




# CAIXABANK

## AND ITS

## ENVIRONMENT

### Environmental declaration 2018

Environmental declaration on activities  
at the Barcelona corporate centre  
and the development of financial  
products and services

 CaixaBank | **Socially responsible  
banking**



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## 01

# INTRODUCTION

In a world increasingly aware of the need to protect the environment in which we live and carry on our activities, and as part of our on-going improvement policy, CaixaBank specified its actions to respect and protect the environment through the implementation of an environmental and energy management system, in line with the European regulation EMAS 1505/2017 and the ISO 14001 and ISO 50001 standards.

Despite the fact that our activity does not pose a significant risk for the environment, we consider that ratifying our commitment thereto is essential for an entity of the size and social implications of CaixaBank.

We wish to cooperate in sustainable development in the business sectors in which we participate.

Accordingly, CaixaBank has implemented and keeps up to date

an environmental and energy management system at its corporate centre in Barcelona, an emblematic building within the city's architecture and in the development of financial products and services.

Our commitment extends to employees and to our branch network, the Group's subsidiaries and to those that work with us, without forgetting that it must represent an added benefit in the relationship with customers.



## 02

# CAIXABANK PRESENTATION

## Context of the organisation and interested parties

CaixaBank focuses on consolidating its position as the leading financial group in Spain, and on standing out from the crowd due to its social responsibility, service quality, financial robustness and for being one step ahead in terms of innovation.

CaixaBank is a financial group with a socially responsible universal banking model with a long-term vision, based on quality, proximity and specialisation, which offers a value proposal for products and services adapted to each segment, which assumes innovation as a strategic challenge and a differentiating feature of its culture, whose leading positioning in retail banking in Spain and Portugal enables it to have a key role in the contribution to sustainable economic growth.

CaixaBank has the largest customer base in Spain (15.7 million), and is the leading bank for 1 of every 4 customers.

The bank has the most extensive network in Spain, with over 4,608 branches and nearly 9,425 ATMs, complemented by a leading

mobile banking and on-line service.

CaixaBank aspires to consolidate itself as a paradigm of a responsible and socially committed bank and to be a benchmark for good corporate governance.

CaixaBank undertakes to respect its natural surroundings, a commitment that goes beyond its legal obligations and which is specified in an environmental and energy management system integrated into its business activities, which encompasses all its projects, services and products. This commitment extends to employees, subsidiaries and partnership entities. Likewise, it fosters the involvement of customers and society in general in this universal challenge. CaixaBank works to create shared

value for its stakeholders (customers, shareholders, employees and society in general), in accordance with the values of quality, trust and social commitment. Accordingly, CaixaBank sets forth its commitments to each identified stakeholder on its web page with full transparency.

For the Environmental and Energy Management System, the interested parties have been broken down to understand their needs and expectations from an environmental standpoint and to see the requirements that would meet such needs and expectations.

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**13.7**  
million customers

**4,608**  
branches

**9,425**  
ATMs

## 03

## VOLUNTARY SOCIAL AND ENVIRONMENTAL COMMITMENTS

Further information can be found under the corporate responsibility heading of the CaixaBank web page



CaixaBank has a clearly-defined mission and vision, ensuring on-going compliance with its corporate values, which are detailed in its Code of Business Conduct and Ethics and in its Corporate Social Responsibility Policy.

Currently, CaixaBank participates in various international initiatives related with social and environmental responsibility, ethics and good governance: the bank integrates ethical, social and environmental values into its decision-making process.



United Nations Global Compact and its ten principles



Equator principles



United Nations Principles for Responsible Investment through VidaCaixa and CaixaBank Asset Management



Registration of the Carbon Footprint (MTE)



UNEPFI initiative



CDP (Carbon Disclosure Project)



Dow Jones Sustainability Indexes (DJSI)



The Green Bond Principles



Environmental quality guarantee emblem for the Catalonia branch network



CLIMATE ACTION 100+ for VidaCaixa and Asset Management



RE100 initiative



Spanish Green Growth Group



Climate Change Cluster



Catalonia Provincial Government Voluntary Agreement Programme



MSCI

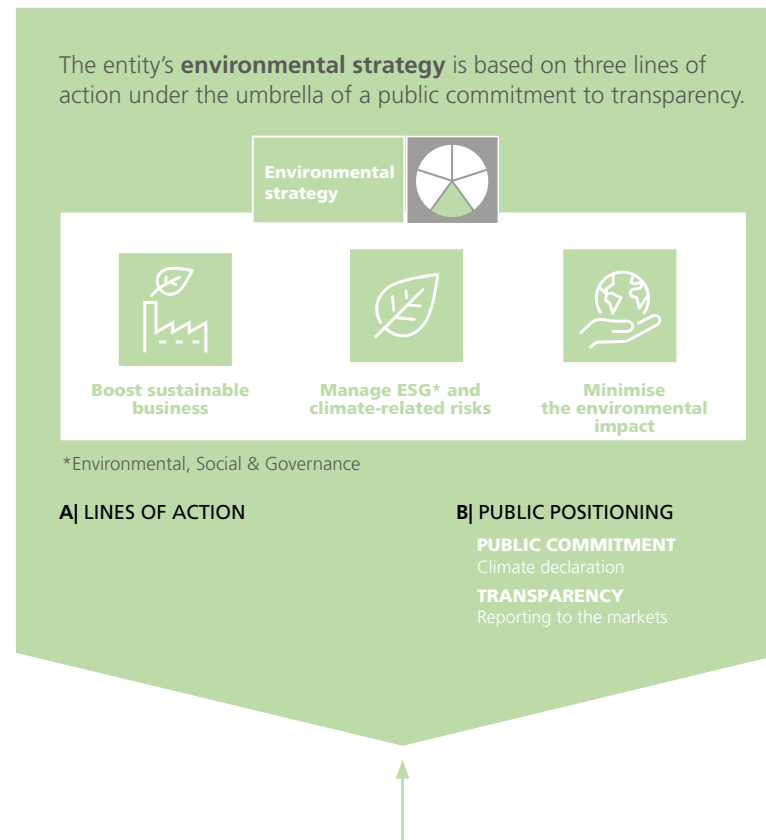
2018 Constituent  
MSCI ESG  
Leaders Indexes

## SOCIALLY RESPONSIBLE BANKING AND ENVIRONMENTAL STRATEGY PLAN

In 2017, a new Socially Responsible Banking Plan was approved, which includes the environment as one of its main lines of action.

- It is inspired on our corporate values: social commitment, trust and quality
- It was prepared with social, environmental and governance criteria
- It provides a response to the company's global challenges
- It includes the best practices recommended by the regulator
- It continually includes the concerns of the stakeholders

Further information can be found in the environmental strategy section of the corporate responsibility heading of the CaixaBank web page







## 04

## ENVIRONMENTAL AND ENERGY MANAGEMENT PRINCIPLES

CaixaBank works to minimise its environmental impact and to reduce its contribution to climate change. Respect for the environment and corporate social responsibility form part of the bank's business strategy, and are reflected both in the products and services and in the management of business risks and opportunities.

CaixaBank's commitment to the environment encompasses all its projects, services and products, counting on the participation and involvement of all employees, subsidiaries and partnership companies.



## Environmental and Energy Management Principles

CaixaBank carries on its activities taking environmental protection into account. It endeavours to achieve maximum efficiency in the use of the natural resources required by it, in line with the ISO 14001 certification, the environmental management EMAS European regulation and the ISO 50001 energy management certification.

This aspiration is reflected in the other responsible policies of the entity, such as the Code of Business Conduct and Ethics, the Corporate Social Responsibility Policy and the Declaration on Climate Change.

Although the nature of its activity is not aggressive to the environment, CaixaBank undertakes to continually improve its environmental and energy practices, using the most suitable techniques as far as possible and when economically viable, and to integrate environmental and energy efficiency aspects into the bank's financial activity.

### Specifically, CaixaBank's commitment is based on the following business conduct:

- Having an environmental and energy management system in place and keeping it up to date.
- Guaranteeing compliance with the environmental and energy legislation and regulations applicable to its activities, together with other commitments to which the bank subscribes on a voluntary basis.
- Applying environmental principles and good practices in all its procedures.
- Preventing polluting activities and actions that may cause significant energy impacts on activities carried out. Accordingly, improvement measures are gradually implemented and all aspects required are taken into account to guarantee environmental protection.
- Boosting, as far as possible, the development and diffusion of technologies that respect the environment.

- Promoting the purchase of energy efficient products and services and a design to improve energy optimisation.
- Integrating environmental criteria in the offering of products and services, and continuing to extend these criteria to other areas of its activities (financing of leading business investments, investment operations, etc.).
- Supporting initiatives aimed at preventing, mitigating, adapting or responding to climate change.
- Contributing to the environmental sensitisation of its stakeholders, in order to encourage environmental protection and care, especially:
  - Training and awareness raising of employees, making them participate in these management principles so that all members of the organisation integrate them into their daily employment activities.
  - Spreading these principles among suppliers of goods and services, ensuring their compliance when they perform activities at CaixaBank work centres.
  - Raising awareness of and spreading these aspects among Group companies.
- Making environmental and energy management principles available to all interested parties

This commitment is specified in objectives, set with a minimum annual frequency, which measure the percentage of progress and improvement in environmental and energy management.

The entity undertakes to make these objectives and their degree of attainment public.

CaixaBank has Environmental and Energy Committees, charged with the management, supervision and coordination of these environmental and energy management principles.

Further information can be found in the environmental management section of the corporate responsibility heading of the CaixaBank web page





## 05

# CAIXABANK'S ENVIRONMENTAL AND ENERGY MANAGEMENT SYSTEM

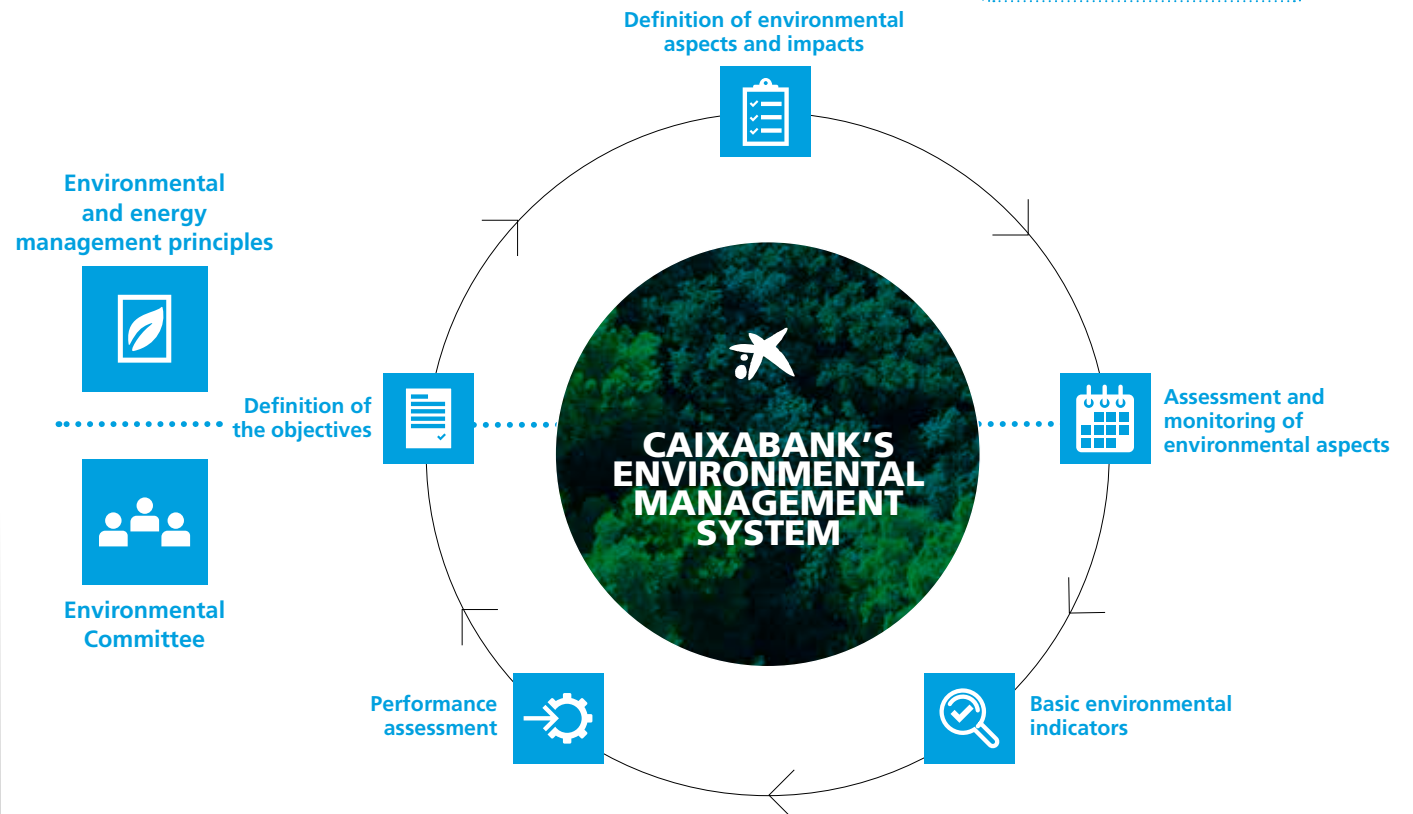
CaixaBank has put into place an environmental and energy management system in line with the European EMAS 1505/2017 regulation and the ISO 14001 and ISO 50001 standards, enabling the environmental impacts generated by the bank's activity to be controlled, managed and reduced.

In order to guarantee long-term maintenance of this system, a series of procedures and technical instructions exist that enable current processes to be defined, controlled and examined.

In order to ensure that our environmental and energy management system achieves the outcome envisaged, to prevent undesired effects and to guarantee on-going improvement, CaixaBank assesses the risks and opportunities related with the environmental aspects and legal requirements, taking into account the context and expectations of the interested parties.

In 2017, the scope of the ISO 14001 certification was extended at the Madrid corporate centre, located at paseo de la Castellana, 51.

In 2017, CaixaBank integrated an energy management system into the existing environmental management system at the Barcelona corporate centre and certified it in accordance with the criteria set by the ISO 50001 standard.



**5.1.****ENVIRONMENTAL COMMITTEE**

CaixaBank's Environmental Committee is tasked with managing, supervising and coordinating the bank's environmental and energy management principles. Furthermore, on an annual basis, it assesses and renews the objectives set in order to guarantee the on-going improvement of CaixaBank's environmental management and of the reduction of its impact on the environment.

Its functions are to establish, approve and keep up to date a programme ensuring that the consumption and processes related with CaixaBank's financial activity respect the environment and, in turn, to encourage and promote the participation of all people forming part of CaixaBank.

Likewise, CaixaBank's Environmental Committee proposes, approves and submits to the Corporate Responsibility and Reputation Committee the

environmental and energy management principles and their modifications, and also selects the environmental management projects to fulfil the company's environmental strategy. The Management Committee is the body responsible for the final approval.

This system ensures that CaixaBank's critical environmental aspects are reviewed, updated and, where appropriate, regularly extended.

Since 2017, CaixaBank has also had in place an Energy Committee that acts on a coordinated basis with the Environmental Committee and is charged with supervising the optimisation of the bank's energy management.





## 5.2.

### ENVIRONMENTAL ASPECTS AND IMPACTS

#### OF CAIXABANK'S CORPORATE CENTRE IN BARCELONA

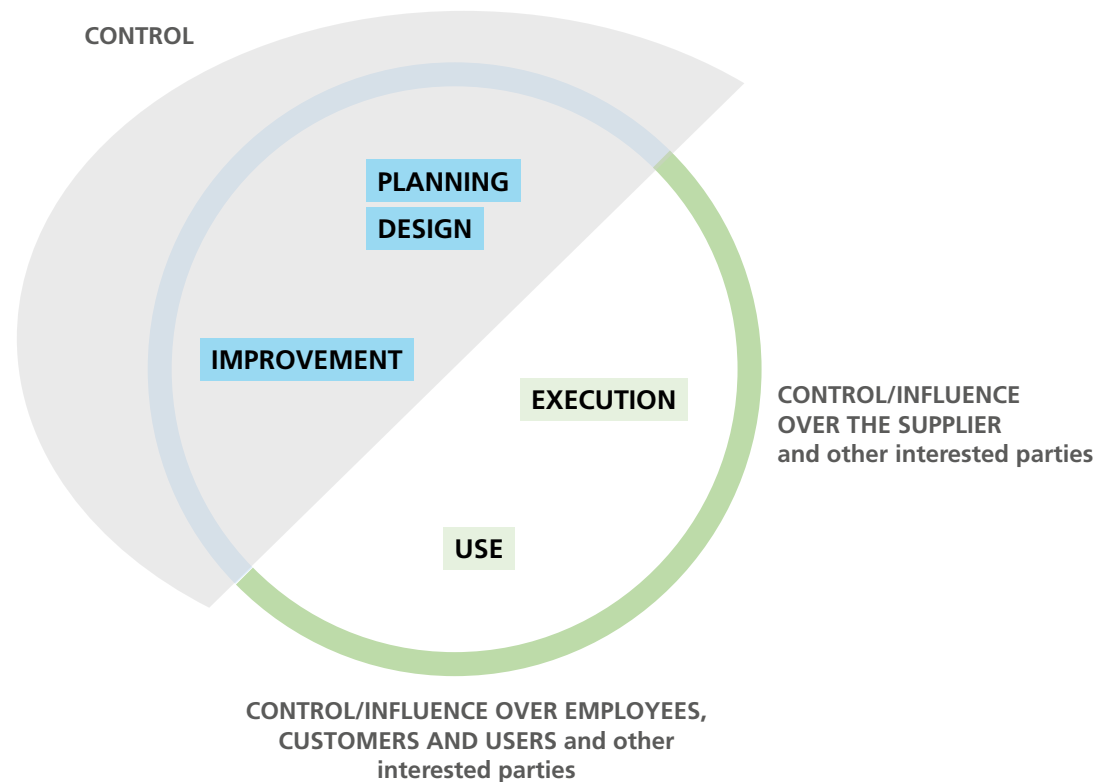
This section details the environmental aspects and impacts arising from the interaction of our activity and the development of financial products and services with the environment.

When identifying and assessing environmental aspects and impacts, both the direct and indirect aspects are taken into account, depending on whether they are directly managed by CaixaBank or otherwise. Likewise, both normal operations and potential emergency situations are also taken into account, together with the information obtained from investigations on possible prior incidents that may affect the sound functioning of the system.

CaixaBank also assesses the environmental aspects of its financial products. As part of its corporate strategy, CaixaBank regularly creates new products that include environmental criteria. Furthermore, environmental risk is one of the points assessed in the normal evaluation process for risks affecting loan transactions involving companies that operate in potentially polluting sectors, in the broadest possible sense.

From a service provision life cycle perspective, the stages corresponding with the organisation's activity and its possibility of control and/or

influence and where its environmental aspects are encompassed are represented below:







### 5.3.

## ASSESSMENT AND MONITORING OF ENVIRONMENTAL ASPECTS

To assess environmental aspects, the Environmental Committee takes into account the following criteria:

- *Frequency/probability*
- *Nature*
- *Magnitude*
- *Possibility of implementing measures to reduce the environmental impact*
- *Incidence/effect on the environment*
- *Damage to public image and/or complaints or claims of stakeholders*

The sum of the values obtained in each criterion enables the level of importance of each aspect to be ascertained.

Taking into account the assessment of the 2017 data, the significant environmental aspects are: plastic waste in the kitchen, contaminated clothes (impact: the generation and end treatment of waste); water consumption (impact: consumption of resources) and the emissions associated with business trips and noise (impact: atmospheric emissions).

Also, the environmental aspects of products, services and awareness-raising are always considered to be direct and significant.

The table on the following page summarises the aspects assessed and their significance.





| VECTOR                                   | ASPECT   | D/I | N/A/E | SIGNIFICANCE         |
|--|--|-----|-------|----------------------|
| <b>Generation of non-hazardous waste</b> | toner cartridges   | D   | N     | No significativa     |
|  | paper and cardboard  | D   | N     | No significativa     |
|  | general non-recyclable waste                               | D   | N     | No significativa     |
|  | electronic scrap metal                                     | D   | N     | No significativa     |
|  | plastic  | D   | N     | No significativa     |
|  | gardening remains  | D   | N     | No significativa     |
|  | silt from emptier  | D   | N     | No significativa     |
|  | filters  | D   | N     | No significativa     |
|  | cables   | D   | N     | No significativa     |
|  | organic kitchen material                                   | I   | N     | No significativa     |
|  | kitchen cardboard  | I   | N     | No significativa     |
|  | <b>kitchen plastics</b>                                    | I   | N     | <b>Significativa</b> |
|  | kitchen glass  | I   | N     | No significativa     |
|  | kitchen oil  | I   | N     | No significativa     |
|  | wood   | D   | N/A   | No significativa     |
|  | metal  | D   | N/A   | No significativa     |
|  | glass  | D   | N/A   | No significativa     |
|  | rubble   | D   | N/A   | No significativa     |
| <b>Generation of hazardous waste</b>     | chemical containers  | D   | N     | No significativa     |
|  | fluorescents   | D   | N     | No significativa     |
|  | organic chemical products and oils                         | D   | N     | No significativa     |
|  | vehicle maintenance waste                                  | I   | N     | No significativa     |
|  | <b>polluted clothes</b>                                    | D   | N     | <b>Significativa</b> |
|  | <b>batteries</b>   | D   | E     | <b>Significativa</b> |
|  | asbestos   | D   | E     | No significativa     |
|  | accidental spillages or polluted absorbent material        | D   | N/E   | No significativa     |
|  | waste from fires   | D   | N/E   | No significativa     |
|  | batteries  | D   | N     | No significativa     |
| <b>Atmospheric emissions</b>             | <b>spray containers</b>                                    | D   | N     | <b>Significativa</b> |
|  | combustion gases from rental vehicles                      | I   | N     | No significativa     |
|  | <b>CO<sub>2</sub> emissions from business trips</b>        | I   | N     | <b>Significativa</b> |
|  | emissions from fires                                       | D   | E     | No significativa     |
|  | leakages of coolant gases                                  | D   | E     | No significativa     |
|  | emission of legionella bacterium vapours                   | D   | E     | No significativa     |
|  | emissions from turbines and generators                     | D   | N     | No significativa     |
| <b>Spillages</b>                         | water assimilable to domestic water supply                 | D   | N     | No significativa     |
|  | wastewater from fires                                      | D   | E     | No significativa     |
|  | accidental diesel spillages                                | D   | E     | No significativa     |
| <b>Consumption</b>                       | electricity  | D   | N     | No significativa     |
|  | <b>water</b>   | D   | N     | <b>Significativa</b> |
|  | white paper  | D   | N     | No significativa     |
|  | recycled paper   | D   | N     | No significativa     |
|  | paper for the sending of notifications                     | D   | N     | No significativa     |
|  | vehicle fuel   | D   | N     | No significativa     |
|  | diesel fuel for the maintenance of generators and turbines | D   | N     | No significativa     |
| <b>Noise</b>                             | day time   | D/N | N     | No significativa     |
|  | <b>night time</b>  | D/N | N     | <b>Significativa</b> |
|  | generators and turbines                                    | D/E | E     | No significativa     |
| <b>Products</b>                          | <b>products and services</b>                               | D   | N     | <b>Significativa</b> |

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



#### 5.4.

### ENVIRONMENTAL PERFORMANCE

### BASIC INDICATORS AND ASSESSMENT

To ensure the correct control of environmental aspects, CaixaBank has defined the monitoring indicators detailed on the following pages.

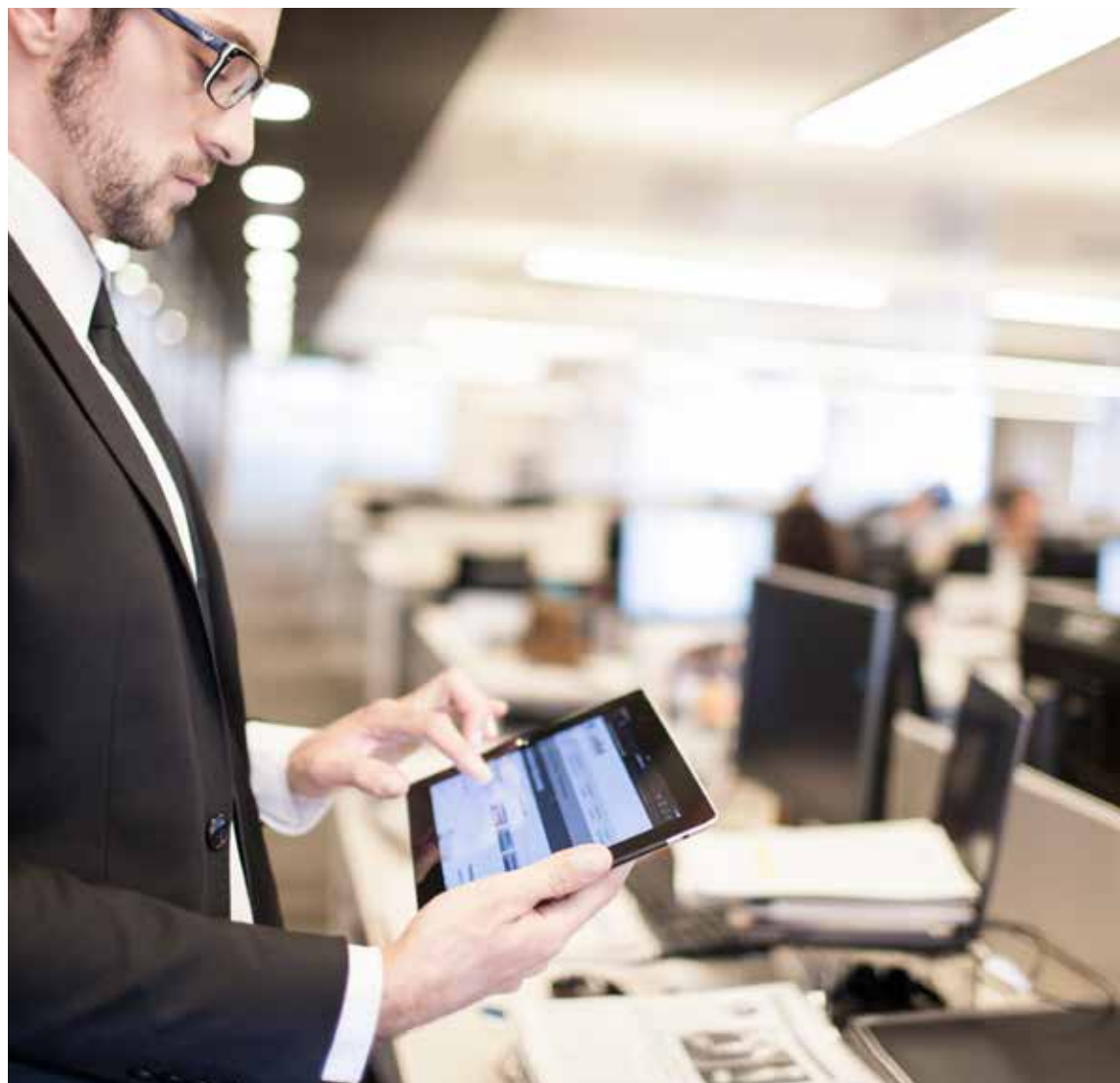
With regard to the quantification of indicators, a differentiation is made between CaixaBank employees and total users of the building, since a high circulating population exists relating to employees of other companies (especially external cleaning and maintenance staff and consultants, auditors, visitors, etc.), which contribute to the organisation's final impact.

However, there are aspects that only affect CaixaBank employees, such as corporate trips.

With regard to indicators relating to land occupancy, there is currently a total gross building area of 78,190.28 m<sup>2</sup> (38.25 m<sup>2</sup>/user) and a total occupied surface area of 33,930.94 m<sup>2</sup> (16.60 m<sup>2</sup>/user).

|   | 2015  | 2016  | 2017  | <b>2018</b>  |
|---|-------|-------|-------|--------------|
| <i>Users of the Barcelona corporate centre*</i>     | 2,034 | 1,929 | 1,890 | <b>2,020</b> |
| <i>Employees of the Barcelona corporate centre*</i> | 1,534 | 1,429 | 1,390 | <b>1,520</b> |

\*The number of users and employees has been updated in recent years to adjust it to the reality of the building at Diagonal, 621, since in recent years other people associated with the Barcelona corporate centre had also been accounted for, who were physically located at other buildings.





## MAIN BASIC INDICATORS OF THE ENVIRONMENTAL IMPACT OF THE BARCELONA CORPORATE CENTRE

2018 with respect to 2017



### -2.18 %

**reduction in electricity  
consumption (MWh)**

All energy consumed at the  
Barcelona corporate centre is  
from a renewable source



### -14.3 %

**reduction in paper  
consumption/  
employee (t)**

14 t of CO<sub>2</sub> ☁



### -25 %

**reduction  
in toner waste  
production (u.)**

-6.52 t of CO<sub>2</sub> ☁



### -8.8 %

**reduction in  
the dispatch of paper  
notifications to  
customers (t)**

-143 t of CO<sub>2</sub> ☁



### -22.9 %

**reduction in water  
consumption**

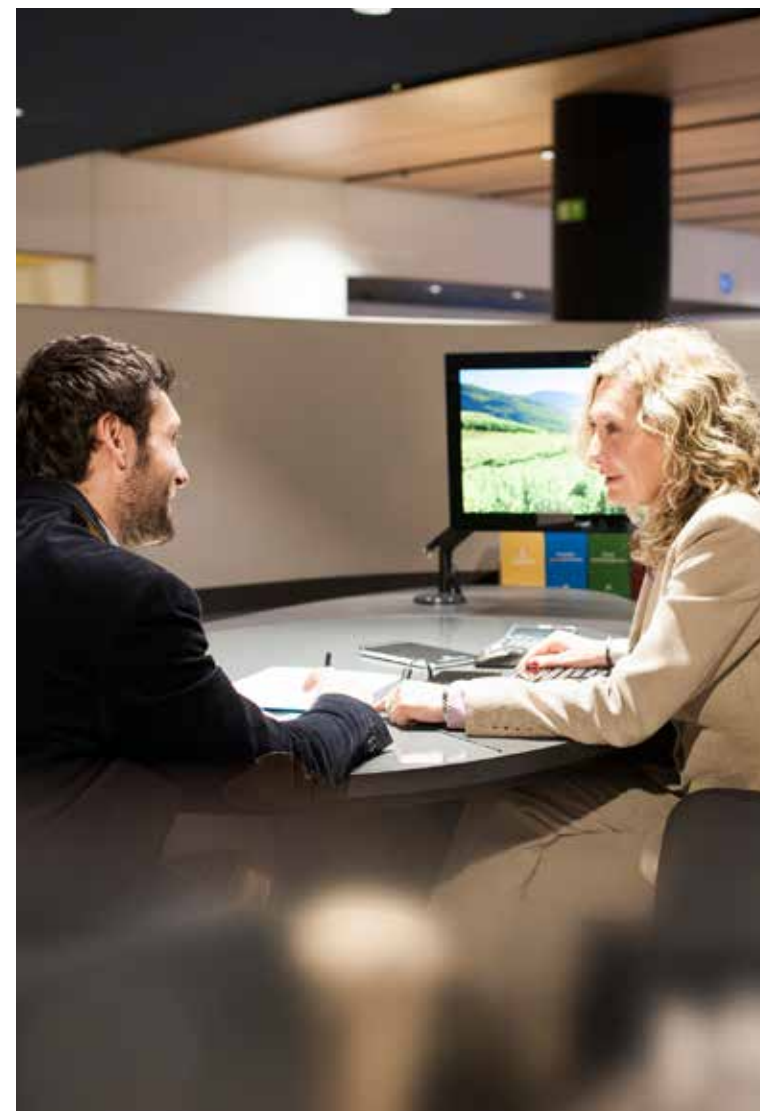
-4 t of CO<sub>2</sub> ☁



### -14 %

**reduction in  
kilometres in  
in-house vehicles (km)**

-8 t of CO<sub>2</sub> ☁





#### 5.4.1. CLIMATE CHANGE (EMISSIONS)

Support for and the boosting of initiatives aimed at preventing, mitigating, adapting and responding to climate change is one of the strategic points of CaixaBank's environmental policy.

The 2016-2018 Environmental Plan in force was successfully complied with in the last year, is aligned with the company's Strategic Plan and focuses on the fight against climate change.

CO<sub>2</sub> emissions in 2018 were down 20.1% on last year and by 75%\* on 2009.

Further information can be found in the environmental management section of the corporate responsibility heading of the CaixaBank web page



\*Calculated based on comparative carbon footprint

In 2018, all emissions calculated in 2017 that could not be avoided were offset

VERIFIED DATA

CaixaBank is the leading listed Spanish bank

**100 %**  
Carbon Neutral

1



Calculation  
of the  
carbon  
footprint

2



Reduction of  
consumption and  
implementation  
of improvements

3



Renewable  
energy

4



Offsets

## The Carbon Neutral Plan successfully completed by the entity comprises:



### CALCULATION OF CARBON FOOTPRINT

On an annual basis, CaixaBank performs an inventory of greenhouse gas emissions (GGE), generated as a result of its corporate activity, to calculate the carbon footprint and establish measures aimed at progressively reducing it.

The CaixaBank carbon footprint takes into account:

- The emissions produced by the consumption of fuels and coolant gases (scope 1).
- The indirect emissions generated from electricity consumption (scope 2).
- The remaining indirect emissions generated by the consumption of goods and services, waste treatment and business trips of employees (scope 3).

The accredited entity Bureau Veritas has verified the calculation corresponding to the 2018 carbon footprint, from where all the data associated with the CO<sub>2</sub> emissions in this document originate.



### REDUCTION OF CO<sub>2</sub> EMISSIONS

As defined in the corporate strategy, CaixaBank maintains its commitment to reduce CO<sub>2</sub> emissions, and defines guidelines aimed at the efficient use of resources and the implementation of technological improvements in order to minimise the environmental impact of its activities.



### USE OF RENEWABLE ENERGY

Although it does not have its own renewable energy sources to minimise the environmental impact tied to electricity consumption, 100% of electricity consumed at CaixaBank's corporate buildings, and 99.38% of that consumed at all buildings and within the entity's branch network originate from renewable energy sources, as accredited by the supplier Naturgy through a certificate from the Spanish National Energy Commission (CNE).



### LEADERS IN THE CDP INDEX

CaixaBank is one of the leading entities in the fight against climate change on a global scale for the fifth year running, and it has been selected as one of the companies that has obtained the top scores throughout the whole world in the assessment made by the environmental organisation CDP.







In 2018, 34,778 tonnes of CO<sub>2</sub> emissions were offset.



## OFFSET OF EMISSIONS CARBON NEUTRAL PLAN

Environmental initiative successfully achieved in 2018 on becoming the first bank in Spain and one of the first in Europe to offset CO<sub>2</sub> emissions arising from the whole of its activity. This means that the offset objective includes the emissions associated both with the corporate centres and with the whole of the sales network, the largest of the financial sector in Spain, with more than 4,600 branches.

The Carbon Neutral Plan commenced in 2015 culminated in 2018, offsetting the full environmental impact included in the calculation of the carbon footprint.

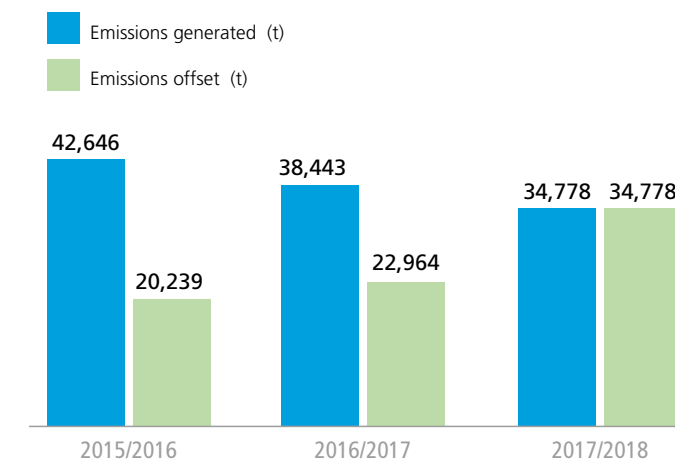
One of the initiatives adopted in 2018 was the offset of the emissions that could not be reduced in 2017, contributing to a project to install 30 wind generators at a wind farm in India. These generators enable energy from the wind to be transformed into electricity, which is supplied to the local network in the south of the country.

In accordance with the emissions offset standards, the project has received the acknowledgement of the Verified Carbon Standard (VCS).

Also, the entity has promoted a project for the absorption of CO<sub>2</sub>, which reforests an area of 11 hectares in Montserrat, which had suffered a fire in July 2016, planting more than 4,500 trees of indigenous species. This plantation is expected to absorb 812 tonnes of CO<sub>2</sub> over its 40 years of life.

In total, in 2018, CaixaBank offset 34,778 tonnes of CO<sub>2</sub>, relating to all direct and indirect emissions produced and calculated in the carbon footprint, together with those generated from the use of fuels, coolant gases and the consumption of electricity, corporate trips or the use of paper and other materials in its branch network and at its corporate centres in 2017.

## Variations in emissions | GENERATED AND OFFSET





### ASSESSMENT OF RISKS AND OPPORTUNITIES ARISING FROM CLIMATE CHANGE

CaixaBank also assesses the risks and opportunities of climate change on its activities in the broadest sense, including legal and physical aspects.

The entity has a strategic report on risks and opportunities arising from climate change, which has enabled it to obtain a detailed analysis of the main impacts of climate change on the different business areas, their magnitude, their performance potential and the cost of implementing the measures required to address them.

This strategic report takes into account the recommendations published by the Financial Stability Board (Recommendations of Task Force on Climate-related Financial Disclosures) and enables CaixaBank to anticipate the risks arising from climate change and to benefit from the opportunities that may arise therefrom.



### FINANCING OF RENEWABLE ENERGY AND ECO-EFFICIENCY PROJECTS

CaixaBank considers that one of the options to achieve greater long-term environmental sustainability is through the financing of projects that respect the environment and which promote the development of renewable energy.

In this field, in 2018, CaixaBank participated in 12 operations involving renewable energy, with a total of 5,216 MWh of installed capacity.



## 5.4.2. ENERGY SAVING AND EFFICIENCY

Energy saving and efficiency form part of CaixaBank's corporate strategy, and are priority aspects for the environmental management system implemented at its corporate centres.



### Objectives

Electricity: reduction in consumption with respect to 2017 data

Objective: -1.5% with respect to the objective set in 2017\*

Attained: -2.18% at its Barcelona corporate centre and -5.89% in the network

The implementation of an energy management system enabled us to know that the cumulative saving was 3.68% with respect to the baseline calculated using the data from the last three years (2014-2016).

\*In 2017 the objective was a reduction of 1.5% compared to the baseline. The combined reduction for 2 years represents an objective of 3%.



The entity's  
global electricity  
consumption was

158.7

GWh

## Electricity consumption in 2018



### BARCELONA CORPORATE CENTRE

-580,880 kWh

-2.18 %

with respect  
to the  
objective set  
in 2017



Consumption  
per user

-4.21 %

CHANGES IN ENERGY CONSUMPTION  
AT THE BARCELONA CORPORATE CENTRE.  
TOTAL CONSUMPTION IN MWH (MWH  
CONSUMPTION /USER)

15,526  
(7.69)  
2018

15,427  
(8.00)  
2016

15,449  
(8.17)  
2017

16,370  
(8.05)  
2015

### BRANCH NETWORK

-8.969.674 kWh

-5.89 %

with respect  
to 2017



Consumption  
per employee

-6.54 %





## Procedures and achievements

In 2018, a series of initiatives was implemented to reduce electricity consumption, some of the most noteworthy of which were as follows:

### Barcelona corporate centre

- Substitution of fluorescent tubes with LED lighting.
- Improvement of the sectorisation and remote control of consumption at refurbished plants.
- Improvements in the system for monitoring the building's energy consumption.

## Energy Energy consumption at the corporate centre

|  | 2015   | 2016   | 2017   | 2018          |
|--|--------|--------|--------|---------------|
| <b>Energia elèctrica</b>   |        |        |        |               |
| Total consumption (MWh)  | 15,877 | 15,174 | 14,807 | <b>15,098</b> |
| Total consumption (MWh per user)                                     | 7.8    | 7.9    | 7.8    | <b>7.5</b>    |
| Emissions from electricity* (t CO <sub>2</sub> ) ☁                   | 0      | 0      | 0      | <b>0</b>      |
| <b>Diesel fuel (emergency groups)</b>                                |        |        |        |               |
| Total consumption (l)  | 49,192 | 25,219 | 64,156 | <b>42,777</b> |
| Total consumption (MWh)  | 493    | 253    | 642    | <b>428</b>    |
| Total consumption (MWh per usuari)                                   | 0.24   | 0.13   | 0.34   | <b>0.21</b>   |
| Direct diesel emissions (emergency equipment) (t CO <sub>2</sub> ) ☁ | 139    | 71     | 184    | <b>123</b>    |

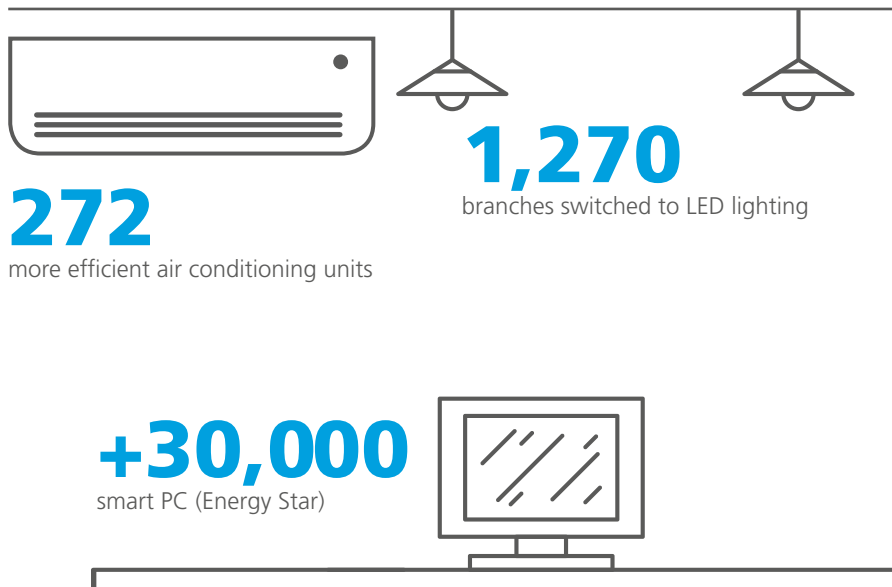
\*At present, all electricity consumed at corporate centres is from a renewable source (certified).





### Branch network

- Replacement of fluorescent lighting at 1,270 branches with LED lighting.
- Replacement of 272 high-energy consumption air conditioning units with more efficient units.
- Distribution of more than 30,000 smart PCs (Energy Star), with a lower estimated energy consumption of 25% with respect to the PCs that they substituted during the three-year period 2016-2018 (4,816 distributed in 2018).
- Thorough monitoring of electricity consumption at the branches.





### 5.4.3. PAPER

CaixaBank promotes measures for more efficient consumption. In this regard, it pledges for the use of recycled paper, which accounts for 87.3% of consumption at the Barcelona corporate centre and for 97.4% of the bank's consumption. The substitution of the consumption of virgin paper with recycled paper represents a saving of 1.34 kg of CO<sub>2</sub> per kg of paper used.



#### Objectives

Paper: reduction in consumption with respect to 2017 data

Objective: -5%. Attained: -22.46% in the territorial network

#### Procedures and achievements

##### Barcelona corporate centre

At the Barcelona corporate centre, paper consumption dropped from 27.58 kg/employee in 2017 to 23.64 kg/employee in 2018.

This reduction was obtained as a result of raising the awareness of the employees and the sound results of the printout centralisation and identification project implemented in 2015.

##### Branch network

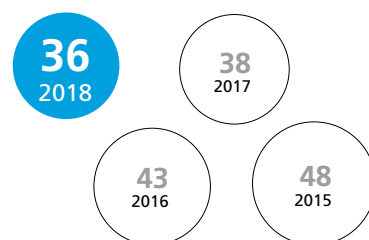
If we observe consumption at the branch network, a significant reduction is observed in paper consumption as a result of the digitalisation project.

This project, commenced in 2014, enables contracts to be signed digitally as a result of the deployment of more than 30,000 new smart PCs (4,816 installed in 2018). Such deployment enabled

72,421,215 documents to be signed digitally in 2018 (up 18% on 2017), for which a paper copy was not printed for the CaixaBank file, and the customer was left to choose whether to print its copy, available at all times through CaixaBankNow.

The digitalisation project ended in 2018, attaining the objective of ensuring that the digital signature was available for all processes.

#### TOTAL CONSUMPTION WHITE PAPER + RECYCLED PAPER (T)



#### Indicators

##### Paper consumption at the Barcelona corporate centre

##### Total consumption of white paper + recycled paper (t)

Total consumption per employee (t)

White paper + recycled paper (t CO<sub>2</sub>)

|   | 2015  | 2016 | 2017  | 2018  |
|---|-------|------|-------|-------|
| Total consumption of white paper + recycled paper (t) | 48    | 43   | 38    | 36    |
| Total consumption per employee (t)                    | 0.031 | 0.03 | 0.028 | 0.024 |
| White paper + recycled paper (t CO <sub>2</sub> )     | 82    | 75   | 66    | 52    |



The bank's total  
paper consumption  
dropped by

**22.1 %**

with respect to the bank's  
overall consumption in 2017

Other measures aimed at  
minimising paper consumption  
and printing toners:

- Electronic invoices.
- Promotion of the use of new  
information technologies.
- Savings options at ATMs: "See  
balance and do not print receipt"  
and "Envelop free deposit".  
Likewise, in 2018, projects  
continued to be implemented  
involving the elimination of

pre-printouts, together with the  
deployment of a system for  
sending faxes by electronic  
messenger from multi-function  
machines

- Services offered through Ready  
to Buy, that enable branches to  
generate product agreements  
through CaixaBankNow.

Through this tool, a total of  
158,586 transactions were signed  
electronically in 2018.

- Reduction of 8.8% in paper  
used in customer deliveries

In terms of total paper  
consumption, taking into  
account consumption of A4  
paper at branches and home  
deliveries, the reduction was  
17.66%, equivalent to  
482,615 kg of paper and the  
emission of 724 t of CO<sub>2</sub>.



**REDUCTION  
OF CO<sub>2</sub>  
THANKS TO:**

Reduction in consumption  
of A4 paper

**-513 t CO<sub>2</sub>**

Reduction of deliveries to  
customers

**-212 t CO<sub>2</sub>**

Envelop free deposits

**-269 t CO<sub>2</sub>**

No printed receipts

**-344 t CO<sub>2</sub>**

**Paper  
consumption  
in 2018**



**BARCELONA CORPORATE CENTRE**

**-2,394 kg**

**-6.25 %** with respect  
to 2017



Consumption  
per employee

**-14.3 %**

**BRANCH NETWORK**

**-399,232 kg**

**-22.46 %** with respect  
to 2017



Consumption  
per employee

**-23 %**

THE CONSUMPTION  
OF RECYCLED PAPER  
REPRESENTS A SAVING OF

**1,846 t CO<sub>2</sub>**



**87.3 %**  
OF CONSUMPTION AT THE BARCELONA  
CORPORATE CENTRE

**97.6 %**  
OF THE ENTITY

**100 % of digitalised  
processes**

**DIGITALISATION  
PROJECT**



**72,421,215**  
documents  
signed digitally

over **30,000**  
smart PC





#### 5.4.4. WASTE

CaixaBank prioritises minimisation measures in waste production, through savings in the use of resources.

#### Procedures and achievements

##### Barcelona corporate centre

Following the implementation of the printout centralisation and identification project commenced in 2014, a drop has continued to be observed in the generation of waste paper and board of 27.2% with respect to global waste in the last five years. Despite the foregoing, since various floors of the building were refurbished in 2018, substantially reducing storage space, there was an increase in waste paper due to the destruction of out-of-date paper files.

With regard to the generation of toner waste, a type of waste totally linked to paper waste, the global reduction since 2014 was 66.3% and 25% with respect to 2017.

In 2018, the percentage of waste not selectively collected increased, in part due to the bad management of plastic waste by the manager collecting it. Maintaining good

**GLOBAL REDUCTION  
IN WASTE EMISSIONS**  
**-51 t CO<sub>2</sub>**  
**-26 %**  
with respect to 2017 emissions

selective collection practices is a constant challenge which, in 2018, was supported by an awareness-raising campaign to help employees to understand not only in which container to place each piece of waste, but also to endeavour to minimise the generation of such waste.

It should also be highlighted that in 2018, considerable internal refurbishment work was carried out at the building; accordingly, increased rubble was generated, together with asbestos waste following the replacement of downpipes.

Lastly, noteworthy was the campaign to minimise kitchen waste, where various dispatches of raw materials in cardboard boxes were substituted by returnable plastic boxes.





**REDUCE**

**REUSE**

**RECYCLE**

### GOOD ENVIRONMENTAL PRACTICES AT CAIXABANK

To make the change towards a more sustainable society reality, it is essential that organisations include environmental criteria within their business policy and that we, the employees that form part of them, undertake to reduce the environmental impact of our daily activities.

The excessive use of heating, air conditioning, lighting, office materials or water lead to the deterioration of our surroundings, contributing to global warming and to the depletion of the planet's natural resources.

Good environmental practices are simple measures that we can adopt, both from the organisation of the company and in a personal manner to conserve the environment, but in order for them to be successful, it is essential that we all get involved.

### DID YOU KNOW THAT?

ALL WASTE IS RECYCLED EXCEPT THAT DEPOSITED IN NON-RECOVERABLE WASTE CONTAINERS OR IN WASTE BINS.  
ALL INFORMATION IS CONTAINED IN INTERNAL REGULATION 247 WASTE MANAGEMENT



PAPER  
AND BOARD

PLASTIC AND  
PACKAGING

TONERS

ORGANIC

NON-RECOVERABLE  
WASTE



As a result basically of maintenance work at the Barcelona corporate centre, it is also important to highlight the generation of other waste arising from such activities, collected on a selective basis. Accordingly, non-hazardous waste, such as wood, textile materials, air filters or pruning remains, together with waste deemed to be hazardous, such as fluorescents, batteries or chemical product containers, is collected.

**Since 2013, a Comprehensive Technological Equipment Recycling Plan has been in place.**

### Branch network

This initiative is having a significant impact, both at environmental and social level, since it promotes the transfer of electronic equipment originating both from CaixaBank and from subsidiaries (screens, keyboards, printers, photocopiers, mobile telephones, computers, etc.) to charity organisations.

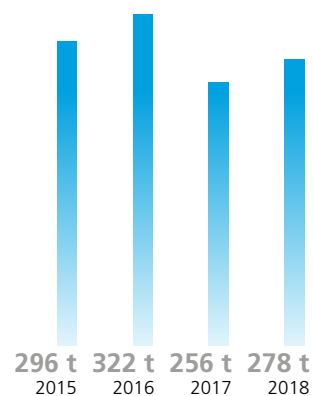
This leads to a more sustainable management of such appliances,

which cease to be considered waste, to become a resource for new needs.

Selective waste collection has been implemented throughout the entire branch network. Furthermore, each year improvements are made to office material, considering the environmental impact of the use of such materials and seeking to minimise waste. By way of an

example, in 2017, various models of pre-printed letters and copy paper were withdrawn.

**TOTAL NON-HAZARDOUS WASTE**  
(excluding waste in the form of rubble)





## Indicators

## Waste Main non-hazardous waste at the Barcelona corporate centre

## Paper and board

|  | 2015 | 2016 | 2017 | 2018 |
|--|------|------|------|------|
| Total paper and cardboard (t)          | 164  | 161  | 113  | 133  |
| Total paper and cardboard per employee | 0.11 | 0.11 | 0.08 | 0.09 |

## Plastic

|                            |       |       |       |       |
|----------------------------|-------|-------|-------|-------|
| Total plastic (t)          | 8.21  | 7.21  | 3.16  | 3.02  |
| Total plastic per employee | 0.005 | 0.005 | 0.002 | 0.002 |

## General waste not selectively collected

|  |       |       |       |       |
|--|-------|-------|-------|-------|
| Total general waste not selectively collected (t)          | 75    | 80    | 70    | 76    |
| Total general waste not selectively collected per employee | 0.049 | 0.056 | 0.050 | 0.050 |

## Toner cartridges

|                                     |       |       |       |       |
|-------------------------------------|-------|-------|-------|-------|
| Total toner cartridges (units)      | 3,422 | 3,266 | 1,991 | 1,493 |
| Total toner cartridges per employee | 2.23  | 2.29  | 1.43  | 0.98  |

## Metal

|                          |        |       |       |        |
|--------------------------|--------|-------|-------|--------|
| Total metal (t)          | 1.930  | 21.6  | 13.8  | 12.45  |
| Total metal per employee | 0.0011 | 0.015 | 0.009 | 0.0082 |

## Rubble

|                           |       |       |       |       |
|---------------------------|-------|-------|-------|-------|
| Total Rubble (t)          | 63.5  | 76.7  | 1,577 | 1,373 |
| Total rubble per employee | 0.041 | 0.054 | 1.13  | 0.90  |

## Total non-hazardous waste (t)\*

|  |     |     |       |       |
|--|-----|-----|-------|-------|
|  | 360 | 398 | 1,834 | 1,651 |
|--|-----|-----|-------|-------|

## Total non-hazardous waste per employee (t)

|  |       |       |       |       |
|--|-------|-------|-------|-------|
|  | 0.235 | 0.279 | 1.309 | 1.086 |
|--|-------|-------|-------|-------|

\*Itemised data of non-hazardous waste generated to a lesser extent (wood, glass, etc.) is not included but the value of the total amount is taken into account.



|   | 2015 | 2016 | 2017  | 2018         |
|---|------|------|-------|--------------|
| <b>Waste</b> <i>CO<sub>2</sub> emissions from waste at the Barcelona corporate centre</i> ☁ |      |      |       |              |
| <b>Main non-hazardous waste</b>   |      |      |       |              |
| Paper and board (t CO <sub>2</sub> ) ☁  | 9    | 9    | 7     | <b>8</b>     |
| Plastic (t CO <sub>2</sub> ) ☁  | 1    | 1    | 0.4   | <b>0.4</b>   |
| General waste not selectively collected (t CO <sub>2</sub> ) ☁                              | 43   | 49   | 45    | <b>49</b>    |
| Rubble (t CO <sub>2</sub> ) ☁   | 0.76 | 0.92 | 18.93 | <b>16.25</b> |

|  | 2015         | 2016         | 2017         | 2018          |
|--|--------------|--------------|--------------|---------------|
| <b>Waste</b> <i>Main hazardous waste at the Barcelona corporate centre</i> |              |              |              |               |
| <b>Lead batteries</b>  |              |              |              |               |
| Total lead batteries (t)   | 0.98         | 64.85        | 30.27        | <b>0</b>      |
| Total lead batteries per employee (t)                                      | 0.001        | 0.045        | 0.022        | <b>0</b>      |
| <b>Fluorescents</b>  |              |              |              |               |
| Total fluorescents (t)   | 0.39         | 0.47         | 0.22         | <b>0.036</b>  |
| Total fluorescents per employee (t)  | 0.0003       | 0.0003       | 0.0002       | <b>0.0002</b> |
| <b>Asbestos</b>  |              |              |              |               |
| Total asbestos (t)   | 0            | 0            | 1            | <b>1.16</b>   |
| Total asbestos per employee (t)  | 0            | 0            | 0.0007       | <b>0.0008</b> |
| <b>Total hazardous waste (t)*</b>  | <b>1.96</b>  | <b>65.7</b>  | <b>31.65</b> | <b>2.02</b>   |
| <b>Total hazardous waste per employee (t)</b>                              | <b>0.001</b> | <b>0.046</b> | <b>0.023</b> | <b>0.001</b>  |

\*Itemised data of hazardous waste generated to a lesser extent is not included (spray containers, contaminated clothes, etc.), but they have been included in the value of the total amount.





## 5.4.5. WATER

Water is a scant resource in the Mediterranean area. CaixaBank's environmental strategy includes working to reduce consumption at buildings and applying sound environmental practices to optimise its daily use.



### Objectives

Water consumption: reduction in consumption with respect to 2017 data

Objective: -12% in 2 years. Attained: 19.8%

**Water consumption was down 40% on 2012, the year in which the DPC was transferred and cooling needs were reduced.**

**The new DPCs use free cooling refrigeration systems, which are more energy efficient and do not use water for cooling.**

### Procedures and achievements

#### Barcelona corporate centre

Cooling towers were one of the places with the highest water consumption at the Barcelona corporate centre. The transfer of the DPC to Cerdanyola has reduced cooling needs.

In 2017, the current evaporative cooling towers began to be substituted with adiabatic cooling towers, which consume less water and minimise the risk of legionnaires' disease. The substitution was completed in 2018.

This change in cooling towers led to a saving in water consumption of 22.9% with respect to 2017 and of 19.8% with respect to 2016, the year in which substitution commenced.

Additionally, the taps were changed on all the refurbished floors in 2017 and 2018, substituting them with units with timers and flow limitation, which also contributed to reduce water consumption

CaixaBank's activities generate sewage. To ensure that the discharge limits detailed in the regulations in question are complied with, an authorised laboratory performs half-yearly analyses for each of the water discharge points considered in the process.

In accordance with the results of the analyses conducted in 2018, CaixaBank complies with the reference thresholds established in the Barcelona Metropolitan Wastewater Discharge Regulations.




### REDUCTION IN WATER CONSUMPTION

-9,151 m<sup>3</sup>/year  
since 2016

-19.8 %

**Indicators****Water** *Water consumption at the Barcelona corporate centre*

|  | 2015   | 2016   | 2017   | 2018          |
|--|--------|--------|--------|---------------|
| <b>Total consumption (m³)</b>  | 45,558 | 46,255 | 48,135 | <b>37,104</b> |
| Total consumption in m³ per user   | 22.40  | 23.98  | 25.47  | <b>18.37</b>  |
| Water (t CO <sub>2</sub> )  | 18     | 18     | 19     | <b>15</b>     |

**Branch network**

In 2013, an application was implemented to control water consumption at an approximate total of 500 branches in the Barcelona Metropolitan area, from where complete annual readings are obtained. These data enable estimated consumption to be extrapolated from the whole branch network which, in 2018, was calculated at 329,275 m³ (including corporate centres).

Moreover, CaixaBank regularly monitors water consumption, enabling rapid detection of breakdowns and the taking of measures to resolve them.

Likewise, all newly-installed cisterns have a double discharge system, and the taps include a timer and a flow limiter.



#### 5.4.6. ATMOSPHERIC EMISSIONS

The emissions arising from business trips, and those resulting from possible leakages of coolant gases or external noises emitted as a result of CaixaBank's activity are also taken into account in the bank's environmental management system.



#### Procedures and achievements

##### Noise

In 2012, day and night-time noise was measured under normal operating conditions.

The results obtained were within the values accepted by regulations. No changes took place in the functioning of the building that could cause the sound levels emitted to vary.

Accordingly, no procedures were carried out in this vector, despite its significance.

##### Business trips

In 2018, the kilometres and emissions associated with journeys involving leased vehicles from the Barcelona corporate centre were reduced by 14%, leading to a saving of 8 t of CO<sub>2</sub> emissions into the atmosphere.

Despite this, the entity's overall emissions and number of kilometres covered in 2018 were up on the preceding year.

In recent years, initiatives have been implemented to mitigate the impact caused by trips and to provide a response to the Corporate Displacement Plan associated with the Barcelona corporate centre:

- Electric vehicle recharging points:
- Private bicycle parking

The following global initiatives were also implemented:

- Portal Comunica-t: communication tools through instant messaging, audio and video-conferences, virtual meetings, sharing of documents, etc.
- Awareness-raising of employees through a trip auto-reservation tool that informs of CO<sub>2</sub> emissions associated with business trips.



## Coolant gases

Details of coolant gases that have had to be replaced in 2018 are attached. To calculate the emissions associated therewith, it was necessary to take into account the global warming potential of each of them.

### Indicators\*\*

|  | 2015   | 2016   | 2017   | 2018          |
|--|--------|--------|--------|---------------|
| <b>Other emissions</b> Emissions from business trips at company buildings (t CO <sub>2</sub> ) ☁ |        |        |        |               |
| Business trips*  | 3,169  | 3,639  | 3,685  | <b>4,606</b>  |
| In-house vehicle fleet   | 74     | 80     | 54     | <b>46</b>     |
| Total emissions arising from trips and journeys  | 3,243  | 3,692  | 3,713  | <b>4,652</b>  |
| No. of employees at corporate centres and in the territorial network                             | 30,004 | 29,990 | 29,119 | <b>30,961</b> |
| Total t CO <sub>2</sub> per employee   | 0.11   | 0.12   | 0.13   | <b>0.15</b>   |

### Other emissions Consumption of coolant gases at company buildings

|  |      |      |       |             |
|--|------|------|-------|-------------|
| <b>Total consumption (kg)</b>  | 136  | 50   | 3     | <b>112</b>  |
| Total consumption in kg per user                                       | 0.07 | 0.03 | 0.002 | <b>0.06</b> |
| Direct emissions of coolant gases (leak of HFC) (t CO <sub>2</sub> ) ☁ | 224  | 99   | 6     | <b>189</b>  |

\*Includes corporate centres and branch offices.

\*\*No data is reported with regard to the emission of other gases (CH<sub>4</sub>, N<sub>2</sub>O, etc.), since they were not deemed to have a significant effect on the activity performed.







## 5.5.

### TRAINING AND AWARENESS-RAISING

Employees play a fundamental role in the bank's environmental policy, since, with their involvement, they make it possible to implement improvements in environmental management and, with their actions, they contribute to reduce CO<sub>2</sub>.



Throughout the year, different awareness-raising measures have been promoted, by sending emails, messages over the Intranet, publications in internal magazines, etc. A specific web page has been updated for the environment, which includes different information, from company policy and certifications to environmental training.

In order to achieve the involvement of employees to conserve the environment, CaixaBank has a Good Environmental Practices Manual, which details simple measures that may be adopted in the workplace to minimise the environmental and climatic impact associated with the use of resources (energy, office material, etc.) and waste production.

In 2018, the environmental content of the welcoming training for new

employees was reviewed, and specialised employees were trained in environmental management, project finance for renewable energy and recommendations of the Task Force on Climate-related Financial Disclosures (TCFD) in the area of climate change.

CaixaBank endeavours to foster sustainability, not only among its employees, but also in society as a whole. In this regard, it has created the ecoCaixa space on its web page, providing advice on good environmental practices and explaining the bank's environmental initiatives.

The environmental theme is also present in CaixaBank's Corporate Social Responsibility Desk, responding to the commitment to foster, promote and extend new knowledge on business social responsibility.



## 5.6.

## MONITORING OF 2018 ENVIRONMENTAL OBJECTIVES

## Objectives and improvements in 2018\*

In recent years, ambitious objectives have been set with regard to the minimisation of energy consumption, paper consumption and the generation of CO<sub>2</sub> emissions. In 2018, the same line of work continued, obtaining the results shown in the summary table below:

| OBJECTIVES AT THE BARCELONA CORPORATE CENTRE   | COMPLIANCE |
|--|------------|
| <b>Energy - reduction in energy consumption with respect to 2017 data</b><br><b>Objective: -1.5%. Attained: -2.18% at the Barcelona corporate centre and -5.89% in the territorial network</b> | ●          |
| Substitution of fluorescent tubes with LED lighting: Barcelona corporate centre and branch network   | ●          |
| Improvement of sectorisation and remote control of consumption at the Barcelona corporate centre   | ●          |
| Deployment of smart PCs  | ●          |
| Replacement of air conditioning units in the territorial network   | ●          |
| Maintenance of the management system at the Barcelona corporate centre (ISO 50001)   | ●          |
| Thorough monitoring of energy consumption at the branch network.   | ●          |
| <b>Paper: reduction in paper consumption with respect to 2017 data</b><br><b>Objective: -5%. Attained: -22.46% in the territorial network</b>  | ●          |
| Contract digitalisation project (all digitalised contracts)  | ●          |
| Implementation of smart PCs  | ●          |
| Customer dispatch optimisation project   | ●          |
| Maintenance of energy-saving measures at ATMS (envelop free deposits, no printed receipts, etc.)   | ●          |
| Environmental awareness  | ●          |
| <b>Water - reduction in consumption with respect to 2017 data</b><br><b>Objective: -12% in 2 years. Attained: -19.8%</b>   | ●          |
| Replacement of evaporative cooling towers with adiabatic towers  | ●          |
| Replacement of taps with units with timers and flow limiters   | ●          |

- Attained
- Under way
- Not attained

\*The milestones associated with the obtainment of the various objectives are detailed in the different sections preceding this table.



| OBJECTIVES AT THE BARCELONA CORPORATE CENTRE | COMPLIANCE |
|--|------------|
|--|------------|

|   |   |
|---|---|
| <b>Product - marketing of a new ecoproduct and improvement in the identification of environmental contents in the financial products marketed</b> | ● |
|---|---|

|   |   |
|---|---|
| Green loans certified under the umbrella of Green Loan Principles | ● |
|---|---|

|                          |   |
|--------------------------|---|
| Responsible data project | ● |
|--------------------------|---|

| OBJECTIVES AT THE MADRID CORPORATE CENTRE | COMPLIANCE |
|---|------------|
|---|------------|

|  |   |
|--|---|
| <b>Energy: reduction in energy consumption with respect to 2017 data</b> | ● |
|--|---|

|                                    |  |
|------------------------------------|--|
| Objective: -1.5%. Attained: -9.95% |  |
|------------------------------------|--|

|  |   |
|--|---|
| <b>Waste - reduction in fluorescent lighting consumption with respect to 2017 data</b> | ● |
|--|---|

|                                    |  |
|------------------------------------|--|
| Objective: -10%. Attained: -50.32% |  |
|------------------------------------|--|

|  |   |
|--|---|
| <b>Emissions - Elimination of 50% in the use of the R-22 coolant gas</b> | ● |
|--|---|

|                                 |  |
|---------------------------------|--|
| Objective: -50%. Attained: -50% |  |
|---------------------------------|--|

The scope of the Environmental Management System certified under the umbrella of ISO 14001 also includes the Madrid corporate centre, located at paseo de la Castellana, nº 51, at which the following objectives were attained in 2018:

- Attained
- Under way
- Not attained



## 5.7.

## DEFINITION OF 2019 ENVIRONMENTAL OBJECTIVES

Having assessed the environmental aspects of 2018 and their importance, the 2019 objectives have been defined:

## Objectives for 2019 at the Barcelona corporate centre:



Reduction in paper consumption in the territorial network by

**5 %**  
-90 t CO<sub>2</sub>



Reduction in energy consumption by  
**0.6 %**  
at the corporate centre and by 1.5% in the territorial network



Reduction in plastic waste generation at the corporate centre's cafeteria by  
**10 %**



Reduction in non-recoverable waste generation at the corporate centre by  
**5 %**  
-2.5 t CO<sub>2</sub>



Marketing of a new ecoproduct and definition of a new environmental risk management policy

## Objectives for 2019 at the Madrid corporate centre:

Reduction in energy consumption by

**1.5 %**

Reduction in fluorescent lighting consumption by

**5 %**

Elimination of the use of R-22 coolant gas by

**100 %**

Implementation of the selective collection of battery waste

## Objectives for 2019 at the Valencia corporate centre:

Reduction in energy consumption by

**1.5 %**

Reduction in non-recoverable waste generation by

**5 %**



## 06

## EXTENDING SOCIAL AND ENVIRONMENTAL RESPONSIBILITY TO THE SUPPLIER CHAIN

CaixaBank's purchasing policy is based on strict compliance with the legally established framework. Aware of the need for a responsible management of its suppliers, the bank maintains a combination of service quality and reliability with the value and ethical commitments acquired by the bank itself as a suitable role model.

Accordingly, its commitments include ensuring transparency and rigour when recruiting partners, and when awarding contracts (all purchases made, before being allocated, pass by the purchasing desk and, based on their amount, a public auction), or requesting suppliers to respect the environment and human rights, thereby reinforcing mutual cooperation and loyalty-building.

In this regard, CaixaBank, its subsidiaries and the remaining "la Caixa" Group companies include an obligatory acceptance clause in their contracts, in which suppliers agree to acknowledge and comply with the Principles of the United Nations Global Compact and the bank's environmental and energy management principles.

Since 2013, potential suppliers must register on the "la Caixa"

CaixaBank's Supplier Portal to offer their products and services. Beforehand, they must accept the ethical, social and environmental criteria for Group suppliers. Likewise, suppliers must provide information on environmental and employment certificates held by them and they must be up to date with their legal obligations. This is an essential requirement to be able to provide services to the bank.

It must be pointed out that when selecting suppliers, CaixaBank uses the Green Purchasing Manual questionnaire and other specific questionnaires.

Specifically, in 2018, the project to update different sheets of this manual continued, extending the environmental criteria included in the conditions specifications under which services are arranged that may be more sensitive from an

**CaixaBank extends its environmental, social and ethical commitment and its fight against climate change, defined in its corporate strategy, to its supplier chain**

environmental standpoint, in line with their possible impact.

The use of all these tools aims to select suppliers that are committed to and work to minimise the environmental impact. Likewise, the pledge for sustainability favours improved efficiency and the streamlining of costs.

In 2018, the project commenced in 2015 for the greening of subsidiaries continued. After all wholly-owned subsidiaries had approved their environmental policy, in 2018, environmental initiatives continued to be implemented.

All group companies have implemented CaixaBank's corporate social responsibility policy.

Accordingly, it must be pointed out that CaixaBank has been chosen as a member of the **Dow Jones Sustainability Index** for the seventh year running and that the United Nations have acknowledged **VidaCaixa** as the only insurer in Spain with the **maximum sustainability rating (A+)** for its investment management. Likewise, CaixaBank Asset Management obtained a B rating on the same index.

**The Environmental Purchasing and Contracting Plan takes into account the identification of categories with more potential environmental impact on those defined by the environmental criteria that must be included in the conditions specifications prior to contracting.**



07

## OUR PRODUCTS:

## PLEDGE FOR SUSTAINABILITY



Objective

Marketing of new ecoproducts and improvement in the identification of the environmental contents in the financial products marketed.

Attained



Socially responsible investing (SRI) enables sustainability and profitability to be grouped together, through the integration of the social, environmental and corporate governance responsibility criteria in the pre-selection of the investment portfolio. CaixaBank considers that SRI is a fundamental tool to boost sustainable development, and works to increase its presence on the Spanish market.

Likewise, CaixaBank has developed different financing lines to support those projects that least damage the environment, and that contribute to prevent, mitigate and provide a response to climate change.

### Equator principles

Throughout 2018, 9 projects were financed within the scope of the Equator principles, with a global investment exceeding €10,719 million, and the participation of CaixaBank, with over €696 million.

### 2018 investments

**€10,719** million  
in 9 projects

**+€696** million\*

Further information can be found in the ESG risk management section of the corporate responsibility heading of the CaixaBank web page



The responsible data project commenced by the entity enabled the identification of existing commercial operations that may have an environmental content. Noteworthy is the initial identification of green products in the CIB (Corporate Institutional Banking) portfolio.





## Green bonds

CaixaBank has participated as the joint bookrunner in the placement of green bonds to invest in sustainable assets.

### 2 green bonds

**€1.300**  
million

19/3/2018

**€700**  
million



**Perpetual Non-Call 6**

9/11/2018

**€600**  
million



**7 years**

## Ecological Fund

MicroBank's Ecological Fund is a fund that invests in a selection of ecologically responsible funds.

In 2018, it had a total volume of €13.7 million.

### Ecological Fund (2018)

**€13.7** million  
in the investment fund

Further information can be found under the savings and investment heading of the MicroBank web page







## Green lending

### Green loans

CaixaBank ranked 10th on the green loan market in 2018 as Global Bookrunner and 14th as the Global Mandated Lead Arranger, participating in 6 and 10 green loans with a volume of \$593 million and \$855 million, respectively.

**\$593** million  
6 green loans

**\$855** million  
10 green loans

### Ecofinancing

CaixaBank has specific financing facilities for the purchase of vehicles and electrical appliances that do not harm the environment; investment in energy efficiency at homes and the promotion of investments that improve the efficiency of resources or reduce the environmental impact. Since 2013, CaixaBank has used an ecoFinancing facility to boost credit for agrarian projects related with energy efficiency and the use of water, ecological agriculture, renewable energy, waste management or the development of the rural environment. In 2018, the entity had granted a total of 451 loans worth €6.7 million.

**\$6.7** million  
451 loans

### Climate action facilities

In 2018, CaixaBank signed an agreement with the European Investment Bank (EIB), involving credit facilities worth €30 million to finance investments of SMEs, individuals and the public sector to fight against climate change (electric vehicles, changes in facilities, home refurbishments, etc.).

Furthermore, the bank is responsible for brokerage in EIB funds for renewable energy projects. Specifically, in 2018, €35 million were earmarked for the financing of a wind farm project.

**€35** million  
Wind farm project

## 08

## LEGAL ENVIRONMENTAL COMPLIANCE

CaixaBank has a specific computer application for the management and control of the legal aspects related with the environment. CaixaBank identifies the applicable legal environmental requirements in the European, Spanish, autonomous community and local area. The requirements detected are introduced in a monitoring record in order to be subsequently assessed.

Once the assessment has been made of all the applicable requirements or of the commitments voluntarily entered into, it can be concluded that no signs of non-compliance with the law exist.

In respect of the assessment of compliance with legal requirements, we should emphasise to the following:

| SCOPE                                   | OUTCOME OF THE ASSESSMENT OF COMPLIANCE BY CAIXABANK  |
|---|---|
| <b>Pollution prevention and control</b> | The environmental licence has been obtained (granted on 26 March 2002). Case number: 00-20002-010).   |
| <b>Water</b>                            | A discharge license has been granted by the Metropolitan Agency for Hydraulic Services and Waste Treatment (EMSHTR).<br>Exempt from the presentation of the Declaration of the Use and Pollution of Water (DUCA).<br>The wastewater discharge limits established have been complied with. |
| <b>Waste</b>                            | Filing in the Hazardous Waste Generator Register (code P-06524.1).<br>Exempt from performing the minimisation study on generating less than 10 t per year of hazardous waste.<br>The bank has the documentation accrediting the correct waste storage and management.                     |
| <b>Noise</b>                            | The noise emission limits established have been complied with.  |
| <b>Facilities</b>                       | The related legalisation of the thermal, electrical, oil, lifting devices and fire-safety facilities, etc. has been complied with.<br>All such facilities have been correctly maintained.   |
| <b>Atmosphere</b>                       | The regulations on substances that deplete the ozone layer and the limits applicable to combustion emissions from generating sets have been complied with.  |

## 09

## OTHER PROCEDURES: "la Caixa" FOUNDATION

In 2015, the "la Caixa" Foundation culminated its integration into the "la Caixa" Banking Foundation. This organisational change, as a result of the need to adapt to the new legal framework, has increased operating capacity and reinforced, even further, the continuity of the bank's social commitment, one of its most singular and irrefutable symbols of identity since it was formed in 1904.

The implementation of social programmes focused on current major challenges, such as unemployment and the fight against exclusion or access to housing continue to concentrate a large part of the bank's resources.

Further information can be found under the science section of the "la Caixa" Foundation's web page







For any enquiries or suggestions relating to the content of this declaration, please write to: [ecocaixa@caixabank.com](mailto:ecocaixa@caixabank.com)



**CaixaBank**

**Socially responsible  
banking**