



## **ADVISORY COMMITTEE CaixaBank**

Minutes of 18 October 2011 meeting

## Attendees:

<b>Members of the Advisory Committee present:</b>	<b>Region</b>
Miguel Angel Crespo	Aragon
Eva Belenguer	Catalonia
Pedro Berruezo	Balearic Islands
Silvestre Bernaus	Cataluña
Juan Carlos Carballada	Madrid
Juan Rubén García	Valencia
Silvia Gironés	Catalonia
Joseph de Marfà	Catalonia
Josep Maria Niubó	Catalonia
María Jesús García	Galicia
Faustino Hermoso	Extremadura
Juan Ignacio Ureta	Basque Country
Rafael Pérez	Andalusia
José Ignacio Posadilla	Asturias
Daniel Punseti	Catalonia
Josep Rollant	Catalonia
Juan Pedro Solís	Madrid

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### CaixaBank Personnel:

Gonzalo Gortázar – CFO of CaixaBank – Chairman of the Committee  
Antoni Garriga – Director of Shareholder Relations  
Artur Callau – Shareholder Relations – Committee Secretary  
Íñigo Roy – Shareholder Relations

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## Meeting Agenda

- **1<sup>st</sup> work session:**

Reminder of the functions, rules and objectives of the Advisory Committee, evaluation of its first year and presentation of new members.

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

- **2<sup>nd</sup> work session:**

The Committee was split up into two work groups, presenting in depth their vision regarding the climate and the entity, their perception of the CaixaBank framework and the communication channels open with the shareholders. The two groups defined the main messages to be conveyed to the shareholders after the creation of CaixaBank.

- **Working lunch with the CFO of CaixaBank, Mr. Gortázar**

Gonzalo Gortázar Rotaeché gives a corporate presentation on the first months of CaixaBank operations, followed by a question and answer session for the attendees.



## Minutes of 1<sup>st</sup> work session

The members of the Committee are reminded of the rules, composition and annual renewal of the Committee itself, the format of its meetings, the scope of its work and the not-for-profit nature of its members' work.

Very positive assessment regarding all progress made since the Committee was set up.

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:** After the suggestion to include new destinations for visits, several new slots have been included in the schedule of corporate events to be held in the second semester of 2011 (Canary Islands) and 2012.
- **Website:** Include W3C validation logos (done)
- **Social networks:** The committee suggests presence on social networks (currently being implemented)
- **Learning with CaixaBank:**
  - o New training videos have been posted on the website, entitled “Learn with CaixaBank”
- **Azul Criteria Program:**
  - o New non-monetary bonuses have been included in the second semester.
  - o Shareholders have been invited to events sponsored by the “la Caixa” group.

## Minutes of 2<sup>nd</sup> work session

Matters that the members of the Advisory Committee consider relevant within the CaixaBank framework: Security and trust / Growth / Commitment / Responsibility.

The committee once again insists on the importance of regular communications regarding dividend payments, both in the case of cash payments and those included within the CaixaBank Dividend/Share Program.

The Committee members suggest contact with shareholders be enhanced via the different channels open in 2011: web, e-mailings, mailings, Shareholder magazine, press releases, corporate events. The Committee members also view very positively the training programs included in the “Learn with CaixaBank” program, however, they consider that the online training materials available should be expanded further.