

CAIXABANK AND ITS ENVIRONMENT

ENVIRONMENTAL DECLARATION

2020

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

At a company 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 1221/2009* and the ISO 14001 and ISO 50001 standards.

* And subsequent modifications: Regulation (EU) 2017/1505 and Regulation (EU) 2018/2026.

At CaixaBank we consider that ratifying our commitment to the environment is essential for an entity of our size and social implications.

We wish to work together for 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, to 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.

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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. It 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 Group has the largest customer base in Spain (15.2 million), and is the leading bank for 1 of every 4 customers.

The bank has the most extensive network in Spain, with over 3,782 branches and nearly 8,827

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 implication 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.



15.2
million customers



3,782
branches



8,827
ATMs

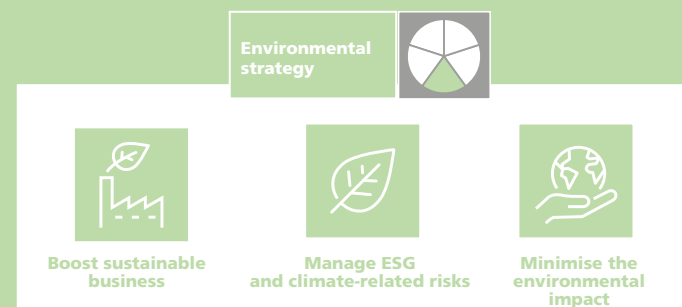
SOCIALLY RESPONSIBLE BANKING AND ENVIRONMENTAL STRATEGY PLAN

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 by 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



The entity's **environmental strategy** is based on three lines of action under the umbrella of a public commitment to transparency.



*Environmental, Social & Governance

A| LINES OF ACTION

B| PUBLIC POSITIONING

PUBLIC COMMITMENT

Climate declaration

TRANSPARENCY

Reporting to the markets



Minimise the environmental impact

2019-2021 ENVIRONMENTAL MANAGEMENT PLAN

It must contribute to minimise CaixaBank's environmental impact and to comply with its environmental commitments and certification. Due to the outbreak of the COVID-19 pandemic, the Environmental Management Plan and its indicators were revised in August 2020.

FOCUS OF THE ENVIRONMENTAL MANAGEMENT PLAN 2019-2021

1

Neutral Carbon Strategy

Minimisation and compensation of all CO₂ emissions calculated

2

Environmental efficiency measures and certification

Minimisation of the impact of the bank, implementation of new energy saving measures and renewal of environmental commitments and certification

3

Extension of the environmental commitment to the value chain

Action plans for suppliers to assume our environmental values as their own and comply with the commitments acquired

4

Promotion of sustainable mobility

Campaigns to foster sustainable mobility to minimise emissions of the company, the workforce and suppliers

5

Commitment, transparency and engagement

Engagement actions with employees and reinforcement of the commitment and public environmental information



03 CAIXABANK'S 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.

In May 2020, CaixaBank's Environmental and Energy Management Principles were updated in order to:

- Guarantee the availability of the necessary information and resources to achieve the objectives of the Environmental and Energy Management System (a specific requirement of ISO 50001).
- Include the Environmental Risk Management Committee.
- Harmonise supplier requirements with the CaixaBank Supplier Code of Conduct.



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 accordance with the requirements of the ISO 14001 standard, the environmental management EMAS European regulation and the ISO 50001 energy management standard.

This aspiration is reflected in the remaining 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.

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 certificate in place.
- 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.
- Ensuring the availability of the information and of the resources required to attain the objectives and the goals set by the Integrated Management System.
- Applying environmental principles and good practices in all its procedures.
- Preventing polluting activities and actions that may cause significant energy impacts on developed activities. 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 the 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, which must perform their activities taking into the account the significant environmental risks and opportunities that arise.
- 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 measures 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 a Corporate Responsibility and Reputation Committee, charged with the management, supervision, approval and coordination of these Environmental and Energy Management Principles. Likewise, it has an Environmental Risk Management Committee that supervises the deployment of CaixaBank's environmental strategy.

04 CAIXABANK'S ENVIRONMENTAL AND ENERGY MANAGEMENT SYSTEM

CaixaBank has an environmental and energy management system at its corporate centre in Barcelona, in accordance with the European regulation EMAS 1221/2009* and the ISO14001 and ISO 50001 standards, which enable the environmental impacts generated by the entity'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 the 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.

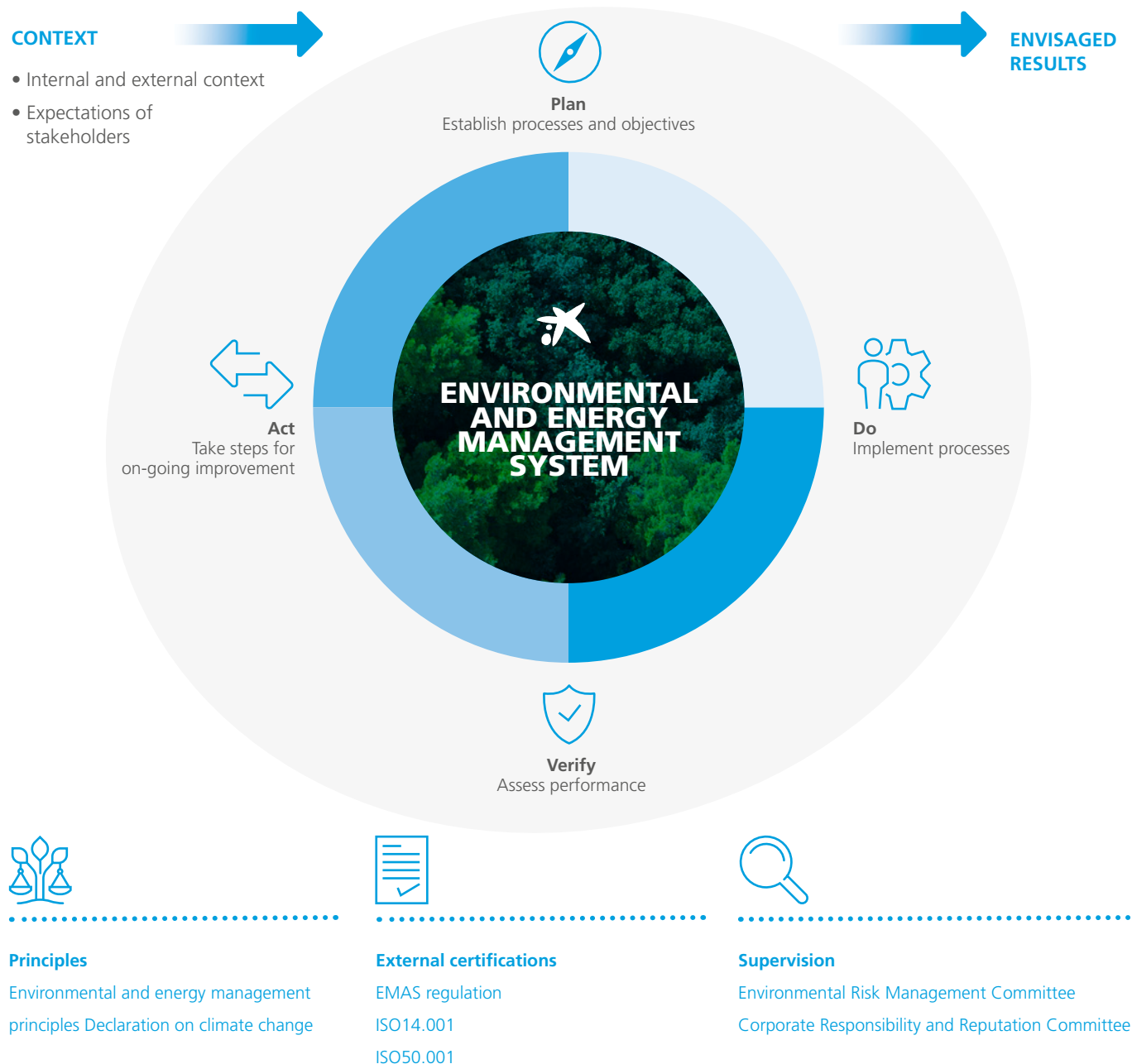
In 2017, the scope of the ISO 14001 certification was extended at the Madrid corporate centre (paseo de la Castellana, 51) and in 2019 at the València centre (Pintor Sorolla, 2).

Due to the need to report audited non-financial data at the end of the calendar year, the annual period of control and objective setting of the Environmental and Energy Management System's indicators has been changed from 1 January-31 December to 1 October-30 September.

* And subsequent modifications: Regulation (EU) 2017/1505 and Regulation (EU) 2018/2026.

CONTEXT

- Internal and external context
- Expectations of stakeholders



4.1. GOVERNANCE

The Board of Directors is the maximum authority in setting business strategies for the entity, its risk strategy and its risk management policies, including environmental matters. To attain such objective, it also has the Risks and Appointments Executive Committees.

CaixaBank has two committees which the Management Committee supervises, to which coordination of the implementation of the bank's environmental strategy has been delegated: the Environmental Risk Management Committee and the Corporate Responsibility and Reputation Committee, to which the Environmental Committee is answerable.

Its functions, among others, are to establish, approve and keep up to date, a programme which ensures that the consumption and processes related to CaixaBank's financial activity respect the environment and also to encourage and promote the participation of all those who form part of CaixaBank.

In March 2020, the last CaixaBank Environmental Committee was held and more specific work groups were established, with more frequent meetings between Corporate Responsibility and other areas with environmental involvement: Purchasing, General Services, Maintenance, etc.

The objectives set are assessed and updated annually in these working

groups to guarantee continuous improvement in CaixaBank's environmental management and reduce its impact on the environment.

In addition, under the coordination of the Corporate Responsibility area, the Environmental and Energy Management Principles (and their modifications) are proposed, approved and elevated to the Corporate Responsibility and Reputation

Committee, and the environmental management projects to implement the bank's environmental strategy are defined.

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



4.2. ENVIRONMENTAL ASPECTS AND IMPACTS OF CAIXABANK'S CORPORATE CENTRE IN BARCELONA

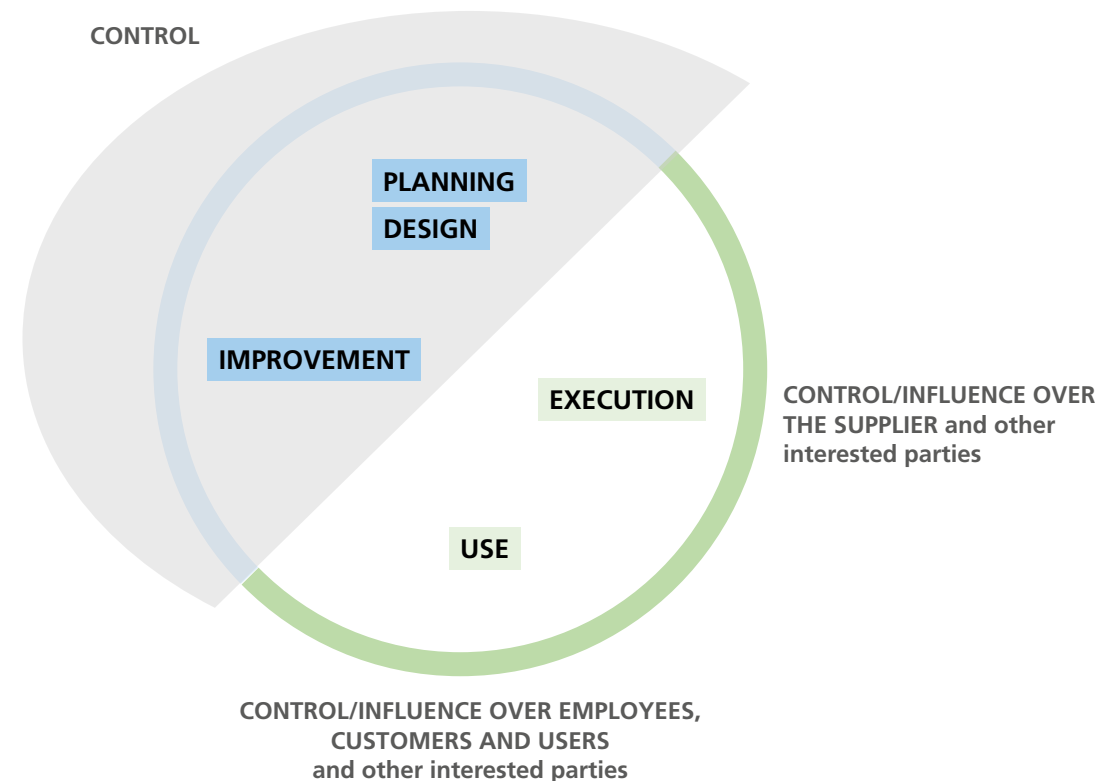
This section details the environmental aspects and impacts arising from the interaction of our activity and the development of financial products and services with the environment.

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 highly 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:



4.3. ENVIRONMENTAL ASSESSMENT AND MONITORING PROCEDURE

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

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

La suma de los valores obtenidos en cada criterio permite conocer el nivel de relevancia de cada aspecto.

Taking into account the assessment of the 2019 data, the significant environmental aspects are: rejected waste, organic chemical products and waste from refurbishment works: wood, rubble, asbestos, glass and bulky waste (impact: the generation and the end treatment of waste), as

well as night-time noise (impact: atmospheric emissions).

Also, the environmental aspects of financial products and services 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
Generation of non-hazardous waste	toner cartridges	D	N	Insignificant
	paper and cardboard	D	N	Insignificant
	general non-recyclable waste	D	N	Significant
	electronic scrap metal	D	N	Insignificant
	plastic	D	N	Insignificant
	garden remains	D	N	Insignificant
	silt from emptier	D	N	Insignificant
	filters	D	N	Insignificant
	cables	D	N	Insignificant
	kitchen organic waste	I	N	Insignificant
	kitchen cardboard	I	N	Insignificant
	kitchen plastic	I	N	Insignificant
	kitchen glass	I	N	Insignificant
	kitchen oil	I	N	Insignificant
	wood	D	N/A	Significant
	metal	D	N/A	Insignificant
	glass	D	N/A	Significant
	rubble	D	A	Significant
	bulky waste	D	A	Significant
Generation of hazardous waste	chemical containers	D	N	Insignificant
	fluorescents	D	N	Insignificant
	organic chemical products and oils	D	N	Significant
	non-organic chemical products	D	N	Insignificant
	vehicle maintenance waste	I	N	Insignificant
	contaminated cloths	D	N	Insignificant
	batteries	D	N	Insignificant
	asbestos	D	A	Significant
	accidental spillages or polluted absorbent material	D	N/E	Insignificant
	fire waste	D	E	Insignificant
	batteries	D	N	Insignificant
	aerosol spray cans	D	N	Insignificant
Atmospheric emissions	combustion gases from rental vehicles	I	N	Insignificant
	CO ₂ emissions from business trips	I	N	Insignificant
	fire emissions	D	E	Insignificant
	leakages of coolant gases	D	E	Insignificant
	emission of legionella bacterium vapours	D	E	Insignificant
	emissions from turbines and generators	D	N	Insignificant
Spillages	waters similar to domestic waters	D	N	Insignificant
	waste water from fires	D	E	Insignificant
	accidental diesel fuel leakages	D	E	Insignificant
Consumption	electricity	D	N	Insignificant
	water	D	N	Insignificant
	white paper	D	N	Insignificant
	recycled paper	D	N	Insignificant
	paper for the sending of notifications	D	N	Insignificant
	vehicle fuel	D	N	Insignificant
	diesel fuel for the maintenance of generators and turbines	D	N	Insignificant
Noise	day-time	D/N	N	Insignificant
	night-time	D/N	N	Significant
	generators and turbines	D/E	E	Insignificant
Products	products and services	D	N	Significant

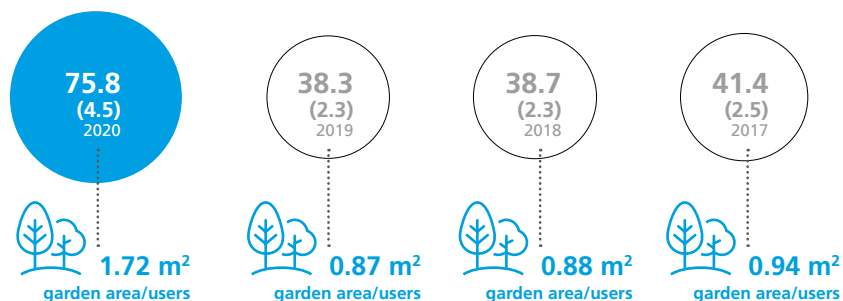
D/I: direct/indirect

N/A/E: normal/abnormal/emergency

4.4. ENVIRONMENTAL PERFORMANCE ASSESSMENT AND BASIC INDICATORS

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

TOTAL LAND USE (M²)/USERS (SEALED (M²)/USERS)



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 personnel from the "la Caixa" Banking Foundation and other Group companies, and staff belonging to external suppliers) which contribute

to the organisation's final impact.

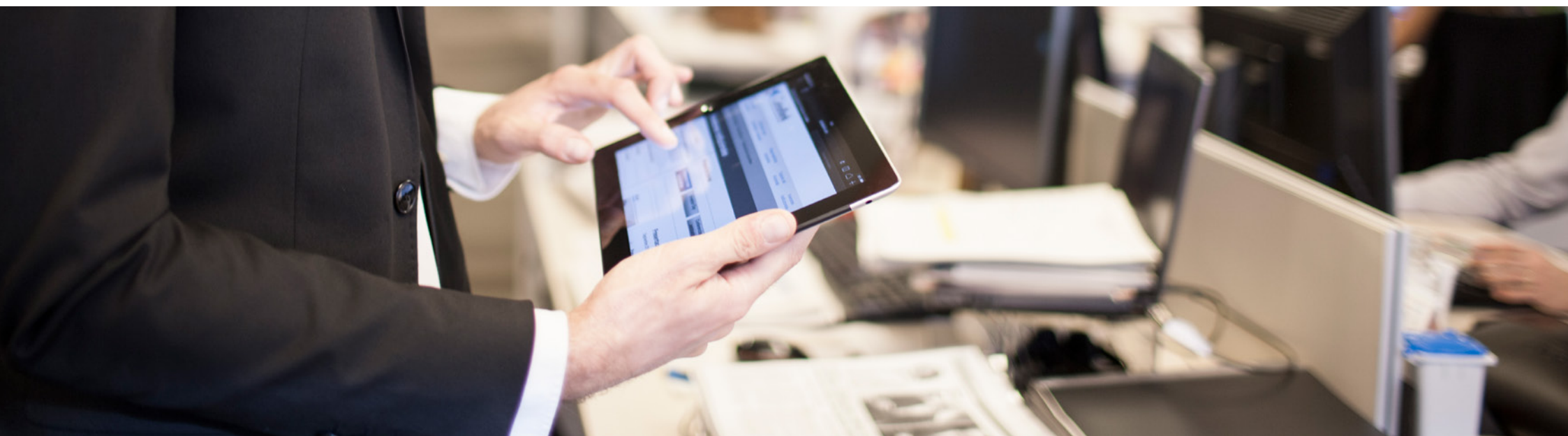
However, there are aspects that only affect CaixaBank employees, such as corporate trips.

Turning to land occupancy indicators, the current total gross building area stands at 78,190.28 m² (total land use). 100% of the surface occupied by the building is

considered sealed and has an area of 4,678 m², which has remained constant in recent years. There is also 1,400 m² of garden area at street level and 380 m² on the roof. There is no nature-oriented area outside the centre.

	2017	2018	2019	2020*
<i>Users of the Barcelona corporate centre</i>	1,890	2,020	2,044	1,032
<i>Employees of the Barcelona corporate centre</i>	1,390	1,520	1,544	755

*The data of employees and users in 2020 have been calculated based on the average monthly presence of workers in the building.



4.4.1. 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.



Objective

1% reduction in electricity consumption on the 2017-2019 baseline figure

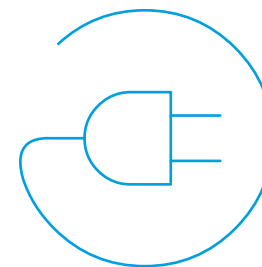
Objective achieved: -10.9% in consumption

Building automation project rollout (2020)

Objective in progress: the project is progressing, but has been delayed a few months due to the COVID-19 situation.

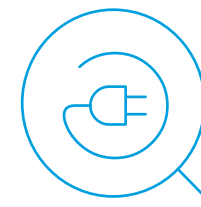


100% of the electricity consumed in Barcelona Corporate Services is from a renewable source*



**Electricity consumption
2020**

13,214 MWh



Electricity consumption 2020 vs 2017-2019:**

▼ -1,616 MWh | ▼ -10.9 %

*100% of the energy consumed from the grid.

**Normalised data.



Actions and achievements

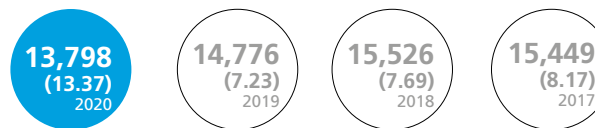
The implementation of an energy management system allows us to distinguish between real and normalised savings in energy consumption, integrating variables such as the influence of outside temperature on consumption into the calculation.

Taking this normalisation into account, electricity consumption has decreased by 10.9% compared to the baseline figure (which includes data from the 2017-2019 period) with 1,616 MWh being saved.

Energy consumption during 2020 has been marked by a reduced presence in the building due to the lockdown period and the implementation of teleworking as a result of the impact of COVID-19.

It is important to note that, logically, there has been an increase in consumption per employee, since a much higher ratio of m² per person has had to be air-conditioned and illuminated due to the need to maintain safe distances. In addition, the new ventilation requirements for indoor spaces have led to a greater demand for energy in order to maintain adequate air conditioning.

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



Indicators

	2017	2018	2019	2020
Energy Energy consumption at the Barcelona corporate centre*				
Electricity				
Total consumption (MWh)	14,807	15,098	14,381	13,214
Total consumption (MWh per user)	7.8	7.5	7.0	12.8**
Emissions from electricity* (t CO ₂) ☁	0	0	0	0
Diesel fuel (emergency groups)				
Total consumption (l)	64,156	42,777	39,465	58,320
Total consumption (MWh)	642	428	395	584
Total consumption (MWh per user)	0.34	0.21	0.19	0.57
Direct diesel emissions (emergency equipment (t CO ₂) ☁)	184	123	113	167

*Actual data (not normalised)..

** The increase in the ratio per user in 2020 is not considered significant in the context of the management system due to uncertainty about the number of people present in the building.

Despite this, the following energy saving measures have been implemented in the building:

- Replacement of fluorescent lamps with LED lighting in the renovation of two floors.
- Good energy management practices to reduce consumption

The implementation of the building automation project, which started in 2019, has continued during 2020 and has the following aims:

- Improved comfort for employees and customers through building automation control.
- Possibility of performing predictive maintenance to anticipate possible incidents.
- Energy savings based on overall management of the building, affecting the total consumption of the branch/office.

The milestones reached in this project during the year were:

- Massive upload of data to the platform.
- Monitoring: new electrical safety testers.
- Advances in extended control of the system.
- Expansion of control points.



4.4.2. PAPER

CaixaBank promotes measures for more efficient consumption. In this regard, it pledges for the use of recycled paper, which accounts for 81.8 % of consumption at the Barcelona corporate centre and for 97.2% of the bank's consumption. The substitution of the consumption of virgin paper with recycled paper represents a saving of 1.35 kg of CO₂ per kg of paper used.



Paper consumption 2020 vs 2019:

▼ **-10,669 KG** | ▼ **- 42.21 %**



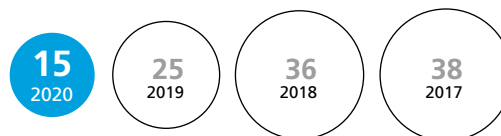
Actions and achievements

There was a 42.21% reduction in paper consumption compared to the previous year. This milestone has been reached in part due to the reduced presence in the building.

Despite this, the trend towards a reduction in consumption in the first six months of the year (prior to lockdown) had already reflected a reduction of 24.5% in total consumption and 25% in consumption per employee with respect to the same months a year earlier.

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.

TOTAL CONSUMPTION WHITE PAPER + RECYCLED PAPER (T)



Indicators

	2017	2018	2019	2020
Paper Paper consumption at the Barcelona corporate centre				
Total consumption of white paper + recycled paper (t)	38	36	25	15
Total consumption per employee (t)	0.028	0.024	0.016	0.019*
White paper + recycled paper (t CO ₂)	66	52	31	20

*The increase in the ratio per employee in 2020 is not considered significant in the context of the management system due to uncertainty about the number of people present in the building.

4.4.3. WASTE

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

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 regarding 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-REUSABLE WASTE CONTAINERS OR IN WASTE BINS.

ALL INFORMATION IS CONTAINED IN INTERNAL REGULATION 247 WASTE MANAGEMENT

PAPER AND CARDBOARD CONTAINERS AND PLASTIC TONERS ORGANIC NON-REUSABLE WASTE



Objective

A 5% reduction in the generation of waste not selectively collected (based on data from 2019)

Objective achieved: -35.2% of generation



Actions and achievements

The setting of the target of reducing waste not selectively collected was motivated by the bad practices of the sub-contracted waste management company, which mixed plastic waste with this other type of waste. With the change of management company, a 20% reduction in rejected waste was observed in the first six months alone, which finally became an annual reduction of 35.2%, also due to a reduced presence in the building during the next six months.

Following the implementation of the printout centralisation and identification project begun in 2014, a drop has continued to be observed in the generation of waste paper and cardboard in recent years, although it can be seen that this trend seems to have come to an end

in 2020. Despite this, the generation of toner waste in the last year has been reduced by 42% compared to 2019; in this way, despite the reduction in the amount of printing, cleaning operations have been carried out in workspaces to eliminate paper, with the aim of leaving work tables and storage drawers free and being able to maintain the safety distance during face-to-face work. It is for this reason that paper waste has not been reduced in the last year.

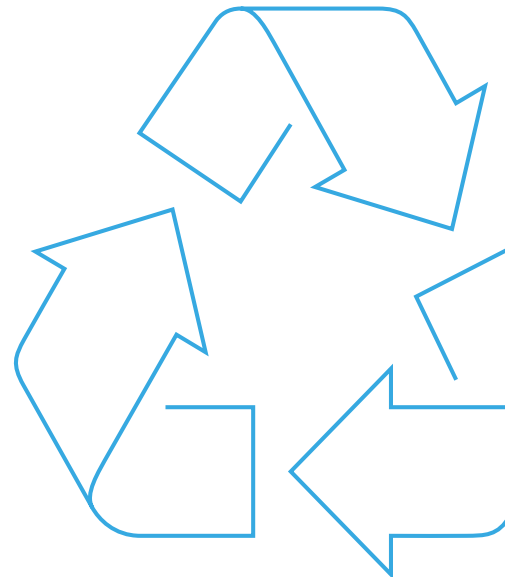
Maintaining good selective collection practices is a constant challenge. Awareness campaigns were continued during 2020 to inform employees of the appropriate container for each type of waste and how to create less of it in general.

Internal renovation works were also carried out in the building in 2020, with rubble and asbestos waste being produced following the replacement of downpipes.

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 fluorescent lights, batteries or chemical product containers, is collected.

It is also worth highlighting the building's participation in the "Re-use me" programme – donating computer equipment and furniture to charity organisations. This leads to a more sustainable management of these items, which are no longer considered waste and instead find new uses – creating a strong social and environmental impact.

In general, despite the reduction in waste generation, the proportion of waste per user has increased. This is because, despite the fact that there were fewer workers, in some months the number of users was assumed to be the building's maximum occupancy capacity in that particular moment, since it was impossible to discover the actual level of occupation.



Indicators

	2017	2018	2019	2020
Waste Main non-hazardous waste at the Barcelona corporate centre				
Paper and cardboard				
Total paper and cardboard (t)	113	133	106	108
Total paper and cardboard per user (t)	0.06	0.07	0.05	0.10
Plastic				
Total plastic (t)	3.16	3.02	3.59	2.95
Total plastic per user (t)	0.002	0.001	0.002	0.003
General waste not selectively collected				
Total general waste not selectively collected (t)	70	76	74	48
Total general waste not selectively collected per user (t)	0.037	0.037	0.036	0.046
Toner cartridges				
Total toner cartridges (units)	1.991	1.493	809	469
Total toner cartridges per user (t)	1.10	0.74	0.40	0.45
Rubble				
Total rubble	1.577	1.373	411	843
Total rubble per user (t)	0.83	0.68	0.20	0.816
Bulky waste				
Total bulky waste (t)	0	0	1.72	3.86
Total bulky waste per user (t)	0	0	0.0008	0.004
Total non-hazardous waste (t)*	1.834	1.651	653	1.038
Total non-hazardous waste per user (t)**	0.970	0.817	0.32	1.006
Total non-hazardous waste without rubble (t)	265	278	242	195
Total non-hazardous waste without rubble per user (t)	0.136	0.138	0.119	0.189

*A breakdown of the data on hazardous waste generated in lower quantities (aerosol sprays, contaminated rags, chemical product containers, organic and inorganic chemical products and batteries) is not given, but has been included in the total.

**The increase in the ratio per user in 2020 is not considered significant in the context of the management system due to uncertainty about the number of people present in the building.

	2017	2018	2019	2020
Waste CO ₂ emissions from waste at the Barcelona corporate centre ☁				
Main non-hazardous waste				
Paper and cardboard (t CO ₂) ☁	7	8	6	6
Plastic (t CO ₂) ☁	0.4	0.4	0.5	0.4
General waste not selectively collected (t CO ₂) ☁	45	49	47	30
Rubble (t CO ₂) ☁	18.93	16.25	2.66	9.83

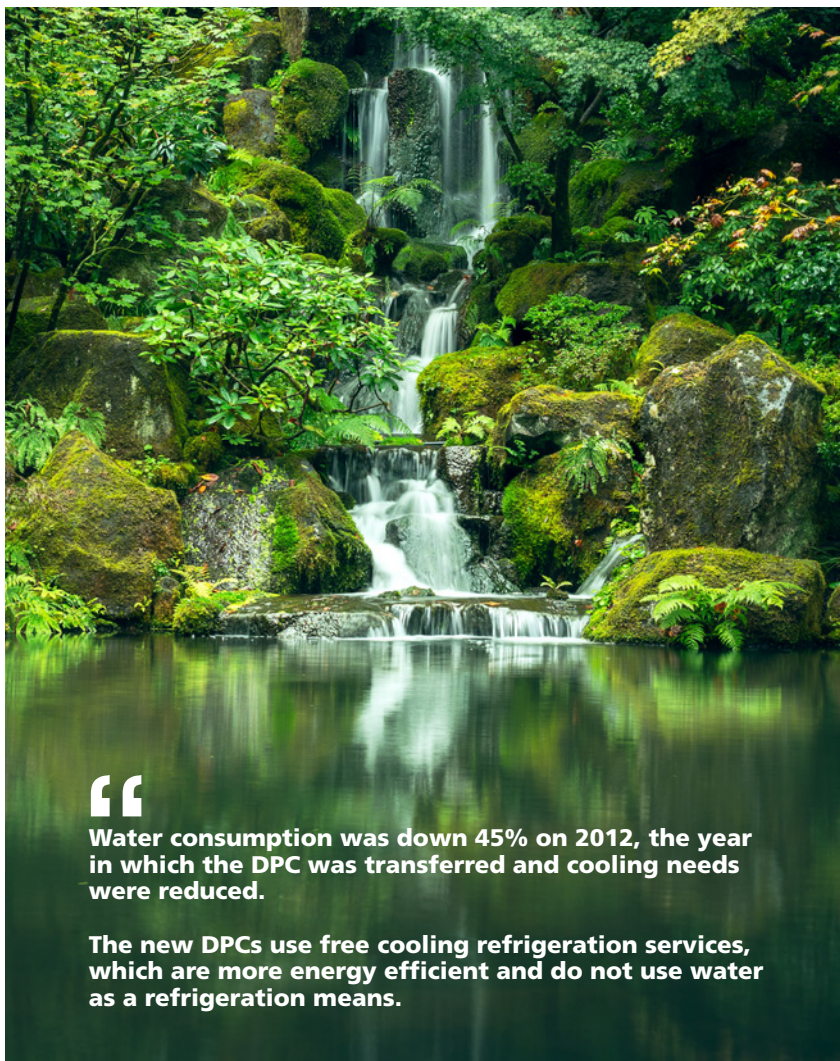
	2017	2018	2019	2020
Waste Main hazardous waste at the Barcelona corporate centre				
Lead batteries				
Total lead batteries (t)	30.27	0	1.02	0
Total lead batteries per user (t)	0.016	0	0.0005	0
Fluorescents				
Total fluorescents (t)	0.22	0.36	0.28	0.244
Total fluorescents per user (t)	0.0001	0.0002	0.0001	0.0002
Asbestos				
Total asbestos (t)	1	1.16	1.10	1.9
Total asbestos por usuario (t)	0.0005	0.0006	0.0005	0.0018
Total hazardous waste (t)*	31.65	2.02	2.91	2.46
Total hazardous waste per user (t)**	0.016	0.001	0.0014	0.0024

*A breakdown of the data on hazardous waste generated in lower quantities (aerosol sprays, contaminated rags, chemical product containers, organic and inorganic chemical products and batteries) is not given, but has been included in the total.

**The increase in the ratio per user in 2020 is not considered significant in the context of the management system due to uncertainty about the number of people present in the building.

4.4.4. WATER

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



Water consumption was down 45% on 2012, the year in which the DPC was transferred and cooling needs were reduced.

The new DPCs use free cooling refrigeration services, which are more energy efficient and do not use water as a refrigeration means.



Actions and achievements

Cooling towers are 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.

Thanks to this change in the cooling towers, there was an estimated 20% saving in water consumption compared to 2017.

In 2020, work has been done on the taps of the two plants refurbished this year, replacing them with timed flow taps, which has helped reduce water consumption. Despite this, the main reason for the reduction in consumption has been the reduced presence of people in the building in this period.

According to the results of the analyses performed in 2019, CaixaBank complies with the reference frameworks established in the Barcelona Metropolitan Regulation for the Dumping of Sewage, except for the ammonium and organic nitrogen parameters, in which high values have been obtained, directly attributable to

sewage from WCs and to savings in water consumption in recent years, which have increased its concentration. To correct this situation with respect to this event, the competent authority has been specifically notified, and an exemption request is being processed to comply with these parameters, in accordance with that indicated in the Regulations themselves, upon the proposal of the authority itself.

Indicators

Water Water consumption at the Barcelona corporate centre

	2017	2018	2019	2020
Total consumption (m³)	48,135	37,104	37,085	33,852
Total consumption in m³ per user	25.47	18.37	18.14	32.8*
Water (t CO ₂)	19	15	15	13.4

*The increase in the ratio per user in 2020 is not considered significant in the context of the management system due to uncertainty about the number of people present in the building.

4.4.5. 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.



Actions and achievements

Noise

In 2019, day and night-time noise was measured under normal operating conditions.

The results obtained fell within the values accepted by regulations and 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

As a result of the measures restricting movement resulting from the COVID-19 crisis, the bank's business travel has decreased dramatically compared to the previous year, reducing the emissions associated with these journeys by 60% and removing 2,408 t of CO₂ emissions from the atmosphere.

At the same time, the development of tools to facilitate remote working has been strongly promoted, a highlight being the deployment of

Office 365 to encourage digital transformation and foster an agile and collaborative culture.

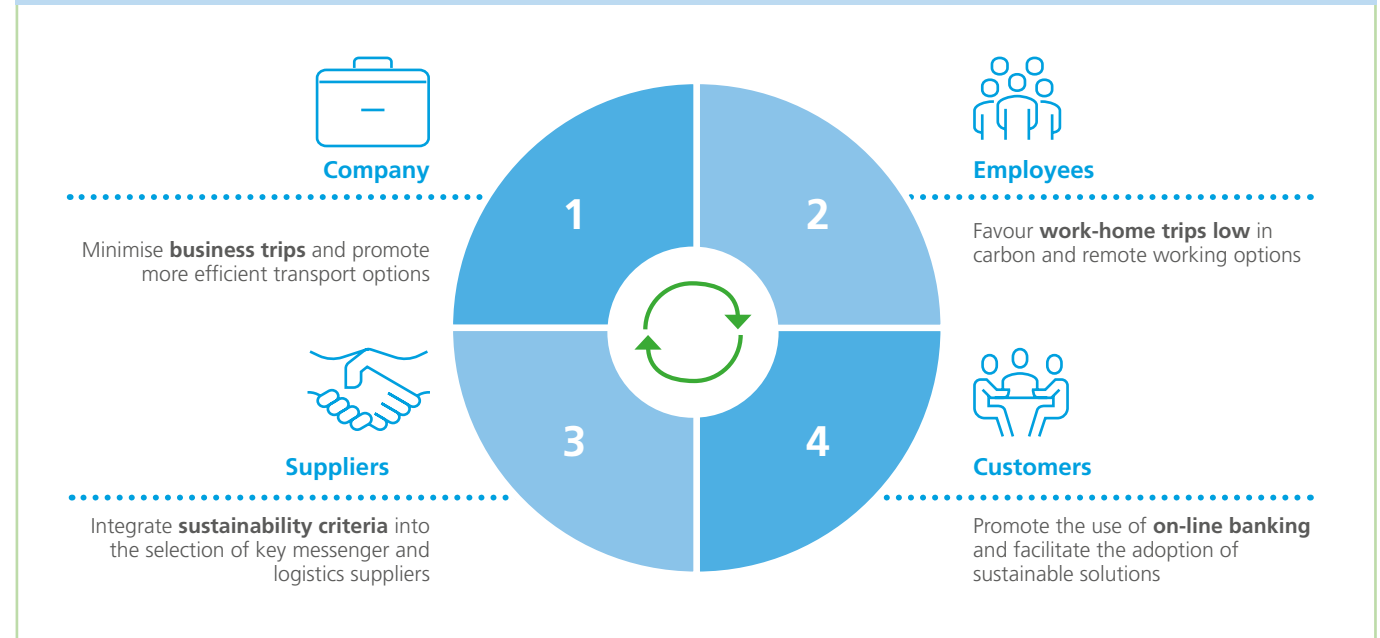
Providing a response to the objectives set in the 2019-2021 Environmental Management Plan, the bank's Sustainable Mobility Plan was devised, with initiatives to reduce emissions, aimed both at the company and at the personal mobility of suppliers and customers.

In recent years, initiatives have been implemented to mitigate the impact caused by

trips and to provide a response to the Business Travel Plan associated with the Barcelona corporate centre:

- Electric vehicle recharging points.
- Private parking for bicycles and scooters.

THE SUSTAINABLE MOBILITY PLAN CONTEMPLATES 4 DIMENSIONS



Coolant gases

Details of coolant gases that have had to be replaced in 2020 are attached.

To calculate the emissions associated therewith, it was necessary to take into account the global warming potential of each of them

Indicators***Other emissions** Emissions from business trips at the Barcelona corporate centre (t CO₂) ☁

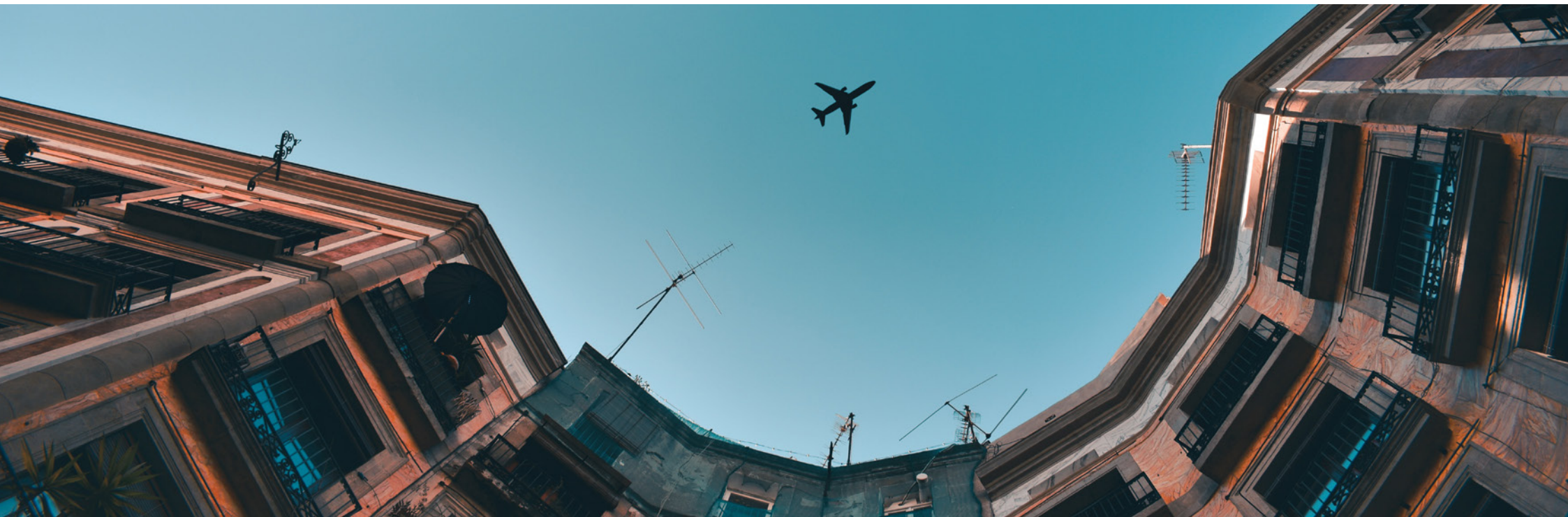
	2017	2018	2019	2020
In-house vehicle fleet	3,684	4,606	3,960	1,564
Total emissions arising from trips and journeys	54	46	38	26
Total t CO ₂ per employee	3,738	4,652	3,998	1,590
Total de t de CO ₂ por empleado	0.13	0.15	0.14	2.10**

Other emissions Consumption of coolant gases at the Barcelona corporate centre

Total consumption (kg)	3	112	107	120
Total consumption in kg per user	0.002	0.06	0.05	0.12**
Direct emissions of coolant gases (leak of HFC) (t CO ₂) ☁	6	189	198	251

*No data is reported with regard to the emission of other gases (CH₄, N₂O, HFC, PFC, NF₃ and SF₆, SO₂, NOx and PM), since they were not deemed to have a significant effect on the activity performed.. The data on the emissions associated with all of the bank's business travel are reported, as it is impossible to know which journeys are strictly associated with Barcelona Corporate Services.

**The increase in the ratio per employee in 2020 is not considered significant in the context of the management system due to uncertainty about the number of people present in the building.



4.5. 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 the reduction of CO₂ emissions.



Actions and achievements

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 kept up to date for the environment, which includes different information, from company policy and certifications to environmental training.

In order to procure 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.

A welcome training course is also provided for new employees, which contemplates the knowledge required by the workforce to guarantee the sound functioning of the environmental management system.

Through the internal VIRTUOLA platform, employees have access to online general knowledge courses on corporate responsibility and Sustainable Development Goals (SDGs).

In 2020, various specific training courses were provided based on the needs detected, such as training on responsible investment or environmental risk.

CaixaBank endeavours to foster sustainability, not only among its employees, but also in the society at large. Accordingly, sustainability criteria are promoted through entries in CaixaBank's blog.

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 corporate social responsibility.

4.6. MONITORING OF 2020 ENVIRONMENTAL OBJECTIVES



Objectives and achievements in 2020

The following table provides a summary of the monitoring of the objectives set in 2020 and the actions carried out, broken down into their corresponding sections:

Objectives	
ENERGY	
Reduction in energy consumption on the 2017-2019 baseline figure.	●
Objective: -1%. Achieved: -10.9%	
Replacement of fluorescent lamps with LED lighting in the renovation of two floors	●
Good energy management practices to reduce consumption	●
Maintenance of the energy management system (ISO 50001)	●
Building automation project rollout (2020)	
Objective: Annual rollout 2020. The project is progressing, but has been delayed a few months due to the COVID-19 situation	●
Massive upload of data to the platform	●
Monitoring: new electrical safety testers	●
Advances in extended control of the system	●
Expansion of control points	●
WASTE	
Reduction in the generation of waste not selectively collected	●
Objective: -5%. Achieved: -20% in the first six months and -35.2% annually	
Change of waste management company	●
Environmental awareness	●
PRODUCT	
Implementation of a taxonomy for sustainable activities	●
Objective achieved	
Membership of the UNEP FI working group developing guidelines for the application of the EU taxonomy to core banking	●
Establishment of criteria for classifying operations in the major sectors of CaixaBank's portfolio	●
Taxonomic review of the corporate loan portfolio	●
Internal approval of the criteria for considering loans as environmentally sustainable	●

- Achieved
- In progress
- Not achieved

4.7. DEFINICIÓN DE LOS OBJETIVOS AMBIENTALES DEL 2021



Objectives and achievements in 2021

Having assessed the environmental aspects of 2020 and their importance, targets have been set for the period from 1 October 2020 to 30 September 2021. Due to the impossibility of setting quantitative objectives due to the reduced relevance of the available indicators, it is proposed to implement a number of improvements for this year:



Further reduction in electricity consumption by changing the lights in Basement 4 to LED.



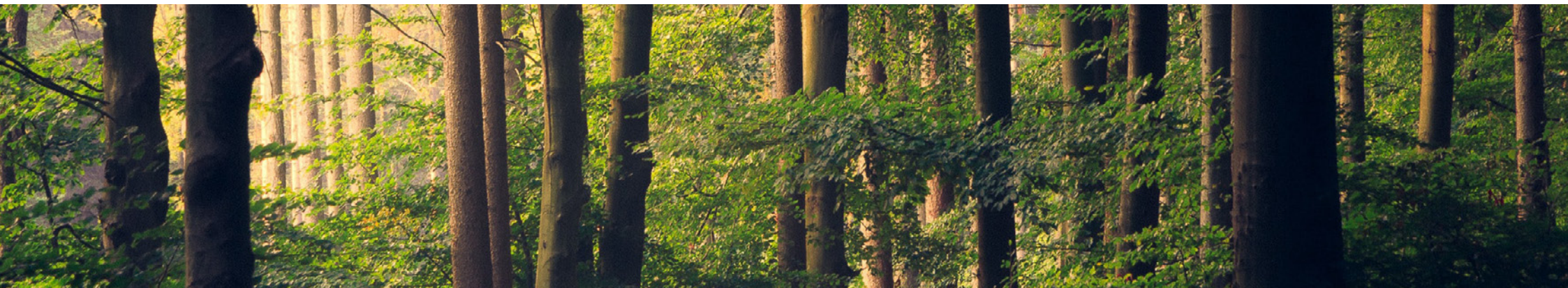
Further reduction in electricity consumption through routine maintenance checks of a building's various floors to ensure lights have been switched off where necessary.



Further waste reduction by replacing disposable surgical masks with reusable cloth masks.



Launch a new sustainable financial product onto the market.



05 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.

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



1,226

suppliers with an
environmental management
system or ISO 14001
certificate

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 CaixaBank 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 CaixaBank Group'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 certificates and information on their carbon footprint 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.

Under the umbrella of the 2019-2021 Environmental Management Plan, an Environmental Purchasing and Contracting Plan is being implemented to identify the purchasing/hiring categories with the greatest impact and the inclusion of environmental criteria in the conditions specifications prior to contracting.

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

Responsible policies

Purchasing principles

Balanced partnership framework between CaixaBank and its suppliers, which promotes stable commercial relationships, in line with CaixaBank's values

Supplier Conduct Code

Fundamental values and principles that must be respected by CaixaBank's suppliers

06 OUR PRODUCTS: PLEDGE FOR SUSTAINABILITY



Taxonomy

The EU is developing a European standard for the classification of economic activities based on their environmental risk, to determine whether an economic activity contributes significantly to reduce climate change without damaging other EU environmental objectives.

In this regard, CaixaBank has worked on the following lines of action:

- Inclusion in the UNEPFI Working Group to define an adaptation guide for EU taxonomy banking.
- Establishment of operating and documentary criteria to classify operations in certain sectors, including renewable energy and real estate projects.
- Project to adapt IT systems to be able to gather information relating to energy efficiency certificates for loan transactions to acquire property from 2020.

Climate change involves risks, but it also offers business opportunities that materialise in the financing of activities that contribute to mitigate climate change or the adaptation thereto. CaixaBank pledges for green production through the design and marketing of products that integrate environmental criteria and boost activities that contribute to the transition towards an economy low in carbon and which are environmentally sustainable.

RESPONSIBLE INVESTMENTS

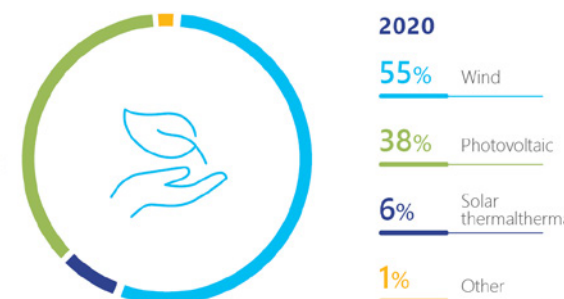
Socially responsible investing (SRI) enables sustainability and profitability to be grouped together, through the integration of the social, environmental and corporate governance responsibility criteria in the pre-selection of the investment portfolio. CaixaBank considers that SRI is a fundamental tool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

Project Finance for renewable energies

CaixaBank had record financing in renewable energy generation initiatives in 2020, participating in the financing of 39 projects amounting to a total of €3,163 million.

Portfolio exposure Renewable energy

represents 81% of the project finance energy project portfolio



Green bonds

In November 2020, CaixaBank issued its first green bond, within the Framework for Bond Issuances linked to CaixaBank's Sustainable Development Goals. At the date of issuance of the green bond, €2,300 million of assets were identified, mainly Project Finance, which met the requirements established in the SDG Framework.

CaixaBank has been a signatory of the Green Bond Principles since 2015. Since then, the bank has participated in the placement of green bonds allocated to projects that will have a positive impact on the climate. In 2020, the bank participated in the placement of six green bond issues for investment in environmentally sustainable assets with a total volume of €4,700 million. It also participated in the placement of four sustainable bond issues for €1,700 million.

SUSTAINABLE FINANCING

Financing of energy efficient property

The transactions for which an energy efficiency certificate with an A or B rating exists are deemed to be environmentally sustainable.

Property developments formalised in 2020 include transactions amounting to €2,297 million, with an expected rating of A or B.

Green loans

During 2020, CaixaBank arranged 24 green loans totalling €2,021 million. These loans provide a positive environmental impact and have eligible projects or assets as their underlying assets; the following stand out: renewable energies, energy efficiency, sustainable transport, waste treatment, emission reduction and sustainable building.

Loans tied to sustainable indexes

In 2020, CaixaBank signed 32 loans with a volume of €2,297 million, whose conditions are tied to the recognition of the sound sustainability performance of companies by ESG (environmental, social and governance) indexes compiled by independent entities.

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 a specific 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 2020, the entity granted a total of 788 loans worth €54 million tied to the ecofinancing facilities.



07 LEGAL ENVIRONMENTAL COMPLIANCE

CaixaBank has a specific IT 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, attention should be drawn to the following:

SCOPE	OUTCOME OF THE ASSESSMENT OF COMPLIANCE BY CAIXABANK
Pollution prevention and control	The environmental license has been obtained (granted on 26 March 2002 Case number: 00-20002-010). Last renewal through the exemption of periodic control permitted under the umbrella of the EMAS Regulations in 2019.
Water	A dumping license has been granted by the Metropolitan Agency for Hydraulic Services and Waste Treatment (EMSHTR). Exempt from the presentation of the Declaration of the Use and Pollution of Water (DUCA). The limits established for the dumping of sewage have been complied with (except for ammonium and organic nitrogen parameters).
Waste	Filing in the Hazardous Waste Generator Register (code P-06524.1). Exempt from performing the minimisation study on generating less than 10 t per year of hazardous waste. The bank has the documentation accrediting the correct waste storage and management.
Noise	The noise emission limits established have been complied with. Last measure adopted in 2019.
Facilities	The related legalisation of the thermal, electrical, oil, lifting devices and fire-safety facilities, etc. has been obtained. All such facilities have been correctly maintained.
Air	The regulations on substances that deplete the ozone layer and the limits applicable to combustion emissions from generating sets have been complied with.
Energy	The energy efficiency requirements are met and the facilities responsible for 85% of the bank's consumption are audited every four years.

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

