

CaixaBank and its environment

***Environmental statement regarding the activity  
of the Barcelona Headquarters and the development  
of financial products and services  
2012***





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## Introduction



In a society which is increasingly aware of the need to protect the environment in which we live and carry on our activities, and as part of our policy of ongoing improvement, CaixaBank has consolidated its measures to respect and protect the environment through the introduction of a system of environmental management that complies with the EMAS 1221/2009 European regulations and the ISO 14001 standard.



GA-2003/0516



Even though our activity does not pose a significant risk for the environment, **we believe that it is indispensable for a company of CaixaBank's size and social involvement to ratify its environmental commitment.**

We are particularly interested in contributing to sustainable development in the sectors in which we are involved. For this reason **CaixaBank has introduced and constantly updates an environmental management system in the Barcelona Headquarters, one of the city's architectural landmarks, and for the development of our financial products and services.**

**Our commitment extends to our employees,** the Group's subsidiaries and those who work with us, also bearing in mind that it constitutes an added benefit for our customers.

## Company presentation



CAIXABANK, S.A. is a Public Limited Company constituted on 1 July 2011. Its registered address is at Avinguda Diagonal 621, Barcelona, and it is listed in the Barcelona Mercantile Registry in volume 37,883, folio 123, sheet B-41.232.



As a bank it is **listed in the Bank of Spain's Official Register of Entities** with code number 2,100 and its shares are traded on the Barcelona, Bilbao, Madrid and València stock exchanges, as well as the Continuous Market (Sistema de Interconexión BursátilEspañol).

CaixaBank is subject to the legal requirements for credit entities and Spanish listed companies and is supervised by regulators including the Bank of Spain and the Comissió Nacional del Mercat de Valors (CNMV).

In March 2012 an **agreement was announced under which Banca Cívica was merged with CaixaBank**. The extraordinary general meetings of shareholders of CaixaBank and Banca Cívica approved the operation in June and the process was completed in early August 2012 when it was recorded in the Mercantile Register.

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## CaixaBank's voluntary commitments



CaixaBank has a clearly defined mission and vision and its conduct is based on consistent respect for its corporate values, as detailed in its Code of Business Conduct and Ethics, approved in 2011. This is publicly available at:

[http://www.caixabank.com/informacioncorporativa/responsabilidadcorporativa\\_en.html](http://www.caixabank.com/informacioncorporativa/responsabilidadcorporativa_en.html)

Currently CaixaBank subscribes to various international agreements concerning social and environmental responsibility and human rights:

- **The United Nations Global compact and its ten principles**

Adhering to these ten principles constitutes a comprehensive commitment to social responsibility and sustainability and the intention to apply this approach to all parts of the value chain. CaixaBank has also included a clause requiring its suppliers to respect these principles.

- **The Equator Principles.**

CaixaBank is committed to ensuring that all major financing projects have a positive social and environmental outcome, in line with the standards laid down by the International Finance Corporation (IFC), a member of the World Bank Group.

- **Carbon Disclosure Project (CDP).**

CaixaBank subscribes to the principles of this project to bring about a reduction in emissions of greenhouse gases and the sustainable use of water in businesses and municipalities. According to this index it obtained a score of 85B, the highest recorded for a Spanish bank in the CDP results published for 2012.

- **The Environmental Quality Seal for the network of branches in Catalonia.**

The aim of the environmental criteria for the seal awarded to the network of branches serving the public is to minimise their impact on the environment and raise ecological awareness among employees and users.

- Lastly, we would point out the inclusion of CaixaBank in various sustainability indices (FTSE4Good, ASPI, etc.), particularly **Dow Jones Sustainability Index (DJSI).**



**The Emblem of Guarantee of Environmental Quality**

Caixabank, s.a.  
Network offices catalonia  
240/001

## Presentation of the EMS



The Environment Committee is responsible for the company's environmental management.

**It is required to draw up, approve and update a programme that allows consumption and processes related to the financial activity of CaixaBank to be respectful of the environment and encourage the participation of all those forming part of CaixaBank in this aim.**

The Company's environmental policy and modifications to it, together with its environmental strategy and its adherence to national and international initiatives and agreements related to the environment, is also proposed and approved by the Committee and, where necessary, submitted to the Management Committee for approval.

***This body draws up the Company's environmental policy and modifications to it, approves them and submits them to the Management Committee***



## CaixaBank's Environmental Policy

CaixaBank's commitment to the environment covers all its projects, services and products, as well as its Welfare Projects, with the participation and involvement of all its employees, subsidiaries and partner companies.



CaixaBank's new environmental policy was drawn up and approved in February 2012, following the restructuring of the Company in 2011.

The main changes from the previous environmental policy were CaixaBank's adherence to the Equator Principles and

the UN Global Compact Principles, its commitment to promoting technologies which are respectful of the environment, the inclusion of environmental criteria for the products and services offered, and its support for initiatives to combat climate change.

CaixaBank's environmental policy can be seen at:

[http://www.caixabank.com/deployedfiles/caixabank/Estaticos/PDFs/Environmental\\_policy\\_CaixaBank\\_en.pdf](http://www.caixabank.com/deployedfiles/caixabank/Estaticos/PDFs/Environmental_policy_CaixaBank_en.pdf)

## Environmental considerations and impacts at CaixaBank Headquarters

This section details aspects of our work providing general corporate services and developing financial services and products and its impact on the environment.

When identifying and assessing these activities and their impact we have taken into account both direct and indirect aspects, depending on whether they are managed directly by CaixaBank or not. Consideration has been given both to normal operations and to the possibility of exceptional incidents and potential accidents or emergency situations (fires, accidental discharge, flood, etc.).

CaixaBank also examines the environmental effects of its products. Environmental risk is one of the points evaluated in the normal process of risk assessment in credit operations involving companies which operate in potentially polluting sectors, in the broadest sense.

## Assessment and monitoring of environmental aspects

To assess environmental aspects (direct, indirect and in emergencies) the following criteria are considered:

- **Frequency / Probability**
- **The possibility of introducing measures to reduce the environmental impact**
- **Magnitude**
- **Incidence / Degree of affectation**
- **Damage to public image and/or complaints or reports from stakeholders**

The sum of the results for each criterion allow us to determine the significance of each aspect.

The environmental impacts associated with significant aspects are the depletion of natural resources (paper consumption), the generation and end treatment of waste (paper, cardboard and general waste) and the generation of noise at night. The environmental aspects of products, services and awareness raising are always considered direct and significant.

The following table summarises the aspects assessed and their significance.



Presentation of the EMS  
 Environmental considerations and impacts at CaixaBank Headquarters  
 Assessment and monitoring of environmental aspects

Type	Item	D/I	N/E	Significance
<b>Non-Hazardous waste</b>	toner cartridges	D	N	Not Significant
	paper and cardboard	D	N	Significant
	general	D	N	Significant
	electronic material	D	N	Not Significant
	electronic scrap metal	D	N	Not Significant
	plastic	D	N	Not Significant
	gardening	D	N	Not Significant
	residue in drains	D	N	Not Significant
	filters	D	N	Not Significant
	wiring	D	N	Not Significant
	organic matter (catering)	D	N	Not Significant
	catering cardboard	D	N	Not Significant
	catering plastic	D	N	Not Significant
	catering glass	D	N	Not Significant
	cooking oil	D	N	Not Significant
	wood	I	N/E	Not Significant
	metal	I	N/E	Not Significant
glass	I	N/E	Not Significant	
building rubble	I	N/E	Not Significant	
<b>Hazardous waste</b>	chemical containers	D	N	Not Significant
	fluorescent tubes	D	N	Not Significant
	contaminated fabric	D	N	Not Significant
	organic chemical products and industrial oil	D	N	Not Significant
	accumulators	D	N	Not Significant
	accidental discharges and contaminated absorbent material	D	E	Not Significant
	fire residue	D	E	Not Significant
	batteries	I	N/E	Not Significant
	spray cans	I	N/E	Not Significant
<b>Atmospheric emissions</b>	combustion gases from hired vehicles	D	N	Not Significant
	CO <sub>2</sub> emissions from corporate travel	D	N	Not Significant
	emissions from fires	D	E	Not Significant
	coolant gas leakage	D	E	Not Significant
	emission of vapour carrying legionellosis	D	E	Not Significant
	emissions from turbines and generators	D	E	Not Significant
<b>Discharges</b>	domestic-type water	D	N	Not Significant
	water run-off from fires	D	E	Not Significant
	accidental diesel spills	D	E	Not Significant
<b>Consumption</b>	electricity	D	N	Not Significant
	water	D	N	Not Significant
	paper	D	N	Significant
	vehicle fuel	D	N	Not Significant
	diesel for generator and turbine maintenance	D	N	Not Significant
<b>Noise</b>	day	D	N	Not Significant
	night	D	N	Significant
	generators and turbines	D	E	Not Significant
<b>Products</b>	products and services	D	N	Significant

To ensure that environmental issues are correctly monitored CaixaBank has defined the detailed indicators described below.

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

**Indicators of environmental impacts  
at CaixaBank Headquarters**  
*2012 vs 2011*

**-25%**

reduction in energy  
consumption (MWh)

**-2,13%**

reduction in paper consumption  
per employee (Tn)

**-12%**

reduction in water  
consumption (M<sup>3</sup>)

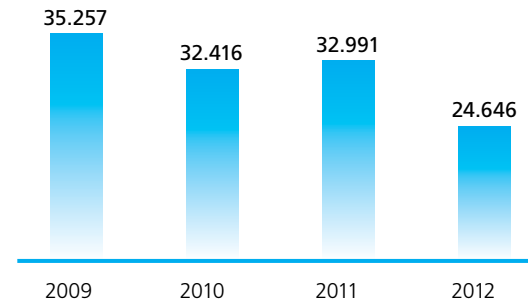
**-70%**

reduction in direct CO<sub>2</sub>  
emissions

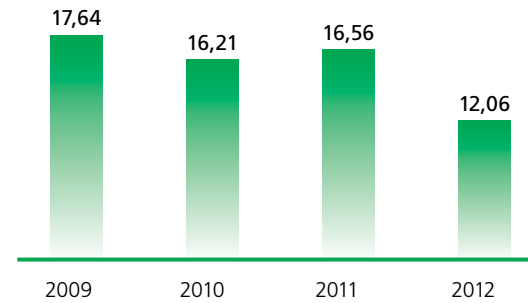


***In 2012 we cut power consumption***

Environmental impact of power consumption at CaixaBank headquarters (total consumption in MWh)



Environmental impact of power consumption at CaixaBank headquarters (total consumption per user in MWh)



	2009	2010	2011	2012	
Basic environmental impact indicators at headquarters <b>Energy</b>	<b>Electricity</b>				
	Total consumption (MWh)	32.484	31.375	31.288	24.393
	Total consumption in MWh per user	16,3	15,7	15,7	11,9
	<b>Diesel (heating)</b>				
	Total consumption (L)	277.001	104.060	107.153	25.339
	Total consumption (MWh) <sub>1</sub>	2.774	1.042	1.704	254
Total consumption in MWh per user	1,39	0,52	0,86	0,12	

*In 2012 total power consumption per user was reduced to 11.9 MWh*

	2009	2010	2011	2012	
Basic environmental impact indicators at headquarters <b>Consumption</b>	<b>Paper</b>				
	Total consumption white + recycled	95	98	98	99
	Total consumption per employee	0,063	0,065	0,065	0,064
	Recycled as % of total	95	95	95	95
	<b>Water</b>				
	Total consumption (m <sup>3</sup> )	71.947	76.826	70.781	61.812
Total consumption in m <sup>3</sup> per user	35,99	38,41	35,53	30,24	

*In four years we have cut total water consumption by 14%*

	2009	2010	2011	2012	
Basic environmental impact indicators at headquarters CO <sub>2</sub> emissions	<b>Emissions energy consumed Tn CO<sub>2</sub></b>				
	Emissions electricity *	8.771	747	0	0
	Direct emissions diesel (heating)	1.016	465	659	193
	Total direct emissions	9.787	1.212	659	193
	Total direct emissions in t per user	4,896	0,606	0,331	0,094
	<b>Emissions consumption Tn CO<sub>2</sub></b>				
	White + recycled paper	156	161	170	166
	Water	48	45	51	44
	<b>Emissions corporate travel</b>				
	Corporate travel **	2.179	1.950	2.322	2.802
Vehicles, own fleet	98	100	105	64	
Total emissions from travel	2.277	2.050	2.427	2.866	
No. of employees HQ and Regional Network	24.944	25.280	24.915	30.442	
Total t CO <sub>2</sub> per employee	0,09	0,08	0,10	0,09	
<b>Total main emissions HQ</b>	<b>12.268</b>	<b>3.468</b>	<b>3.307</b>	<b>3.269</b>	

Data taken from CaixaBank 2012 Carbon Footprint Estimate  
(conversion factors as used by National Energy Commission and DEFRA)  
\*At present 100% of electric power consumed at HQ is from renewable sources (certified)  
\*\*Includes HQ and branches

**100% of the electric power consumed at HQ is from renewable sources**

	2009	2010	2011	2012	
<b>Paper and cardboard</b>	Total paper and cardboard (Tn)	147	134	228	190
	Total paper and cardboard per employee	0,098	0,089	0,152	0,123
<b>Plastic</b>					
Total plastic (Tn)	4,15	7,20	6,47	5,20	
Total plastic per employee	0,003	0,005	0,004	0,003	
<b>Mixed municipal waste</b>					
Total mixed municipal waste (Tn)	89	91	89	96	
Total mixed municipal waste per employee	0,059	0,060	0,059	0,062	
<b>Toner cartridges</b>					
Total toner cartridges (units)	4.551	5.311	5.897	5.101	
Total toner cartridges per employee	3,0239	3,5126	3,9340	3,3038	
<b>Total normal waste (Tn) *</b>	<b>338</b>	<b>347</b>	<b>435</b>	<b>401</b>	
<b>Total normal waste per employee (Kg)</b>	<b>225</b>	<b>229</b>	<b>290</b>	<b>260</b>	

\* The breakdown of non-hazardous waste generated in small amounts (wood, glass, etc.) is not shown but the amount is included in the total.

*There has been a reduction in the amount of waste generated at HQ vs 2011*

	2009	2010	2011	2012	
<b>Basic environmental impact indicators at headquarters</b> <b>CO<sub>2</sub> emissions, waste</b>	<b>Main non-hazardous waste Tn CO<sub>2</sub></b>				
	Paper and cardboard	14	12	21	17
	Plastic	1	1	1	1
	Mixed municipal waste	91	95	92	99

*Data taken from CaixaBank 2012 Carbon Footprint Estimate  
(conversion factors as used by National Energy Commission and DEFRA)*

**Halting the increase in general waste generation will be one of the main challenges for 2013**

	2009	2010	2011	2012	
<b>Basic environmental impact indicators at headquarters</b> <b>Waste, main special types</b>	<b>Containers, chemical products</b>				
	Total containers, chemical products (Tn)	0,564	0,26	0,346	0,49
	<b>Contaminated fabric</b>				
	Total contaminated fabric (Tn)	0,138	0,003	0,054	0,015
	<b>Organic chemical products</b>				
	Total organic chemical products (Tn)	0,084	0,069	0,52	0,036
	<b>Lead batteries</b>				
	Total lead batteries (Tn)	0,1	0	0,46	0,242
	<b>Fluorescent lighting tubes</b>				
	Total fluorescent lighting tubes (Tn)	0,751	0,462	0,459	0,353
	<b>Batteries</b>				
	Total batteries (Tn)	0,601	0,162	0,101	0,157
	<b>Total special waste (Tn) *</b>	<b>2,7</b>	<b>1,52</b>	<b>1,94</b>	<b>1,3</b>
	<b>Total special waste per employee (Tn)</b>	<b>1,79</b>	<b>1,01</b>	<b>1,29</b>	<b>0,84</b>

**In four years the total amount of hazardous waste has been cut by 50%**

\* The breakdown of hazardous waste generated in small amounts (spray cans, etc.) is not shown but the amount is included in the total

Apart from the waste products listed in the tables above CaixaBank monitors the amounts of other types of waste generated, such as glass, cloth, metal, cooking oil, scrap metal from electronic equipment, wood and garden waste.

When quantifying the indicators, a distinction is made between CaixaBank employees and all users of the building, as there are always a large number of people passing through it who belong to other companies (especially external cleaning and maintenance staff, consultants, auditors, visitors, etc.) and contribute to the organisation's overall impact. There are other items, however, that only affect CaixaBank staff, such as corporate travel.

The gross floor area of the building is 78,190.28 m<sup>2</sup> (38.25 m<sup>2</sup> per user) while the net floor area is 33,930.94 m<sup>2</sup> (16.60 m<sup>2</sup> per user).

	2009	2010	2011	2012
<b>Users Headquarters</b>	1.999	2.000	1.992	2.044
<b>Employees Headquarters</b>	1.505	1.512	1.499	1.544





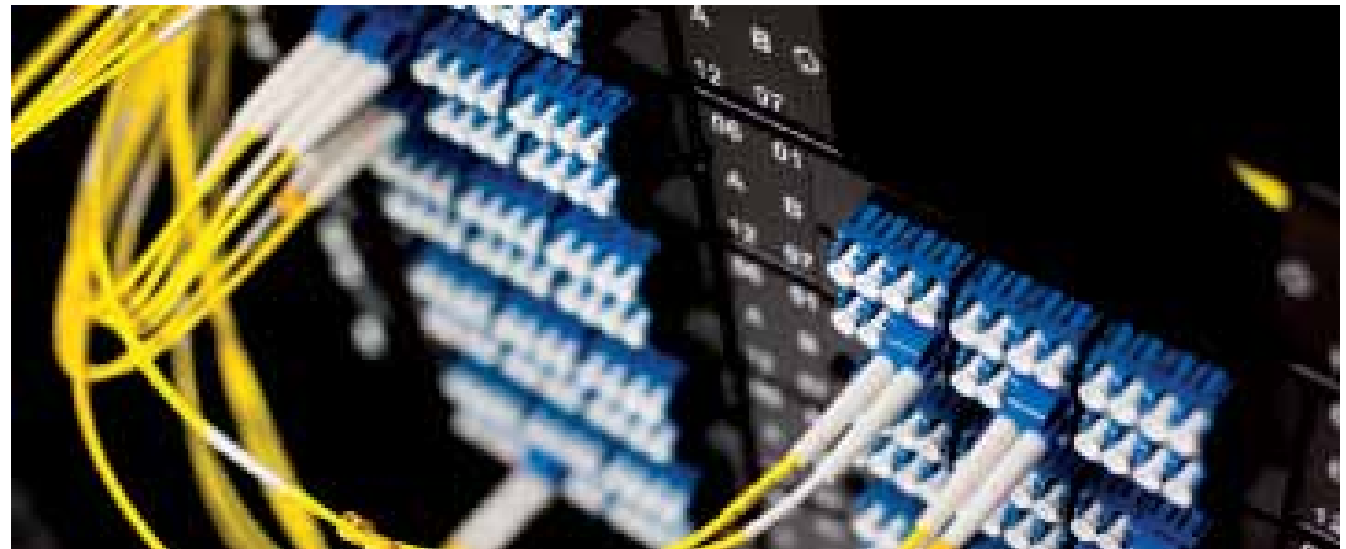
## Environmental performance of CaixaBank's Headquarters



### Energy efficiency and saving

Energy efficiency and saving continue to be a priority for CaixaBank and for the environmental management system implemented in its Headquarters.

Consequently, during 2012 a series of initiatives were introduced to reduce power consumption. They include the following:



- **The Data Processing Centre** was transferred from the Headquarters building to a new location with high energy efficiency facilities (the building is Leed Silver certified).

- **The fluorescent tubes** used to light certain areas in the Headquarters building **were replaced by LED lighting.**

***The new data processing centre has LEED Silver and TIERIII certification***

**Power consumption in branches was monitored and the kWh consumed reported**

In addition to these measures, which were applied for the first time in 2012, other measures, introduced in previous years, were kept in place and these have also helped to reduce power consumption:

- **The programme to replace the computers in CaixaBank's Headquarters and network** of branches by others which were more energy efficient (Energy Star 5) was completed.
- **IT equipment** and the peripheral devices linked to it were **programmed to hibernate every day** instead of only at weekends.
- **Power strips were installed** which detected the hibernation of the PC and turned off the peripherals linked to it (screen, printer, cash recyclers, scanners, shredders, etc.)
- **39 condenser batteries were installed and a further 47 replaced**, their programming being regulated, the amperage changed or faulty circuit breakers replaced. As a result a 53% reduction was achieved in the injection of reactive energy into the network, compared to 2011, bringing down the intensity of demand and allowing our suppliers to cut CO2 emissions.
- **Power consumption was tracked** more closely in branch offices and the following monitoring measures were introduced:
  - **Power consumption in branches was monitored and the kWh consumed** each quarter reported. In 2012 a total of 20,651 personal e-mails were sent concerning this consumption and good practices that could be introduced to reduce it.

- **1,500 visits to branch offices were undertaken outside working hours to verify** that electrical equipment, lighting, heating and air-conditioning were turned off when appropriate. As a result, 50 notifications were sent, reporting that it had been necessary to turn off electric appliances during these visits.
- **125 branches were visited or contacted by phone when their consumption** was above average or where there had been increases in the consumption of electricity.

The technical improvements introduced during the year, together with measures to raise awareness and involve staff, have allowed us to save 15 million kWh. Consequently, during 2012 we have succeeded in reducing overall power consumption in the Company by 8.2% (excluding consumption in the branches formerly belonging to Banca Cívica, which became part of the organisation in August and which will be included when we define our objectives for 2013). A substantial part of this improvement is attributable to a reduction in consumption of over 20% in the Headquarters building thanks to the transfer of the Data Processing Centre.



**15,000,000 kWh saved  
in 2012**

This is well in excess of the 5% target we had set ourselves for reducing power consumption, which, taken together with the figures achieved in recent years (3.4% in 2011 and 6.4% in 2010), constitutes a considerable success in our efforts to reduce power consumption on CaixaBank premises.

Diesel oil is only used as fuel for the generators and turbines that come into operation in emergencies and for maintenance work on this equipment. Compared with 2011, there has been an 85% reduction in consumption, although, because of the circumstances in which it is used, this is not considered a significant indicator in the Environmental Management System.

## Paper and waste

CaixaBank promotes measures to make its consumption more efficient. For this reason, it favours the use of recycled paper, which accounts for 95% of the paper used at Headquarters and 99% of the paper used by the Company as a whole.

### **In 2012 the policies introduced in 2011 to minimise the use of paper and printing toner remained in place.**

Among other measures, the network of branches has worked to maintain and promote electronic billing, the use of new IT technology has been fostered, and the initiatives promoted in 2011 have continued. These include the option to "see your balance with no print out" and cash deposits without envelopes thanks to the banknote recognition system in the Company's ATMs.

**In our branches we have also consolidated and extended the "Ready to Buy" service,** which allows them to generate contracts for products via Línea Abierta, so that customers do not need to visit branches to sign paper copies of contracts.

**A considerable effort has also been made to reduce the use of paper in our communications with customers,** a trend we have been able to maintain thanks to greater use of Línea Abierta (on-line banking) and the rationalisation and integration of items sent by post.

Total paper consumption has increased, as a result of the incorporation of Banca Cívica. However **consumption per employee in the regional network has fallen by 1.8% and consumption per branch is down by 1.23%.** In the Headquarters building paper consumption per employee has been reduced by 2.13%. These results do not meet our target of a 5% reduction, although it should be borne in mind that the indicators include the paper consumed since August in the network formerly belonging to Banca Cívica, which had not been taken into account when the target was set. Since spring 2012 **CaixaBank has been sending most credit and debit cards to customers in paper envelopes,** instead of those made of plastic used previously, reducing the environmental impact of this operation and avoiding the use of 15 tonnes of plastic each year.

In 2012 in the Headquarters building, under the selective waste collection scheme, **195 tonnes of paper, cardboard and plastic were collected for recycling,** together with 5,100 spent toner cartridges and various types of special waste from maintenance work on the premises.

***There has been a 1.2% reduction in the number of envelopes sent to customers, thanks to the greater use of on-line banking and the rationalisation and integration of items sent by post***

## Water

Consumption of water at Headquarters has fallen by 12% compared with 2011.

CaixaBank monitors water consumption regularly and can thus detect any faults quickly and take action to remedy them.

In the course of its activity CaixaBank produces waste water. To ensure that this water complies with the regulatory specifications for discharges, weekly analyses are carried out by a certified laboratory for each discharge point. The results of the tests carried out in 2012 show that CaixaBank complies with the reference threshold values stipulated in the Barcelona Metropolitan Regulations on the discharge of waste water.

Also in connection with the use of water, especially in cooling towers, CaixaBank maintains its facilities through properly accredited companies in order to prevent the spread of legionellosis.

## Noise

In 2012 measurements were taken for noise during the day and at night in normal operating conditions.

The results are within the range considered legally acceptable but the fact that the Headquarters building is located in an area which is especially sensitive acoustically, because of its proximity to a residential area, means that the legal limits on noise emission are insufficient, especially at night.

Consequently, acoustic panels were installed on the roofs of Towers 1 and 2 of the building with a view to reducing the immission of noise produced by the machinery located in this area.



### Climate change (emissions)

CaixaBank supports the fight against climate change, as reflected in its environmental policy, which records its explicit commitment to all initiatives designed to prevent, mitigate, adapt to or respond to climate change. In this connection we would emphasise our participation in the Global 500 Carbon Disclosure Project and the compilation of an inventory of greenhouse gas (GHG) emissions generated by our operations in 2012 to calculate our carbon footprint and take measures to minimise it.

One of the initiatives adopted was offsetting the 382.77 tonnes of CO<sub>2</sub> emissions generated as a result of the five major corporate conventions held during the year by participating in two projects related to replacing fossil fuels with biomass from sustainable forest sites in Brazil.



**99.1% of the electricity used by CaixaBank comes from renewable sources or cogeneration**

**CaixaBank is thus maintaining its commitment to reducing CO<sub>2</sub> emissions** associated with the functioning of its premises (lighting, heating, air-conditioning, etc.), corporate travel, maintenance work and, in the event of emergencies, the start-up of turbines and generators.

Although we do not have our own sources of renewable energy, in order to minimise the environmental impact of power consumption, 99.1% of the electricity used by CaixaBank comes from renewable sources or cogeneration, as accredited by our supplier, Gas Natural Fenosa, in a certificate issued by the National Energy Commission (CNE). It should be pointed out that this percentage does not include power consumption since August in the network formerly belonging to Banca Cívica.

Apart from the emissions associated with power consumption detailed above, **it is important to consider those related to plane, train and car travel by staff.** The number of kilometres travelled in 2012 was 30% higher than in the previous year, totalling 27.8 million, because of additional travel related to the merger with Banca Cívica. Nevertheless, if we consider the number of kilometres with respect to CaixaBank's business volume, separating out travel related to the merger, the total distance travelled was reduced by 4% as against travel by business volume over the last 3 years, thus partly meeting the reduction target set.

Many of these journeys are really necessary but in the case of others which could be avoided CaixaBank has a video and audio conferencing system to help minimise travel. **In 2012 the number of videoconferences conducted from the rooms equipped for this purpose grew by 30%**, reaching a total of 3,480. Videoconferences from staff's own work locations totalled 3,400, while 3,050 virtual meetings and 11,400 audioconferences were held.



### Training and awareness raising

Staff play a fundamental role in the Company's environmental policy, as it is they who, through their involvement, make the implementation of improvements in environmental management possible.

**During the year a number of environmental training sessions were held (attended by 88 members of staff)** and e-mails and intranet messages were used to raise awareness. There is also a website page dedicated to the environment, including a variety of information ranging from the Company's policy and certifications to environmental training, which is regularly updated.

**An indication of the active role of staff is the 55 proposals for improvement submitted to the environmental suggestions box in 2012.**

CaixaBank aims to promote sustainability not only among its staff but also in society as a whole. For this reason it has introduced the **EcoCaixa section on its website, featuring recommendations for good environmental practice** and describing the Company's environmental initiatives.

[http://portal.lacaixa.es/ecocaixa\\_es.html](http://portal.lacaixa.es/ecocaixa_es.html)



## Monitoring of environmental objectives or 2012



As a result of reviews of the System in 2012 a number of improvements were made:

- **Some operations related to refurbishment and maintenance of the Headquarters building** were internalised and the number of direct aspects assessed was increased.
- **The database of applicable environmental legislation** was improved as was the program for monitoring targets and milestones.
- **Work was done on keeping documentation on transport and waste management companies updated.**
- **Measures to be taken in the event of a possible risk of legionellosis** were added to our environmental emergency procedures and a simulation of a diesel spill was carried out.



During the audit of CaixaBank's Environmental Management System a number of strong points were identified. These include:

- **Voluntary compensation for emissions and the adoption of voluntary commitments by the organisation:** UN Global Compact, Equator Principles, Environmental Quality Seal and CDP, together with the funding of environmental initiatives via our Welfare Projects.
- **The new ECO-credits programme.**
- **Initiatives for energy saving and efficiency.**
- **The new environmental website for staff** and dissemination of environmental issues via the digital review "Canal Caixa".

To ensure ongoing improvement in environmental matters annual targets are set, taking account of significant environmental issues and any factors considered relevant to our environmental performance.

In recent years ambitious targets have been set for minimising the consumption of energy and paper, and reducing CO<sub>2</sub> emissions. This year work has continued along the same lines, yielding the results summarised in the following table:

### Company targets 2012

		Compliance
<b>Energy, reduction in consumption vs. 2011</b> <i>Target -5% / Achieved -8.2% (-5.3% regional network, -22% HQ)</i>		●
Transfer of DPC from Diagonal 621-629 to new centre in Cerdanyola del Vallès	Transfer 95% complete	●
Campaign to replace PCs and screens by more efficient models	Completed in 2012	●
Internal awareness raising	Individual monitoring by branch with 5166 personal e-mails and 1500 visits	●
Campaign to replace condenser batteries	39 new batteries and 47 units repaired	●
Encourage employee participation	55 suggestions received	●
<b>Paper, reduction in consumption vs. 2011</b> <i>Target -5% / Achieved -1.8% regional network, 2.13% HQ</i>		●
Review of internal and external flows	Ready to Buy system introduced, Línea Abierta extended	●
Cards sent in paper envelopes	Implemented 80%	●
Encourage employee participation	55 suggestions received	●
<b>Greater compensation for emissions from institutional events</b> <i>Offset emissions from 5 institutional events / Achieved 100%</i>		●
Offset emissions from 5 institutional events	380 Tn de CO <sub>2</sub> compensadas	●
<b>Reduce CO2 emissions from corporate travel</b> <i>Target -5% / Achieved -4%</i>		●
Promote alternatives to travel (videoconferencing)	Videoconferences increased by 30%	●
<b>Specific financing products</b> <i>Target at least one new product and/or development of existing products/ Achieved 100%</i>		●
Estrella Ecolans for vehicles and electric appliances	501 operations for a total of €1,350,000	●
Estrella Ecolans for refurbishment	13 refurbishment operations for a total of €723,000	●
Funding for renewable energy and eco-efficiency projects	378 MWh generated using renewable energy funded by the bank.	●

● Completed ● In progress

## Definition of environmental objectives for 2013



After assessing environmental matters for 2012 and their significance, new targets have been set for 2013:

- A 2.5% reduction in paper consumption
- A 2.5% reduction in general waste
- A 3% reduction in power consumption
- Development of new financial products or services with a specifically environmental focus

Other improvements we hope to implement next year are:

- Better monitoring of water consumption in branch offices
- Raising awareness of CO2 generation related to travel



## Compliance with environmental legislation



CaixaBank takes into account the environmental regulations legally enforceable in Europe, Spain and Catalonia, and local regulations. The requirements of this legislation are entered in a monitoring record so that they can be assessed subsequently. The results of the assessments are recorded in the application, with an indication of whether each requirement is complied with, not complied with, not applicable, or has not been assessed.

After assessing all applicable legal requirements and voluntary commitments we can conclude that there is no indication of failure to comply.

The main regulatory requirements applicable to CaixaBank's Headquarters are listed on the following pages.



**Area**                      **Main legislation applicable**                      **Assessment of compliance by CaixaBank**

<b>Prevention and monitoring of pollution</b>	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)
<b>Water</b>	Barcelona Metropolitan Area regulations on waste water discharge (Barcelona Official Provincial Gazette 8/6/2011)	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
<b>Waste</b>	<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 208/2005, of 25 February, on electric and electronic appliances and the manage of waste from them (Official State Gazette 26/2/2005)</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>General ordinance on the urban environment of Barcelona (BOPBarcelona 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>We are in possession of the study regarding the minimalisation of hazardous waste presented to the Catalan Waste Agency in July 2009</p> <p>All specific regulations for the sector are applied for each type of waste generated</p>
<b>Noise</b>	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.

Area	Main legislation applicable	Assessment of compliance by CaixaBank
<p><b>Premises</b></p>	<p>Royal Decree 3275/1982, of 12 November, on technical conditions and guarantees of safety 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, modify 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>

## Relations with suppliers

CaixaBank's purchasing policy is based on strict compliance with the legally established framework. The Company, aware of the need for responsible management in its dealings with suppliers, selects them on the basis of a combination of quality and reliability of service, together with respect for the Company's ethical commitments.

**It is thus committed to ensuring transparency and rigorous standards when selecting partners and awarding contracts** (all purchases are previously assessed by a purchasing panel and, where the amount justifies it, subject to tender) **and requiring suppliers to be respectful of the environment and human rights**, thus reinforcing cooperation and loyalty.

All of CaixaBank's suppliers must comply with current legislation and have no outstanding legal obligations to work with the Company. This overall monitoring is stricter in the case of high-risk sectors, such as suppliers outside the OECD who make specific products for the Company.

**When selecting suppliers CaixaBank uses the questionnaires in the Green Procurement Manual and other relevant questionnaires**, so that we can select those suppliers who are committed to reducing their environmental impact and who work to achieve this.

***United Nations Global Compact Principle 9: Businesses should encourage the development and diffusion of environmentally friendly technologies***

## Support for social and environmental sustainability



Socially responsible investment (SRI) brings together sustainability and a return on investment by including criteria of social and environmental responsibility and corporate governance when preselecting the investment portfolio. CaixaBank considers that SRI is a fundamental tool for promoting sustainable development and is working to extend its presence in the Spanish market.

### Equator Principles

As a signatory of the Equator Principles, **CaixaBank has maintained a comprehensive commitment to responsible financing since 2007.**

For this reason, the approval of financing projects involving investment of more than 10 million dollars requires a previous positive assessment, including social and environmental factors in the analysis, in accordance with the guidelines laid down by the International Finance Corporation (IFC). During 2012 CaixaBank financed 15 projects for a total of 1,700 million euros.

In 2011 **CaixaBank set up an internal procedure to assess social and environmental risks in syndicated investment operations worth more than 7 million euros.** Under this procedure 36 operations were financed, involving investment of over 8,257 million euros, in which CaixaBank participated with over 858 million euros.

### MicroBank Ethical Fund

Created in 2010, **the MicroBank Ethical Fund is an ethical, socially responsible investment fund which invests in equities** and fixed-income corporate and public funds worldwide, taking not only financial factors but also ethical, social and environmental criteria into consideration, when selecting assets to be included in the portfolio.

MicroBank Ethical Fund **also has a charitable aspect, as InverCaixa dedicates 25% of asset management fees to supporting NGO projects and non-profit making entities** chosen by the participants.

It is also worthy of note that worldwide MicroBank financed 40,784 projects in 2012, for a total of 235.5 million euros.

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



**Over 2 million euros to finance more efficient goods**

**1.35 million in microcredits for the development of sustainable businesses**

### ecoPréstecs for consumer goods

En 2012 CaixaBank ha ampliado su oferta. In 2012 CaixaBank extended its range of products with the ecoPréstecs scheme, via MicroBank. These are personal eco-microloans, intended to encourage **sustainable investment to improve the efficiency of resources or reduce their impact on the environment.**

These loans are for the purchase of vehicles and electric appliances which are more environmentally friendly and the refurbishment of homes with a view to making them more energy efficient.

In the first year after the scheme was launched 501 ecoPréstec loans totalling 1.35 million euros were granted for the purchase of efficient vehicles and electric appliances. 13 ecoPréstec loans worth 723,000 euros were also granted for sustainable improvements to homes.

MicroBank for entrepreneurs and self-employed professionals also grants eco-microloans for businesses. These loans provide financing for investment or running expenses in businesses managed by self-employed professionals or micro-companies that produce or sell ecological products and services, such as eco-tourism, the production and distribution of sustainable products, and companies engaged in recycling and waste treatment.

Investment in production processes or new products and services which involve more efficient use of resources or a reduction in environmental impact also needs to be financed. In 2012 460 eco-microloans for families and businesses were approved for a total of over 1.35 million euros.

### Funding for renewable energy and eco-efficiency projects

CaixaBank considers that one of the options for achieving greater environmental sustainability in the long term is by **financing projects which respect the environment and those which promote the development of renewable energies.**

In the current climate of economic constraint and stagnation in the renewable energy sector, the number of projects financed in Spain has fallen significantly. In 2012 CaixaBank participated in seven operations related to renewable energy, for a total of 611 million euros, either on its own account or jointly with other entities. These projects have led to the generation of 378 MWh.

It has also financed two leasing operations for photovoltaic plants, valued at over 230,000 euros, and seven operations, valued at 95,230 euros, have been set up under the agreement with the Catalan Energy Institute for financing projects related to the environment and environmental improvement.



### Entrepreneur XXI programme

**Encouraging the creation of innovative businesses with a vision of the future**, which are able to bring the research carried out in universities and research centres to the market, continues to be a priority for the Company.

For this reason, the Entrepreneur XXI programme is active in three areas:

- **Promoting programmes specialising in the creation of businesses** in key sectors for the economy
- **Giving support to companies with high growth potential** through the Entrepreneur XXI awards, assisting with training international growth and access to funding.
- **Providing access to appropriate financing instruments for entrepreneurs.**

### Support for the hire of electric and hybrid vehicles

“CaixaRenting”, set up in 1994 and belonging to CaixaBank, has for some years **been supporting the marketing of efficient consumption vehicles through a programme of subsidies.**

It is aimed at businesses and government bodies that contract fleets of ecological or low emission vehicles, whether electric or hybrid.

In 2012 a number of publicity campaigns were launched for low CO2 emission vehicles, including one which was 100% electric. Courses have also been organised and presentations made to customers to familiarise them with vehicles of this type and encourage their use. Efficient driving courses have also been held to maximise vehicle performance.

### VidaCaixa supports UNPRI

In 2009 **VidaCaixa**, CaixaBank’s insurance and pension management company, **became the first such company in Spain to become a signatory of the United Nations Principles for Responsible Investment.**

100% of the investments made by the company are analysed according to environmental, social and good governance criteria and the company has an internal procedure and a procedural manual to ensure that they are applied in all cases. The process for analysing the investment varies according to whether it is in an investment fund or a fixed income asset.

## Other measures



In 2012 the “la Caixa” Foundation devoted a total of 233.5 million euros to social programmes, 64.7% of its budget for the year. Projects to create jobs, creating and taking advantage of new employment opportunities, and encourage entrepreneurship are a priority for our Welfare Projects programme as can be seen below:

### Ecotendencias CosmoCaixa

Promoted by our Welfare Projects programme, Ecotendències CosmoCaixa is an on-line platform for dissemination, reflection and discussion regarding present and future environmental challenges, focusing on the latest environmental trends and their social, economic and political implications.

Ecotendències CosmoCaixa can be accessed using the following link:

<http://www.ecotendenciascosmocaixa.org/es/web/eco>

### CLIMADAT Climate measurement project

“la Caixa” is lending its support to the global fight against climate change via initiatives intended to help reduce the greenhouse effect. “la Caixa” Welfare Projects and the Catalan Institute of Climate Sciences (IC3) have thus signed a cooperation agreement with a view to observing and researching the impacts of climate change. to determine the effect of greenhouse gases in our region and provide useful reference data for international studies.

The Climadat project can be accessed using the following link:

[http://obrasocial.lacaixa.es/ambitos/climadat/climadat\\_es.html](http://obrasocial.lacaixa.es/ambitos/climadat/climadat_es.html)

***“la Caixa” Foundation devoted a total of 233.5 million euros to social programmes***



### The environment and access to employment

**“la Caixa” is strongly committed to preserving the environment, using work done in this area to facilitate the social inclusion of disadvantaged groups.** The programme for the Conservation of Natural Areas and Social Reintegration has once again allowed us to combine measures to protect and preserve the environment and promote environmental values with the integration of groups at risk of exclusion.

In 2012 the “la Caixa” Welfare Projects natural areas programme, together with the Departments of the Environment and Provincial Councils, has sponsored 271 projects for the conservation and improvement of natural areas in all parts of Spain. As a result of this initiative, employment has been provided for 1,600 people at risk of exclusion.

[http://obrasocial.lacaixa.es/ambitos/parquesnaturales/parquesnaturales\\_es.html](http://obrasocial.lacaixa.es/ambitos/parquesnaturales/parquesnaturales_es.html)

### Mar a Fons project

“El Mar a Fons” is a project created and developed jointly by the Spanish National Research Council (CSIC) Institute of Marine Sciences and the “la Caixa” Foundation. **It consists of creating new on-line resources dealing with the marine environment.** They are of general interest but especially aimed at teachers, as a new, complementary source of information to deal with topics in the school curriculum and provide practical and theoretical input for the syllabus in schools.

[http://obrasocial.lacaixa.es/ambitos/elmarafondo/elmarafondo\\_es.html](http://obrasocial.lacaixa.es/ambitos/elmarafondo/elmarafondo_es.html)

### Science City project

Science City is a **network project for disseminating science** thanks to an agreement between the Spanish National Research Council (CSIC) and “la Caixa” Welfare Projects. At present the initiative has been implemented in six places in different parts of Spain, in towns with a population of less than 25,000, where activities such as exhibitions, workshops and lectures will take place.

The aim of the project is to foster the scientific culture among the public, encouraging a vocation for science and stimulating young people’s interest in science and the environment.

[http://obrasocial.lacaixa.es/ambitos/ciudadciencia/ciudadciencia\\_es.html](http://obrasocial.lacaixa.es/ambitos/ciudadciencia/ciudadciencia_es.html)

## Verification stamp



This declaration corresponds to 2012.  
For any queries or suggestions concerning the contents of this Declaration please contact us at the following e-mail address:  
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Next declaration: first quarter 2014

Environmental Declaration certified by

**AENOR** Asociación Española de  
Normalización y Certificación

In accordance with ec regulation nº 1221/2009  
Environmental verification accreditation  
Es-v-0001

Date:

Signature & Stamp:

**Avelino Brito Marquina**  
Chief Executive Officer

