would lead to greater than the total amount of emissions being applied to the property. In addition where no valuation is available we conservatively apply 100% of emissions. The data quality score has been calculated in line with PCAF's score requirements with consideration of the data sources used for EPC ratings and square footage. Where the most recent EPC rating and real floor area were available a PCAF 3 was applied. Where the floor area was available but the EPC was modeled, PCAF 4 was applied. Finally where neither the latest EPC rating nor the floor area was available, PCAF 5 was applied.	Landmark (EPC data) Internal data/systems ERM (third party) PCAF database
Absolute emissions				
Emissions intensity				
PCAF score				
Lending exposure assessed				
Total exposure				

Environment continued				
Metric name	Metric definition	Metric scope	Metric methodology	Source(s)
Scope 3 financed emissions (Consumer Finance)	Financed emissions link the financing we provide to our clients for their consumer finance activities in the real economy to greenhouse gas emissions.	This metric covers the Scope 3 (category 15) emissions for Santander UK Group Holdings plc from consumer finance provided by Santander Consumer Finance UK entity. This metric only includes emissions from passenger cars.	In line with PCAF guidance, we account for Scope 1 and Scope 2 emissions of the vehicles financed. The attribution factor is defined as the outstanding amount of each loan as per the reporting year for each vehicle, divided by the total asset value for each vehicle. Vehicle emissions are calculated through multiplying the vehicle-specific emission intensity values (measured in gCO ₂ e/km) by the expected vehicle distance travelled. In the case of leases, a 100% attribution factor is used. Where available, the vehicle-specific emission intensity is based on the Worldwide Harmonised Light Vehicle Test Procedure (WLTP), in line with PCAF guidance. No further adjustments were made to this value to account for real driving conditions, which may result in a potential underestimation of emissions. Where the emission intensity was not available in the WLTP standard, a calculated estimate was made using the known fuel type. For those passenger car entries with missing emission intensities, UK government data for appropriate UK grid emissions factors was used. The remaining vehicles were excluded from the analysis due to insufficient data availability. Scope 2 emission intensity was calculated by using appropriate UK grid emissions factors (gCO ₂ e/km), and, if relevant, added to the Scope 1 emission intensity figures associated with fuel consumed. Scope 1 emission intensity values were converted from CO ₂ to CO ₂ e using an appropriate conversion factor. The distance travelled value is either based on agreed contract mileage values, or the average of all other cars in the dataset when contract values were not available. The data quality score has been calculated in line with guidance provided in PCAF's Standard Part A – Financed Emissions, with consideration of the data sources used for distance and emissions values. Where mileage is known (as per the contract/source system) and known emission intensity from the vehicle type, a PCAF score of 2 was applied. Where mileage is unknown but emissions intensity is known, a PCAF score of 3 was used. Where both mileage and emission intensity values were estimated, a PCAF score of 4 was applied. Where vehicle efficiency, fuel type, and mileage are estimated, a PCAF score of 5 was applied.	Internal data/systems CAP HPI DESNZ DBEIS Third party providers PCAF database
Absolute emissions				
Emissions intensity				
PCAF score				
Lending exposure assessed				
Total exposure				

Environment continued				
Metric name	Metric definition	Metric scope	Metric methodology	Source(s)
Scope 3 financed emissions (Commercial Real Estate)	Financed emissions link the financing we provide to our Commercial Real Estate, Social Housing, Care Homes, and Hotels and their activities in the real economy to greenhouse gas emissions.	This metric covers the Scope 3 (cat 15) emissions for Santander UK Group Holdings from Commercial Real Estate, Social Housing, Care Homes, and Hotels. 2024 was the first year in which syndicated loans were excluded. Counterparties not secured on collateral continued to be removed, in alignment with the PCAF definition of CRE. 2024 was the first year in which syndicated loans were excluded. Syndicated loans, exposure value of £1.2bn, relating to commercial real estate counterparties are excluded. These syndicated loans can be used for a variety of purposes, such as development and working capital, and Santander’s share of the loan facility cannot be linked to specific properties. The financed emissions for these loans cannot be calculated using PCAF’s commercial real estate methodology.	Calculations for Commercial Real Estate include the attribution factor, which is the outstanding amount of the loan at 31st December divided by the current total property value for each building, in line with PCAF methodology. The current property value has been used rather than the value at origination due to that data being unavailable (this is mentioned in PCAF as being a suitable alternative approach). The CRE population is identified using the individual asset sectoral designation from our internal collateral database. Building emissions are calculated using EPC ratings at property level provided to Santander UK by external data providers, Energy Saving Trust (EST) and Landmark. Building emissions are then modelled using PCAF emissions factors by mapping the asset to a specific building type and EPC rating. For Commercial Real Estate where an EPC rating was not available, the UK PCAF emissions factor for building type was used. These building emissions are then multiplied by the attribution factor, before being aggregated to provide portfolio level emissions. For Social Housing where EPC data is not available, Landmark uses modelled data. Buildings emissions are then modelled using PCAF emissions factors mapped by property type, location, and EPC band. The data quality score has been calculated in line with PCAF’s score requirements with consideration of the data sources used for EPC ratings and square footage. Where the most recent EPC rating and real floor area were available a PCAF score of 3.0 was applied. Where the latest EPC rating wasn’t available but the floor area was, a PCAF score of 4.0 was applied. Finally where neither the latest EPC rating nor the floor area was available, a PCAF score of 5.0 was applied. The final average score reflects that our analysis is heavily reliant on proxy data.	Landmark (third party) – provides EPC data for social housing Energy Savings Trust (EST – third party) – provides EPC data for Commercial Real Estate ERM assists with the financed emissions calculations and additional support from commercial clients PCAF Database
Absolute emissions				
Emissions intensity				
PCAF score				
Lending exposure assessed				
Total exposure				

Environment continued				
Metric name	Metric definition	Metric scope	Metric methodology	Source(s)
Green finance raised and facilitated Green finance raised and facilitated cumulative since 2021	Green finance facilitated to customers by three segments of Santander UK plc: Mortgages, Corporate and Commercial Banking (CCB), and Santander UK Consumer Finance. This metric measures our progress towards our strategic goal to help customers transition to a low-carbon economy.	This metric is made up of green finance raised and facilitated across three segments of Santander UK plc: Mortgages (covering new business mortgage finance to properties with an EPC rating of A and B), CCB (structured project financing for renewable energy installations, other green energy and infrastructure solutions such as real estate and transport (including lending and other facilities such as potential future exposure)), and Consumer Finance (electric vehicles and other green vehicles including bicycles and e-bikes. Green finance to vehicles includes financing vehicles that emit less than 50g CO ₂ per km, any bicycles and any EVs, for Santander UK Consumer Finance).	Mortgages: Completions data comes direct from our core mortgage platform (SANMF) and in some cases legacy platforms. Landmark (third party) data is used to match EPC data to mortgage completions. Landmark data is dependent on when the updated data is available from the relevant UK Government website. Although it is possible that EPC ratings have changed in the period they relate to (higher or lower) this is likely to only impact new build properties where no previous EPCs are available. CCB: Financial data that has been classified as green (per internal governance), is reported and governed through internal accounting systems which is supplemented by additional oversight in accordance with the Green Finance Reporting Governance framework. Within CCB additional analysis is conducted with all deals having to be approved through internal governance to ensure that the deals and/or products fit within the specific definition and can therefore contribute to this metric. Consumer Finance: CAP HPI automotive industry data is gathered for all cars (electric, hybrid and internal combustion engine) and is used to identify green vehicles. For motorbike emissions the dealerships determine what fuel type and then only fully electric motorbikes will be considered. These methods are used to calculate the green finance raised and facilitated for the reporting period. Data for multiple reporting periods is then combined to state a cumulative figure.	SANMF Internal legacy platforms Landmark (third party) Internal accounting systems CAP HPI automotive industry data
Sustainability Linked Loans	Provision of SLLs either facilitated to customers (e.g. lending and facilitating through capital markets) or raised (e.g. bond issuance). This metric measures our activity towards our strategic goal to help customers transition to a low-carbon economy.	Santander UK plc; Corporate and Commercial Banking (CCB); Any loan that is documented in accordance with the LMA SLL Principles and guidance.	We use lending platforms to report against this metric (primarily nCino). Analysis is conducted by internal teams and challenged through internal governance structures to ensure that the facility components meet the LMA (Loan Markets Association) Sustainability Loan Linked (SLL) Principles and Guidance. Reporting through nCino and Alfa, supplemented by internal data and then submitted to Head of ESG Reporting.	nCino Alfa Internal systems

Environment continued				
Metric name	Metric definition	Metric scope	Metric methodology	Source(s)
Customers supported to become greener with products and services Customers supported to become greener with products and services (cumulative since 2021)	Number of clients supported to become greener with products and services. Number of new A&B mortgages, total number of agreements financed for vehicles which are considered green, number of contracts set live during the year that are eligible under our internal sustainable finance classification system for Green products within CCB.	This metric is made up of green finance raised and facilitated across three segments of Santander UK plc: Mortgages (covering new business mortgage finance to properties with an EPC rating of A and B), CCB (structured project financing for renewable energy installations, other green energy and infrastructure solutions such as real estate and transport (including lending and other facilities such as potential future exposure)), and Consumer Finance (electric vehicles and other green vehicles including bicycles and e-bikes. Green finance to vehicles includes financing vehicles that emit less than 50g CO ₂ per km, any bicycles and any EVs, for Santander UK Consumer Finance).	Mortgages: Completions data comes direct from our core mortgage platform (SANMF) and in some cases legacy platforms. Landmark (third party) data is used to match EPC data to mortgage completions. Landmark data is dependent on when the updated data is available from the relevant UK Government website. Although it is possible that EPC ratings have changed in the period they relate to (higher or lower) this is likely to only impact new build properties where no previous EPCs are available. CCB: Financial data that has been classified as green (per internal governance), is reported and governed through internal accounting systems which is supplemented by additional oversight in accordance with the Green Finance Reporting Governance framework. In the context of CCB additional analysis is conducted with all deals having to be approved through internal governance to ensure that the deals and/or products fit within the specific definition and can therefore contribute to this metric. SCUUK: CAP HPI automotive industry data is gathered for all cars (electric, hybrid and internal combustion engine) and is used to identify green vehicles. For motorbike emissions the dealerships determine what fuel type and then only fully electric motorbikes will be considered. This method is utilised to calculate the green finance raised and facilitated and customers supported to become greener with products and services for the reporting period. Data for multiple reporting periods is then combined to state a cumulative figure.	SANMF Internal legacy platforms Landmark (third party) CCB internal accounting systems CAP HPI automotive industry data
Achieve net zero in our own operations by 2030: reduction since 2019	Percentage reduction in Scope 1 and 2 GHG emissions from the 2019 baseline year to current reporting year.	Santander UK Group Holdings plc.	Scope 1 direct emissions from owned or controlled sources and market-based Scope 2 emissions from purchased electricity are calculated annually according to the methodologies discribed above and then added together. 2019 serves as the baseline year and reductions are measured as a percentage decrease in total Scope 1 and 2 emissions relative to 2019. Progress toward net zero includes both direct reduction through energy efficiency measures and renewable energy, and certified carbon credits for any residual emissions following the process described in the offsetting carbon emissions Scope 1 and 2 methodologies above.	SMS (third party) Billing invoices, meter readings, mileage claims, maintenance records. For Santander UK plc. latest available emissions factors from Department of Energy Security & Net Zero (DESNZ – https://www.gov.uk/government/publications/greenhouse-gas-reporting-conversion-factors-2025) For Jersey latest available emissions factors from Jersey government: https://gov.je
% of contractual instruments used for the procurement of renewable electricity	Percentage of electricity consumption that is covered by renewable electricity certificates.	Santander UK plc head offices.	Renewable electricity certificates are requested from the electricity suppliers by SMS (third party) each January to confirm 100% renewable electricity procurement for the previous year.	Renewable electricity certificates (third party)

Social				
Metric Name	Metric Definition	Metric Scope	Metric Methodology	Source(s)
Group clients by region, geography and Digital Consumer Bank	Any natural or legal person who has a contractual relationship with any Banco Santander Company is deemed a Group client.	Santander UK plc.	Data produced from multiple reports collected from internal systems then detail is forwarded onto our Group counterparts using Essbase (CRTMI) and uploaded to a Group reporting tool.	Internal systems Essbase
Dialogue by channel:				
Digital bank – clients	Any natural or legal person who, as a customer of a Banco Satander company, has logged on to their personal internet or mobile banking area or both in the last 30 days.	Santander UK plc.	This metric is calculated using transaction data from underlying systems which logs when customers have logged onto their online or mobile banking.	Internal systems
Number of branches	Any office at street level and freely accessible for the attention of the customers of any segment, and/or the attention of non-customers.	There are no specific exclusions to the data provided and all open operational branches are included in the year-end figure.	Data is validated against existing monthly reporting within the Retail Finance and Analytics department.	SAS
Ranking of Bank's NPS positioning: Individual Segment	Net Promoter Score (NPS) measures customer advocacy and predicts business growth. This metric is our core measure for customer experience.	Main retail banking customers for Santander UK plc and key competitors.	We measure the overall relationship net promoter score of approximately 17k main banking consumers (2.4k for Santander) on a six-monthly basis using an 11-point scale (%Top 2 – % Bottom 7). The reported metric is based on the six months ending 30 September. The competitor set we monitor to benchmark ourselves against includes Barclays, Halifax, HSBC, Lloyds Bank, Nationwide, NatWest Group, and TSB. Our customer experience research is independently audited by Stiga.	Ipsos
Community support programmes: Investment in education, employability and entrepreneurship programmes in the year	Contributions made by universities to programmes including, but not limited to, scholarships, awards, events and content supporting education, employability and entrepreneurship.	Santander UK plc. Includes contributions to universities programmes.	On a monthly basis we export and save the Finance Management Report (FMR) into local systems. It is filtered to only include spend against particular spend codes. The three codes used are Marketing, Donations and Travel. We filter out forecast spend so that only actuals remains. This is then transferred from the FMR report in to the Budget Tracker. Where necessary, VAT is deducted from invoice data. The budget tracker is approved by the Universities Manager. Banco Santander provides a template in which the total figure for community investment is broken down into its individual payments. Data is manually uploaded to Salesforce on a quarterly basis.	Internal systems Finance Manangement Report (FMR) Salesforce

Social continued				
Metric Name	Metric Definition	Metric Scope	Metric Methodology	Source(s)
People helped through Santander programmes:			Programmes are manually entered into Santander Open Academy or Santander X when a programme is approved to go live. Santander Open Academy users manually apply to programmes using a specific application form. Santander Open Academy stores all applicants for all programmes. Successful applicants are selected via either random generator or go through a selection process. Some universities operate their own selection criteria and our scholars programme has a specific selection criteria, this is created for each programme. All programmes have deadlines set up in Santander Open Academy that don't allow applicants to apply after this date. Frequency depends upon each programme. Data is automatically fed in to PowerBI on a daily basis. Data in PowerBI allows users to apply filters on dates, country, courses etc. Metrics are calculated using the PowerBI and manually input in to Salesforce on an annual basis.	Salesforce Santander Open Academy PowerBI Santander X
Employability programmes	Number of people helped in employability programmes (financing upskilling, reskilling of people). Reskilling consists of learning new skills and knowledge for the same functions that the employee performs on a regular basis. It's therefore considered a system of additional training and education aimed at increasing the effectiveness of the tasks performed by the professional.	Santander UK plc.		
Education programmes	Number of people helped in education programmes. The purpose is to finance access to education for individuals or their resources to complete their studies; traditionally this has been done through scholarships. A scholarship is defined as a distinction or recognition granted to a student, teacher or researcher to facilitate their academic, personal or professional official development.	Santander UK plc. Santander Scholarships: Santander Tech, Santander Language, Santander Skills, Santander Internship, Santander Women, Santander Research, Santander Studies or Santander Sustainability.		
Entrepreneurship programmes	Number of people helped in entrepreneurship programmes (number of businesses supported by Santander Universities is quantified). Entrepreneurship projects: programmes related to the promotion of entrepreneurship such as training for the project development; incubation or acceleration of companies; investment or financing of university-based companies, prizes and challenges addressed to entrepreneurial projects.	Santander UK plc.		
People, businesses and universities helped: total	Total number of people helped for all Santander programmes (employability, education and entrepreneurship). A person helped is the person who receives a personal benefit, economic or otherwise, as a consequence of the ultimate purpose of a programme, service or product, financed by the bank, its employees or clients.	Santander UK plc.		
Community support programmes: Investment in education, employability, and entrepreneurship programmes, cumulative 2023-2026	Cumulative community support (GBP) for the period 2023-2026.	Santander UK plc. Includes contributions to Santander education, employability and entrepreneurship programmes.	We export and save the Finance Management Report (FMR) into local systems. It is filtered to only include spend against particular spend codes. The three codes used are Marketing, Donations and Travel. We filter out forecast spend so that only actuals remains. This is then transferred from the FMR report in to the Budget Tracker. Where necessary, VAT is deducted from invoice data. The Budget Tracker is approved by the Universities Manager. Banco Santander provides a template in which the total figure for community investment is broken down into its individual payments. Data is manually uploaded to Salesforce.	Internal systems

Social continued				
Metric Name	Metric Definition	Metric Scope	Metric Methodology	Source(s)
Community support	Community support comprises the donations and other contributions that Santander provides to initiatives and projects in communities, either directly through the bank, business units and Foundations, or through partnerships (such as universities or NGOs).	Santander UK plc.	Spend across the below programmes is totalled to give one overall community support figure. 1. Santander Foundation Matched Donations: an external partner shares a Trustee Report which includes the total number of matched donations and their monetary value. The figure is subsequently copied into an overarching Community Support Excel file. 2. Santander Foundation Financial and Digital Empowerment grants: the figure is copied directly from the Foundation Finance Reports into the Community Support Excel file. 3. Universities (total donations made in 2025 to Santander UK's University partners): this figure is reported separately on Salesforce by the UK Universities team, then combined with the figures captured in the Community Support Excel file. 4. Santander Breakthrough – the figure is confirmed via email and copied into the Community Support Excel file. 5. Social Impact spend – this is extracted from our ledger, and reconciled against internal finance trackers/reports. The Social Impact Team subsequently ensures the suggested spend aligns with the Community Support methodology before confirming it can be added to the Community Support Excel file. 6. Volunteering – this is calculated by the total working hours spent volunteering multiplied by the average salary/hour of an employee. This input is used to calculate economic value of the volunteering actions. Provided annually by local Comp teams. (Excludes Promontorio, Faro and Solaruco segments). Figures reported are exclusive of VAT.	Internal data systems Third party data systems

Social continued				
Metric Name	Metric Definition	Metric Scope	Metric Methodology	Source(s)
People helped through local initiatives supporting the community	A person helped is any person receiving a benefit of personal, economic, or any other nature as the ultimate result of a programme, service or product with a social and/or environmental focus financed by the bank.	Santander UK plc. Excludes people unbanked, underbanked or in financial distress that benefit from access and financial solutions from the bank (as this is covered in People Financially Included metric). Excludes financial education programmes aimed at customers through commercial channels (as this will be reported separately as financial education towards financial health).	The total number of people helped across the below programmes is totalled to give an overall figure. 1. Santander Breakthrough: the figure is confirmed via email and copied into an overarching People Helped Excel file. 2. Santander Foundation Matched Donations: an external partner shares a Trustee Report which includes the total number of matched donations. Internal teams multiply the number of matched donations in the quarter by 10, as an average estimation of beneficiaries per charity. This figure is subsequently added to the People Helped Excel file. 3. Santander Foundation Financial and Digital Empowerment grants: NPC (external partner) provides the figure via their annual report. The figure is then copied into the People Helped Excel file. 4. Employee volunteering initiatives (including through our partnership with National Parks and employee self-organised volunteering): employees log their volunteering activity via an internal Microsoft Form. For individual volunteering activities, it is assumed one activity equates to one person helped. For group volunteering activities, including National Parks, the number of group activities logged are multiplied by 50 (an average representation of people helped per team volunteering activity). Figures are then added into the People Helped Excel file. 5. Mobilise (Social Mobility programme) – This number is provided by a third party before being added into the overarching People Helped Excel file. 6. The Numbers Game – This number is provided by a third party before being added into the overarching People Helped Excel file. 7. MoneyWise – employees log their volunteering activity via an internal Microsoft Form, including the number of beneficiairies per activity. Figures are then added into the People Helped Excel file. Considering the methodology from Banco Santander implemented in December 2024, a 30% reduction is applied to some of the initiatives’ raw figures – this is to avoid double counting of beneficiaries.	Internal data systems Third party data systems
New people financially included since 2023	Cumulative number of people unbanked, underbanked, or with difficulties accessing financing, to whom we provide access and finance solutions aimed at meeting local financial inclusion needs in a recurrent, comprehensive, affordable and effective way. The beneficiaries of these initiatives are included in the quantification process only once in the entire period (2023-2025).	Santander UK plc.	Manually calculated by totalling the New People Financially Included figure for each year, starting from 2023. A 30% reduction is applied in line with Banco Santander methodology to account for any possible duplication of customers.	Internal data systems

Social continued				
Metric Name	Metric Definition	Metric Scope	Metric Methodology	Source(s)
New people financially included	Number of new people unbanked, underbanked, or with difficulties accessing financing, to whom we provide access and finance solutions aimed at meeting local financial inclusion needs in a recurrent, comprehensive, affordable and effective way. The beneficiaries of these initiatives are included in the quantification process only once in the entire period (2025).	Santander UK plc.	Data is extracted from various internal business areas for respective initiatives. The data is added to an overarching People Financially Included Excel file, where a 30% reduction is applied in line with Group methodology (this is to account for any possible duplication of customers across initiatives).	Internal databases
Employee engagement score	An overall employee engagement score demonstrating the extent to which our employees feel committed to working at Santander UK plc, have belief in the products and services offered, and whether they would speak highly of us as an employer externally. The engagement score represents the average of Santander UK plc employees' scores in response to engagement questions from our continuous listening survey, Your Voice, which employees are invited to take part in every quarter.	Santander UK plc.	YourVoice, is our continuous listening survey which is hosted by the Workday Peakon platform. It gathers employees' feedback on our culture in real time through quarterly surveys. Employees are asked to provide a score out of ten in response to a range of questions about their experience working for Santander (0 = Not at all, 10 = Absolutely). The engagement score is the average score given by employees in response to four questions relating to their working experience. Note: the data provided reflects the engagement index as at Q3 2025.	Workday Peakon
Headcount	The number of people employed by Santander UK Group Holdings plc at any given time. All active employees in the Company, including part or full time, either hired indefinitely or temporarily. Any employees inactive due to long-term leave of absence are also included.	Santander UK Group Holdings plc.	Raw data extracted from the source system and loaded into an Excel spreadsheet. The data is pivoted to provide a total number of active employees in the defined companies within the HoldCo.	Workday
Headcount	The number of people employed by Santander UK plc at any given time. All active employees in the Company, including part or full time, either hired indefinitely or temporarily. Any employees inactive due to long-term leave of absence are also included in headcount.	Santander UK plc.	Raw data extracted from the source system and loaded into an Excel spreadsheet. The data is pivoted to provide a total number of active employees in the defined companies within Santander UK plc.	Workday
Headcount with permanent contract: Total	The number of people employed on a permanent contract by Santander UK plc at any given time, all active employees in the Company, full and part time.	Santander UK plc permanent contract employees.	Raw data extracted from the source system and loaded into an Excel spreadsheet. The data is pivoted to provide a total number of active employees in the defined companies within Santander UK plc who are on a permanent contract.	Workday
Headcount with temporary contract: Total	The number of people employed on a temporary contract by Santander UK plc at any given time, all active employees in the Company, full and part time.	Santander UK plc employees that are on a fixed term contract (FTC).	Raw data extracted from the source system and loaded into an Excel spreadsheet. The data is pivoted to provide a total number of active employees in the defined companies within Santander UK plc who are on a temporary contract.	Workday
Headcount with full time contract: Total	The number of people employed full time by Santander UK plc at any given time, all active employees in the Company either permanent or temporary contract.	Santander UK plc full-time employees that work full time contract hours (excludes UK offshore employees).	Raw data extracted from the source system and loaded into an Excel spreadsheet. The data is pivoted to provide a total number of active employees in the defined companies within Santander UK plc who are on a full time contract.	Workday
Headcount with part-time contract: Total	The number of people employed part time by Santander UK plc at any given time, all active employees in the Company either permanent or temporary contract.	Santander UK plc employees that work less than full time contract hours (excludes UK offshore employees).	Raw data extracted from the source system and loaded into an Excel spreadsheet. The data is pivoted to provide a total number of active employees in the defined companies within Santander UK plc who work part time.	Workday

Social continued				
Metric Name	Metric Definition	Metric Scope	Metric Methodology	Source(s)
Headcount with non-guaranteed hours contract: Total	The number of people employed on a non-guaranteed hours contract by Santander UK plc at any given time, all active employees in the Company.	Santander UK plc.	Raw data extracted from the source system and loaded into an Excel spreadsheet. The data is pivoted to provide a total number of active employees in the defined companies within Santander UK plc who are on a non-guaranteed contract.	Workday
Employees FTE	Number of full time equivalent employees.	Santander UK Group Holdings plc.	Raw data extracted from the source system and loaded into an Excel spreadsheet. The data is pivoted to provide a total FTE of active employees in the defined companies within HoldCo.	Workday
Employees by sex FTE (Male)	FTE of each Company distributed by sex. Possible values are (male, female).	Santander UK Group Holdings plc.	Raw data extracted from the source system and loaded into an Excel spreadsheet. Employees' sexes are extracted from Workday records containing the sex they are defined as under UK law on their legal identification documents. The data is pivoted to provide a total number of active male employees in the defined companies within HoldCo.	Workday
Employees by sex FTE (Female)	FTE of each Company distributed by sex. Possible values are (male, female).	Santander UK Group Holdings plc.	Raw data extracted from the source system and loaded into an Excel spreadsheet. Employees' sexes are extracted from Workday records containing the sex they are defined as under UK law on their legal identification documents. The data is pivoted to provide a total number of active male employees in the defined companies within HoldCo.	Workday
Employees by gender (Male)	Headcount of each Company distributed by gender. Possible values are (male, female, non-binary, not declared (incl. Blank)).	Santander UK plc employees that work either full time contract hours or less than full time contract hours (excludes UK offshore employees).	Raw data extracted from the source system and loaded into an Excel spreadsheet. The data is pivoted to provide a total number of active employees in Santander UK plc by gender.	Workday
Employees by gender (Female)				
Employees by gender (Not declared)				
Employees by gender (Others)				
Headcount (Executives)	Total headcount, specific to executives. Executives defined as having corporate segment of Promontorio, Faro +, Faro, Solaruco +, Solaruco.	Santander UK plc.	Raw data extracted from the source system and loaded into an Excel spreadsheet. The data is pivoted to provide a total number of active employees by management group.	Workday
Headcount (Managers)	Total headcount, specific to managers. Managers defined as having a management level in this list MLM0001, MLM0002, MLBM010, MLBM020, MLBM030, MLE0001, MLE0002, ML00001, MLCS000, MLB0100, MLB0200, MLB0300.	Santander UK plc.	Raw data extracted from the source system and loaded into an Excel spreadsheet. The data is pivoted to provide a total number of active employees by management group.	Workday
Headcount (Other Employees)	Total headcount, all except for managers or executives.	Santander UK plc.	Raw data extracted from the source system and loaded into an Excel spreadsheet. The data is pivoted to provide a total number of active employees by management group.	Workday

Social continued				
Metric Name	Metric Definition	Metric Scope	Metric Methodology	Source(s)
Employee turnover	Total attrition/turnover percentage for permanent contract staff.	Santander UK Group Holdings plc.	Attrition/turnover calculation is the total number of permanent contract voluntary leavers in the rolling 12-month period to the end of the previous month, divided by the average permanent contract headcount in the same period (exclusions include: end of fixed-term contract, transfers, severance and redundancy/early retirement).	Workday
Headcount, by age bracket (aged <30)	Total headcount distributed by age bracket: Under 30, Between 30-50, Over 50.	Santander UK plc.	Raw data extracted from the source system and loaded into an Excel spreadsheet. Employee ages are grouped into the required age brackets. The data is pivoted to provide a total number of active employees by age bracket.	Workday
Headcount, by age bracket (aged 30-50)				
Headcount, by age bracket (aged >50)				
Women out of management positions (Executives, Middle Management)	Percentage of women within management group of either 'executive' or 'middle management', out of the full population of active executive and middle management employees.	Santander UK plc.	Raw data extracted from the source system and loaded into an Excel spreadsheet. The data is pivoted to provide a total number of active employees by management group and gender.	Workday
Senior female employees	Number of female employees with a job band of S4 or higher, as a % of overall S4+ employees.	Santander UK Group Holdings plc.	Raw data extracted from the source system and loaded into an Excel spreadsheet. The data is pivoted to provide a total number of active employees by job band and gender.	Workday
Employees with performance reviews	Number of employees who had a performance review at the most recent completed rating window.	Santander UK plc.	Raw data extracted from the source system and loaded into an Excel spreadsheet. The data is pivoted to provide a total number of active employees with a rating.	Workday
Women in STEM-related positions (of total STEM positions)	Number of women in STEM positions as a % of total STEM positions. STEM defined as positions with job family groups: Service Support, IT-Delivery, Product and IT Project Management, IT Enterprise, or Data.	Santander UK plc.	Raw data extracted from the source system and loaded into an Excel spreadsheet. The data is pivoted to provide a total number of active employees by job family group and gender.	Workday
New hires	All new joiners during the calendar year.	Santander UK plc.	Data extracted from Workday, loaded into an Excel spreadsheet and pivot table produced to calculate the total number of new hires in the calendar year.	Workday
Number of days lost due to work-related health (accidents and ill health)	Sum of days lost to work-related injuries and fatalities from work-related accidents, work-related ill health, and fatalities from ill health.	Santander UK plc.	Data extracted from Workday, loaded into an Excel spreadsheet. The number of calendar days for each instance of Absence is calculated by comparing the start and end dates. Where these dates fall outside of the calendar year, the calculation is done using either the start or end of the year or both. Data is then combined with a mapping table used to determine if the absence code is in one of the two defined groups – 'Common Disease or Accident' or 'Work-related Accident or Occupational sickness'. Data is pivoted to provide the total calendar days.	Workday

Social continued				
Metric Name	Metric Definition	Metric Scope	Metric Methodology	Source(s)
Cases of recordable work-related ill health (occupational illnesses)	Incidents of work-related ill health during the year.	Santander UK plc.	Data extracted from Workday, loaded into an Excel spreadsheet. The number of calendar days for each instance of Absence is calculated by comparing the start and end dates. Where these dates fall outside of the calendar year, the calculation is done using either the start or end of the year or both. Data is then combined with a mapping table used to determine if the absence code is in one of the two defined groups – 'Common Disease or Accident' or 'Work-related Accident or Occupational sickness'. Data is pivoted to provide the total number of absences instances.	Workday
Total employees with disability	Number of active employees self-identified with a disability within the UK.	Santander UK plc.	Data extracted from Workday, loaded into an Excel spreadsheet and pivot table produced to provide the totsl number of employeesthgat have disclosed a disability (all employees where the disability field is not Blank and nor Prefer not to say).	Workday
Total days of learning completed	Time of each learning session in status completed, multiplied by active employees only. Time is based on the estimated hours a learning session is stated to require, rather than the actual hours taken by the employee.	Santander UK Group Holdings plc. Contractors are not included. Employees who have left the business during the reporting period are not included.	Learning completion data for the required period is extracted from Cornerstone. This is combined with Workday employee records, to identify the entities to include (HoldCo). The total sum of training hours is calculated in a pivot table. This total is then divided by seven (standard hours in a working day), to get the total number of days.	Cornerstone Workday
Total of hours of learning completed	Total sum of training hours for all completed sessions.	Santander UK plc.	Learning completion data for the required period is extracted from Cornerstone. This is combined with Workday employee records, to identify the entities to include (Santander UK plc). The total sum of training hours is calculated in a pivot table.	Workday
Total attendance to learning sessions	Any training session completed by an active employee (as defined in Headcount) during the calendar year 2025.	Santander UK plc.	Learning completion data for the required period is extracted from Cornerstone. This is combined with Workday employee records, to identify the entities to include (Santander UK plc). The total number of learning sessions is calculated in a pivot table (non-distinct count of user IDs).	Cornerstone Workday
Terminated employees	All employees who are inactive as a consequence of a termination business process.	Santander UK plc.	Data extracted from Workday, loaded into an Excel spreadsheet and pivot table produced to calculate the total number of terminations in the calendar year by gender.	Workday
Senior Asian, Black, and other Minority Ethnic employees	Number of employees in Minority Ethnic Groups in senior roles (job band S4+) as a % of overall S4+ employees.	Santander UK Group Holdings plc.	Raw data extracted from the source system and loaded into an Excel spreadsheet. The data is pivoted to provide a total number of active employees by job band and ethnicity.	Workday

Social continued				
Metric Name	Metric Definition	Metric Scope	Metric Methodology	Source(s)
# People helped by category: other initiatives beyond Santander Universities – Financial Education: Total	Number of people who have been given access to financial education resources that help improve financial literacy to enable them to make informed decisions and that ultimately aim to increase financial wellbeing.	Santander UK plc.	The total number of people helped (Financial Education) across the below programmes is calculated and totalled to give one overall figure. 1. The Numbers Game, in partnership with Twinkl – external partner provide a report which includes the number of people impacted by this initiative. The figure is subsequently copied into an overarching Excel file. 2. MoneyWise sessions to students and young people – internal teams download an internal Microsoft Form through which employees log their volunteering activity, including MoneyWise. Input is totalled to provide the estimated number of people impacted figure. The total figure is subsequently added into an overarching Excel file. Considering the Financial Education methodology from Banco Santander implemented in 2023, a 30% reduction is applied to the raw MoneyWise data. This is to avoid double counting of beneficiaries. The Numbers Game data is shared by Twinkl who deduplicate and apply reductions at source.	Internal data systems Third party data systems (e.g. Twinkl)
% of workforce covered by an occupational health and safety management regarding occupational risk prevention	Percentage of employees covered by a health and safety management system.	Santander UK plc.	Fully documented Health and Safety Management System in place to meet and exceed legal requirements set down by the Health and Safety Executive and UK health and safety legislation. Framework design is applicable to all colleagues ensuring that percentage is 100%.	Documentation is available internally for managers and colleagues. This includes the Health & Safety Policy statement, Safety Organisation, Safety Consultation, Safety Communication, Safety Training, Safety Risk Assessments, Safety Monitoring Arrangements, Formal Safety Auditing, Systems Review
% Headcount of ethnic minority employees	Number of employees in Minority Ethnic Groups as a % of overall employees.	Santander UK plc.	Raw data extracted from the source system and loaded into an Excel spreadsheet. The data is pivoted to provide a total number of active employees by ethnicity.	Workday
% of employees trained	Number of active employees who completed a training session within the period divided by total number of active employees.	Santander UK plc.	Raw data extracted from the source systems and loaded into an Excel spreadsheet. The data is pivoted to provide a total number of active employees and the total number of active employees that have completed a training session.	Cornerstone Workday
# employees that took family-related leave	Distinct count of employees with an instance of Family Related Leave in the period.	Santander UK plc	Data extracted from Workday, loaded into an Excel spreadsheet. The number of calendar days for each instance of Absence is calculated by comparing the start and end dates. Where these dates fall outside of the calendar year, the calculation is done using either the start or end of the year or both. Data is pivoted to show the count of distinct employee IDs where the absence type is not Sick Leave and not Sabbatical. (so typ[e will be in (Adoption, Fertility, Fostering, Maternity, Neonatal, Paternity or Shared Parental).	Workday

Social continued				
Metric Name	Metric Definition	Metric Scope	Metric Methodology	Source(s)
Minimum number of weeks of fully paid primary parental leave offered by the Company	The minimum number of weeks of fully paid primary parental leave offered by the Company and/or government. A primary caregiver is defined as the individual who has primary responsibility for the care of a child following the birth or the child coming into the custody.	Santander UK plc.	This is detailed for employees in our Family Leave Policy. Enhanced Company Paid Leave of 26 weeks full pay is based on length of service (minimum 26 weeks at the qualifying date) and includes statutory maternity pay (SMP), at the rates set by the UK Government. Employees then recieve an additional 13 weeks of leave at SMP rates as a statutory entitlement.	AskHR Internal Policy
Minimum number of weeks of fully paid secondary parental leave offered by the Company	The minimum number of weeks of fully paid secondary parental leave offered by the Company and/or government. A secondary caregiver is defined as the individual who does not have primary responsibility for the care of a child following the birth (i.e. the other parent).	Santander UK plc.	Detailed in Family Leave Policy. At least four weeks full pay, increasing to six weeks for employees with 26 weeks service at the qualifying date.	AskHR Internal Policy

Governance				
Metric Name	Metric Definition	Metric Scope	Metric Methodology	Source(s)
Sanctions: procedures	Administrative or regulatory procedures and claims that conclude with a sanction or fine for Santander UK plc and that meet the following criteria: 1. Relevant reputational or material impact for Santander UK plc. 2. Aligned with the following subjects or areas of action: – Products and services – Social and environmental aspects relevant to Santander UK plc. 3. Sanctions and fines when final in the reporting period, as well as resolutions.	Santander UK plc. Mass litigations will not be reported.	The source of information to be used will be the information reported through the various local areas of the general secretariat and the Santander UK plc operational events database, supplemented by any other sanctions of which the other support areas may have become aware.	Internal Systems
Number of ongoing ESG administrative and judicial procedures	Administrative or regulatory procedures and claims that are ongoing specific to Santander UK plc and that meet the following criteria: 1. Relevant reputational or material impact for Santander UK plc. 2. That they are aligned with the following matters or areas of action: – Products and services – Social and environmental aspects relevant to Santander UK plc. 3. Sanctions and fines when final in the reporting period, as well as resolutions.	Santander UK plc. Mass litigations will not be reported.	The source of information to be used will be the information reported through the various local areas of the general secretariat and the Santander UK plc operational events database, supplemented by any other sanctions of which the other support areas may have become aware.	Internal Systems
Complaints by resolution: in favour of the client	Percentage of complaints for which there has been a resolution favourable to the client out of the total number of complaints handled/resolved.	Santander UK plc. Complaints handled/resolved during 2025.	Data taken from source system to identify complaints received and closed during the reporting period, segmenting complaints found in favour of the client.	Complaints system data
Total complaints managed or resolved	Total number of complaints handled/resolved.	Santander UK plc. Total number of complaints handled/resolved during 2025.	Data taken from source system to identify complaints received and closed during the reporting period.	Complaints system data
Total formal complaints received	Number of formal complaints received from clients in official services: customer service, senior management, regulators/official agencies.	Santander UK plc. Expressions of dissatisfaction/complaints received during 2025.	Data taken from source system to identify total dissatisfaction/complaints received during the reporting period, segmenting by complaint type.	Complaints system data
Complaints by type of product:	Formal complaints received from clients at official services (customer service, senior management, regulators/official agencies) by type of product/service category, out of the total number of formal complaints received from clients.	Santander UK plc. Expressions of dissatisfaction/complaints received during 2025.	Data taken from source system to identify total dissatisfaction/complaints received during the reporting period, segmenting by product type.	Complaints system data
Due to banking procedures				
Due to insurance				
Due to investments				
Due to credit				
Due to means of payment				
Not related to the product				

Governance continued				
Metric Name	Metric Definition	Metric Scope	Metric Methodology	Source(s)
Reports from third parties by type	Total number of reports received from customers or suppliers through the ethical or whistleblowing channels enabled for this purpose and managed locally in each unit (UK whistleblowing channel) and which are qualified as whistleblowing concerns.	Santander UK Group Holdings plc. Concerns which were received in the reporting period and qualified as whistleblowing which were reported by a customer or a supplier. Claims and enquiries are excluded.	The Whistleblowing team uses a spreadsheet to log all cases to manually calculate the volumes. All concerns are categorised as either being from staff, customer, or supplier.	EthicsPoint Various: email, letter, phone, and any other method
Reports through ethical channels received by type:				
Total	Total number of reports received through the ethical or whistleblowing channels enabled for this purpose and managed locally in each unit (UK whistleblowing channel) and which are qualified as whistleblowing concerns.	Santander UK Group Holdings plc. Concerns which were received in the reporting period and qualified as whistleblowing. Claims and enquiries are excluded.	The Whistleblowing team uses an excel spreadsheet to log all cases to manually calculate the volumes received.	EthicsPoint Various: email, letter, phone, and any other method
That pose disciplinary measures	Total number of concerns leading to disciplinary actions, received through the UK whistleblowing channel. Disciplinary measures includes dismissals (where an employee leaves and this is initiated by the Company) and other disciplinary measures (other sanctions applied to the employee's personnel file).	Santander UK Group Holdings plc. Qualifying whistleblowing concerns where the final outcome was known in the reporting period and resulted in a formal disciplinary sanction being applied (Stage 1, 2 or 3) following the conclusion of the disciplinary process. Claims and enquiries are excluded.	The final outcome of each whistleblowing report received is captured on the whistleblowing spreadsheet to manually calculate the volumes. All concerns are categorised using one of the Group taxonomy categories and this is recorded on the spreadsheet.	Internal Systems
Relative to corruption and bribery that pose disciplinary measures	Total number of corruption and bribery concerns resulting in disciplinary actions, received through the ethical channel or our whistleblowing channel enabled for this purpose and managed locally in each unit. Disciplinary measures include dismissals (where an employee leaves and this is initiated by the Company) and other disciplinary measures (other sanctions applied to the employee's personnel file). Acts of corruption may arise when individuals abuse their position of power or responsibility for personal gain. Soliciting a bribe is the act of offering, giving, receiving, or requesting something of value in exchange for a personal or business benefit. The object of value may consist of money, gifts, services, or other benefits, and the benefit sought may include obtaining or retaining business, or obtaining some other undue benefit. The offering of bribes relates to acts whereby a person receives a financial or other benefit to encourage them to perform their duties or activities improperly or a person receives a reward for having already done so. This would include an attempt to influence a decision-maker by granting some additional benefit to the decision-maker, beyond that which can be legitimately offered.	Santander UK Group Holdings plc. Qualifying whistleblowing concerns categorised as corruption and bribery where the final outcome was known in reporting period and resulted in a formal disciplinary sanction being applied (Stage 1, 2 or 3) following the conclusion of the disciplinary process. Claims and enquiries are excluded.	The final outcome of each whistleblowing report received is captured on the whistleblowing spreadsheet to manually calculate the volumes. All concerns are categorised using one of the Group taxonomy categories and this is recorded on the spreadsheet.	Internal Systems

Governance continued				
Metric Name	Metric Definition	Metric Scope	Metric Methodology	Source(s)
Relative to discrimination that pose disciplinary measures – Relative to Equal opportunities and non-discrimination	Total number of equal opportunities and non-discrimination concerns resulting in disciplinary actions, received through the ethical channel or our whistleblowing channel enabled for this purpose and managed locally in each unit. Reports related to equal opportunities and non-discrimination and those related to behaviours that are not aligned with the basic principle of action in Santander (providing the same opportunities in access to work and professional promotion, ensuring at all times the absence of discrimination by reason of sex or sexual orientation, race, religion, disability, origin, marital status, age, or social status). Disciplinary measures includes dismissals (where an employee leaves and this is initiated by the Company) and other disciplinary measures (other sanctions applied to the employee's personnel file).	Santander UK Group Holdings plc. Qualifying whistleblowing concerns categorised as equal opportunities/non-discrimination where the final outcome was known in reporting period and resulted in a formal disciplinary sanction being applied (Stage 1, 2 or 3) following the conclusion of the disciplinary process. Claims and enquiries are excluded.	The final outcome of each whistleblowing report received is captured on the whistleblowing spreadsheet to manually calculate the volumes. All concerns are categorised using one of the Group taxonomy categories and this is recorded on the spreadsheet.	Internal Systems
Incidents of discrimination (including harassment)	Total reports related to equal opportunities and non-discrimination, sexual harassment, or gender-based harassment received through the ethical channel or our whistleblowing channel enabled for this purpose and managed locally in each unit. Discrimination-related reports are understood as those related to behaviours that are not aligned with the basic principle of action in Santander (providing the same opportunities in access to work and professional promotion, ensuring at all times the absence of discrimination by reason of sex or sexual orientation, race, religion, disability, origin, marital status, age, or social status). Sexual harassment related reports are understood as disrespectful behaviours or undesired conducts of a sexual nature that are bothersome and generate an intimidatory, offensive, or hostile working environment.	Santander UK Group Holdings plc. Concerns which were received during 2025 and qualified as whistleblowing and categorised as sexual harassment or equal opportunities/ non discrimination. Claims and enquiries are excluded.	The Whistleblowing team uses an excel spreadsheet to manually log all cases to calculate the volumes. All concerns are categorised using one of the Group taxonomy categories and this is recorded on the spreadsheet.	EthicsPoint Various: email, letter, phone, and any other method
Number of cases reported to the regulator or SARs	Number of official reports sent to regulatory authorities concerning Financial Crime Compliance matters.	Santander UK plc.	Data is extracted from an internal system at the end of each month via a SQL query and transferred to a central spreadsheet. The volumes are then calculated via automated Excel formulas.	Internal Systems
Women on the Board	Number of female Board members.	Santander UK Group Holdings plc and Santander UK plc.	Manual calculation based on number of female Board members	Manual process
Women in senior Board positions (Chair, CEO, CFO, or Senior Independent Director)	Number of female Board members in specific positions (CFO, CEO, Chair or Senior Independent Director).	Santander UK Group Holdings plc and Santander UK plc.	Manual calculation based on number of female Board members in senior positions	Manual process
Board members from a non-white minority ethnic background	Number of non-white ethnic minority background Board members.	Santander UK Group Holdings plc and Santander UK plc.	Manual calculation based on number of non-white ethnic minority background Board members	Manual process

Basis of preparation and reporting framework information

Non-financial information disclaimer

This report contains environmental, social, and governance (ESG) metrics, statements, targets, ambitions, and opinions. ESG information is prepared in line with various external and internal frameworks, reporting guidelines, and measurement, collection, and verification methods and practices. Many of these are materially different from those applicable to financial information and are in many cases emerging and evolving. The methods used to collect and collate our ESG metrics can be found in this 2025 Sustainability Supplement which also includes an independent assurance of selected metrics.

Our ESG metrics are based on various factors including materiality thresholds, estimates, assumptions, judgements, and underlying data derived from internal systems and third parties. The ESG metrics are thus subject to significant measurement uncertainties and may not be comparable to ESG metrics of other companies, or over time or across periods. Its inclusion is not meant to imply that the information is fit for any particular purpose or that it is material to us under mandatory reporting standards.

The ESG data is for information purposes only, without any liability being accepted in connection with it except where such liability cannot be limited under overriding provisions of applicable law.

Restatement policy

Measuring and reporting ESG metrics involves a degree of estimation. In certain circumstances restatements of previously reported information may be necessary. Restatements are considered where there is a change in calculation methodology, an error carrying out the methodology, or an error in our data that will have a 5% or greater impact on the total previously reported. Where this happens, a note is made alongside the restated data.

Regulatory cross-referencing table

In the following tables, we outline our compliance with a range of sustainability disclosure requirements and where the relevant information is located. We will continue to improve our sustainability disclosures. As such we have begun preparing for the UK Sustainability Reporting Standards (SRS) implementation, following the initial consultation in 2025, which we contributed to. We will comply with all relevant regulation once further information is available.



Taskforce for Climate-Related Financial Disclosures (TCFD)

Code	Requirement	Annual Report & Accounts	Sustainability Supplement 2025
Governance			
A	Describe the Board's oversight of climate-related risks and opportunities.	Page 31	Page 60
B	Describe management's role in assessing and managing climate-related risks and opportunities.	Page 31	Page 60-61
Strategy			
A	Describe the climate-related risks and opportunities the organisation has identified over the short, medium, and long term.	Page 31-33	Page 10 & 33-34
B	Describe the impact of climate related risks and opportunities on the organisation's businesses, strategy, and financial planning.	Page 31-33	Page 10 & 33-34
C	Describe the resilience of the organisation's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.	Page 31 & 34	Page 37-38
Risk Management			
A	Describe the organisation's processes for identifying and assessing climate-related risks.	Page 32-34	Page 31 & 37-38
B	Describe the organisation's processes for managing climate-related risks.	Page 32-34	Page 31
C	Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organisation's overall risk management.	Page 32-34	Page 31-32
Metrics and Targets			
A	Disclose the metrics used by the organisation to assess climate-related risks and opportunities in line with its strategy and risk management process.	Page 32 & 35-38	Page 39-43
B	Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.	Page 32 & 35-38	Page 40-42
C	Describe the targets used by the organisation to manage climate-related risks and opportunities and performance against targets.	Page 22-23 & 32 & 35	Page 13-14

Streamlined Energy and Carbon Reporting (SECR)

Requirements	Annual Report & Accounts	Sustainability Supplement 2025
Annual global GHG emissions from activities for which the Company is responsible, including combustion of fuel and operation of any facility, and the annual emissions from the purchase of electricity, heat, steam or cooling by the company for its own use.	Page 37	Page 40
Underlying global energy use	Page 37	Page 39
Energy use and GHG emissions figures from previous year (exempt in first year)	Page 37	Page 39-40
At least one emissions intensity ratio	Page 37	Page 40-42
Narrative on energy efficiency measures	Page 37	Page 29 & 40-42
Details of methodology used	Page 38	Page 65-74

Companies Act 414CA: Non-financial and sustainability information statement

Requirements	Annual Report & Accounts	Sustainability Supplement 2025
The non-financial and sustainability information statement must contain the climate-related financial disclosures of the Company.		
A strategic report of a company to which this subsection applies must include a non-financial and sustainability information statement.	Page 1-27	n/a
The group strategic report relates to undertakings that include the Company and its subsidiary undertakings (if any),	Page 1-27	n/a
The report is prepared for a financial year of the parent undertaking that ends at the same time as, or before the end of, the Company's financial year	Page 1-27	n/a
The report includes a group non-financial and sustainability information statement in respect of all the undertakings included in the consolidation.	Page 26	n/a

Companies Act 414CB: Contents of non-financial and sustainability information statement

Code	Requirements	Annual Report & Accounts	Sustainability Supplement 2025
The non-financial and sustainability information statement must contain the climate-related financial disclosures of the Company.			
A	A description of the Company's governance arrangements in relation to assessing and managing climate-related risks and opportunities;	Page 31	Page 31 & 60-61
B	A description of how the Company identifies, assesses, and manages climate-related risks and opportunities;	Page 31-32	Page 31-34
C	A description of how processes for identifying, assessing, and managing climate-related risks are integrated into the Company's overall risk management process;	Page 32-34	Page 31-34
D	(i) A description of — the principal climate-related risks and opportunities arising in connection with the Company's operations, and	Page 33	Page 10 & 33-34
	(ii) The time periods by reference to which those risks and opportunities are assessed;	Page 33	Page 10 & 33-34
E	A description of the actual and potential impacts of the principal climate-related risks and opportunities on the Company's business model and strategy;	Page 33	Page 37-38
F	An analysis of the resilience of the Company's business model and strategy, taking into consideration different climate-related scenarios;	Page 34	Page 37-38
G	A description of the targets used by the company to manage climate-related risks and to realise climate-related opportunities and of performance against those targets; and	Page 22-23 & 33 & 35	Page 13-14
H	A description of the key performance indicators used to assess progress against targets used to manage climate-related risks and realise climate-related opportunities and of the calculations on which those key performance indicators are based.	Page 35	Page 37-38
Contain information, to the extent necessary for an understanding of the Company's development, performance and position and the impact of its activity, relating to, as a minimum —			
A	Environmental matters (including the impact of the Company's business on the environment);	Page 30-38	Page 18-43
B	The Company's employees;	Page 40	Page 50-55
C	Social matters;	Page 39-40	Page 44-55
D	Respect for human rights; and	Page 41	Page 59
E	Anti-corruption and anti-bribery matters.	Page 41	Page 58-59

Code	Requirements	Annual Report & Accounts	Sustainability Supplement 2025
The information must include —			
A	A brief description of the Company's business model;	Page 3-5	Page 7
B	A description of the policies pursued by the company in relation to the matters mentioned in subsection (1)(a) to (e) and any due diligence processes implemented by the company in pursuance of those policies;	Page 26	n/a
C	A description of the outcome of those policies;	Page 26	n/a
D	A description of the principal risks relating to the matters mentioned in subsection (1)(a) to (e) arising in connection with the Company's operations and, where relevant and proportionate —	Page 33 & 74	Page 10-12 & 34
	(i) A description of its business relationships, products and services which are likely to cause adverse impacts in those areas of risk	Page 74	Page 21-30
	(ii) A description of how it manages the principal risks; and	Page 74	Page 10-12 & 34-38
E	A description of the non-financial key performance indicators relevant to the Company's business.	Page 12-13 & 22-23	Page 39-43, 52-55 & 62-63

Directors' statement

Directors' Statement on Santander UK Group Holdings plc's Environment, Social and Governance metrics within the Santander UK Group Holdings plc Sustainability Supplement for the year ended 31 December 2025

As the Directors of Santander UK Group Holdings plc ("Santander UK") we confirm that we are solely responsible for the preparation of the Environment, Social and Governance metrics within the Santander UK Group Holdings plc Sustainability Supplement for the year ended 31 December 2025 (the "Report") including this Directors' Statement and for reporting the Environment, Social and Governance metrics in accordance with the reporting criteria set out on pages 64 to 87 in the Methodologies section of the Report and ensuring that the reported information is supported by appropriate books and records.

- We confirm, to the best of our knowledge and belief, that we have:
- designed, implemented and maintained internal controls and processes over information relevant to the measurement, evaluation and preparation of the Environment, Social and Governance metrics that is free from material misstatement, whether due to fraud or error;
 - established objective reporting criteria that is appropriate for preparing and presenting the Environment, Social and Governance metrics, including clear definition of the entity's organisational boundaries, and applied them consistently;
 - presented information, including the reporting criteria, in a manner that provides relevant, complete, reliable, unbiased/neutral, comparable and understandable information;
 - reported the Environment, Social and Governance metrics in accordance with the reporting criteria.

Chief Financial Officer
For and on behalf of the Board of Directors of Santander UK Group Holdings plc
9 March 2026

Assurance report

Independent Limited Assurance Report to the Directors of Santander UK Group Holdings plc on selected Subject Matter Information within the Santander UK Group Holdings plc Sustainability Supplement for the year ended 31 December 2025

Our limited assurance conclusion

Based on the procedures we have performed, as described under the “Summary of work performed” and the “Areas of Assurance Focus” sections below, and the evidence we have obtained, nothing has come to our attention that causes us to believe that the information marked with the symbol “AS” in the Santander UK Group Holdings plc (“Santander UK”) Sustainability Supplement for the year ended 31 December 2025 (the “Report”) and summarised below (together, the “Subject Matter Information”), has not been prepared, in all material respects, in accordance with Santander UK’s Reporting Criteria (the “Reporting Criteria”) set out on pages 64 to 87 of the Reportⁱ.

What we were engaged to assure

The Subject Matter Information needs to be read and understood together with the Reporting Criteria which Santander UK’s Directors are solely responsible for selecting and applying. The Subject Matter Information and the Reporting Criteria are as set out in Appendix A.

The scope of our work did not extend to information in respect of earlier periods or to any other information included in, or linked from, the Report including any images, audio files or videos.

Our work Professional standards applied

We performed a limited assurance engagement in accordance with International Standard on Assurance Engagements 3000 (Revised) ‘Assurance Engagements other than Audits or Reviews of Historical Financial Information’ and, in respect of the greenhouse gas (GHG) emissions, in accordance with International Standard on Assurance Engagements 3410 ‘Assurance Engagements on Greenhouse Gas Statements’, issued by the International Auditing and Assurance Standards Board.

Our independence and quality control

We have complied with the Institute of Chartered Accountants in England and Wales Code of Ethics, which includes independence and other requirements founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour, that are at least as demanding as the applicable provisions of the International Code of Ethics for Professional Accountants (including International Independence Standards) issued by the International Ethics Standards Board for Accountants (IESBA Code).

We apply International Standard on Quality Management (UK) 1 and accordingly maintain a comprehensive system of quality management including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Summary of work performed

We performed a limited assurance engagement. Because the level of assurance obtained in a limited assurance can vary, we give more detail about the procedures performed, so that the intended users of the Subject Matter Information can understand the nature, timing and extent of procedures we performed as context for our conclusion. These procedures performed vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.

In performing our assurance procedures, which were based on our professional judgement, we performed the following:

- evaluated the suitability in the circumstances of Santander UK’s use of the Reporting Criteria as the basis for preparing the Subject Matter Information including the associated reporting boundaries;
- through inquiries, obtained an understanding of Santander UK’s control environment, processes and systems relevant to the preparation of the Subject Matter Information. Our procedures did not include evaluating the suitability of design, obtaining evidence about their implementation or testing operating effectiveness of particular control activities;
- evaluated whether Santander UK’s methods for developing estimates are appropriate and had been consistently applied, noting that our procedures did not involve testing the data on which the estimates are based;
- compared year on year movements and obtained explanations from management for significant differences we identified;
- evaluated the disclosures in, and overall presentation of, the Subject Matter Information;

- performed limited substantive testing of the Subject Matter Information, including:

- All selected Subject Matter Information
- Agreeing arithmetical accuracy of calculations, and agreeing data points to or from source information to check that the underlying subject matter had been appropriately evaluated or measured, recorded, collated and reported;

Environment

- Comparing records maintained by Santander on energy/fuel consumption and business travel to underlying information used to prepare the Scope 1, 2 and 3 (business travel) emissions related Subject Matter Information, which included invoice data for the use of energy/fuel, renewable energy supply contracts, employee travel records, emissions conversion rates and data prepared by third parties;
- Comparing information on the underlying green finance transactions to relevant internal and external evidence and assessing whether their classification is consistent with the Reporting Criteria, and whether the financing values are consistent to those recorded in Santander’s loan management systems;

ⁱ The maintenance and integrity of Santander UK’s websites is the responsibility of the Directors; the work carried out by us does not involve consideration of these matters and, accordingly, we accept no responsibility for any changes that may have occurred to the reported Subject Matter Information or Reporting Criteria when presented on Santander UK’s websites.

- Financed emissions
- Inspecting supporting evidence to determine whether Santander's mortgage, consumer finance and commercial real estate exposures and transactions are consistent with the Reporting Criteria for the financed emissions related Subject Matter Information;
 - Inspecting input data for the calculation of the financed emissions related Subject Matter Information, including outstanding loan amounts, value of the underlying assets, floor area of properties financed, vehicle mileage, GHG emissions, emissions factors, and Santander's data quality scores against internal records and external data.

Materiality

We are required to plan and perform our work to address the areas where we have identified that a material misstatement of the Subject Matter Information is likely to arise. We set certain quantitative thresholds for materiality. These, together with qualitative considerations, helped us to determine the nature, timing and extent of our procedures in support of our conclusion. We believe that it is important that the intended users have the information they need to understand the concept and the level of materiality to place our conclusion in context. Based on our professional judgement, we determined materiality for the Subject Matter Information as follows:

Overall materiality

Materiality may differ depending upon the nature of the Subject Matter Information. We apply professional judgement to consider the most appropriate materiality benchmark for each aspect of the Subject Matter Information, having considered how the intended users may use the information.

The benchmark approach for each aspect of the selected Subject Matter Information is indicated in the table in Appendix A by one of the following numbers

1. This metric is an absolute number. A benchmark materiality of 5% has been applied;
2. This metric measures intensity, which is calculated as a ratio between 2 different numbers. A benchmark of 5% has been applied to both the numerator and denominator used in the calculation; and
3. This metric is a weighted average. A benchmark of 0.5 has been applied.

We also agreed to report to the Directors misstatements (“reportable misstatements”) identified during our work at a level below overall materiality, as well as misstatements below that lower level that in our view warranted reporting for qualitative reasons. The Directors are responsible for deciding whether adjustments should be made to the Subject Matter Information in respect of those items.

Areas of Assurance Focus

The Areas of Assurance Focus are those areas of our work that, in our professional judgement, require additional procedures. In the case of limited assurance, that means our procedures may be towards the upper end of those that might be expected for limited assurance. These areas were identified as part of our risk assessment and result of the assurance procedures performed, and include those areas of significant risk, areas that involved significant judgement or other areas where significant assurance effort was needed. This approach provides transparency about where we deemed it necessary to perform extra work. However, this does not imply – for limited assurance – the same level of assurance as would have been obtained under a reasonable assurance engagement.

We considered the following areas to be Areas of Assurance Focus and discussed these with Santander UK’s management.

Calculation of financed emissions metrics and use of estimated data for residential mortgages, consumer finance and commercial real estate

Nature of the issue

Santander UK prepares the metrics for financed emissions using data from internal management information systems, supplemented by data from third party providers. The preparation of the metrics is dependent on the nature of the available information, including the preparation and use of estimates when actual data is not available, such as EPC ratings, floor area, building emissions, vehicle emissions and vehicle mileage. We identified a heightened level of judgement in calculating financed emissions due to the complexity of the methodology and the availability of multiple sources of estimated data that could be used in the calculation process.

How our work addressed the areas of assurance focus

The following procedures were performed in addition to those set out above:

- Independently calculated financed emissions, estimated values and weighted data quality scores for residential mortgages, auto finance and commercial real estate, using independently sourced inputs for the estimated values when actuals were not available, including EPC ratings and EPC floor areas (residential mortgages and commercial real estate), asset type, fuel type and distance (consumer finance); and
- Compared the independently recalculated values with those prepared by Santander UK and made inquiries of management to obtain explanations and supporting analysis for any significant differences identified, including in relation to changes in the calculation methodologies in the current period.

Element(s) of the Subject Matter Information most significantly impacted

- Scope 3 financed emissions (Residential Mortgages);
- Scope 3 financed emissions (Consumer Finance); and
- Scope 3 financed emissions (Commercial Real Estate).

Challenges of non-financial information

The absence of a significant body of established practice upon which to draw to evaluate and measure non-financial information allows for different, but acceptable, evaluation and measurement techniques that can affect comparability between entities, and over time.

Non-financial information is subject to more inherent limitations than financial information, given the characteristics of the underlying subject matter and the methods used for measuring or evaluating it. The precision of different measurement techniques may also vary.

Furthermore, it is generally acknowledged by stakeholders globally, including regulators, that there are significant limitations in the availability and quality of asset specific information, including GHG emissions data from third parties, resulting in reliance on proxy data. These limitations are reflected in the assigned PCAF data quality categories for reported Subject Matter Information. It is anticipated that the principles and methodologies used to measure and report the Subject Matter Information will develop over time and may be subject to change in line with market practice and regulation, impacting comparability year-on-year.

Reporting on Other Information

The other information comprises all of the information in the Report other than the Subject Matter Information and our assurance report. The Directors are responsible for the other information. As explained above, our conclusion does not extend to the other information and, accordingly, we do not express any form of assurance thereon. In connection with our assurance of the Subject Matter Information, our responsibility is to read the other information. In doing so, we consider whether the other information is materially inconsistent with the Subject Matter Information or our knowledge obtained during the assurance engagement, or otherwise appears to contain a material misstatement of fact. If we identify an apparent material inconsistency or material misstatement of fact, we are required to perform procedures to conclude whether there is a material misstatement of the Subject Matter Information or a material misstatement of the other information, and to take appropriate actions in the circumstances.

Responsibilities of the Directors

As explained in the Directors' Statement on page 91 of the Report, the Directors of Santander UK are responsible for:

- determining appropriate reporting topics and selecting or establishing suitable criteria for measuring or evaluating the underlying subject matter;
- ensuring that those criteria are relevant and appropriate to Santander UK and the intended users of the Report;
- the preparation of the Subject Matter Information in accordance with the Reporting Criteria including designing, implementing and maintaining systems, processes and internal controls over the evaluation or measurement of the underlying subject matter to result in Subject Matter Information that is free from material misstatement, whether due to fraud or error;
- documenting and retaining underlying data and records to support the Subject Matter Information;
- producing the Report that provides a balanced reflection of Santander UK's performance in this area and discloses, with supporting rationale, matters relevant to the intended users of the Report; and
- producing a statement of Directors' responsibility.

Our responsibilities

We are responsible for:

- planning and performing the engagement to obtain limited assurance about whether the Subject Matter Information is free from material misstatement, whether due to fraud or error;
- forming an independent conclusion, based on the procedures we have performed and the evidence we have obtained; and
- reporting our conclusion to the Directors of Santander UK.

Use of our report

Our report, including our conclusion, has been prepared solely for the Directors of Santander UK in accordance with the agreement between us dated 2 October 2025 (the "agreement"). To the fullest extent permitted by law, we do not accept or assume responsibility or liability to anyone other than the Board of Directors and Santander UK for our work or our report except where terms are expressly agreed between us in writing.

PricewaterhouseCoopers LLP
Chartered Accountants
London
9 March 2026

Appendix A – Subject Matter Information

Reporting Criteria for the selected Subject Matter Information are set out on pages 64 to 87 of Santander UK’s Sustainability Supplement for the year ended 31 December 2025, which can be found on the following website: <https://www.santander.co.uk/sustainability>ⁱⁱ

Subject Matter Information	Unit/Measure	Performance in 2025
Environment		
Scope 1 CO ₂ e emissions ⁱ	tCO ₂ e	2,133
Scope 2 CO ₂ e emissions (Market-based) ⁱ	tCO ₂ e	54
Scope 3 CO ₂ e emissions (business travel only) ⁱ	tCO ₂ e	2,406
Total CO ₂ e emissions (excluding financed emissions) ⁱ	tCO ₂ e	4,593
CO ₂ e emissions per employee (excluding financed emissions) ²	tCO ₂ e/ Total HoldCo FTE	0.30
Green finance raised and facilitated ¹	£bn	6.4

Subject Matter Information	Unit/Measure	Performance in 2024
Scope 3 financed emissions (Residential Mortgages)		
Lending exposure assessed ¹	£bn	167.3
Absolute emissions ¹	ktCO ₂ e	1,116
Emissions intensity ²	kgCO ₂ e/ m ²	20.7
PCAF score ³	#	3.2
Scope 3 financed emissions (Consumer Finance)		
Lending exposure assessed ¹	£bn	8.8
Absolute emissions ¹	ktCO ₂ e	1,232
Emissions intensity ²	gCO ₂ e/ km	133.4
PCAF score ³	#	2.2
Scope 3 financed emissions (Commercial Real Estate)		
Lending exposure assessed ¹	£bn	8.6
Absolute emissions ¹	ktCO ₂ e	94
Emissions intensity ²	kgCO ₂ e/ m ²	22.0
PCAF score ³	#	3.9

1, 2 and 3 Please refer to "Overall materiality" table for materiality thresholds.

ii The maintenance and integrity of Santander UK’s websites is the responsibility of the Directors; the work carried out by us does not involve consideration of these matters and, accordingly, we accept no responsibility for any changes that may have occurred to the reported Subject Matter Information or Reporting Criteria when presented on Santander UK’s websites.

Want to find out more?

For more information visit

[+ WWW.SANTANDERSUSTAINABILITY.CO.UK](https://www.santandersustainability.co.uk)

Annual Report 2025

[+ WWW.SANTANDER.CO.UK/ABOUT-SANTANDER/INVESTOR-RELATIONS/SANTANDER-UK-GROUP-HOLDINGS-PLC](https://www.santander.co.uk/about-santander/investor-relations/santander-uk-group-holdings-plc)

Inclusive culture

[+ WWW.SANTANDER.COM/EN/CAREERS/UK-CAREERS/WE-CARE-ABOUT-YOU/DIVERSITY-INCLUSION](https://www.santander.com/en/careers/uk-careers/we-care-about-you/diversity-inclusion)

Taxation strategy

[+ WWW.SANTANDER.CO.UK/ABOUT-SANTANDER/INVESTOR-RELATIONS/TAXATION-STRATEGY](https://www.santander.co.uk/about-santander/investor-relations/taxation-strategy)

Modern Slavery Statement

[+ WWW.SANTANDER.CO.UK/ABOUT-SANTANDER/INVESTOR-RELATIONS/MODERN-SLAVERY-STATEMENT](https://www.santander.co.uk/about-santander/investor-relations/modern-slavery-statement)

Environment Policy Statement

[+ WWW.SANTANDER.CO.UK/CONTENT/DAM/SITES/SANTANDER-UK-SUSTAINABILITY/RESOURCES/DOCUMENTS/EOPSTATEMENT2025.PDF](https://www.santander.co.uk/content/dam/sites/santander-uk-sustainability/resources/documents/EOPSTATEMENT2025.PDF)

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