# Banco Sabadell Annual Report Dth

Year

#### **Contents**

Key figures in 2019

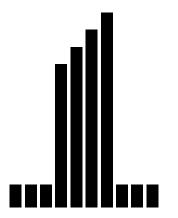
2

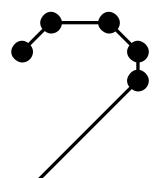
Chairman's message

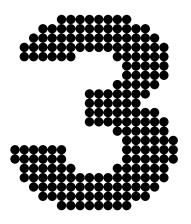
4

Corporate governance

8







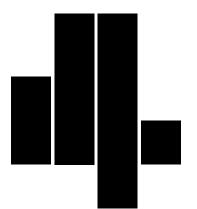
Milestones in 2019

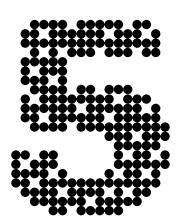
11

**Building the future** 

Roadmap of published information

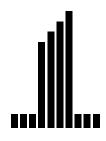
15



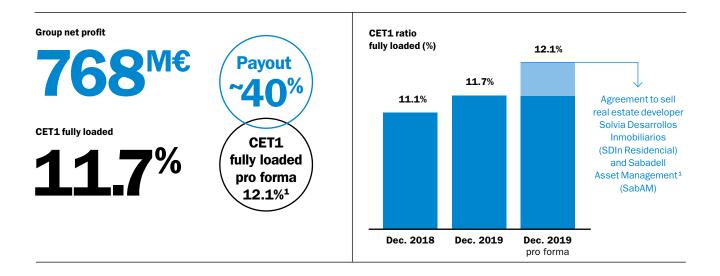


Contact 16

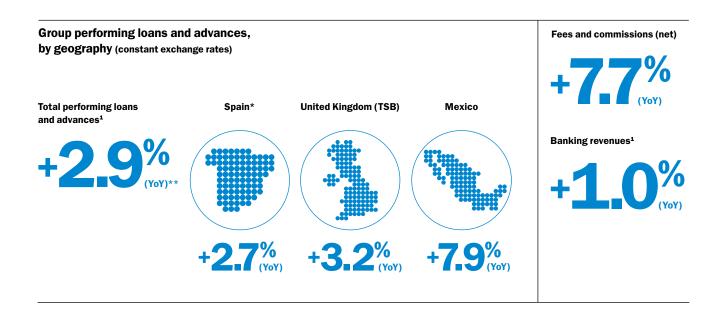
#### **Key figures in 2019**



#### Capital objective attained: 12.1% pro forma.



# Solid growth in the banking business in all geographies.



<sup>1</sup> See roadmap of published information

 $<sup>\</sup>ensuremath{^*}$  Includes 5 branches and 13 representative offices in the rest of the world

<sup>\*\*</sup> YoY: Growth year-on-year

During the year, a number of portfolios and the real estate servicer were divested, which substantially reduced the volume of non-performing assets.



#### 2019: turning point in sustainability

Banco Sabadell is determined to support our customers in the transition towards a more sustainable economy.



#### **Digital and commercial transformation TSB Digital consumer loans (Spain) Business** TSB launched a new Strategic intelligence (Spain) Plan underpinned by a sound, robust platform. Digital sales as % No. of digital of total sales **Digital sales (United Kingdom) Customer funds Net loans and advances** at TSR1 Impacts tailored to customers Digital sales as % No. of digital sales of total



Although 2019 proved to be demanding for Banco Sabadell, it culminated in an improved capital position due to the sale of real estate portfolios, and a stronger capital ratio, which reached 12%. The Bank achieved positive results while TSB left the technology crisis behind it and focused on moving forward in the framework of a profitability plan under a new professional executive team.

The year was marked by weakening of the global economy caused by trade tensions between the United States and China and the uncertainty surrounding Brexit. These situations had an adverse impact on international trade and on manufacturing, while services and consumer spending were more resilient.

The euro area proved vulnerable to the more adverse world situation and the economy registered moderate growth, affected by export performance. The European economy was also impacted by the confluence of a number of idiosyncratic factors, such as the new environmental regulations in the automobile industry.

In the United Kingdom, the unknowns surrounding Brexit continued to shape economic activity, especially investment. The election result, which produced a less fragmented Parliament, had a positive impact on economic sentiment based on the belief that it should facilitate the negotiation of a Brexit agreement.

The Spanish economy stood out in positive terms within the euro area by achieving 2.0% GDP growth. As in 2018, growth dynamics were supported by domestic demand. In Spain, the unemployment rate continued to decline, house prices remained dynamic in aggregate, the country registered a trade surplus for the eighth consecutive year, and several rating agencies upgraded Spain's sovereign debt.

Faced with the flagging global economy, the main central banks resumed monetary stimulus policies. In the United States, the Fed cut interest rates for the first time in a decade. The ECB reduced the deposit interest rate for the first time since 2016 and resumed its asset purchase programme. Actions by the central banks contributed to good performance by the capital markets in 2019, which also benefited towards the end of the year from the trade agreement that was finally reached between the United States and China.

The European banking industry maintained its capital position in 2019, made advances in reducing non-performing loans, and had a good liquidity position overall, as evidenced by the ECB's liquidity stress tests in the euro area banking system. The prolonged period of low interest rates continued to pose challenges to profitability. The European and Spanish markets suffered the consequences of the various uncertainties and monetary policy decisions, and the banking industry performed similarly but fell short of its targets.

Banco Sabadell reported net profit of 768 million euros in 2019, an increase of 134% on the previous year. This result was driven by 1.0%

year-on-year growth in banking revenues, a 1.8% reduction in total costs, and significantly lower provisions and impairments than in 2018.

Revenue growth was attributable to dynamic commercial performance, which was positive in all geographies, reflected in year-on-year growth of 2.9% in total performing loans and advances, and 7.7% in fee and commission income.

The cost of risk declined on a recurring basis to 52 bps as a result of a significant reduction in non-performing assets and in the NPL ratio, to 3.8% at year-end. The portfolio sales agreed in 2018, worth 8,200 million euros gross, were completed in December 2019. All these factors provided a substantial improvement in the institution's risk profile, following the major transformation the previous year.

The year also saw TSB regain its commercial momentum, and evidenced that all the migration-related incidents had been resolved. TSB has laid the groundwork for a new era; a new customer-centric Strategic Plan was unveiled that focuses on simplicity, efficiency and operational excellence; and the bank has a sound, competitive IT platform and a new management team with an enhanced governance model. TSB is not yet contributing profit to the Group, but it is on the path to doing so in the coming years.

One notable achievement in 2019 was the improvement in the capital position, as the Group achieved its target CET1 FL ratio of 11.7% (12.1% in pro forma terms). As a result, the ROTE reached 7.4%, and the Board of Directors proposed that the General Meeting of Shareholders approve a gross dividend of 0.04 euros per share from 2019 income, representing a payout of around 40%.

At the same time, aware of the challenge that climate change poses to society in general and to the banking sector in particular, last June Banco Sabadell adopted the United Nations Principles of Responsible Banking. These principles are the first reference framework to define the role and responsibility of the banking industry in guaranteeing a sustainable future. With this decision, the Bank strengthened its commitment to sustainability, which is fully integrated in its future strategy, and to society. Additionally, the impact of climate change on the banking sector attracted increasing attention from central banks and supervisors, which are working to incorporate climate risks into stress tests for 2021.

Going forward, Banco Sabadell will continue to advance with its digital transformation while preserving its distinctive features, converging on a business model based on service quality and respect for the Responsible Banking principles. Trends in metrics such as the number of consumer loans arranged digitally in Spain (up 50% year-on-year in 2019) are indicative of the accelerating digital transformation being undertaken by the Bank. The Bank signed a major agreement with IBM to modernise and transform its IT infrastructure, which will increase its resilience, security and scalability while simplifying the operating model and enhancing the customer experience.

The objectives for 2020 are to maintain the flow of banking revenues in an adverse environment, further reduce non-performing assets, execute TSB's new Strategic Plan and maintain an adequate level of capital - all core elements

of the Bank's strategy to address the upcoming challenges. The Bank looks to 2020 with the determination to create value for shareholders by being the bank for business that best serves its customers, while also improving the relationship with individual customers through an appropriate offer of products and services, increasingly arranged through digital channels.

Josep Oliu

Chairman

January 2020



#### **Board of Directors**

#### Chairman

Josep Oliu Creus

#### Vice-Chairman

José Javier Echenique Landiribar (I)

#### CEO

Jaime Guardiola Romojaro

#### **Director and General Manager**

José Luis Negro Rodríguez

#### **Director and Secretary General**

María José García Beato

#### **Director and Chief Risk Officer (CRO)**

David Vegara Figueras

#### **Directors**

Anthony Frank Elliott Ball (LID)

Aurora Catá Sala (I)

Pedro Fontana García (I)

Maria Teresa Garcia-Milà Lloveras (Ex)

George Donald Johnston (I)

David Martínez Guzmán (P)

José Manuel Martínez Martínez (I)

José Ramón Martínez Sufrategui (I)

Manuel Valls Morató (I)

#### Secretary (non-member)

Miquel Roca i Junyent

#### **Delegated Committee**

Josep Oliu Creus (C)

José Javier Echenique Landiribar (I)

Jaime Guardiola Romojaro (CEO)

Pedro Fontana García (I)

José Manuel Martínez Martínez (I)

María José García Beato (SNM)

#### **Audit and Control Committee**

Manuel Valls Morató (C)

Pedro Fontana García (I)

Maria Teresa Garcia-Milà Lloveras (Ex)

José Ramón Martínez Sufrategui (I)

Miquel Roca i Junyent (SNM)

#### **Appointments Committee**

Aurora Catá Sala (C)

Anthony Frank Elliott Ball (LID)

Maria Teresa Garcia-Milà Lloveras (Ex)

José Manuel Martínez Martínez (I)

Miguel Roca i Junyent (SNM)

#### **Remuneration Committee**

Aurora Catá Sala (C)

Anthony Frank Elliott Ball (LID)

George Donald Johnston (I)

José Ramón Martínez Sufrategui (I)

María José García Beato (SNM)

#### **Risk Committee**

George Donald Johnston (C) Maria Teresa Garcia-Milà Lloveras (Ex) Manuel Valls Morató (I)

María José García Beato (SNM)

Director profiles

20% international

20% women

60% independent\*

Compliance with the highest standards of quality

**Director Candidate Selection Policy** 

Succession plan for the Chairman and CEO

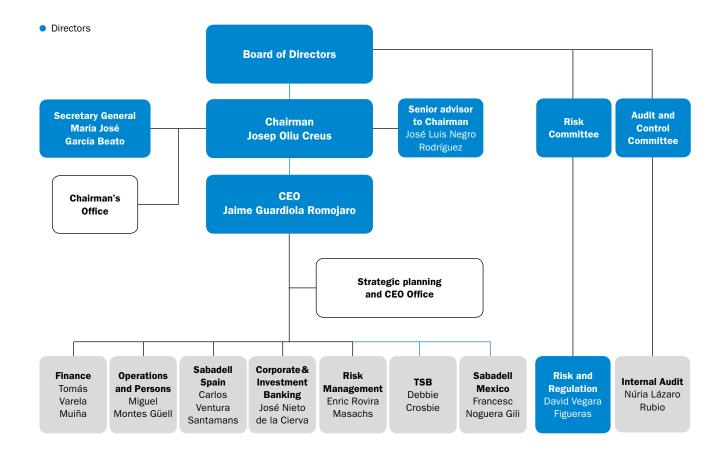
Lead Independent Director

Matrix of competencies and diversity

Assessment of the Board and

Committees by an external consultant

#### **Banco Sabadell organisational chart**



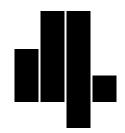
#### **Executive Committee**

#### Chairman

Jaime Guardiola Romojaro – CEO

#### **Members**

María José García Beato – Secretary General
David Vegara Figueras – Risk and Regulation
Tomás Varela Muiña – Finance
Miguel Montes Güell – Operations and People
Carlos Ventura Santamans – Sabadell Spain
José Nieto de la Cierva – Corporate & Investment Banking
Enric Rovira Masachs – Risk Management



Banco Sabadell's prospects for 2020 are good thanks to its dynamic commercial performance, revenue resilience, transformed risk profile, solid capital position and its resolution of the IT crisis in TSB.

#### Strong commercial performance in Spain.

#### Sabadell Spain product market shares (%)1

Customer loans <sup>1</sup>	8.0%	+7 bp
Customer funds	7.0%	-2 bp
Card turnover	7.9%	+8 bp

<ul><li>De</li></ul>	c. 2019	YoY

PoS turnover	17.2%	+70 bp
Penetration in SMEs <sup>1</sup>	<b>52.2</b> %	+18 bp
Life insurance premiums	9.5%	+98 bp

Sabadell is outstanding in two of its key identifying characteristics: service quality and customer experience.



#### Milestones in 2019 at TSB



New Strategic Plan



New management team

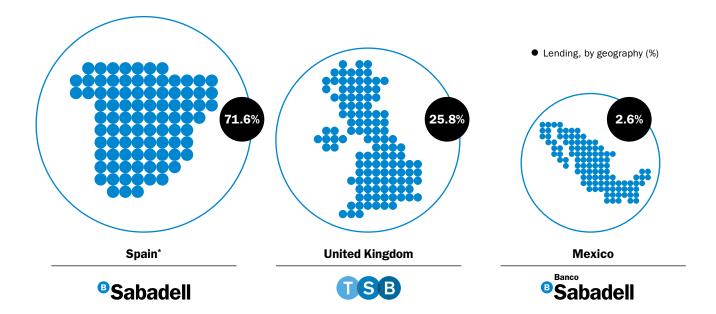


Regaining commercial momentum



Sound, robust technology platform

#### **Banco Sabadell Group**



#### **Customers**

Million

**12.0** 

#### **Branches**

**2,402** 

#### **Shareholders**

235,034

**₽ 0.03**€

Dividend paid per share in 2019

+6% tangible book value per share

#### **Employees**

24,454

† 55.9<sup>%</sup>

†44.1<sup>%</sup>

97%
received
training
during the
year

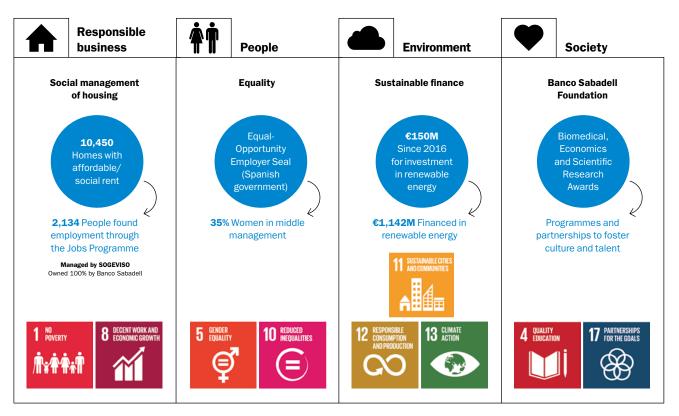
## Financial data (Group)

		Million euros	2019/2018 % chg.
	Total on-balance sheet assets	223,754	0.6
Balance	Customer loans	150,749	3.0
sheet	Funds under management	213,095	3.6
	Own funds	13,172	5.0
	Gross income	4,932	-1.6
Results	Group net profit	768	134
	J ROE¹	5.9	
	Non-performing assets (NPA)	7,326	-11.5
Risks	NPA coverage ratio (%)	46.9	
	Non-performing assets / Total assets (%)	1.7	
Capital	CET1 phase-in	12.4	
ratios (%)	CET1 fully loaded pro forma	12.1	
	CET1 fully loaded	11.7	
Liquidity (%)	Loan-to-deposit (LtD) ratio	98.6	

<sup>1</sup> See roadmap of published information

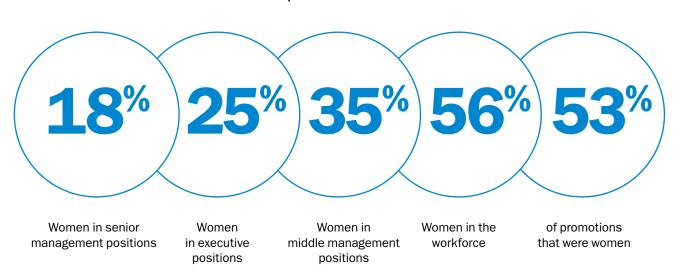
<sup>\*</sup> Includes 5 branches and 13 representative offices in the rest of the world

#### Non-financial and sustainability information



Banco Sabadell has placed the Sustainable Development Goals (SDG) at the heart of its strategy for the coming years. In June 2019, the Board of Directors designated the SDGs that are material and a priority for the Bank in pursuing its business.

#### Women in the Banco Sabadell Group



# Quality certificates and other recognitions













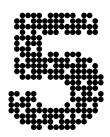
MONITOR EMPRESARIAL DE IGUALDAD EN LA EMPRESA REPUTACIÓN CORPORATIVA

MADRID EXCELENTE

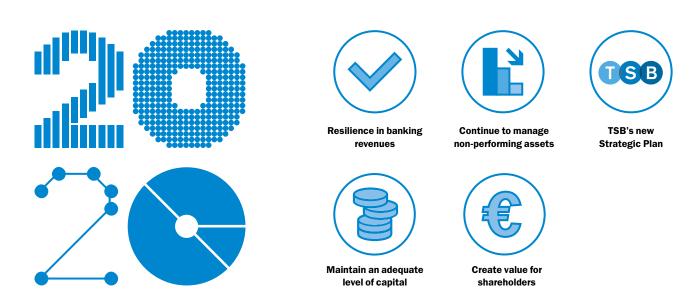
4001 ISO 9001 CATION CERTIFICATION

EUROPEAN EXCELLENCE EFQM

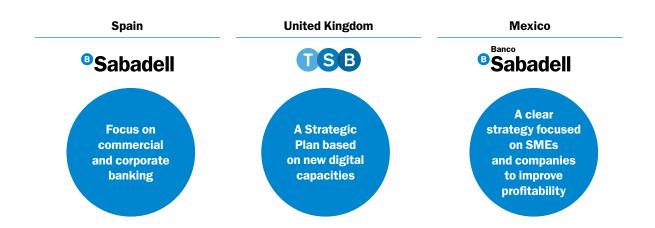
#### **Building the future**



#### **Priorities for 2020**



Sabadell has a solid base and a clear strategy to address challenges and achieve its goals.



### **Roadmap of published information**

Block	Document	Website section	
Corporate Governance System			
General Information	General information about the Group	Group	
General Meeting	General Meetings Regulations, Shareholder information, Shareholders' Representation at the GM, Electronic Shareholders' Forum and Previous General Meetings	Shareholders and investors_Shareholders' General Meeting	
Corporate governance	Board of Directors, director CVs and Board sub-committees	Corporate governance and Remuneration policy_ Board of Directors	
	Director Candidate Selection Policy	Corporate governance and Remuneration policy_ Board of Directors	
	Succession plan for the Chairman and CEO	Corporate governance and Remuneration policy_ Board of Directors	
Statutory documents	Articles of Association, Regulation of the Board of Directors, and internal regulations	Corporate governance and Remuneration policy	
Internal Governance Framework	Banco Sabadell Internal Governance Framework	Corporate governance and Remuneration policy	
Remuneration policy	Annual Report on Director Remuneration	Corporate governance and Remuneration policy	
Committee reports	Committees: Audit and Control, Appointments, Remuneration, and Risk	Corporate governance and Remuneration policy	
Annual Corporate Governance Report	Annual Corporate Governance Report	Corporate governance and Remuneration policy	
Sustainability	General information	Sustainability_sustainability	
	Non-Financial Disclosures Report 2019	Sustainability_Reports	
	Policies, codes and standards	Sustainability_Policies, codes and rules	
The share, and communication policy and channels	Sabadell Share, Key share data, Capital issuance, Shareholder structure, Shareholders' agreements, Investor's calendar and Equity analysts	Shareholder and investors_The share	
	Shareholder remuneration	Shareholder and investors_The share	
	InfoAccionista	Shareholder and investors_Shareholder services	
	Annual report	Shareholder and investors_Economic and financial information_Annual reports	
	Policy on communication and contacts with shareholders, institutional investors and proxy advisors	Shareholder and investors_Communication policy and channels	
Economic and regulatory environment	Annual report_Economic, business and regulatory environment	Shareholder and investors_Economic and financial information_Annual reports	
Financial information			
Business plan	Annual report_Banco Sabadell Group chapter_Plan 2020 section	Shareholder and investors_Economic and financial information_Annual reports	
	Earnings presentations (quarterly)	Shareholder and investors_Economic and financial information_Quarterly financial reports	
	Legal information 2019_Financial statements	Shareholder and investors_Economic and financial information_Annual reports	
Balance sheet and earnings performance	Annual report_Banco Sabadell Group financial information chapter	Shareholder and investors_Economic and financial information_Annual reports	
Financial statements	Legal information 2019_Financial statements	Shareholder and investors_Economic and financial information_Annual reports	
Businesses			
General data	General business data	About the group_Financial Services	
Description, data and milestones in the year	Annual report_Businesses chapter	Shareholder and investors_Economic and financial information_Annual reports	
Financial data - main businesses	Legal information 2019_Financial statements_ Directors' report	Shareholder and investors_Economic and financial information_Annual reports	
Risks and Capital	Annual report_Risks chapter	Shareholder and investors_Economic and financial information_Annual reports	
	Legal information 2019_Banco Sabadell Group Financial statements_ Note 4, Note 5 and Schedule VI	Shareholder and investors_Economic and financial information_Annual reports	
	Pillar III disclosures	Shareholder and investors_Economic and financial information_Pilar III disclosure	

#### **Definitions and terms**

- Agreement to sell Sabadell Asset Management (SabAM): agreement reached in January 2020.
- Banking revenues: interest spread plus fees and commissions, excluding the impact of the consumer loan securitisation in September 2019.
- CET1 fully loaded pro forma (12.1%): CET1 fully loaded, including agreements to divest Solvia Desarrollos Inmobiliarios (SDIn) and SabAM (asset management).
- Customer funds at TSB: growth in customer funds at TSB calculated from balances in pounds sterling.
- Customer loans: excluding repos and the impact of the receivable in connection with the CAM APS portfolio. Year-on-year growth excludes securitisation of 1,000 million euros in consumer loans in September 2019, whose balance was 881 million euros at 2019 year-end.

- Net lending at TSB: net lending growth at TSB calculated from balances in pounds sterling.
- Net Promoter Score (NPS): Accenture benchmark survey. The NPS is based on the question "On a scale of 0 to 10, where 0 is 'not at all likely' and 10 is 'I would definitely recommend it', how likely would you be to recommend Banco Sabadell to a relative or friend?". The NPS is the percentage of customers who answered 9 or 10, after eliminating those who answered between 0 and 6.
- Penetration in SMEs: companies with revenues between 0.9 and 10 million euros.
- ROE: Group net profit / average equity (average calculated using the month-end positions since December of the previous year).
- Sabadell Spain product market shares: latest available data. Sources: Bank of Spain, ICEA, Inverco and Servired.

— Total outstanding loans and advances: excludes the account receivable under the APS portfolio from CAM, the impact of securitising 1,000 million euros of consumer loans in September 2019, whose balance was 881 million euros in December 2019, and the impact of 1,149 million euros account receivable for the right of first refusal on the sale of non-performing assets.

#### **Contact**

#### **External Communication**

+34 937 485 019 BSpress@bancsabadell.com

#### **Customer Care Service**

Centro Banco Sabadell Sena, 12 08174 Sant Cugat del Vallès +34 963 085 000 sac@bancsabadell.com

#### Shareholder and investor relations

#### Institutional shareholders

The Leadenhall Building Level 37 122 Leadenhall Street London EC3V 4AB +44 (0) 2071 553 888 investorrelations@bancsabadell.com

#### Retail shareholders

Centro Banco Sabadell Sena, 12 08174 Sant Cugat del Vallès +34 937 288 882 accionista@bancsabadell.com

#### **Regional divisions**

#### **Catalonia Region**

Av. Diagonal, 407 bis 08008 Barcelona +34 934 033 268

#### **Central Region**

Velázquez, 50 28001 Madrid +34 913 217 159

#### **Eastern Region**

Pintor Sorolla, 6 46002 Valencia +34 965 906 979

#### **Northwest Region**

Fruela, 11 33007 Oviedo +34 985 968 020

#### Northern Region

Ercilla, 24 48011 Bilbao +34 943 418 159

#### Southern Region

Martínez, 11 29005 Málaga +34 952 122 350

#### **Banco Sabadell registered offices**

Av. Óscar Esplà, 37 03007 Alicante

#### Corporate headquarters

Torre Banco Sabadell Av. Diagonal, 407 bis 08008 Barcelona

CBS Sant Cugat Sena, 12 08174 Sant Cugat del Vallès

CBS Madrid Isabel Colbrand, 22 Las Tablas 28050 Madrid

CBS Agua Amarga Av. de Elche, 178 03008 Alicante

#### **General information**

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facel

facebook.com/bancosabadell

@bancosabadell

General Meeting of Shareholders 2020





This annual report is available on the group's website (www.grupobancosabadell.com), along with the full version and other reports and corporate policies. If you have a smartphone or tablet, you can access these reports on your device using the QR code.

The issuer's legal name is Banco de Sabadell, S.A. and its commercial name is Banco Sabadell. It is registered in the Mercantile Registry of Alicante, in tomo 4070, folio 1, hoja A-156980, and its registered offices are in Alicante at Avenida Óscar Esplà, 37.



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- Over 200 branches in Spanish territory which speak your language.
- An account which is tailored to your needs, selected based on whether you are a resident or not.

 And all of the finant as well as many m car renting, investr

How can we help you www.bancosabadell. +34 935 202 910





# in

selves in your shoes, accompanying your day to day activities. We are heart.

cial services that you may need, ore: cards, credit and mortgages, nent advice...

i? For further information visit com/welcome or call us on

<sup>®</sup>Sabadell

There, wherever you are

#### **Credits**

#### **Creative Director**

Mario Eskenazi

#### Design

Gemma Villegas

#### **Photography**

Elena Claverol

Page 8

Joan Hernández Pijuan Camp pintat de blanc 2003 Oil on canvas  $180 \times 150$  cm Banco Sabadell Collection



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# <sup>®</sup>Sabadell