

CaixaBank and its environment

***Environmental Statement of activities at
Central Services, Barcelona, and the development
of financial products and services
2015***





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1. Introduction



In a society that is becoming increasingly sensitive to the need to protect the environment in which we live and conduct our activities, and as part of our policy of continuous improvement, CaixaBank has concretised its actions to respect and protect the environment by introducing a System of Environmental Management that follows the European regulations EMAS 1221/2009 and the ISO 14001 standard.



GA-2003/0516

Although our activity does not create any significant risk for the environment, **we believe that ratifying our commitment to the environment is essential** for an organisation of CaixaBank's size and social impact.

Our concern is to work together with others for sustainable development in the areas of activity in which we take part. This is why **CaixaBank has introduced and keeps up-to-date a System of Environmental Management at its Central Services headquarters in Barcelona, an emblematic building in the city's architecture, and in its development of financial products and services.**

Our commitment extends to all our employees and our branch network, to the Group's subsidiary companies and to everyone working with us. Nor do we forget that this supposes added benefits in our relationships with customers.

2. Presentation of the company



CAIXABANK, S.A. is a limited company incorporated on July 1, 2011, with its business address at Avinguda Diagonal, 621, Barcelona, and entered in the Barcelona Commercial Registry in Volume 37883, sheet 123, page B-41232.



Business address:
Avinguda Diagonal, 621, 08028 Barcelona
Tax identification number (NIF):
A-08663619
NACE: :
64.19
Phone:
93 404 60 00
Fax:
93 339 57 03
Web site:
<http://www.caixabank.com>
Contact:
Carolina Caso Porcell

As a banking entity, it is **entered in the Bank of Spain's Official Registry of Entities** with the code number 2100. It has shares admitted for trading on the Stock Exchanges of Barcelona, Bilbao, Madrid and Valencia, as well as on the Stock Market Interconnection System (continuous market).

CaixaBank is subject to the legal rules established for credit entities and quoted Spanish companies and is supervised by the Bank of Spain and the National Stock Market Commission (CNMV), among other regulators. In March, 2012, the **agreement for integrating Banca Cívica into CaixaBank**, through an

absorption merger, was made public. The extraordinary general shareholders' meetings of CaixaBank and Banca Cívica ratified in June this operation, which was completed at the start of August, 2012, with its entry in the Commercial Registry.

On November 27, 2012, **the merger agreement between Banco de Valencia and CaixaBank** was announced. Once the respective Management Boards and Shareholders General Meetings had approved the merger, the integration process was concluded in July, 2013, with the entry of the merger deed of the two entities in the Commercial Registry.

Finally, on January 2, 2015, CaixaBank formalized the purchase of Barclays Bank, SAU, including the retail business, capital administration and corporate banking of the British bank in Spain.

It should also be underlined that the "la Caixa" Group completed the process of transformation of "la Caixa" into "la Caixa" Banking Foundation in 2014, which meant that the indirect use of CaixaBank, S.A. for the financial business of "la Caixa" ceased.

3. Voluntary social and environmental commitments



CaixaBank has a clearly defined mission and vision. Its actions are based on full respect for its corporate values, which are detailed in the Ethical Code of the Entity and its Principles of Action, adopted in 2011. This is available for public consultation on its web site:

http://www.caixabank.com/responsabilidadcorporativa_en.html

Respect for the environment and commitment to action against climate change are part of CaixaBank's business strategy



The Emblem of Guarantee of Environmental Quality
Caixabank, s.a.
Network offices catalonia
240/001

Currently, CaixaBank belongs to various international initiatives relating to social and environmental responsibility, ethics and good governance:

- **The United Nations Global Compact and its ten principles.** Adherence to these principles is a commitment by CaixaBank to move forward in the areas of human, labour and environmental rights and to struggle against corruption, in both its own activity and in its chain of value. CaixaBank includes a clause in its contracts that its suppliers must also abide by these principles.
- **The Equator Principles.** CaixaBank assumes the commitment that all important financing projects should have a positive social and environmental valuation, in line with the standards established by the International Finance Corporation, member of the World Bank Group.
- **CDP.** CaixaBank takes part in CDP's climate change programme, which is the only system in the world for communicating business information on the environment. In 2015 it received a score of 100A, the highest recorded in the entire Spanish banking sector, and which has situated CaixaBank in the index of worldwide leaders of the CDLI (Carbon Disclosure Leadership Index), which internationally recognises the transparency and quality of information on climate change generated and published by the institution. CaixaBank has also qualified for the global index "A List: CDP Climate Performance Leadership Index 2015" for its activity in managing the reduction of carbon emissions and for the measures taken to reduce the environmental impact of its business.
- **Green Bond Principles.** In February 2015, CaixaBank agreed to adopt the Green Bond Principles as an entity placing the bonds (as an observer). These voluntary directives aim to encourage the acquisition of capital to invest solely in climate change mitigation and adaptation projects or in other business operations that are beneficial to the environment.
- **Spanish Green Growth Group**
In 2015 CaixaBank joined the Spanish Green Growth Group as a member of its board, with the aim of discussing public policies related to climate change.
- **Climate Change Cluster**
CaixaBank is a participant in the Climate

Change Cluster led by Forética, in order to transfer to the situation in Spain the main trends and worldwide discussions on climate change from a business perspective.

The Emblem of Guarantee of Environmental Quality for its network of branches in Catalonia. The environmental criteria for the network of branches attending the public aim to minimise the branches' impact on the environment and encourage the ecological sensitivity of employees and users.

- CaixaBank is included in various world sustainability indices that evaluate its management, transparency and environmental and social strategy, in comparison with other companies in the same sector. It should be highlighted that in 2015 CaixaBank obtained a score of 94 points for environmental management on the Dow Jones Sustainability Index (DJSI) and that it continues on the FTSE4Good and ASPI indices, thanks to its good social responsibility and sustainable practices.

4. Environmental policy of CaixaBank



CaixaBank works to minimise its impact on the environment and reduce its contribution to climate change. Respect for the environment and corporate social responsibility are part of the entity's business strategy, which is reflected in the products and services offered and the management of business risks and opportunities.

CaixaBank's commitment to the environment covers all its projects, services and products, as its Foundation's programmes also do, and can count on the participation and involvement of all its employees and subsidiaries and of the companies it works with.



The environmental policy of CaixaBank was updated in February 2012 to include its adherence to the Equator Principles and the United Nations Global Compact, its commitment to foment environmentally friendly technology, its integration of environmental criteria into its array of products and services and its support for initiatives to combat climate change.

The Environment Committee of CaixaBank is responsible for managing, supervising and coordinating this environmental policy. It evaluates and updates annually the objectives set, to guarantee continuous improvement in the entity's environmental policy and the reduction of its impact on the environment.

CaixaBank's environmental policy can be seen at:

http://www.caixabank.com/deployedfiles/caixabank/Estaticos/PDFs/Environmental_policy_CaixaBank_en.pdf

4. Environmental policy of CaixaBank

CaixaBank develops its business whilst understanding the need to protect the environment. It tries to achieve maximum efficiency in the use of the natural resources it requires, in line with its ISO 14001 certificate and the European regulation EMAS 1221/2009.

*And as an organisation that seeks to strengthen all initiatives and actions that favour proper protection and conservation of the environment, **it is a signatory of the United Nations World Compact Principles, adheres to the Equator Principles and has signed the Carbon Disclosure Project (CDP) initiative.***

*Although the nature of CaixaBank's business is not aggressive against its surroundings, **it has assumed the commitment to improve continually its environmental practice**, using whenever this is possible and economically viable the most suitable techniques and integrating environmental questions into its finance business.*

Concretely, CaixaBank's commitment is based on:

- **Guaranteeing compliance with the environmental legislation and regulations applicable to its activity**, along with other commitments signed voluntarily by the company.
- **A System of Environmental Management** that is kept up to date.
- Applying good environmental principles and practice in all its business activity.
- Prevention of polluting activity by gradually introducing appropriate measures of improvement and respecting everything necessary to guarantee protection of the environment.



4. Environmental policy of CaixaBank



- Fomenting as much as it can the development and **dissemination of environmentally friendly technologies**.
- Supporting initiatives aimed at preventing and mitigating climate change or adapting and responding to it.
- **Integrating environmental criteria into the offer of products and services**, and continuing to extend these criteria to other areas of its business (financing of major business investments, investment operations, etc.).
- Contributing to raising the environmental awareness of its stakeholders, in order to encourage the protection and care of the environment and, in particular:
 - **To train and raise the awareness of employees and make them partners in environmental policy**, prioritising communication and information, in such a way that environmental management involves all members of the organisation in their day-to-day working lives. In addition, to support the related activities of the corporate volunteers.
 - **To spread its environmental policy to its suppliers of goods and services** and to ensure compliance with the policy when they are working at our work-place.
 - To raise the awareness of Group businesses and disseminate the policy to them.
 - Making environmental policy available to all interested parties.

To concretise and develop this commitment, objectives to measure progress in the continuous improvement of environmental management will be set annually.

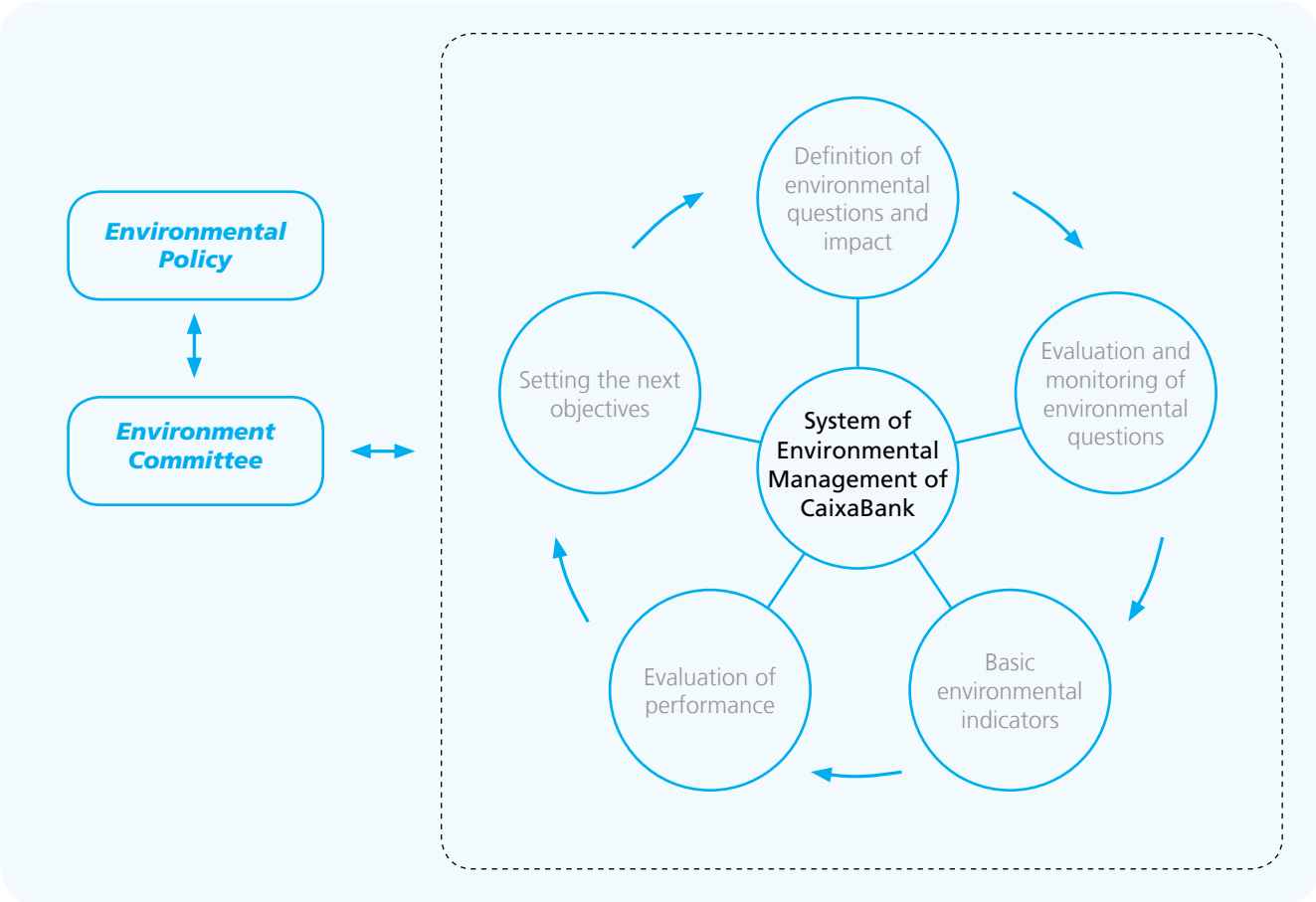
The entity has an Environment Committee, which is responsible for managing, overseeing and coordinating this environmental policy.

2012 policy passed by the Environment Committee on February 16, 2012

5. The System of Environmental Management of CaixaBank



CaixaBank has a system of environmental management in line with the European regulation EMAS 1221/2009 and the ISO14001 norm, which allows the entity to control, manage and reduce the environmental impact of its business activity.



5.1 Environment Committee



The Environment Committee is responsible for carrying out the entity's environmental tasks.

Its functions are to establish, approve and keep up-to-date a programme that ensures that the consumption and procedures relating to CaixaBank's financial activity respect the environment and, at the same time, to encourage and promote the participation of everyone who is part of CaixaBank.

Thus, this body discusses, agrees and forwards to the Management Board, whenever necessary, the environmental policy of the company and any changes to it, along with its environmental strategy and adherence to national and international initiatives and agreements on the environment.

This system ensures that environmental questions that are important for CaixaBank are regularly reviewed, updated and, if necessary, expanded.

This body discusses, agrees and forwards to the Management Board the environmental policy of the company and any changes in it



5.2 Environmental questions and impact of CaixaBank's Central Services

This section details the environmental questions and impact arising from the interaction of the environment, and our general corporate services and our financial products and services.

When identifying and evaluating environmental impact, whether this is direct or indirect, i.e. whether CaixaBank manages the impact directly or not, is taken into account. Also evaluated are both normal operations and the possibility of emergencies or accidents (fires, accidental spills, floods, etc.).

CaixaBank also appraises the environmental impact of its financial products. As part of **its corporate strategy**, CaixaBank regularly creates new products that include environmental criteria. In addition, environmental risk is one of the points evaluated in the normal process of risk assessment in credit transactions for companies that operate in potentially polluting industries, in the widest sense possible.



5.3. Procedures for evaluating and monitoring environmental questions

To evaluate environmental questions (direct, indirect and emergency ones), the Environment Committee evaluates the following criteria:

- **Frequency/probability**
- **Possibility of introducing measures to reduce environmental impact**
- **Size of the impact**
- **How it affects the environment**
- **Damage to public image and/or complaints or reports by stakeholders**

The sum of values obtained under each criterion gives us the level of significance of each criterion.

The evaluation of the data for 2014 shows that the most significant environmental questions were: plastic waste, fluorescents and cardboard and glass from the kitchen (impact: the generation and end-processing of waste); and emissions caused by business travel and noise (impact: atmospheric emissions).

However, the environmental aspects of products and services and raising awareness are always considered direct and significant.

The table below gives a summary of the questions evaluated and their significance.

The most significant environmental aspects are the generation of plastic waste, fluorescents and cardboard and glass from the kitchen and emissions associated with corporate travel and noise

5.3. Procedures for evaluating and monitoring environmental questions

| Category | Item | D/I | N/E | Significance |
|--|---|-----|-----------------|-----------------|
| Generation of non-hazardous waste | toner cartridges | D | N | Not Significant |
| | paper and cardboard | D | N | Not Significant |
| | general refuse | D | N | Not Significant |
| | electronic material | D | N | Not Significant |
| | electronic scrap | D | N | Not Significant |
| | plastic | D | N | Significant |
| | gardening | D | N | Not Significant |
| | sludge collection box | D | N | Not Significant |
| | filters | D | N | Not Significant |
| | cable | D | N | Not Significant |
| | kitchen organic matter | D | N | Not Significant |
| | cardboard from kitchen | D | N | Significant |
| | plastics from kitchen | D | N | Not Significant |
| | kitchen glass | D | N | Significant |
| | kitchen oil | D | N | Not Significant |
| | wood | I | N/E | Not Significant |
| metal | I | N/E | Not Significant | |
| glass | I | N/E | Not Significant | |
| rubble | I | N/E | Not Significant | |
| Generation of hazardous waste | containers of chemicals | D | N | Not Significant |
| | fluorescent lights | D | N | Significant |
| | polluted rags | D | N | Not Significant |
| | organic chemical products and industrial oils | D | N | Not Significant |
| | large batteries | D | N | Not Significant |
| | accidental spillage or polluted absorbent material | D | E | Not Significant |
| | fire waste | D | E | Not Significant |
| | small batteries | I | N/E | Not Significant |
| spray containers | I | N/E | Not Significant | |
| Emissions to the atmosphere | combustion gases in rental vehicles | D | N | Not Significant |
| | CO ₂ emissions in business travel | D | N | Significant |
| | fire emissions | D | E | Not Significant |
| | leaks of cooling gases | D | E | Not Significant |
| | emission of steam with Legionella | D | E | Not Significant |
| | emissions from turbines and generators | D | E | Not Significant |
| Spillage | waters that might be assimilated to domestic water | D | N | Not Significant |
| | residual water from fire extinction | D | E | Not Significant |
| | accidental diesel oil leaks | D | E | Not Significant |
| Consumption | electricity | D | N | Not Significant |
| | water | D | N | Not Significant |
| | paper | D | N | Not Significant |
| | vehicle fuel | D | N | Not Significant |
| | diesel oil for maintenance of generators and turbines | D | N | Not Significant |
| Noise | day-time | D | N | Significant |
| | night-time | D | N | Significant |
| | generators and turbines | D | E | Not Significant |
| Products | products and services | D | N | Significant |

D/I: Direct/Indirect
N/E: Normal/Emergency

To ensure correct monitoring of all environmental questions, CaixaBank has drawn up monitoring indicators, detailed below.

**Environmental considerations and impacts at
CaixaBank Central Services**
2015 compared with 2014

-2.14%

reduction in energy
consumption/user (MWh)

All the energy
consumed at CS is
renewable in origin

-10.1%

reduction in paper
consumption/employee (t)

6 t CO₂

-22.8%

reduction in toner waste
(u)

11.6 t CO₂

-15.3%

reduction in refuse waste (t)

7.7 t CO₂

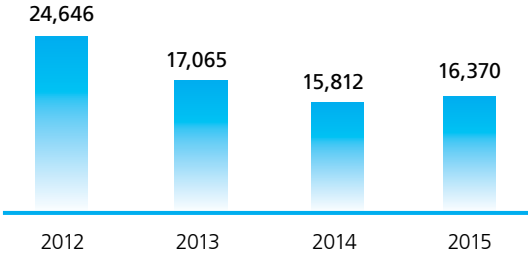
-10.4%

reduction in paper and
cardboard waste (t)

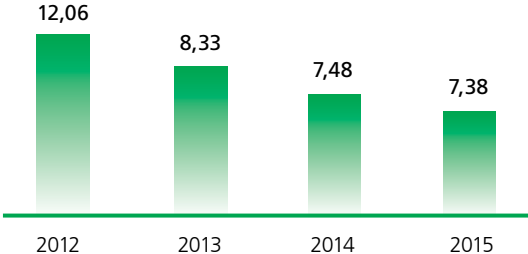
1.1 t CO₂

5.4 Basic indicators of environmental impact

Evolution of the environmental impact of CaixaBank Central Services in energy (total consumption in MWh)



Evolution of the environmental impact of CaixaBank Central Services in energy (total consumption per user in MWh)



During 2015 we reduced energy consumption per user

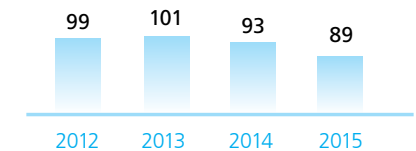
5.4 Basic indicators of environmental impact

| | 2012 | 2013 | 2014 | 2015 | |
|--|---|--------|--------|--------|--------|
| Basic indicators of the environmental impact of Central Services in energy | Electrical energy | | | | |
| | Total consumption (MWh) | 24,393 | 16,734 | 15,465 | 15,877 |
| | Total consumption in MWh per user | 11.9 | 8.2 | 7.3 | 7.2 |
| | Diesel oil (emergency groups) | | | | |
| | Total consumption (l) | 25,339 | 33,127 | 34,618 | 49,192 |
| | Total consumption (MWh) | 254 | 332 | 347 | 943 |
| | Total consumption in MWh per user | 0.12 | 0.16 | 0.16 | 0.22 |
| Basic indicators of environmental impact of Central Services in refrigerant gases | 2012 | 2013 | 2014 | 2015 | |
| | Refrigerant gases | | | | |
| | Total consumption (kg) | 15 | 50 | 615 | 136 |
| | Total consumption in kg per user | 0.01 | 0.02 | 0.28 | 0.06 |
| Basic indicators of the environmental impact of Central Services consumption | 2012 | 2013 | 2014 | 2015 | |
| | Paper | | | | |
| | Total consumption of white paper + recycled (t) | 99 | 101 | 93 | 89 |
| | Total consumption per employee (t) | 0.064 | 0.065 | 0.058 | 0.052 |
| | Recycled paper out of total (%) | 94.6 | 94.9 | 93.1 | 92 |
| | Water | | | | |
| Total consumption (m ³) | 61,812 | 49,612 | 43,463 | 45,558 | |
| Total consumption in m ³ per user | 30.24 | 24.21 | 20.55 | 20.53 | |

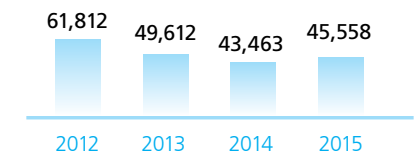
In 2015, total energy consumption per user was 7.38 MWh

In five years we have managed to reduce total water consumption by more than 35%

Total consumption of white paper + recycled (t)



Total water consumption (m³)



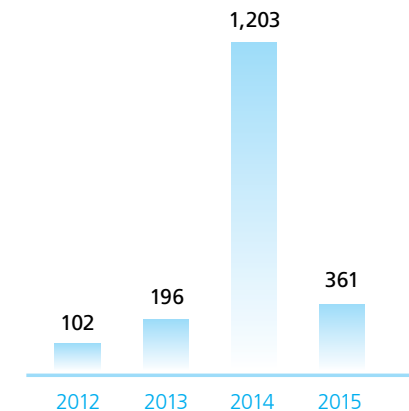
5.4 Basic indicators of environmental impact

| | 2012 | 2013 | 2014 | 2015 |
|---|--------------|--------------|--------------|--------------|
| Basic indicators of the environmental impact of Central Services in CO₂ | | | | |
| Emissions in t CO₂ of energy consumed | | | | |
| Electricity emissions* | 0 | 0 | 0 | 0 |
| Direct diesel oil emissions (emergency teams) | 71 | 92 | 96 | 137 |
| Direct emissions of refrigerant gases (leaks of HFC) | 31 | 104 | 1,107 | 224 |
| Total direct emissions | 102 | 196 | 1,203 | 361 |
| Total direct emissions in t per user | 0.046 | 0.088 | 0.542 | 0.163 |
| Emissions of t CO₂ consumed | | | | |
| White and recycled paper | 164 | 167 | 154 | 149 |
| Water | 61 | 44 | 40 | 42 |
| Emissions for trips and business travel | | | | |
| Business travel** | 2,802 | 3,126 | 2,552 | 3,169 |
| Own fleet of vehicles | 64 | 70 | 79 | 74 |
| Total emissions from trips and business travel | 2,866 | 3,196 | 2,631 | 3,243 |
| No. of employees at CS and in area network | 30,486 | 29,820 | 29,017 | 30,004 |
| Total t CO ₂ per employee | 0.09 | 0.11 | 0.09 | 0.11 |
| Total main emissions from Central Services | 3,193 | 3,603 | 4,028 | 3,795 |

Data drawn from the calculation of CaixaBank's Carbon Footprint 2015, ratified by Bureau Veritas on 23 March 2016 (recognised conversion factors: National Energy Commission, Catalan Climate Change Office, DEFRA, etc.)
 *Currently, 100% of the electrical energy consumed at CS is renewable in origin (certified)
 **Includes CS and branches

100% of the electrical energy consumed at Central Services is renewable in origin

Total direct emissions (t CO₂)



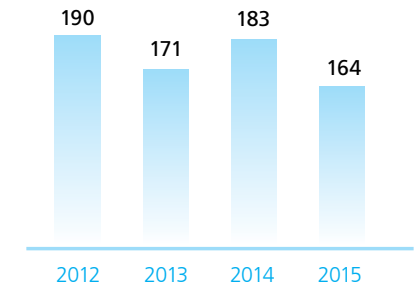
5.4 Basic indicators of environmental impact

| | 2012 | 2013 | 2014 | 2015 |
|--|------------|------------|------------|------------|
| Basic indicators of the environmental impact of Central Services for main non-hazardous waste | | | | |
| Paper and cardboard | | | | |
| Total paper and cardboard (t) | 190 | 171 | 183 | 164 |
| Total paper and cardboard per employee | 0.123 | 0.110 | 0.113 | 0.095 |
| Plastic | | | | |
| Total plastic (t) | 5.20 | 3.77 | 6.01 | 8.21 |
| Total plastic per employee | 0.003 | 0.002 | 0.004 | 0.005 |
| General waste not separated out for collection | | | | |
| Total general waste not separated for collection (t) | 96 | 96 | 88 | 76 |
| Total general waste not separated per employee | 0.062 | 0.062 | 0.054 | 0.044 |
| Toner cartridges | | | | |
| Total toner cartridges (units) | 5,101 | 5,200 | 4,433 | 3,422 |
| Total toner cartridges per employee | 3.30 | 3.35 | 2.74 | 1.99 |
| Electrical or electronic equipment | | | | |
| Total electrical or electronic equipment (kg) | 3,840 | 8,310 | 1,060 | 1,530 |
| Total electrical or electronic equipment per employee | 2.48 | 4.65 | 0.66 | 0.89 |
| Total non-hazardous waste (t)* | 658 | 341 | 382 | 358 |
| Total non-hazardous waste per employee (kg) | 426 | 220 | 236 | 208 |

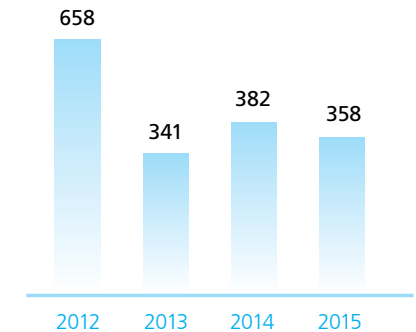
*Broken-down data for small amounts of non-hazardous waste (wood, glass, etc.) are not shown. However, they are included in the overall total.

In the past three years generation of waste not separated for collection has been reduced by 21%

Total paper and cardboard (t)



Total non-hazardous waste (t)



5.4 Basic indicators of environmental impact

| | 2012 | 2013 | 2014 | 2015 | |
|--|---|------|------|------|----|
| Basic indicators of the environmental impact of Central Services CO₂ emissions | Main non-hazardous waste in t CO₂ | | | | |
| | Paper and cardboard | 11 | 10 | 11 | 9 |
| | Plastic | 1 | 1 | 1 | 1 |
| | General waste not separated for collection | 60 | 60 | 55 | 43 |

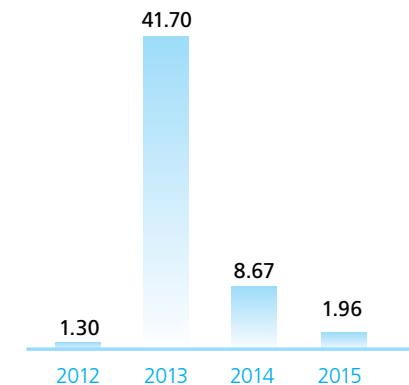
Data drawn from the calculation of CaixaBank's Carbon Footprint 2015, ratified by Bureau Veritas on 23 March 2016 (recognised conversion factors: National Energy Commission, Catalan Climate Change Office, DEFRA, etc.)

| | 2012 | 2013 | 2014 | 2015 | |
|--|--|-------------|--------------|-------------|-------------|
| Basic indicators of the environmental impact of Central Services for main hazardous waste | Containers for chemical products | | | | |
| | Total containers for chemical products (t) | 0.49 | 0.515 | 0.192 | 0.230 |
| | Polluted rags | | | | |
| | Total polluted rags (t) | 0.015 | 0.049 | 0 | 0.044 |
| | Organic chemical products | | | | |
| | Total organic chemical products (t) | 0.036 | 0.008 | 0.054 | 0.087 |
| | Lead batteries | | | | |
| | Total lead batteries (t) | 0.24 | 39.73 | 7.00 | 0.98 |
| | Fluorescent lights | | | | |
| | Total fluorescents (t) | 0.35 | 0.24 | 0.77 | 0.39 |
| | Small batteries | | | | |
| | Total small batteries (t) | 0.16 | 0.08 | 0.35 | 0.22 |
| | Total hazardous waste (t)* | 1.30 | 41.70 | 8.67 | 1.96 |
| | Total waste per employee (Kg) | 0.84 | 26.92 | 5.37 | 1.14 |

**Broken-down data for small amounts of hazardous waste (spray-cans, etc.) are not shown. However, they are included in the overall total.*

Implementation of the centralisation project and identification of printing have contributed to reducing paper consumption and to generating less paper and toner waste

Total hazardous waste (t)



5.4 Basic indicators of environmental impact

As well as the waste detailed in the above tables, CaixaBank monitors the amounts of other waste generated, such as glass, clothing, metals, kitchen oil, electronic scrap, wood and garden refuse.

The figures distinguish between employees of CaixaBank and all the users of the building, as there is a large population of employees of other companies coming in and out all the time (especially external maintenance and cleaning staff, but also consultants, auditors and general visitors), which contributes to the final environmental impact of the organisation.

There are some questions, though, that only affect CaixaBank staff, such as business travel.

The indicators on occupation of land tell us that currently the total surface area built on is 78,190.28 m² (38.25 m²/user) and the total surface area occupied is 33,930.94 m² (16.60 m²/user).

| | 2012 | 2013 | 2014 | 2015 |
|-----------------------------------|-------|-------|-------|-------|
| Central Services users | 2,044 | 2,049 | 2,115 | 2,219 |
| Central Services employees | 1,544 | 1,549 | 1,615 | 1,719 |



5.5. Evaluation of the environmental performance at CaixaBank Central Services



Energy saving and efficiency

Energy saving and efficiency are part of CaixaBank's corporate strategy and feature as a priority in the environmental management System introduced at its Central Services.

This is why, throughout 2015, a number of initiatives were taken to reduce electricity consumption. Some of the main ones are listed below:

Several initiatives were taken to **reduce energy consumption** at Barcelona's Central Services building:

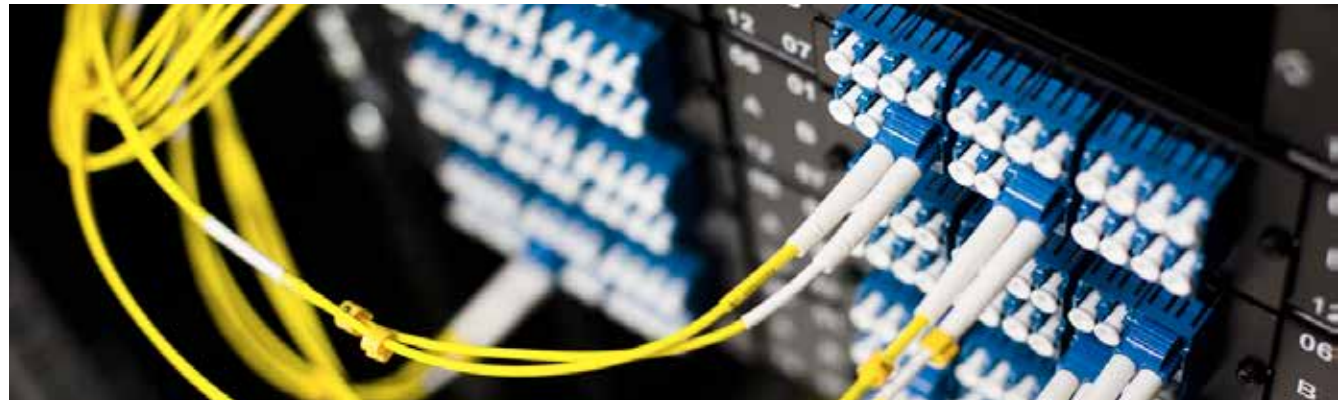
- Replacement of the fluorescent tubes that lit certain areas of the Central Services building for LED lighting (floor 19 and Board Room). An annual saving of 28,580 kWh is foreseen thanks to this action.
- Optimisation of energy consumption of lifts by incorporating a floor control system.

The steady change to LED lighting in the CS building means a reduction in energy consumption

5.5. Evaluation of the environmental performance at CaixaBank Central Services

CaixaBank's option for energy efficiency also extends to its branch network, where it has introduced several **improvements that represent significant energy saving:**

Consumption of the branch network is monitored and quarterly reports of the kWh consumed are presented



- Substitution of 4,796 fluorescent lights for LED lighting in areas around ATMs open 24 hours a day. This action provides for an annual savings of 1,680,000 kWh.
- Substitution of fluorescent lighting of 1,300 signs for LED lighting with annual forecasted savings of 688,879 kWh.
- Integration of Barclays' old CDP into CaixaBank's new high-efficiency CDP.
- Distribution of 13,129 smart PCs, with energy consumption down by about 25% compared to the PCs they substitute.
- Replacement of 136 air-conditioning units with high energy consumption by more efficient units.
- Replacement of old computers and screens from the network of Barclays' branch offices (1,335 jobs) for levels of higher energy efficiency (Energy Star 5) and installation of electrical connection peripheral power strips that detect PC hibernation and turn off associated peripherals (screens, printers, recyclers, scanners, shredders, etc.)
- Reduction of the power contracted at 206 branches, to the value of 6,074 kW, which allows the supply companies to rationalise energy generation more.
- Thorough monitoring of electric consumption at branches and introduction of the following measures of control and raising of awareness on the environment:
 - Consumption of the branch network monitored and quarterly reports of the kWh consumed.
 - In 2015, a total of 5,509 personal e-mails were sent out about this consumption and the good practices that should be introduced to reduce it.
 - 100 phone calls were made to branches with above-average consumption or those with increased electricity consumption.

5.5. Evaluation of the environmental performance at CaixaBank Central Services

The better techniques introduced during the year, along with measures to raise staff awareness and involve them, meant we achieved per user savings in energy consumption of 2.14% in the Central Services building in Barcelona.



Per user energy savings of 2.14% compared to 2014

The institution's overall energy consumption was 182 GWh

Thus, **the aim of a 2% reduction was achieved**. When this is added to the figures of previous years, we can see a major success in the efforts made to improve the energy efficiency of CaixaBank's properties.

As for the consumption of the entire branch network, 2015 was characterised by high climatic temperatures recorded during the months of June, July and August (the month of July was the

warmest month on record according to the Ministry of Agriculture, Food and the Environment). This meant that energy consumption during those three months increased significantly, which counteracted improvements in savings achieved by the above-mentioned actions that were implemented. However, if we eliminate the deviation caused by the heat wave and use 2014 consumption figures of the three summer months as a reference, the annual reduction would have been 2.65%.

In regard to diesel oil, it is only used to feed the generators and turbines that start up in case of emergency and in the equipment's maintenance operations. There was a slight increase in consumption of 42% over 2014, because of additional maintenance operations. In spite of that, and the reason for their use, diesel consumption is not considered a relevant indicator in the system of environmental management.

5.5. Evaluation of the environmental performance at CaixaBank Central Services

Paper

As CaixaBank promotes action to make consumption more efficient, it opts for the use of recycled paper, which accounts for 92% of the consumption at Central Services and 99% for the entire organisation. The replacement of virgin paper consumption by recycled paper saves 0.9 kg of CO₂ for each kg of paper used.



In regard to Central Services, paper consumption has gone from 57.4 kg/employee in 2014 to 51.6 kg/employee in 2015, which is a 10.1% reduction in consumption.

This reduction was achieved due to **implementation of a centralisation and identification project of printing.** An effort was made to eliminate small printers here (about 200 units) and to install 2 printing pools per plant equipped with user identification devices.

If we look at the consumption of the branch network, an increase can be observed in the use of paper, which is attributable to the issuance of the new Transparency Act, which led to the need to expand the information contained in contracts and pre-contracts. In 2014 there was an improvement in this trend, thanks in large part to the digitalisation project.

This project, launched in 2014, allows contracts to be signed digitally thanks to the deployment of 13,129 smart PCs.

This deployment has enabled the digital signing of 2,312,947 documents, the paper copies of which have not been printed for CaixaBank files and has allowed customers to decide voluntarily whether they want to print a copy or not, which is available to them, at all times, on Línea Abierta.

***Paper consumption has
been reduced by 8.17% in
comparison to 2014***

**Actions implemented in order
to minimise paper and toner
consumption in previous years have
been maintained in 2015.**

Among other initiatives, work was pursued to maintain and promote electronic billing in the branch network, the use of new computer technology was fostered and initiatives promoted in previous years were maintained, including the options of “See balance” and “Do not print receipt”. In addition, deposits without envelopes increased, thanks to the system of banknote recognition in the entity’s ATMs. Thus, savings were made in the consumption of natural resources, the generation of waste and CO₂ emissions.

Another improvement, also in the **branch network, was to consolidate and expand the services offered through Ready to Buy**, which allows branches to create contracts of products through Línea Abierta and means that customers do not have to make unnecessary journeys to their branches to sign contracts. A total of 102,132 operations were signed in 2015 using this tool. In other uses of various types of paper,

other than the recycled A4 consumed in offices, there are also trends in reduction thereof. The main element to emphasise is reduction of paper sent to customers. In comparison to 2014, there was a decrease of 14% in envelopes sent; 11% of A4 sent and 20% of DL paper size. This reduction has been achieved through reviewing attributes of groupability, urgency, incentive campaigns to transfer correspondence online through Línea Abierta and, especially, marking as non-printable a considerable volume of settlement notifications.

Overall paper consumption per employee, considering consumption of A4 in branches and home delivery, has been reduced by 8.17%, which is equivalent to 205,412 kg of paper and the emission of 330 t of CO₂.

At the marketing level, various initiatives in recent years have aimed at reducing the printing of advertising material: publication of digital leaflets, rationalisation of printing and reduction of printing stocks with shorter print runs.

**In 2014, a new group specialising in
online digital advertising was set up.**

In 2015 an internal contest was announced for ideas based on reducing paper consumption in the network of branches. Up to 164 ideas were received. Several of these ideas are being developed to implement them as new projects to continue to encourage savings in paper consumption.

Waste

CaixaBank prioritizes actions to minimise waste by saving on the consumption of resources.

The volume of waste not collected selectively dropped by 15%

Throughout 2015, efforts made in 2014 to improve selective collection at Central Services have taken hold.

Thus, individual waste paper bins for each worker were eliminated and the selective collection system using new bins was beefed up. These containers are distinguished by both their colours and how they open for the waste. They are accompanied by an explanatory sticker that indicates what can and cannot be thrown away.

Thanks to this initiative, waste refuse was decreased by 10% in 2014 compared to 2013 and in 2015, it has been reduced by 15.3% compared to the previous year (for a reduction of 7,713 kg of CO₂ emission into the atmosphere).

Moreover, thanks to the implementation of the printing centralisation and identification project, paper and cardboard waste reduction has also been fostered; in fact, it has fallen by 10.4% over the previous year, and the generation of toner waste has been reduced by 22.8% compared to 2014, thereby avoiding the emission of 11,603 kg of CO₂.

Despite this, and as the result of the improvement in selective collection, there has been a 36.7% increase in the generation of plastic waste. In absolute terms, 2,206 kg more of plastic have been collected, even though the amount of waste paper, plastic and refuse collected from the different floors of the Central Services building has decreased by 13,461 kg. For this reason, and as a result of the definition of a goal to reduce plastic waste, a “non-conformity” procedure has been opened in this regard and reduction of these wastes and achievement of the objective in 2016 has been proposed.

Regarding the generation of plastic waste in the territorial network, the efforts made to change the type of plastic used to manufacture coin blister packs distributed to the branch network should be noted, where PVC has been replaced by PET. While impact within our organisation is not very high, we have taken into account environmental criteria by keeping in mind the end of the useful life of these materials.

Regarding the waste produced in the Central Services kitchen, an effort was

made in 2015 to change the boxes in which ingredients are received, especially fruit, and disposable cardboard boxes were replaced with returnable plastic boxes.

In 2013 a new Integrated Plan for Reassessing Technological Equipment was introduced.

This initiative has a strong impact on both social and environmental questions, since it promotes the transfer of electronic equipment from both CaixaBank and its subsidiaries (screens, keyboards, printers, photocopiers, mobile phones, computers, etc.) to non-profit organisations. This means that these devices can be managed in a more sustainable way and are no longer considered rubbish, as they become a resource for new requirements.

It is important to highlight the production of other waste that is due basically to activities to maintain the CS facilities and is separated for collection. Thus, nonhazardous waste, such as wood, textiles, air-filters or pruned material are collected separately from hazardous waste such as fluorescents, batteries or containers of chemical products.

Water

Average water consumption at CaixaBank Central Services in the past 3 years has dropped by 12%.

Water is a scarce resource in the Mediterranean area. Part of CaixaBank's business strategy is to work to reduce water consumption in its buildings and to apply good environmental practice to optimise daily use.

One of the main causes of water consumption in Barcelona's CS building is the cooling towers, which have to fill automatically the condensation circuit in order to compensate for evaporation and water drainage.

The transfer of the DPC to Cerdanyola reduced the demand for air-cooling, and an average of **12% savings in water has been achieved in the past 3 years.**

The average reduction was 28% in the previous year, but the need for air-conditioning last summer, which had higher temperatures, has stabilised the trend.

In 2015 a project was implemented to save water consisting in a change of refrigeration of one of the building's

compressor, which was previously water cooled, and now it decreases the air temperature.

It should be noted that the new DPC employs "free-cooling" air-conditioning systems, which are more energy-efficient and do not use water as a means of cooling.

In 2013 an application to control water consumption was introduced in approximately 500 branches in the Barcelona metropolitan area, which gave complete readings for the whole of 2014 and 2015.

In addition, CaixaBank monitors water consumption regularly, which allows it to detect any faults rapidly and move quickly to repair them.

CaixaBank's business activity also generates waste-water. To make sure that the disposal limits indicated in the standard regulations are complied with, an authorised laboratory analyses

every six months the waste-water at each disposal point. The 2015 analysis results show that CaixaBank complies with the thresholds set in the Barcelona Metropolitan Regulations for the disposal of waste-water, although this year one of the disposal points gave high values of organic nitrogen and ammonia directly attributable to the waste-water from toilets and the savings in water consumption of the past few years, which has increased the concentration. The Competent Authority was informed of this.

CaixaBank also conducts regular maintenance, through authorised companies, of its facilities involving water, especially the cooling towers, in order to avoid the spread of Legionnaire's disease.

5.5. Evaluation of the environmental performance at CaixaBank Central Services

Noise

In 2012 noise was measured by day and night under normal operational circumstances.

The results obtained fell within values accepted in the regulations and there have been no changes in the building's use that might vary the levels of sound emitted. Nevertheless, the CS are in an area of particular acoustic sensitivity, due to the closeness of residential areas. This prompted CaixaBank to introduce improvements every year, in order to maintain noise under control and reduce it.

Thus, in 2013, four mobile 50 mm-thick acoustic insulation panels were bought, to be used for operations that might bother neighbours, such as the loading of sludge from the waste-water collection box to a tanker that takes it to the treatment plant.



Climate change (emissions)

The support and encouragement for measures aimed at prevention, mitigation, adaptation and response to climate change is one of the strategic points of CaixaBank's environmental policy.

Thus, the company has launched a new environmental initiative to become the first bank in Spain, and one of the first in Europe, to offset the CO₂ emissions from all its activities. This means that the offset target includes emissions associated both with Central Services as well as the entire sales network, the largest in the country's financial sector, with more than 5,300 offices.

The Carbon Neutral plan was initiated in 2015 and will gradually be broadened until, in 2018, coinciding with the completion of the institution's 2015-2018 Strategic Plan, the objective of offsetting the environmental impact included in calculating the carbon footprint is achieved.



Participation in the CDP is worth mentioning, the best system for assessing business transparency and carbon management in the world. CaixaBank has continued to be part of the prestigious global index, **"The A List – The CDP Climate Performance Leadership Index 2015"**. This is the highest distinction awarded by the CDP: only those companies who demonstrate the best management and action to fight climate change get on the list.

This distinction is one of the world's highest awards for managing the reduction of carbon emissions and the application of corrective measures to lower the environmental impact of business activity.

The same body also recognised CaixaBank as the Spanish financial entity with the greatest transparency in managing climate change, giving it a score of 100A, thereby holding onto its position in the CDLI (Carbon Disclosure Leadership Index).

CaixaBank also evaluates the **risks and opportunities of climate change** in its business activity in a broad sense that includes legal and physical questions. Throughout 2014 and 2015, CaixaBank worked on the development of a Strategic Report on Risks and Opportunities deriving from Climate Change, which will assist the entity to obtain detailed analyses of the main impacts of climate change on its various business areas, their size, the possibilities of taking action and the cost

5.5. Evaluation of the environmental performance at CaixaBank Central Services



of implementing the measures needed to tackle the problem. This Strategic Report will enable CaixaBank to anticipate the risks caused by climate change and benefit from the opportunities that might arise.

CaixaBank undertakes an annual **inventory of the greenhouse effect gas emissions** caused by its business activity, to calculate its carbon footprint and set in motion action to steadily reduce it. CaixaBank's carbon footprint takes into account the direct emissions caused by fuel and cooling gas consumption (category 1), the indirect emissions generated by electricity consumption (category 2) and other indirect emissions generated by goods and services, refuse treatment and employees' travel (category 3). The accredited entity, Bureau Veritas, ratified the calculation of the 2015 carbon footprint.

One of the initiatives taken in 2015 was to **compensate for emissions** that could not be reduced in 2014, through participation in two **renewable energy and social commitment projects** in Colombia.

In 2015, 4,447 t of CO₂ emissions generated by the business conducted in the Barcelona Central Services building was compensated for, converting it into a zero-emission building, and the electric energy consumption of the entire network of branches.

CaixaBank participated in the Mariposas project, located in Chile, which was the building of a hydroelectric plant to generate an average of 40 gigawatts of renewable electricity per year. The infrastructure, as required by the standards for offsetting emissions is recognised by the Verified Carbon Standard (VCS).

This project was chosen because of its importance in reducing greenhouse gas emissions, as it has made it possible to increase the amount of renewable energy available to the electric network and reduce the use of fossil fuels. Moreover, the project has brought benefits to the area where it is located, which has high rates of unemployment and poverty, by creating 250 jobs during the construction phase and five permanent jobs with the commissioning of the plant. Furthermore, 2,200 local farmers benefit, because the water used to generate electricity is also

used to irrigate crops and to improve the organisation of the current irrigation system.

Since 2015 CaixaBank is also a signatory of the Voluntary Agreements of the Government of Catalonia and the Carbon Footprint Registry of the Ministry of Agriculture, Food and the Environment: in both programmes we undertake to calculate our carbon footprint each year and implement measures to reduce production of CO₂.

Furthermore, CaixaBank has also added its bit to the 1 million climate commitments initiative, promoted by the Ministry of Agriculture, Food and the Environment, which took our commitment to reduce emissions to the Paris Climate Conference (COP 21).



98.62% of the electrical energy consumed by CaixaBank comes from renewable energy sources

Thus, as its corporate strategy specifies, **CaixaBank maintains its commitment to reducing CO₂ emissions** associated with the working of its offices (lighting, air conditioning...), business trips and journeys, maintenance operations and, in cases of emergency, the start-up of turbines and power generator supports. Although CaixaBank does not have its own renewable energy, 100% of the electrical energy consumed at its CS and 98.62% of that consumed by its buildings and branch network comes from renewable sources. The supplier company, Gas Natural Fenosa, accredits this through a certificate from the National Energy Commission (CNE).

In addition to the emissions caused by electricity consumption detailed in previous sections, **it is important to highlight those caused by employees' travel by plane, train or car.** Overall, the emissions and the number of kilometres travelled in 2015 has increased, mainly due to the incorporation of Barclays and the need to include this institution in CaixaBank.

In spite of that, it should be pointed out that various initiatives have been implemented to mitigate the impact these trips cause. Thus, various contracts with taxi firms enable us to prioritise the use of hybrid vehicles for journeys within the main cities of Spain. In addition, hotels for employees are sought as near as possible to their end destination, so as to minimise taxi use. An application was created in 2015 with the aim of sharing taxis if routes and itineraries were similar, which is accessible to all Group employees.

Many of these trips really were necessary. In these cases, messages to promote the least polluting means of transport and information on the tonnes of CO₂ produced by the trip they were booking were included in the booking tool. This also raised employees' awareness of environmental questions. For other kinds of trips that could be avoided, CaixaBank placed at its employees' disposal a new portal of communication tools that includes various services, such as instantaneous

messaging, audio- and videochats, virtual meetings, document-sharing and the creation of its own social network allowing the establishment of working groups, etc. This action meant that in 2014, the number of virtual meetings grew by 36% compared to 2013 and in 2015 there was a further increase of 8.1% over the previous year. All these actions were designed to encourage the steady reduction of the CO₂ emissions generated by CaixaBank's business operations and to contribute actively to the struggle against climate change.

5.5. Evaluation of the environmental performance at CaixaBank Central Services



Training and raising awareness

Employees have an essential role in the organisation's environmental policy, as it is they who, by their involvement, make it possible to introduce improvements in environmental management and with their actions contribute to reducing CO₂ emissions.

During the year, various actions to raise awareness were taken, through the sending of e-mails, intranet messages, articles in internal magazines and a constantly updated web site dealing specifically with the environment that includes various information, ranging from company policy and certificates to environment training.

It should not be overlooked that, in order to encourage the involvement of CaixaBank employees in conservation of the environment, the contents of

the publication of a *Manual of Good Environmental Practices* were updated in 2015, which includes simple measures that can be taken in the workplace to minimise the impact on the environment and climate of the use of resources (energy, office material, etc.) and the production of waste.

More specifically, in 2015, managers, risk analysts and lawyers on staff who are involved in financing operations evaluated within the scope of the Equator Principles have been given training.

CaixaBank aims to encourage sustainability not only in its employees, but also in society as a whole. For this reason it set up the **EcoCaixa space on its web site.** **This gives tips on good environmental practice** and explains the initiatives taken by the entity on environmental questions.

http://portal.lacaixa.es/ecocaixa/home_ca.html

5.6. Monitoring of the environmental objectives for 2015



The main lines drawn up in CaixaBank's 2012-2015 Environment Plan and agreed by its Management Board are as follows:

- **Inclusion of environmental criteria in new products and services**
- **The fight against climate change**
- **Raising awareness about the environment**

In the context of this plan and in order to ensure continuous improvement in environmental questions, objectives are set each year. These take into account significant environmental questions and all those considered relevant to environmentally friendly performance. This guarantees that CaixaBank's environmental objectives fully cover the relevant aspects of CaixaBank's business activity.



5.6. Monitoring of the environmental objectives for 2015

OBJECTIVES AND IMPROVEMENTS 2015*

In recent years, ambitious objectives for minimising energy consumption, paper consumption and CO₂ emissions were set. This year, the same lines of action were pursued, with the results shown in this table:

The institution's objectives for 2015

Compliment

| OBJECTIVES | |
|--|---|
| Energy – Reduction of consumption from 2014 figures <i>Objective -2%. Partially achieved: -2.14% at Central Services and +0.02% at the network of offices (-2.65% recalculated avoiding the heat wave)</i> | ● |
| Replacement of fluorescent bulbs for LEDS on floor 19 and in the CS Board Room | ● |
| Optimisation of lifts with a floor control system | ● |
| Replacement of 4,796 lights in areas with 24-hr lighting by LED lights | ● |
| Change of lighting of 1,300 signs for LED lighting | ● |
| Integration of the Barclays CPD with the high efficiency Cerdanyola CPD | ● |
| Replacement of 1,335 computer at work stations for more efficient devices and incorporation of Salicru power strips | ● |
| Replacement of 136 air conditioning units | ● |
| Deployment of 13,129 smart PCs | ● |
| Environmental awareness | ● |
| Paper – Reduction of consumption over data from 2014 <i>Objective: -5%. Achieved: -10.1% at Central Services and - 8.17% in the territorial network</i> | ● |
| Centralisation of printers and user ID | ● |
| Digitalisation projects of contracts | ● |
| Deployment of 13,129 smart PCs | ● |
| Revision of the characteristics of domiciled notifications | ● |
| Use of virtual meetings – Increase of use over data from 2014 <i>Objective: +10%. Partially achieved: +8.1% in the entire institution</i> | ● |
| Environmental awareness | ● |
| Updating of the <i>Good Practices Manual</i> | ● |
| Plastic waste – Reduction of waste production over data from 2014 <i>Objective: -3%. Not achieved</i> | ○ |
| Definition of the new CS floor design with the incorporation of an office with a sink | ● |
| Kitchen cardboard waste – Reduction of the waste production over data from 2014 <i>Objective: -10%. Achieved</i> | ● |
| Replacement of single-use cardboard boxes for returnable plastic crates | ● |
| Specific financial products <i>Objective of creating a new ecoproduct: achieved</i> | ● |
| Agreement with Iberdrola to finance facilities for measuring energy efficiency for agricultural operations | ● |
| Specific loans for alleviating the effects of certain disasters: forest fires in Catalonia and floods in Navarra, Aragon and the Rioja Region | ● |

- Achieved
- Under way
- Not Achieved

*The targets of the achievement of the various objectives are detailed in the various sections that precede this table.

5.7. Setting of the environmental objectives for 2016



Once the environmental situation in 2015 and its significance had been assessed, the objectives for 2016 were set:

- Reduction of paper consumption by 5%
- Reduction of plastic waste by 3%
- Reduction of energy consumption by 2%
- Fostering of Lync in mobile devices
- Reduction of generation of glass waste in the CS cafeteria by 10%
- Emphasise environmental improvement of recruitment criteria: environmental assessment of suppliers and review of green procurement criteria, with the aim of reducing the environmental impact of marketing our services and products



6. Compliance with environmental legislation



CaixaBank has a specific computer application for managing and controlling legal questions concerning the environment.

CaixaBank identifies the environmental legal requisites applied at European, state, Autonomous Community and local levels. The requisites detected are introduced into a monitoring register for subsequent evaluation.

The results of the evaluations are noted in the application and then whether each requisite is met or not, whether it is not applied or whether it is not evaluated is identified.

Once all the applicable requisites and voluntary commitments had been evaluated, the conclusion was reached that there were no indications of failure to comply with legislation.

The following page breaks down the main regulatory requirements applicable to CaixaBank Central Services.



6. Compliance with environmental legislation

| Area | Main legislation applicable | Assessment of compliance by CaixaBank |
|---|--|---|
| Prevention and monitoring of pollution | Municipal Ordinance on Activities and the Comprehensive Powers of the Barcelona Environmental Authority (Barcelona Official Provincial Gazette 11/5/2001) | We are in possession of an Environmental Licence (Granted 28 March 2002, Ref. 00-20002-010). |
| Water | Barcelona Metropolitan Area regulations on waste-water discharge (Barcelona Official Provincial Gazette 3/2/2015) | We are in possession of a Discharge Permit issued by the Metropolitan Water Service and Waste Treatment Authority (EMSHTR). Limits on waste-water discharge are complied with. |
| Waste | <p>Law 22/2011 of 28 July on waste and contaminated soil (Official State Gazette 29/7/2011)</p> <p>Legislative Decree 1/2009 of 21 July approving the revised text of the Law regulating waste (Government of Catalonia Official Gazette 28/7/2009)</p> <p>Royal Decree 679/2006, of 2 June, regulating the management of used industrial oil (Official State Gazette 3/6/2006)</p> <p>Royal Decree 952/1997, of 20 June, modifying the Regulations implementing Law 20/1986, of 14 May (Basic Law on Toxic and Hazardous Waste), approved by Royal Decree 833/1988, of 20 July (Official State Gazette 5/7/1997)</p> <p>Royal Decree 110/2015, of 20 February, on waste from electronic devices and electronics (BOE of 21/02/2015)</p> <p>Royal Decree 105/2008, of 1 February, regulating the production and management of building and demolition waste (Official State Gazette 13/2/2008)</p> <p>Decree 89/2010, of 29 June, approving the programme for managing building waste in Catalonia (Government of Catalonia Official Gazette 6/7/2010)</p> <p>Law 11/1997, of 24 April, on packaging and packaging waste (Official State Gazette 25/4/1997)</p> <p>Royal Decree 106/2008, of 1 February, on batteries and accumulators and the environmental management of waste produced by them (Official State Gazette 12/2/2008)</p> <p>Barcelona environmental ordinance (Barcelona Official Provincial Gazette 2/5/2011)</p> | <p>Entered in the register of producers of hazardous waste (code P-06524-1).</p> <p>We are in possession of documentation accrediting correct waste management through authorised waste disposal managers (records of acceptance, tracking sheets, etc.)</p> <p>Correct management and appropriate storage of waste oil.</p> <p>All specific regulations for the sector are applied for each type of waste generated.</p> |
| Noise | Barcelona environmental ordinance (Barcelona Official Provincial Gazette 2/5/2011) | We comply with the noise emission limits established in the Barcelona environmental ordinance. In February 2012 a noise survey was carried out by a specialist company. |

6. Compliance with environmental legislation

| Area | Main legislation applicable | Assessment of compliance by CaixaBank |
|-------------------|--|--|
| Premises | <p>Royal Decree 3275/1982, of 12 November, on technical conditions and guarantees of safety at Power stations, Sub-station and Transformer stations (Official State Gazette 1/12/1982)</p> <p>Royal Decree 1027/2007, of 20 July, approving regulations on thermal installations in buildings (Official State Gazette 29/8/2007)</p> <p>Royal Decree 842/2002, of 2 August, approving electrical and technical regulations for low voltage installations (Official State Gazette 18/9/2002)</p> <p>Royal Decree 1314/1997 establishing provisions for implementing European Parliament and Council Directive 95/16/EC on lifts (Official State Gazette 1/8/1997)</p> <p>Royal Decree 1523/1999, of 1 October, modifying the regulations governing oil installations approved in RD 2085/1994 and the complementary technical instructions MI-IP03 and MI-IP04 (Official State Gazette 22/10/1999)</p> <p>Royal Decree 2060/2008, of 12 December, approving regulations on pressure equipment and the complementary technical instructions (Official State Gazette 5/2/2009)</p> <p>Autonomous Law 3/2010, of 18 February, on fire safety and accident prevention in establishments, activities, infrastructures and buildings (Government of Catalonia Official Gazette 10/3/2010)</p> <p>Royal Decree 379/2001, of 6 April, approving regulations for the storage of chemical products and the complementary technical instructions (Official State Gazette 10/5/2001)</p> <p>Royal Decree 138/2011, of 4 February, on safety in cooling installations and the complementary technical instructions (Official State Gazette 8/3/2011)</p> | <p>We are in possession of the relevant authorisations for thermal, electrical, oil, elevator, fire-fighting, etc. equipment.</p> <p>All these installations are maintained as required.</p> |
| Atmosphere | <p>Regulation (EC) no. 1005/2009 of the European Parliament and of the Council of 16 September 2009 on substances that deplete the ozone layer (OJEU of 31-10-2009)</p> | |

7. Extending social and environmental responsibility to the chain of suppliers

CaixaBank's purchasing policy is based on rigorous compliance with the legal framework established. Aware of the need for responsible management in everything that concerns its suppliers, CaixaBank has the suitability criterion of linking service quality and reliability to the ethical values and commitments acquired by the entity.

This is why one of the commitments assumed is **to ensure transparency and rigour in the selection of suppliers and the adjudication of contracts:** before adjudication, all purchases to be made are examined by a Purchase Board and (depending on the amount involved) a public bidding process. **Suppliers are also required to adopt environment-friendly policies and respect human rights.** Mutual cooperation and loyalty are also reinforced by this process. Thus, CaixaBank, its subsidiary companies and the other companies in "la Caixa" Group include in their contracts a compulsory acceptance clause, in which **suppliers accept that they know and respect the principles of the United Nations Global Compact and CaixaBank's policy on the environment.**

Since 2013, potential suppliers have had to register on the Portal of "la Caixa" Group suppliers to offer their products and services. Beforehand, they have to accept the ethical, social and environmental criteria for suppliers to the Group. The supplying companies must also provide information on any environment and labour certificates they

might hold and must be up-to-date with their legal obligations. This is an essential requirement for working with CaixaBank.

It should be highlighted that, when selecting suppliers, CaixaBank uses the surveys of the Green Purchase Manual and other specific questionnaires. By using these tools, the entity seeks to select those suppliers who are committed to minimising environmental impact and are working towards this. This option for sustainability also helps improve efficiency and rationalises costs.

A project was carried out in 2015 of "greening subsidiaries," which will continue in the coming years. The first phase of the project involved approval by the Directorate General of CaixaBank of the minimum content of the environmental policy that wholly owned subsidiaries have approved. Thus, those subsidiaries have adapted this content to the different realities of their activities and have adopted environmental policies in accordance with the respective criteria defined by CaixaBank.

CaixaBank extends to its supply chain its ethical, social and environmental commitment and its determination to fight climate change, as defined in the entity's corporate strategy

8. Opting for social and environmental sustainability



Socially Responsible Investment (SRI) achieves both sustainability and profitability through the combination of social and environmental responsibility and corporate governance criteria in the pre-selection of investment portfolios. CaixaBank believes that SRI is a fundamental tool in promoting sustainable development and works to increase its presence in the Spanish market.

CaixaBank has also developed several **lines of finance to support the most environmentally friendly projects**, which contribute to preventing, mitigating and responding to climate change.

Equator Principles

CaixaBank, as a signatory of the Equator Principles since 2007, **maintains full commitment to responsible finance**. Therefore, the approval of finance projects with an investment above 10 million dollars requires positive prior evaluation, incorporating social and environmental factors, in line with the directives of the International Finance Corporation (IFC).

In addition, **CaixaBank set up in 2011 an internal procedure to evaluate the social and environmental risks in syndicated loan operations for over 7 million euros**, the purpose of which was investment.

In 2015 the scope of application of this procedure was expanded to financing projects for over 5 million euros, when the holder is a medium-large or large or very large legal entity. Throughout 2015, 14 projects have been financed within the scope of the Equator Principles, with overall investment exceeding 17,808,000 euros and CaixaBank's participation of more than 636 million euros.

Investments in 2015

€17,808M
in 14 projects
+€636M



Ethical Fund in 2015

2.662 investors

€45.17M
to the investment fund

Ecological Fund in 2015

838 investors

€8.31M
in the investment fund

Green Account in 2015

3.965 accounts

Ethical Fund

Set up in 2011, MicroBank Ethical Fund is an **ethical and solidarity investment fund that makes variable income and corporate and public fixed income investments all over the world**. In selecting its portfolio assets, it includes not just financial conditions, but also ethical, social and environmental criteria. In addition, the fund has a charitable side to it, as it gives 25% of its handling charges to non-profit organisations. "la Caixa" Foundation contributes an equivalent amount to an international cooperation project. In 2015, the fund had 2,662 investors, with a volume of 45.17 million euros.

Ecological Fund

MicroBank has also placed at the disposal of CaixaBank customers the first Spanish fund that combines profitability and respect for the environment. Thus, the Ecological Fund is an international non-secured variable income fund that invests in a series of ecologically responsible funds, i.e. in companies that produce or manufacture environmentally friendly products or technologies: renewable energy, water management and treatment, recycling, organic food, etc. In 2015, this fund had 838 investors, to a total volume of 8.31 million euros.

Green Account

The Green Account marketed by MicroBank is an account committed to the environment. Account holders gain financial benefits and can collaborate with the WWF (World Wildlife Fund) programme to conserve the environment and support sustainable development, through donations to this NGO's reforestation programme. In 2015, 3,965 Green Accounts were opened.

CaixaBank considers the social and environmental implications of its business activity as part of its social commitment

ecoCredits for consumption

In 2012, CaixaBank expanded its commercial range with a specific offer of ecoCredits and, through MicroBank, of personal ecoMicrocredits, in order to **encourage sustainable investments that improve the efficiency of resources or reduce negative impact on the environment.**

The aim of these loans is to purchase more environmentally friendly vehicles and domestic appliances and to rehabilitate

housing in order to improve energy efficiency. In 2015 over 583 ecoCredits were granted, for a total of 1.58 million euros; and 559 ecoMicrocredits, for a total of 1,216,191 million euros.

MicroBank, for entrepreneurs and the self-employed, also has ecoMicrocredits for businesses available. These loans finance investment or working capital of businesses of the self-employed or micro-companies who produce or market ecological products or services, such as ecotourism, the production and distribution of

sustainable products, recycling or waste treatment products, etc.

Investment can also be financed in production processes, new products or services that involve improvement in the efficient use of resources or a reduction in environmental impact. In 2015, 84 operations were approved, for an amount of over 531,243 euros.



3.58 million euros in ecoCredits for the agricultural sector

ecoFinancing for sustainable agricultural development projects

In 2013, CaixaBank launched its new ecoFinance line, **aimed at encouraging credit in agriculture and facilitating the financing of environmentally friendly projects for sustainable development.**

This line of ecoFinancing products includes a broad range of different kinds of credit, created to offer the credit that each project needs: short- or medium-term loans, microcredits or leasing, etc. The common denominator to this entire line is that priority will be given to agricultural projects that improve efficiency in the use of water, renewable energies, waste management, energy efficiency, organic agriculture and rural development.

A new specific portal was launched in 2015 for agricultural ecoFinancing:

https://empresa.lacaixa.es/agrobank/ecofinanciaciones_ca.html

In 2015, 53 agricultural ecoCredits were financed for a sum of 3.58 million euros distributed in 4 lines of products: ecoAgroinvestment (designed for investments that could be made in an ecologically sustainable farming business); agricultural ecoCredit (to finance investments to improve the rural milieu); Business ecoMicrocredit (for investment in ecological agriculture and food, renewable energy and energy efficiency, recycling, waste treatment and management, etc.), and ecoLeasing (to acquire efficient vehicles, machinery and equipment for the production of renewable energy).

It should be noted that during 2015 AgroBank has signed an agreement with Iberdrola to finance facilities for measuring energy efficiency on farming facilities.

Moreover, in 2015, AgroBank placed on the market new, specific loan lines to alleviate the effects of certain environmental disasters, such as loan for forest fire damage in Catalonia and flood damage in the Navarra, Aragon and Rioja regions.

Agricultural ecoLoans in 2015

53 operations

€3.58M lent



Financing of renewable energy and ecoefficiency projects

CaixaBank considers that one of the options to achieve more environmental sustainability in the long-term is through the financing of **environmentally friendly projects and of projects that assist the development of renewable energies.**

In the current climate of economic slowdown and stagnation in the renewable energy industry, the volume of projects financed in Spain has fallen significantly. Aware of this, CaixaBank took part in 2015 in nineteen operations related to renewable energy with a total of 3,247 MWh of power installed.

Fostering of the rental of electric and hybrid vehicles

CaixaRenting, set up in 1994 and belonging to **CaixaBank, has promoted for years the marketing of efficient cars** with low CO₂ emissions and hybrid and electric technology through advertising campaigns.

In 2015 a campaign was launched with 114 vehicles, 68% of which emit low levels of CO₂ (77 models). Regarding terms of production, 1,600 units were leased in 2015, 1,080 of which had low emissions.

Adherence of VidaCaixa to the UNPRI

In 2009, **VidaCaixa**, CaixaBank's insurance and pensions company, **became the first such Spanish company to join the UNPRI** (United Nations Principles of Responsible Investment). Concretely, every investment the company makes is analysed under environmental, social and good governance criteria.

To achieve this, the company has an internal procedure and a manual of procedures to ensure that all the investments it makes are analysed under these criteria. The process of analysis of the investment varies, depending on whether it is money put into an investment fund or fixed-income stock.

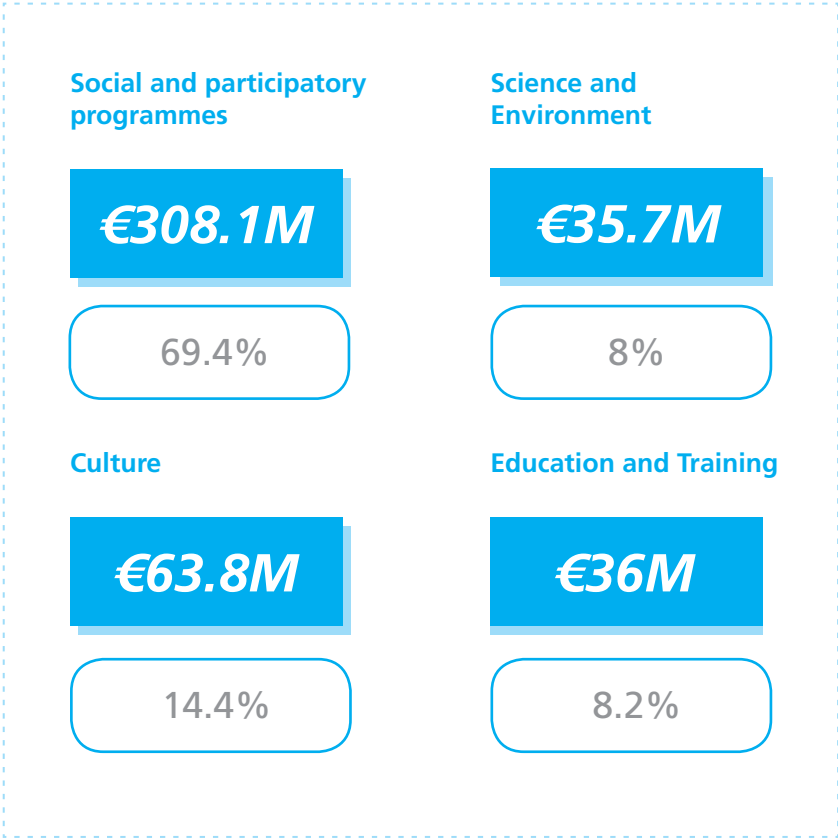


9. Other interventions: "la Caixa" Foundation

Welfare Projects completed its integration into "la Caixa" Banking Foundation in 2015. This organisational change, fruit of the need to adapt to the new legal framework, allowed it to increase its operational capacity and to safeguard still further the continuity of the entity's social commitment, which has been one of its most singular and permanent features since its foundation in 1904.

The development of social programmes focusing on the major contemporary challenges, such as unemployment, the struggle against exclusion and access to housing, continue to occupy much of the entity's best efforts. Of 2015's total investment, 308.1 million euros of the budget were devoted to the development of social and aid programmes (69.4%). Culture accounted for 14.4% of investment (63.8 million); the science and environment programmes took up 8% (35.7 million); and support for education and research, 8.2% (36 million euros).

"la Caixa" devoted to its Science and Environment programmes a total of 35.7 million euros





CosmoCaixa Ecotrends

Promoted by "la Caixa" Foundation, CosmoCaixa Ecotrends is a space for on-line publicity, reflection and debate about current and future environmental challenges, focusing on the latest environmental trends and their social, economic and political implications.

You can access CosmoCaixa Ecotrends by logging onto:

<http://www.ecotendenciascosmoaixa.org/ca/web/eco>

CLIMADAT Project for Climate Measurement

"la Caixa" adds its efforts to the global fight against climate change through initiatives designed to contribute to reducing the greenhouse effect. Thus, "la Caixa" Foundation and the Catalan Institute of Climate Sciences (IC3) Foundation have signed a partnership agreement to observe and research the impact of climate change and so obtain a balance of the greenhouse effect gases on a regional level, which would also serve as a reference internationally.

You can access the Climadat Project by logging onto:

http://obrasocial.lacaixa.es/ambitos/climadat/climadat_ca.html



Environment and job placement

"la Caixa", strongly committed as it is to conserving the environment, uses its activities developed in this area to favour the social inclusion of disadvantaged groups.

The programme to conserve natural spaces and place disadvantaged people into work combined, for yet another year, actions to defend and conserve the environment and promote environmental values with the integration of groups at risk of exclusion.

http://obrasocial.lacaixa.es/ambitos/parquesnaturales/parquesnaturales_ca.html

El Mar a Fons (Getting to the Bottom of the Sea) project

El Mar a Fons is a project created and developed by the CSIC Marine Science Institute and "la Caixa" Foundation.

It consists of creating new online resources about the marine environment. These are of general interest, but are designed in particular for teachers, with a view to their becoming a new, complementary source for tackling the contents of the school curriculum and nourishing practically and theoretically schools' teaching plans.

http://obrasocial.lacaixa.es/ambitos/elmarafondo/elmarafondo_ca.html

Ciutat Ciència (Science City) Project

Ciutat Ciència is a **network project for publicising science**, fruit of the partnership agreement between the Higher Council for Scientific Research (CSIC) and "la Caixa" Foundation. This initiative is being run at present in six towns in Spain with under 25,000 inhabitants and located in various parts of the state. It includes activities such as exhibitions, workshops or series of conferences.

The aims of the projects are to foment citizens' scientific culture and to promote both a vocation for science and interest in science and the environment among young people.

http://obrasocial.lacaixa.es/ambitos/ciudadciencia/ciudadciencia_ca.html

10. Ratification Stamp



This statement corresponds to the year 2015.

For any query or suggestion on the content of this statement, please write to the e-mail address, ecocaixa@caixabank.com

Next statement: first six months of 2017

Environmental Declaration certified by:

AENOR Asociación Española de
Normalización y Certificación

In accordance with Regulation (EC) no. 1221/2009
Environmental verification accreditation
ES-V-0001

Date: 2015-04-24

Avelino BRITO MARQUINA
Chief Executive Officer

