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Covid-19

CONTINGENCY PLAN

On 11 March 2020, the World Health Organization gualified the public health emergency caused by the Covid-19 disease as an international pandemic, following the declaration of a state of emergency in Angola, through the decree of the President of the Republic no. 80/20 of 25 March.

The state of emergency decree was in effect from 27 March 2020, followed by several decrees of public calamity, which have required the adjustment of economic and social activity to the new health reality. Several extraordinary measures have been defined by the national authorities in support of the Multisectoral Commission appointed to manage the pandemic in Angola, with the financial system being responsible, namely for its financing function, an essential participation in a joint effort between authorities and economic agents.

Banco Millennium Atlântico, committed to the measures enacted by the authorities with a view to mitigate the impacts of the pandemic on its ecosystem, created in March 2020 the Covid-19 Contingency Team, coordinated by the Business Continuity Plan and composed of senior business leaders with multidisciplinary natures (eg, technology, operational, legal, logistical, business skills, etc.), namely while being responsible for the areas of direct impact in responding to incidents and measures arising from states of emergency and disaster situations.

Since then, the Contingency Team, which holds regular work meetings at least twice a week, has strictly followed the indications and decrees of the competent authorities, thus ensuring the prompt and immediate implementation of several preventive, emergency and contingency measures, of which we highlight the following:

• Contingency and Business Continuity Plan: the Bank launched this plan and mobilized all its human capital to, together with Customers, Partners and Suppliers, mitigate the impacts of these times of great difficulty, uncertainty and demand;

- Biosafety conditions: in all branches and central services, ATLANTICO distributed alcohol gel, individualized individual masks for each Employee, visors and thermometers, delimited the spacing and distance of security inside and outside the buildings (agencies and central services), as well as created rules for access and limitation of elevator capacity, the non-handling of doors, among others, ensuring the safety of Customers, Employees and Partners;
- Dissemination of information: on internal channels (mailing and intranet), on the institutional website and in the various communication channels and social networks, the importance of using digital channels has spread, so that Customers benefit from all ATLANTICO services, privileging the available remote channels, avoiding face-to-face travel to the Bank, particularly at times of curfew;
- Service: the Bank guaranteed individual face-to-face service, complying with the rule of one Employee for each Client within the branch, always guaranteeing the safety distance defined at all times by the authorities. In terms of personalized management assistance, the procedure for scheduling meetings and on-site trips was ensured, allowing the availability of airy rooms equipped with all the biosafety material suitable for their capacity. However, all appointments for internal and external meetings via telematics were privileged, through tested and secure technological platforms;
- Business Continuity: the Bank ensured that at the time of the entry into force of the state of emergency, 70% of Employees remained on a remote working regime, ensuring that with only 30% in person and on biweekly rotating shifts, and exempting the risk groups defined in Decree, the continuity of the business was ensured. The facilities had a minimum of movement of people. These actions were preceded by a careful analysis of critical functions within the scope of the Business Continuity Plan, with the prompt creation of technological conditions for this purpose.



GUARANTEED PROTECTION AND BUSINESS CONTINUITY

of the virus;

- Responsiveness: all business, control and support areas have ensured that they are able to meet the needs of Customers, having prepared the appropriate offer and commercial assistance:
- Permanent collaboration: among all the Service Points, present in the 18 provinces of the country, a permanent collaboration was promoted, ensuring the continuity of the banking operation in an uninterrupted manner in all locations.

The measures implemented by ATLANTICO were divided into the following levels:

- Preventive measures: initiated when there were no cases of infection in the country, the spread of information about the disease and possible infection among Employees;
- Contingency measures: implemented at the time of identification of cases of infection in the country, resulting in a reduction in the number of Employees in the workplace and the creation of means for Employees in risk groups to work remotely;
- Emergency measures: implemented when the Angolan Government decreed the National Emergency State, which resulted in a greater decrease in the number of Employees working face-to-face in the institution and, consequently, an increase in resources and in the number of Employees operating fully in remote working.

Banco Millennium Atlântico, committed to the measures enacted by the authorities with a view to mitigate the impacts of the pandemic on its ecosystem, created in March 2020 the Covid-19 Contingency **Team**, coordinated by the Business Continuity Plan and composed of senior business leaders with multidisciplinary natures

Preventive measures

- Internal communication of prevention measures defined by the Ministry of Health (MINSA);
- Dissemination of information on good practices and behaviours to be adopted for mitigating the risks of infection:
- Implementation of quarantine for all Employees who have been or cohabit with someone who has been in a geography defined by MINSA as an area with active community transmission from Covid-19;
- Definition of procedures in case of contagion;
- Adequacy of the dress-code to reduce the risks of contagion;
- Suspension of visits to external entities or face-to-face meetings outside the Bank, as well as internal face-to-face meetings. Alternatively, video conferences are held;
- Suspension of national and international business trips;
- Closure of the institutional gym and ongoing sports activities;
- Adoption of precautionary measures, such as:
 - Restriction of Employee movement between floors:
 - Permanent open door access to the building and respective floors in order to avoid contact with the handles and knobs;
 - Provision of hand sanitizer in the collective transport of Employees, with mandatory use before access to the bus and a minimum distance between passengers.
- to the Headquarters Building ("Cidade Financeira");

an incident:

years old;

or positive cases;

• Publication of a flowchart of measures to be adopted in Commercial Actions.

Contingency measures

• Communication from the Chairman of the Board of Directors regarding the increased measures to be observed in fighting the spread

• Definition of Critical Processes and preparation of electronic resources for Employees, enabling remote work;

 Closure of Service Points on Saturdays, Sundays and holidays, with the majority having 8 a.m. to 4 p.m. working hours:

 Customer Service behind closed doors, guaranteed a minimum distance of one and a half metres, with the use of hand sanitizer at the entrance. Handling of doors by security guards. Definition of a distance between Customers of more than one and a half metres outside the Service Points;

 Temporary suspension of the opening of accounts and the use of tablets and ticket dispenser;

 Identification and leave of Employees belonging to the population at risk (pregnant women; Employees over 60 years of age; chronically ill, such as hypertension, diabetes, respiratory and/or cardiovascular diseases);

 Identification and leave of female Employees with children under 12

• Publication of a flowchart on behaviours to adopt in suspected

• Publication of a flowchart setting out the measures to be adopted when returning to work after

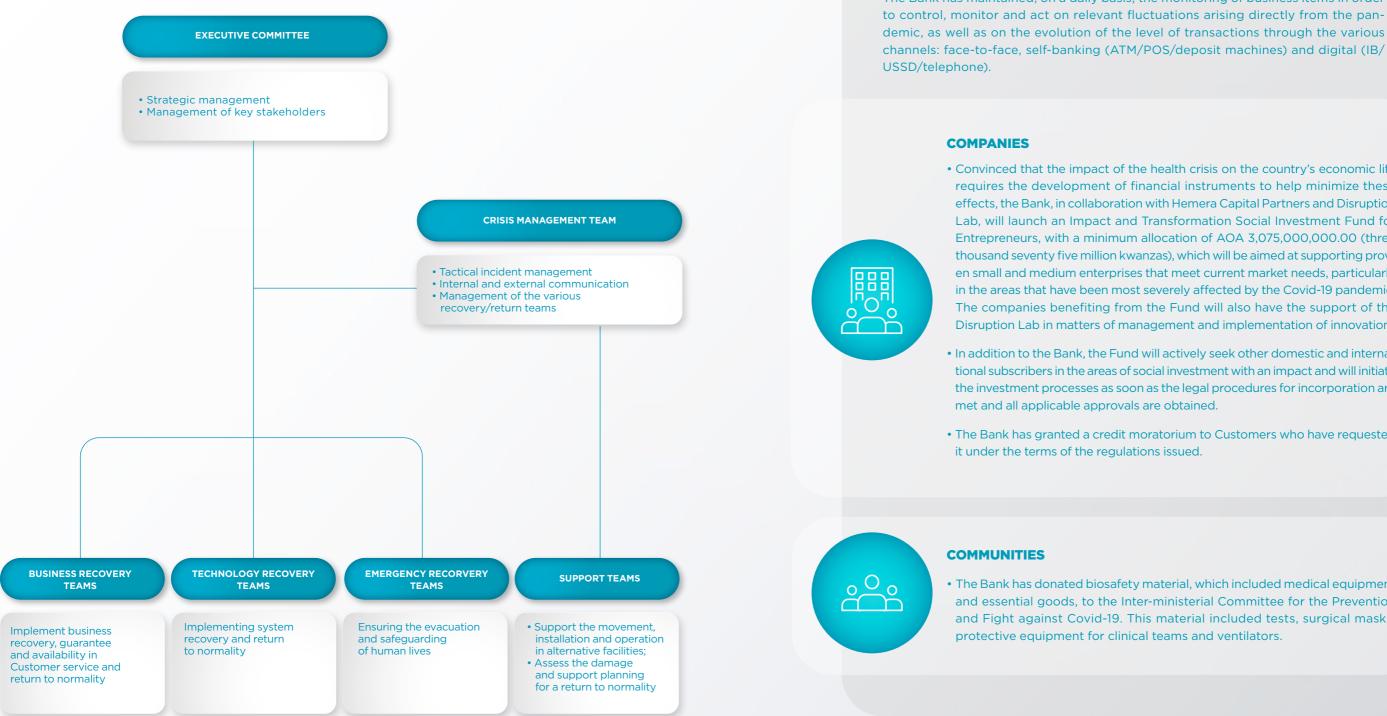
 Preparation/publication of rules and regulations on Access Control

Emergency measures

- Downsizing of teams by 68.6%, ensuring the continuity of critical processes and the deployment of remote working:
- Temporary closure, in phases (1,2,3) of 50 Service Points, always ensuring the full operation of the self-banking system, even in closed branches:
- Suspension of Employees' vacation entitlement at this stage, in order to safeguard their well-being and to ensure that the remote working regime is effectively fulfilled;
- Recommendation and encouragement of the use of technology and non-face-to-face means, namely: internet Banking, ATM, USSD (*400#) and Direct deposit machines;
- Increase in cyber-crime prevention campaigns;
- Gradual reopening of Service Points, ensuring all security measures;
- Mandatory use of masks and visors for all Employees at the Service Points:
- Temperature monitoring of Employees and Customers at the entrance of all ATLANTICO facilities;
- Introduction of pedal dispensers at all Service Points and Headquarters ("Cidade Financeira").



GOVERNANCE MODEL IN CRISIS SITUATION



SUPPORT FOR THE ECONOMY AND COMMUNITIES

The Bank has maintained, on a daily basis, the monitoring of business items in order

• Convinced that the impact of the health crisis on the country's economic life requires the development of financial instruments to help minimize these effects, the Bank, in collaboration with Hemera Capital Partners and Disruption Lab, will launch an Impact and Transformation Social Investment Fund for Entrepreneurs, with a minimum allocation of AOA 3,075,000,000.00 (three thousand seventy five million kwanzas), which will be aimed at supporting proven small and medium enterprises that meet current market needs, particularly in the areas that have been most severely affected by the Covid-19 pandemic. The companies benefiting from the Fund will also have the support of the Disruption Lab in matters of management and implementation of innovation.

• In addition to the Bank, the Fund will actively seek other domestic and international subscribers in the areas of social investment with an impact and will initiate the investment processes as soon as the legal procedures for incorporation are

• The Bank has granted a credit moratorium to Customers who have requested

• The Bank has donated biosafety material, which included medical equipment and essential goods, to the Inter-ministerial Committee for the Prevention and Fight against Covid-19. This material included tests, surgical masks,



2020 Annual Report / Banco Millennium Atlântico

Interlagos Equity Partners, SA

12.79%

Jasper Capital Partners

Investimentos e Participações, S.A.

Other

Institutional

Shareholders' Structure

29.77%

15.12%

Banco Millennium Atlântico is mainly held by private Angolan shareholders. As at 31 December 2020, the shareholders' structure was detailed as follows:

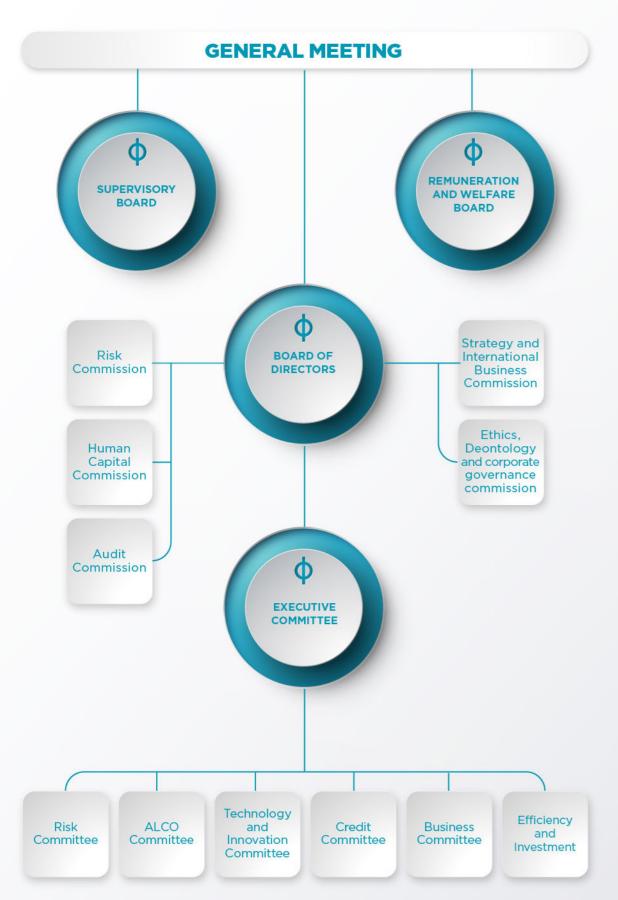
ATLANTICO was incorporated on 31 August 2006, and started its activity in November 2006, as an Angolan banking institution regulated by Angola Central Bank. On 3 May 2016, Banco Millennium Angola was merged into ATLANTICO. This merger enabled the integration of operations of both banking institutions, which together have more than 20 years of experience and have been acting as partners since 2008. As a result of this merger, ATLANTICO consolidated its universal character and strengthened its position in the Angolan banking market, joining the top 5 of Angola's largest banks, as one of the largest private bank in financing Angolan Companies and Households, and strengthening its position as one of the largest banks in the banking sector.





Governance Model

Organic Structure





Corporate bodies

and Welfare Board

and Corporate





Executive Committee Members and Areas of Responsibility

* The order of replacement presented should be applied only in cases where the absent/prevented Director has not had the opportunity to directly appoint his/her alternate, with due caution in relation to potential situations of conflict of interest.

The CEO and the Deputy CEOs can agree, among themselves, on a suitable sharing of areas of responsibility whenever one is absent/prevented from performing duties.

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Daniel Santos • Chairman of EC Chief Executive Officer (CEO) Human Capital • HC 🔝 Legal • LG Compliance Office • CO \Lambda Audit • AU Exchange Control • ECO

Deputy Chairman*

Augusto Baptista • **Deputy Chairman of EC** Chief Digital & Investment Banking Officer (CDIBO) Investment Banking • IB Digital Banking & Innovation • DBI

Large Corporate and Institutionals • DLC

Disruption Lab • LAB

Social Investment

Chairman or Deputy Chairman*



Accounting • ACT Treasury and Market • TM Planing and Control • PC Internacional & Investors Relations • IIR

CRO or CMO*

Patrícia Gabriel • Member

Chief Operating Officer (COO)

Asset and Services • DAS

Cyber Security • CS

Private Banking • PB

Odyle Cardoso • Member Chief Business Officer (CBO) Corporate • CO

Personal and Business • PBIS Prestige • PR

CMO or COO*

Chief Marketing Officer (CMO) Marketing • MK Brand and Brand and Communication • BC Digital Business • DB

() Bancassurance

João Mendonça • Member

CBO or COO*

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CRO*

Paulo Tomás • Deputy Chairman of EC Chief Risk Officer

(CRO)

Crédit • CD

Risk Office • RO

Credit Recovery • CDC

Processes and Organization • PO

Chairman or Deputy Chairman*



Department

Focal point

Autonomous Unit

OUR MISSION

To be a **benchmark** institution in Angola, respected in the Word, that stands out for **Customer's** experience, excellence in **transformation** of Lives, **multiplication** of Customers' Assets, committed to its **Ecosystem**, today in the future.

WELCOME TO



UNIVERSALITY I

PARTNERSHIPS CUSTOMER'S OVER ANGOLA PRIMACY VALUES FOR LIFE



VISION TOWARDS 2.1

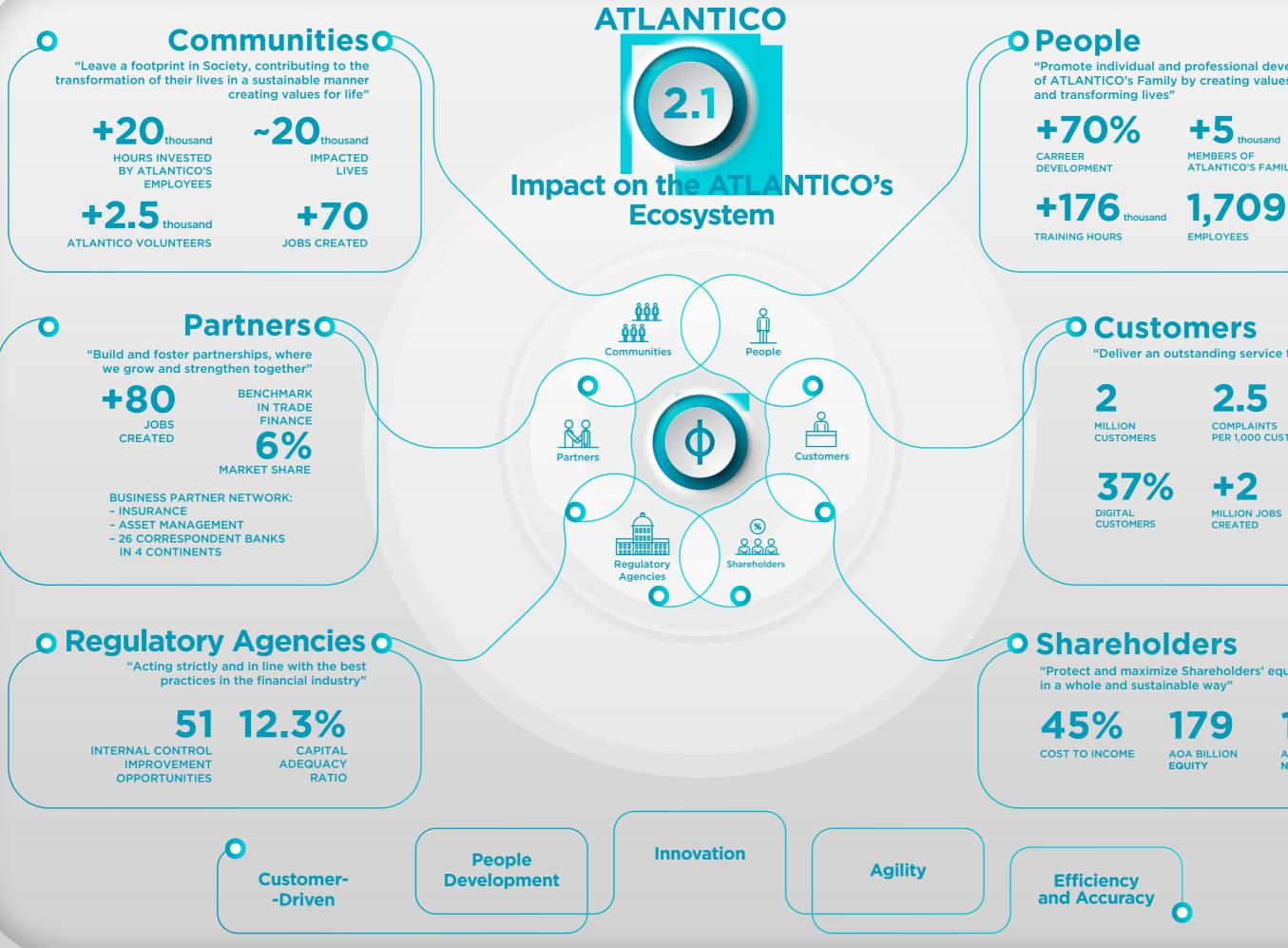
To be the leading bank in **digital** transformation, being present and **close** to all, in ATLANTICOS's **Ecosystem**, at all times and through different **platforms**.







with Customers, serving them with the highest-quality service standard.



"Promote individual and professional development of ATLANTICO's Family by creating values for life

+5 thousand MEMBERS OF ATLANTICO'S FAMILY \mathbf{O}



O Customers

"Deliver an outstanding service to Customers"

37%

2.5 COMPLAINTS PER 1,000 CUSTOMERS

MILLION JOBS CREATED

"Protect and maximize Shareholders' equity, in a whole and sustainable way"

179 AOA BILLION EQUITY

15.6 AOA BILLION **NET RESULTS**

2020 Annual Report / Banco Millennium Atlântico

1 2 **3** 4 5 6 7 ATLANTICO



Innovative

In line with the 2020 motto, which is to secure return on investments, ATLANTICO focused on improving Customer experience by optimising digital solutions and continued its ambitious plan to digitalise core processes.



Among the work carried out, the most important is the digitalisation of national and international transfer process, as well as the account maintenance process, making them paperless and more flexible. The Bank also continued to work on the digitalisation of credit and trade finance processes, with a view to improving operational efficiency and service levels, increasing Customer autonomy and making these solutions available through different channels.

The Bank also adopted the Robotic Process Automation (RPA) model in the Bank's core processes, enabling these to be 100% automated, with human intervention no longer necessary.

In order to better serve Customers, the Bank created a claims model aligned with their needs, improving the integrated management tool for direct deposit machines, so as to ensure greater efficiency and availability.

The current pandemic context has strengthened the need for Customers to adopt strategies that focus on digital channels. ATLANTICO's strategy in recent years, which focuses on digital transformation, has addressed these needs by making the main banking products and services available through different digital channels (Internet Banking, App Mobile Banking and Mobile Banking Platform for traditional phones *400#). During the first half of this year, improvements were made to these channels, in terms of security and the introduction of functionalities.

In the first half of the year, adjustments were also made to the "ABC – Abertura de Conta 100% Digital" solution in order to improve the experience of future Customers. The Bank also met regulatory requirements by launching Multicaixa with a chip.

In the second half of the year, ATLANTICO improved Customers' experience on the *400# platform, contributing to **more than 440 thousand new subscriptions** and **more than AOA 13 billion traded**, in **more than 2 million transactions** carried out of a total of **more than 6 million transactions.** The Bank also improved the Customer experience on ATLANTICO Directo, through the inclusion of push notifications and improved navigation and execution of transactions. Also credit solutions were launched on ATLANTICO Directo, allowing digital users to perform fully digital simulations and credit applications.

1 2 **3** 4 5 6 7

The Bank adopted the ONLINE PaymentDisruption Lab supported two projects: theGateway (GPO) and the Direct Debitdigital magazine Disruption Magazine andSubsystem (SDD).SOS - Vaguinha, a crowdfunding platform

In order to support ATLANTICO in its ambition to be a leader in digital transformation, the Disruption Lab (Powered by ATLANTICO) dedicated 2020 to the internal development of iOla, a digital financial assistant, launched in December, which is available 24/7 to provide support in clarifying questions from Customers and potential Customers, through Facebook Messenger. In the month of its launch, iOla achieved a level of autonomy (without human intervention) of 73% in answering the questions asked by more than 6 thousand Customers.

With this launch, the Bank reaffirms its commitment to serve Customers at a large scale and with high availability, providing them with a better experience, with simpler, more agile and autonomous routines.

The Disruption Lab began the year with the celebration of the first anniversary and rebranding of the marketplace, developed by the first company incubated in the Disruption Lab. Mercado 3.0 is now STARMARKET, "The star of Angolan e-commerce". With about 750 active products in various categories and annual sales of approximately AOA 45 million, STARMARKET is the materialisation of ATLANTICO's objective of serving its Customers in their different needs, with products and services that go beyond the financial ones.

Supporting national entrepreneurship is another of Disruption Lab's aims and, despite the restrictions imposed by the Covid-19 pandemic, 2020 ended with an occupancy rate in the co-working space of 56%, within the allowable.

In addition to the participation in several events, it is worth highlighting the realisation of its own Mentorship pre-programme, where Disruption Lab supported two projects: the digital magazine Disruption Magazine and SOS - Vaquinha, a crowdfunding platform for social projects; and the participation in the Afro-European Hackathon: AFRICA THE POST CRISIS JOURNEY, as Community Partners and with mentors from both Disruption Lab and ATLANTICO.

Support for the Seedstars Luanda competition was maintained, in which ATLANTICO was Gold Partner and the Disruption Lab was Prize and Local Partner. As a partner of LISPA (*Laboratório de Inovação do Sistema de Pagamentos*), a BNA initiative, the Bank is additionally supporting three of the finalist start-ups from its first incubation programme class, as a support bank for the Direct Debits Subsystem (SDD).

Mercado 3.0 is **now STARMARKET.** "The star of Angolan e-commerce". With about **750 active products** in various categories and annual sales of approximately AOA 45 million, STARMARKET is the materialisation of ATLANTICO's objective of serving its Customers in their different needs, with products and services that go beyond the financial ones.



ATLANTICO REINFORCED ITS COMMITMENT TO DIGITAL INNOVATION



1 2 **3** 4 5 6 7 ATLANTICO



Universal

OUR BUSINESS MODEL IS BASED ON THE FOLLOWING FUNDAMENTAL PRINCIPLES:

ATLANTICO's ambition is to transform its position as universal bank, in the service to its Customers: "Serve all, always, where and how they choose".



MASS MARKET



PRIVATE BANKING



CORPORATE



PRESTIGE



LARGE CORPORATE





In 2020, ATLANTICO maintained and strengthened its commitment to develop and implement digital solutions that, on a large scale, would allow it to serve its Customers in a simpler, more agile and autonomous way.

These developments had as their main focus, in addition to the quantity and quality of funding processes, the increase in cross-selling levels and, consequently, the increased penetration of the Bank's offer of products and services.

In 2020, and despite the setbacks arising from Covid-19, the scenario experienced led ATLANTICO to promote the launch of new concepts, in an innovative, aggregating and outstanding way in the market, in order to enhance the availability of services provided to Customers.

Within the scope of private Customers, and with special focus on people with low incomes (Lower Mass Market) the beginning of 2020 recorded a growing focus on enabling the use of simple, low-cost and useful tools for day-to-day life.

The reinforced focus on the *400# platform allowed all ATLANTICO Customers to access their bank accounts remotely via a telephone, regardless of the type of handset they use (analogue or digital) without using the telephone provider's balance.

This platform has experienced rapid growth with over 325,000 users in just 12 months. The amount of cumulative transactions exceeds AOA 13.1 billion, corresponding to more than 8 million operations, which originates an aggregate commissioning of more than AOA 100 M.

The improvement of the channel's functionalities was aimed at launching the fixed code for retailers, making it possible for them to accept payments via their telephone as an alternative to other more expensive and riskier methods. By the end of the year, 74,150 retailers were already registered for this form of payment.

A dedicated call centre team was set up, to provide information about the channel and its use, having recorded close to 135 thousand direct contacts with Customers.

As a means of getting closer to the target audience of the *400# platform, as well as of financial inclusion of the whole population, the Bank dedicated the first part of the year to developing the simplified account and the banking agent service within the platform, which was launched in the second half of the year. To support the dissemination, a digital campaign with a launching video on social media was carried out, having reached more than 21.000 views.

In the second semester, the development focused on improving the inclusion process, which still has room to evolve. ATLANTICO is working on the development of an ecosystem that will engage the Lower Mass Market audience by converting potential Customers into Bank Customers and allowing accessibility to products, in synergy within the community.

The technological capacity of the platform, and therefore its success, is part of a process of interactions based on the use of the AGILE methodology, which assumes the continuous improvement of features and products in order to promote the best and most fluid experience possible to the largest number of users. Taking into account the millions of Angolans who have yet to use the banking system, the process of continuous improvement of the platform will always be on ATLANTICO's agenda.

Regarding Mass Market private Customers, the Covid-19 context implied the temporary closure of some of the Bank's branches, as well as the downsizing of the teams at the service points. Despite this, ATLANTICO changed its operating format in order to continue to ensure availability in the service, both with face-to-face teams and remote working, which focused on monitoring active Customers, as well as reactivating inactive Customers.

2020 was underscored by the set up of 64 cash deposit machines, which are fully functional in a 24/7 model, with the reflection of the values deposited in the account in real time. ATLANTICO registered a volume of over 1.7 billion deposits in the year equivalent to an amount of 81.3 billion kwanzas, with 41% of transactions made in the post-work period. These results prove the viability of this business line and encourage the continuity of installation of more machines, ensuring availability in the remaining provinces of the country.

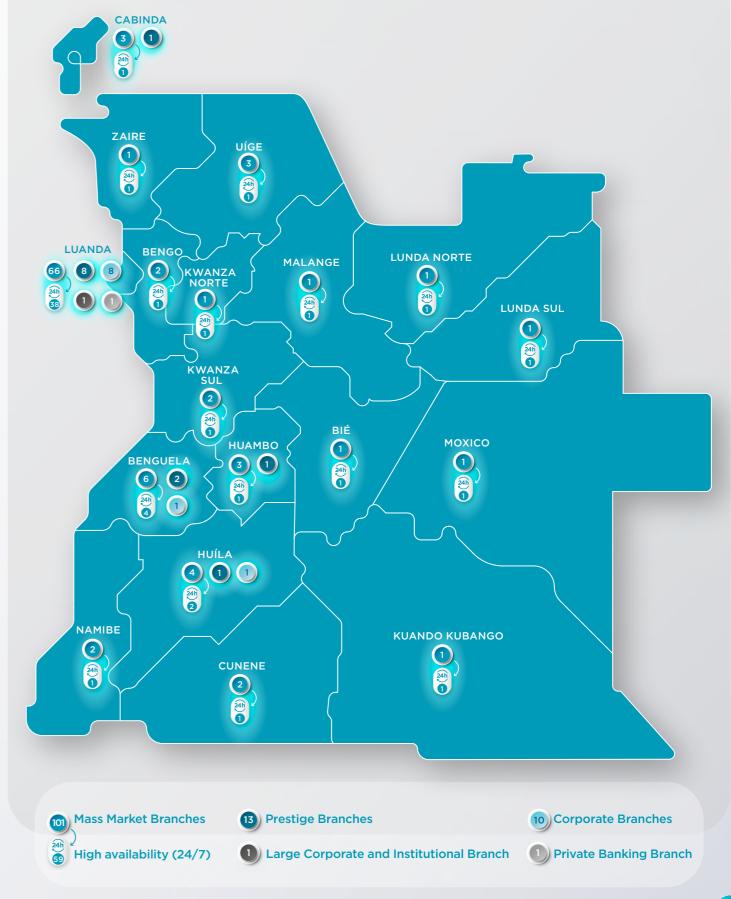
Thus, despite the restrictions imposed by the pandemic, ATLANTICO has not failed to strengthen its ability to serve Customers 24 hours a day, whether in the act of opening an account by digital means, in the component of deposits and withdrawals or in personalized service through the contact centre.

In terms of product innovation, we highlight the launch of "Soluções Integradas ATLANTICO" ("Integrated Solutions"), which include the sale of product bundles aimed at Customer loyalty through the exemption of various commissions, as well as the inclusion of banking benefits in the components of credit, savings and discounts on partners. These solutions are adjusted to the needs of Customers, with 18,260 bundles having been subscribed in the last quarter.

With regard to Private Customers with personalized management, 2020 was a year marked by the continued affirmation of the Prestige brand, through the valuation of the "OFERTA PRESTIGE". Also noteworthy was the strengthening of the basis for action and monitoring of Customers by digital means, with a service of remote excellence that even measures the levels of service in interactions by e-mail and telephone.

The use of adequate tools allows ATLANTICO to have a better ability to serve, be more assertive and increase cross-selling levels.







6%¹ Market share for trade finance Market share for trade

3.4.

Investment Partner

The year 2020 was marked by a contraction in international trade, estimated by the United Nations Conference on Trade and Development (UNCTAD) at about 8%, intensified by the spread of Covid-19, which also led to a considerable slowdown in economic activity at national level, with an impact on the volume of international trade transactions. Additionally, there were regulatory changes in the Angolan market that reduced the requirement to use letters of credit to pay for the import of goods, which resulted in a reduction of more than 50% in the amount issued in 2020, year-on-year.

For the Corporate segments, the focus remained on the consolidation of solutions to meet their growing needs imposed by the current environment.

In this regard, ATLANTICO has taken a qualitative step forward in providing a financial advisory service to Small and Medium Enterprises (SME), with emphasis on the implementation of a team that aims to strengthen expertise in the management and monitoring of projects to diversify the economy, framed in National Programes with subsidised rates, such as Angola Investe, PAC (Credit Support Project) and those provided for in Notice No. 10, of April 3, of the Banco Nacional de Angola (Granting of credit to the Real Sector of the economy), aimed at promoting and encouraging domestic production.

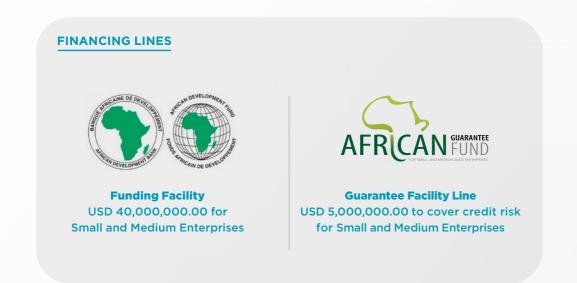
PRODUZ



2 **3** 4 5 6 7

In addition, ATLANTICO maintained its strategy of boosting business with international partners (Banking and Multilateral Financial Institutions) in order to ensure ongoing support to Customers for their investment, payment and trade finance business needs. The correspondence network includes 130 banks, of which of which ATLANTICO maintains an active transactional relationship with 26, present in the main geographies that maintain a relationship with the Angolan market.

The Bank strengthened the negotiation of a foreign currency funding facility and a credit risk coverage by guarantee facility for SMEs, with the African Development Bank and the African Guarantee Fund, respectively, renowned multilateral financial institutions that focus on the development of emerging economies. In this connection, ATLANTICO aims to continue to offer greater local support in the implementation of SME investment projects.



In terms of trade finance business, ATLANTICO recorded a significant reduction in the issue of instruments supporting imports, with the market share in the issue of Documentary Credits standing at 5.29% in 2020. Consequently, in the reporting period, there was a particular focus on export solutions, based on the comprehensive monitoring of the international business, technical and operational support tailored to exporting Clients, the development of several solutions and support instruments for Trade Finance products, as well as, for the solid banking correspondence relationship so as to ensure competitive pricing. This positioning resulted in an increase of the market share in Export Documentary Credits to 50% and in the leadership in Export Documentary Collections, with a market share of over 99%.

In order to boost these funding facilities and the promotion of investment, ATLANTICO, through its Investment Banking solutions, is positioned as a reference in this business segment, with a track record of support for investment in Angola and Angolan investment in international markets. The Bank, through Investment Banking, has been supporting its clients in three major areas: Corporate Finance, Structured Finance and Capital Markets.

In terms of Corporate Finance, ATLANTICO provides services of Mergers & Acquisitions, Appraisals, Business Plans, Feasibility Studies, among others. In 2020, the Bank completed the financial advice of a merger and acquisition (M&A) operation, performing a valuation exercise for a Target company in the telecommunications sector, reviewing the valuation assumptions presented by the seller and calculating the Equity Value inherent to the Transaction.

Through Structured Finance solutions, the Bank supports its Clients in structuring financing operations and in restructuring processes. In 2020, the Bank advised two leading players in Angola in structuring and raising debt for projects integrated in food and beverage production, namely the implementation of a factory dedicated to the production of cookies and sweets, and the expansion of the production of beer and respective containers, through a total financing of AOA 22.6 billion.



Expansion project of the industrial production line of beer and acquisition of the respective containers.

AOA 8,800,000,000



STRUCTURING AND FINANCING 2020

ATLANTICO - SF



Dulceria industrial project for the production of sweets and derivates.

AOA 13,817,000,000

STRUCTURING AND FINANCING 2020

ATLANTICO - SF



1 2 **3** 4 5 6 7

The assistance in structuring and raising debt for these projects were aimed at the Bank's contribution to the process of diversification of the national economy and in supporting the promotion of production and import replacement.

Structured projects supported by ATLANTICO in 2020 are expected to have the following economic impact:



As to Capital Markets, in 2020, in the Securities Intermediation segment (developed in the Market Room), ATLANTICO consolidated its position in the BODIVA market ranking as the third largest intermediary in trading volume, with a market share of approximately 14.4%. In 2020, the annual amount traded on the BODIVA market reached the historic milestone of over AOA 1,187 billion, with ATLANTICO reaching AOA 264 billion, a growth of over 85% compared to 2019.

Specialised trading and post-trading teams dedicated to investors continue to drive the Bank's provision of these services in the regulated markets in Angola.

In 2020, ATLANTICO was also notable for consolidating its position as the third largest bank in individual registration custody accounts, with a 6.73% market share, including the service of custodian bank for investment funds.

In the framework of the privatisation programme promoted by the Angolan State in the economy, ATLANTICO is part of a multidisciplinary international consortium, which has the ability to support the State in the privatisation process in a very wide range of fields. This consortium is made up of a renowned international investment bank, whose financial advisors are qualified to support the Government, or a private Investor in the implementation of one or more transactions.

In 2020, the Institute of Assets Management and State Holdings (IGAPE – Instituto de Gestão de Activos e Participações do Estado) selected ATLANTICO as the leader of the international consortium in partnership with Millennium bcp, in the financial intermediation service for the first privatisation stage of ENSA – Seguros de Angola, S.A., in accordance with the provisions of the Angolan Privatisation Programme (PROPRIV – Programa de Privatizações Integral e Parcial de Empresas Públicas).

The privatisation of ENSA – Seguros will be carried out gradually, initially through a Prequalification Restricted Tender, and in a second stage through an IPO – Initial Public Offering in Regulated Markets.

Additionally, ATLANTICO was invited to participate in several restricted tenders by invitation and by prequalification, for the process of placing specific assets in the different modalities foreseen in PROPRIV.

For the process of acquiring assets and companies placed for sale, promoted by IGAPE, the Bank intends to advise national and international investors that aim to acquire these assets, in order to support them throughout the acquisition process.

BODIVA FORUM

BODIVA DISTINGUISHES ATLANTICO FOR THE HIGHEST INTERBANK SALES VOLUME



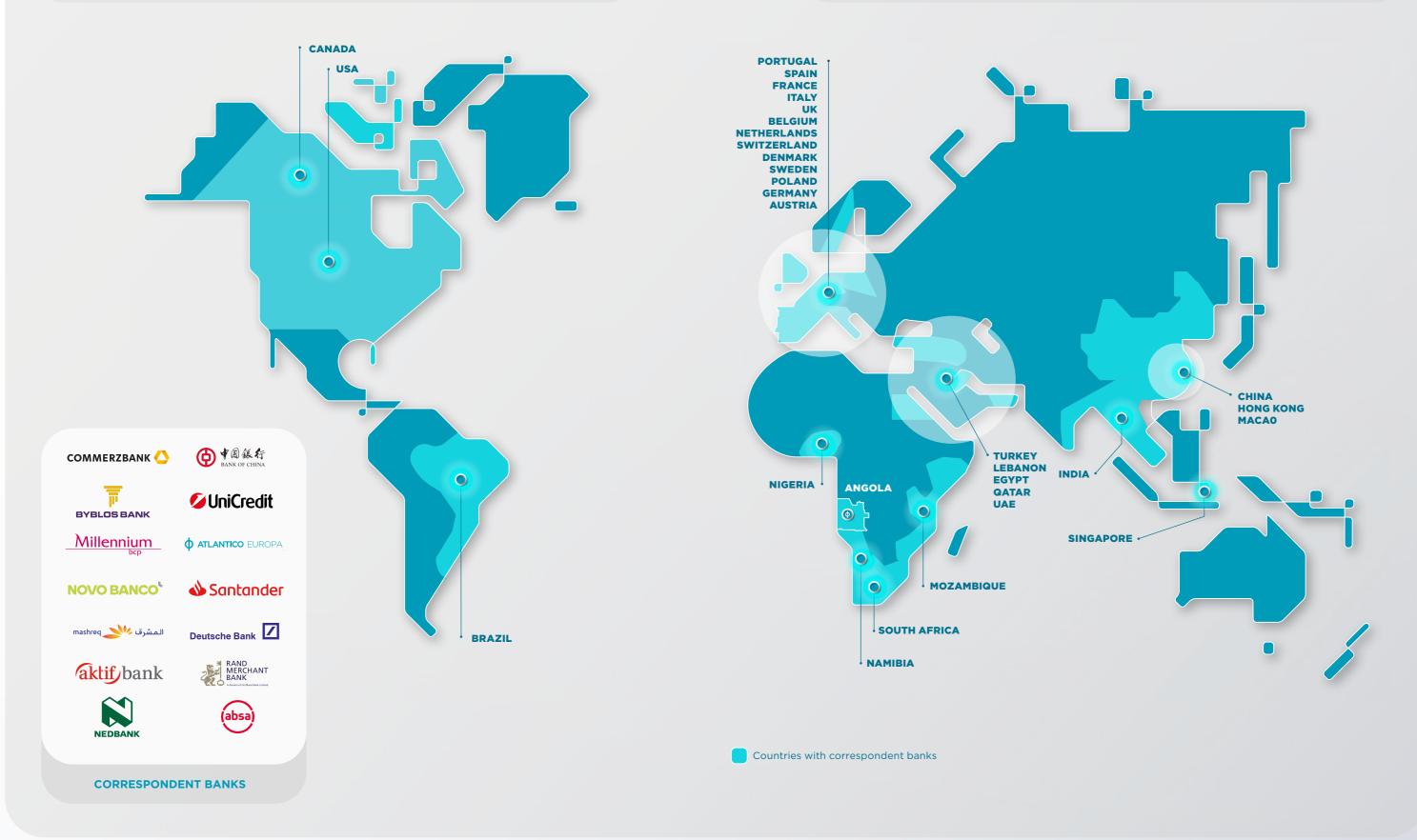






Global coverage of our clients' operations

26 correspondent banks in 4 continents



Agile and **Customer-driven**

ATLANTICO's ambition to be the "Best Bank in Customer Service", based on pillars such as Universality, Efficiency and Agility, represents a challenge of internal transformation, capacity building and skills recycling, the introduction of new and different work methodologies.

People are a key differentiating factor, raising the quality of ATLANTICO's service, reinforcing its ambition to be a reference institution that, through its activity, transforms lives and makes the future happen.

Driven by Customer primacy, ATLANTICO believes that its purpose is achieved through its greatest intangible asset: the ATLANTICO Culture, sustained by our Values for Life.





34 Years

Average age

0

+176

training hours

☐ thousand

1,709 €mployees





+70%

Career growth





CUSTOMER-DRIVEN

"Think, live and feel the Customer"

Anticipate, understand and satisfy the true needs of Customers, adding value and being a Partner in the achievement of their dreams and life projects.



PEOPLE DEVELOPMENT

"People are ATLANTICO's greatest asset"

People are a priority for ATLANTICO. They embody our culture and deliver our commitment to ATLANTICO's Ecosystem, generating "Attitude with Value" with their skills. ATLANTICO transforms their lives, compromising them as agents of the development of People in ATLANTICO's Ecosystem.



INNOVATION

"Thinking different, simple and digital, anticipating the future"

The ongoing concern, the boldness to go beyond, the ambition to anticipate the future, which leads us to be pioneers in creating disruptive solutions to improve Customer's experience, by simplifying it.



AGILITY

"Harmony of skills in delivering value"

Agility, in ATLANTICO, represents a proper way of being and thinking, detached from status quo. A constant availability and flexibility to work, in a multidisciplinary way, with new variables and methodologies, contributing for the creation of solutions for Customers' equations.



EFFICIENCY AND ACCURACY

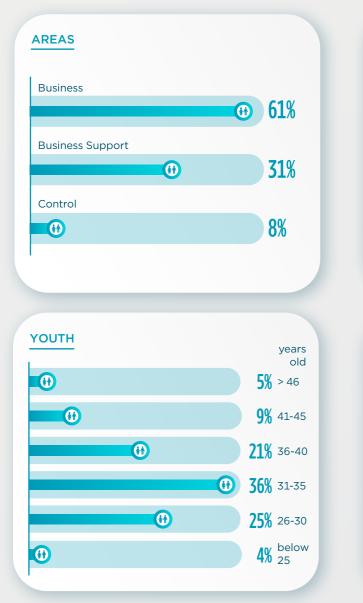
"With responsibility, we create more value"

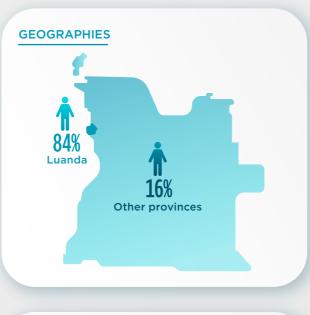
Ability to achieve goals within the agreed deadlines, with the highest quality, optimizing available resources and ensuring the careful compliance with the legislation, standards and procedures.



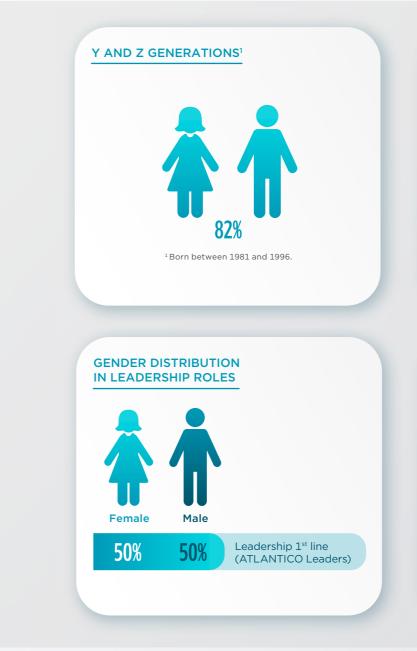


1 2 **3** 4 5 6 7 ATLANTICO









2020 was dedicated to paving the way for the future, to building a more agile and efficient ATLANTICO to deliver value. It was a year of strengthening good practices, as well as redefining internal processes and These characteristics are well present in creating synergies.

The team is currently made up of 1,709 ATLANTICO team. Employees, who embody ATLANTICO's mission, spread across 18 provinces and mostly In 2020, 71 of the more than 21,811 applicaworking in business areas.

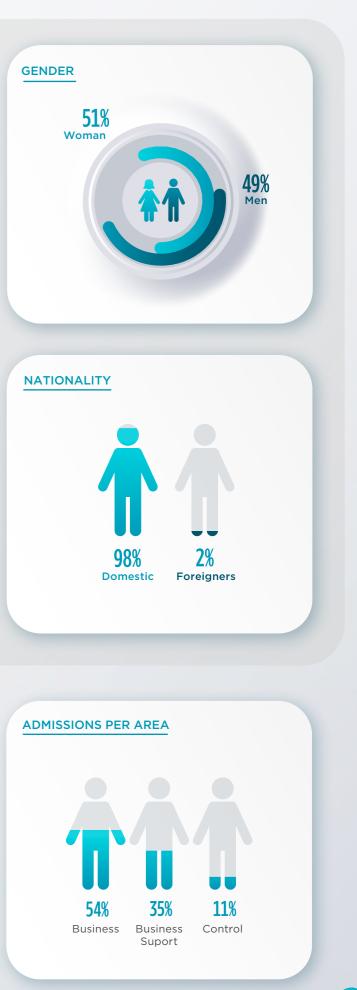
up essentially of Angolan Employees, of whom 82% are of the Y and Z generation

and characterized by a strong sense of inquisitiveness, innovation and openness to the digital world.

the day-to-day and in the increasingly agile and multidisciplinary way of working of the

tions received via the website were accepted. This represents a 25% increase in the use It is a young, gender-balanced team, made of digital media for recruitment purposes compared to 2019.

The Bank integrated five Employees who participated in the second edition of "Programa de Estágios ATLANTICO" (trainee programme) in 2019. They come from leading domestic and foreign educational institutions and have worked in various internal teams over a period of six months, with the aim of providing professional experience and preparing them for future challenges.



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HOURS OF TRAINING

Leadership 944 Career 1,706 Behavioural

ATLANTICO believes that People are the main agents of transformation and sustainable value creation. This focus on people project methodologies, to address strategic reflects the Bank's commitment to Angola and to social transformation, which begins internally with the training and well-being of Employees.

Thus, in order to continue to promote the development of its main asset, along with the annual training plan, ATLANTICO continued its Internal Scholarship Programme, which provides **financial support** to attend academic courses at undergraduate, postgraduate and master's degrees. In this third edition, seven **Employees** benefited from scholarships (six master's degrees and one undergraduate degree), an investment of more than AOA 10 million.

In terms of training, in 2020, ATLANTICO carried out 78 actions, which resulted in 2,192 internal and external training courses equivalent to 11,479 hours of training. This was an investment to strengthen the skills of Employees, with direct reflection on the level of added-value delivery.

In a meritocracy-driven culture, ATLANTICO promotes multi-directional career development opportunities, providing knowledge and experience sharing, cultural diversity and creating synergies.

The creation of multidisciplinary teams, operating under the guidance of specific and cross-cutting issues in ATLANTICO is also an example of a unique culture that challenges the established and believes in the potential for complementing different thoughts and skills.

In 2020, 32% of Employees were involved in mobility processes. This reality promotes a transversal vision and knowledge of ATLANTICO's activity, positively impacting the Bank's dynamics.

Taking into consideration the context experienced, only 22 Employees were subject to career growth, 5% of which corresponded to progress and 95% to promotions.

The Focus on people reflects the Bank's commitment to Angola and to social transformation, which begins internally with the training and well-being of Employees.

CAREER GROWTH*

TYPES OF MOBILITY



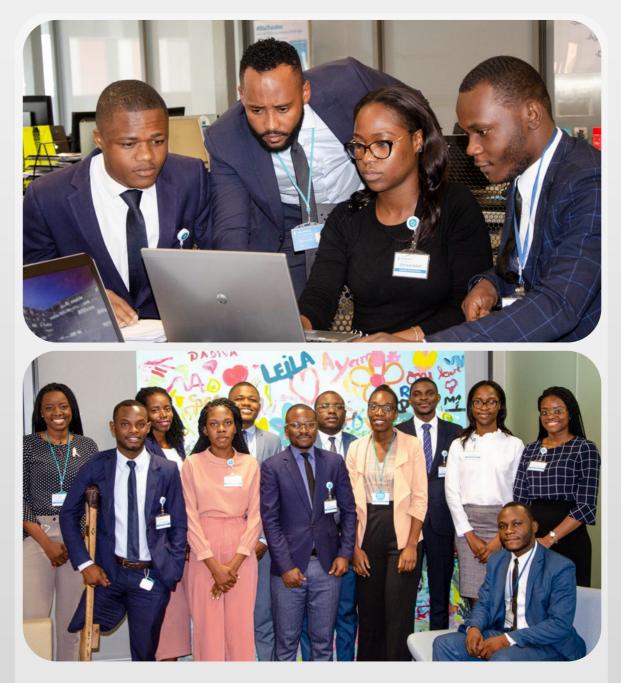








SER ATLANTICO PROGRAMME



ATLANTICO INTERNSHIP PROGRAMME



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3.6

Responsible

Social Transformation is a foundational pillar of ATLANTICO, with the sharing of the results of its activity with the Community in which it operates in its DNA, leaving a relevant mark on society. Its Founders have created an Institution based on the creation of Values for Life. An Institution that generates values for its Customers, for Shareholders, People and, above all, Society.







HEALTH AND WELLNESS



d hours in the

AOA **†2** billion invested in the Communities



ATLANTICO's Social Transformation strategy defines the following areas of action: **Knowledge, Entrepreneurship and Health & Wellness**. In January 2019, Fundação Atlântico was formally mandated by ATLANTICO to materialise this strategy.



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KNOWLEDGE - LOGOS PROJECT:

OBJECT

Through psycho-pedagogical sports, social and cultural programmes, to enable young people between the ages of 6 and 14 to make positive choices for their lives and to be more socially responsible.

5 provinces, 6 centres, 724 participants/centre, 48 monitors (the 2020 SCOPE OF ACTION activity was heavily impacted by the current pandemic context).

VALUES Team Spirit, Sharing, Discipline, Commitment and Determination.

ENTREPRENEURSHIPS - DOMBE 4.0

	OBJECT	Enhance models of inclusive development based on rural property, namely, to support rural households through training programmes, technical assistance and agricultural management in order to make them self-sustainable and professionalise their activity with a view to promoting the integration of their production and that of the community into the formal market, as well as attracting young Angolans to the primary sectors.
	SCOPE OF ACTION	Rural households in Dombe Grande Commune, Benguela province. The aim is to replicate the model to other regions of the country.
-0	RESULTS ACHIEVED	 Supporting farmers through training programes, technical assistance and agricultural management in order to make them self-sufficient and pro- fessionalise their activity with a view to integration into the formal market.
		• Development of educational content in partnership with the Faculty of Agricultural Sciences of Huambo.
		• Technical monitoring of the cultivation by young agronomists from the Faculty of Agricultural Sciences, on a daily basis in the field.
		 Development of a laboratory to support the agricultural business;
		 Strengthening institutional and cooperation relations with national and international bodies to promote the agricultural sector.
		 Improving living conditions of households (direct and indirect beneficiaries);



indirect beneficiaries

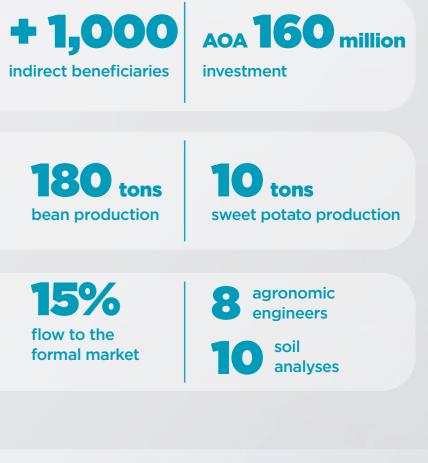
~200 ha Production

180 tons bean production

protocols for product distribution

15% flow to the formal market





"Knowing that as a financial institution we do our best to make Angolans committed, active and entrepreneurial citizens in their communities is something that ATLANTICO considers extremely important in terms of their performance. On our behalf, the commitment to development and the future is constant and permanent."

Mr. António Assis de Almeida Chairman

The impact on the lives of Employees and their families, the ATLANTICO People, on their well-being, stability and sustainability materialises through the ATLANTICO Wellness Programme, with direct impact on ATLANTICO families and the Volunteer Programme "We Share Values for Life".



ATLANTICO has continued to promote ways of involving its Employees in activities that provide greater quality of life, balance and well-being.

In the first half of 2020, protocols were concluded with partner entities, which provide favourable conditions for ATLANTICO Employees and their families when using its services.

As part of its efforts to raise awareness of healthy lifestyles, the Bank maintained the daily distribution of fruit and the Fit|PHI workplace fitness programme, which consists of the practice of stretching and postural reinforcement exercises on a biweekly basis (due to the constraints arising from the Covid-19 pandemic, this practice was suspended from the second quarter onwards).

In an investment of over AOA 17 million, ATLANTICO, in 2020, promoted some specific dates throughout the year with some restrictions, given the pandemic. In January, the challenge of "Ser ATLANTICO" (Being ATLANTICO) took place and in May, in commemoration of Africa Day, we held a "Culture Week" for the children of our Employees. In this event, Employees shared their talent in a digital way by relating our culture of (singing, painting, dancing and reciting poems).

The ATLANTICO Volunteer Programme, "We Share Values for Life", has had a different dynamic since March. Due to the pandemic situation, we reduced the number of volunteers and visits to the institutions we support, complying with biosecurity rules. Nevertheless, in 2020, 206 Employees were involved (968 hours) who took part in different pedagogical activities and awareness-raising actions for children and young people supported by three social solidarity institutions. Food, teaching materials, clothing, toys and other donations were also delivered.

As part of the measures to support communities in the context of the Covid -19 pandemic, the Bank supported a solidarity concert by the singer Yola Semedo, which raised over AOA 10 million to buy 3,650 food baskets.

Pursuing its ambition to transform the lives of People and the Community, the Bank will continue to **invest in social action projects** that contribute to building and strengthening a knowledge-based, sustainable society with Values for Life.

In 2020, ATLANTICO maintained its commitment to the beneficiaries of Social Monetary Transfers, through the maintenance of its participation in the pilot programme for this purpose, in the Province of Bié. To this end, it had more than 20 Employees who volunteered for this project.

Despite the Pandemic, taking care of the necessary biosafety measures and with very close monitoring by the health authorities, it was possible to fulfill the objective of this Financial Literacy, Banking Project and, fundamentally, to Combat Malnutrition of children supported by MASFAMU (Ministry of Social Action, Family and Promotion of Women) with funds from UNICEF. Through the completion of two payment cycles – the first in August and the second in December – 4,392 families were covered, with a direct and significant impact on 8,345 children in the locations of Chinguar and Catabola.

This year, ATLANTICO rejoined the food collection campaigns of Banco Alimentar de Angola (Food Bank) although in a different way. Without the involvement of Employees, contributions were made through the purchase of vouchers or food at selected stores. The goods collected at the end of the campaign were sent to institutions of social solidarity and duly referenced families.

And to round off the year, ATLANTICO held the Solidarity Christmas campaign, at national level, with the delivery of donations, food, teaching materials, clothes, toys, hygienic and biosafety products.

In terms of environmental responsibility, the training needs of the teams to implement the policy of the Socio-environmental Management System were met.

Through these integrated and continuous actions, ATLANTICO honours its commitment to the future and the transformation of society on a daily basis. Pursuing its ambition to transform the lives of People and the Community, the Bank will continue to invest in social action projects that contribute to building and strengthening a knowledge-based, sustainable society with Values for Life.



"WE SHARE VALUES FOR LIFE"



FOOD COLLECTION FOR THE FOOD BANK IN ANGOLA

COLLECTION OF DONATIONS



FINANCIAL LITERACY AND BANKING PROJECT FOR FAMILIES SUPPORTED BY UNICEF



ENTREPRENEURSHIPS - DOMBE 4.0

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SOLIDARITY CHRISTMAS CAMPAIGN



