



CriteriaADVISORYCOMMITTEE

Minutes of 7 April 2011 meeting

Attendees:

Members of the Advisory Committee present:

	Region
Miguel Angel Crespo	Aragon
Eva Belenguer	Catalonia
Pedro Berruezo	Balearic Islands
Silvestre Bernaus	Catalonia
Juan Carlos Carballada	Madrid
Joseph de Marfà	Catalonia
María Jesús García	Galicia
Faustino Hermoso	Extremadura
Luis Llena	Madrid
Javier Manrique	Canary Islands
Juan Ignacio Ureta	Basque Country
Rafael Pérez	Andalusia
Daniel Punseti	Catalonia
Josep Rollant	Catalonia
Laura Rosell	Catalonia

Absent:

Eneko Huarte Mendioca	Catalonia
Jesús García (excused)	Valencia

Criteria Personnel:

Gonzalo Gortázar – CEO and Chairman of the Advisory Committee
Antoni Garriga – Director of Corporate Office and Investor Relations
Artur Callau – Secretary of the Advisory Committee / Shareholder Relations
Ramón Fuentes – Shareholder Relations Officer

Meeting Agenda

- **1st work session:**

Presentation of degree of implementation of areas for improvement identified in the first meeting of the Advisory Committee.

Presentation and assessment of communication actions regarding the General Shareholders' Meeting and the "la Caixa" Group reorganization process.

- **Working lunch with the CEO of Criteria, Mr. Gortázar**

Gonzalo Gortázar Rotaeché gives a corporate presentation on the reorganization of the "la Caixa" group, followed by a question and answer session for the attendees.

- **Renewal of the Advisory Committee**

- **2nd work session**

Recording of all matters which the members of the Advisory Committee consider should be dealt with at the next General Shareholders' Meeting.

Minutes of 1st work session

The degree of implementation of the areas for improvement identified in the first meeting of the Advisory Committee is presented and any additional comments from the members are recorded:

- **Criteria with its Shareholders:** It is suggested that presentations be held in cities that have not been visited as yet.
- **Website:** Include W3C validation logos
- **Social networks:** The Committee suggests presence on social networks
- **Learning with Criteria:**
 - Committee expresses an interest in recording the courses and posting them on the website and also offering training guides with more advanced topics
- **Azul Criteria Program:**
 - Committee requests regular reviewing of offers.
 - Committee proposes further offers be assessed in addition to the current ones, relating to financial services and invitations to events.

Minutes of 2nd work session

Matters which the members of the Advisory Committee consider should be deal with at the next General Shareholders' Meeting:

Environment

- Macroeconomic
- Regulatory

Shareholding structure:

- Explain new shareholding structure

CaixaBank business/strategy:

- Strategic plan, business plan, strategic objectives for CaixaBank
- CaixaBank CSR policy

Impact of the operation for the Shareholder:

- How to create value for the Shareholder

Dividends policy:

- CaixaBank dividends policy
- Dividend/Share Program

Issue of convertible bonds:

- Details of issue

Relationship with Shareholders:

- Commitments with the retailer
- Advisory Committee Conclusions

Results:

- Main operations during 2010
- 2010 results
- Forecast/budget for 2011

Renewal of Advisory Committee (outgoing Committee)

- Jesús García.
- Eneko Huarte.
- Luis Llena.
- Laura Rosell.
- Javier Manrique.



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