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# CAIXABANK AND ITS ENVIRONMENT

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## ENVIRONMENTAL DECLARATION

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**2019**

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

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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 1505/2017 and the ISO 14001 and ISO 50001 standards.

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.

**Registered office:**

Pintor Sorolla, 2-4  
46002 València

**Barcelona corporate centre:**

Avenida Diagonal, 621,  
08028 Barcelona

**Tax identification number:**

A-08663619

**NACE:**

64.19

**Telephone no.:**

93 404 60 00

**Fax no.:**

93 339 57 03

**Internet address:**

<http://www.CaixaBank.com>

**Contact person:**

Maria Meritxell Ripoll Manuel

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 has the largest customer base in Spain (15.6 million), and is the leading bank for 1 of every 4 customers.

The bank has the most extensive network in Spain, with over 4,118 5,000 branches and nearly 9,111 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.



**15.6**  
million customers



**4,118**  
branches



**9,111**  
ATMs



## 03 VOLUNTARY SOCIAL AND ENVIRONMENTAL COMMITMENTS

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 different 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)



Environmental quality guarantee emblem for the Catalonia branch network



CLIMATE ACTION 100+ for VidaCaixa and CaixaBank Asset Management



RE100 initiative



Spanish Green Growth Group



UNEPFI's Principles for Responsible Banking  
UNEPFI's Collective Commitment on Climate Change



Catalonia Provincial Government Voluntary Agreement Programme



MSCI

Further information on  
CaixaBank's corporate  
responsibility



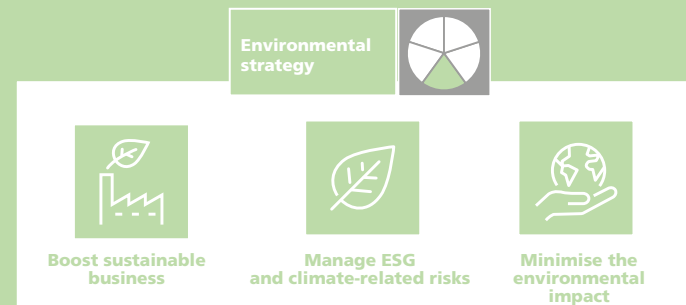
## SOCIALLY RESPONSIBLE BANKING AND ENVIRONMENTAL STRATEGY PLAN

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.

### FOCUS OF THE ENVIRONMENTAL MANAGEMENT PLAN 2019-2021

1

#### Neutral Carbon Strategy

Minimisation and compensation of all CO<sub>2</sub> 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



## 04 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.





## 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 and the European environmental management regulation EMAS and the ISO 50001 energy management certification.

This aspiration is reflected in the entity's remaining responsible policies, 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 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 performance.
- Integrating environmental criteria in its 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, 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.

## 05 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 1505/2017 and the ISO14001 and ISO 50001 standards, which enable the environmental impacts generated by the entity's activity to be controlled, managed and reduced.

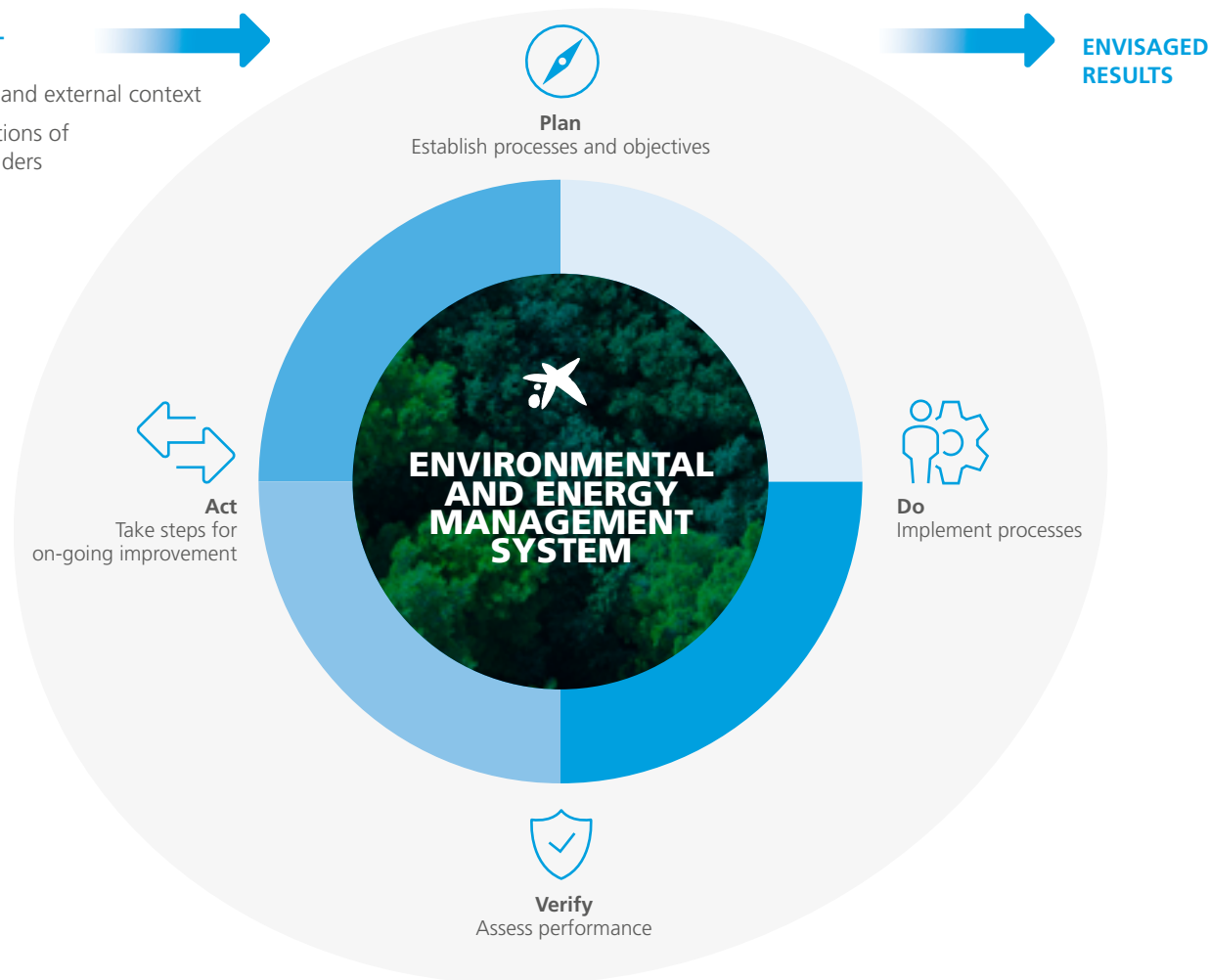
In order to guarantee long-term maintenance of this system, a series of procedures and technical instructions exist that enable current processes to be defined, controlled and examined.

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).

### CONTEXT

- Internal and external context
- Expectations of stakeholders



### Principles

Environmental and energy management principles Declaration on climate change



### External certifications

EMAS regulation  
ISO14.001  
ISO50.001



### Supervision

Environmental Risk Management Committee  
Corporate Responsibility and Reputation Committee

## 5.1. 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.

### 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, the Environmental Committee proposes, approves and submits the environmental and energy management

principles to the Corporate Responsibility and Reputation Committee, together with their modifications, and it also defines the environmental management projects to implement the entity's environmental strategy.

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

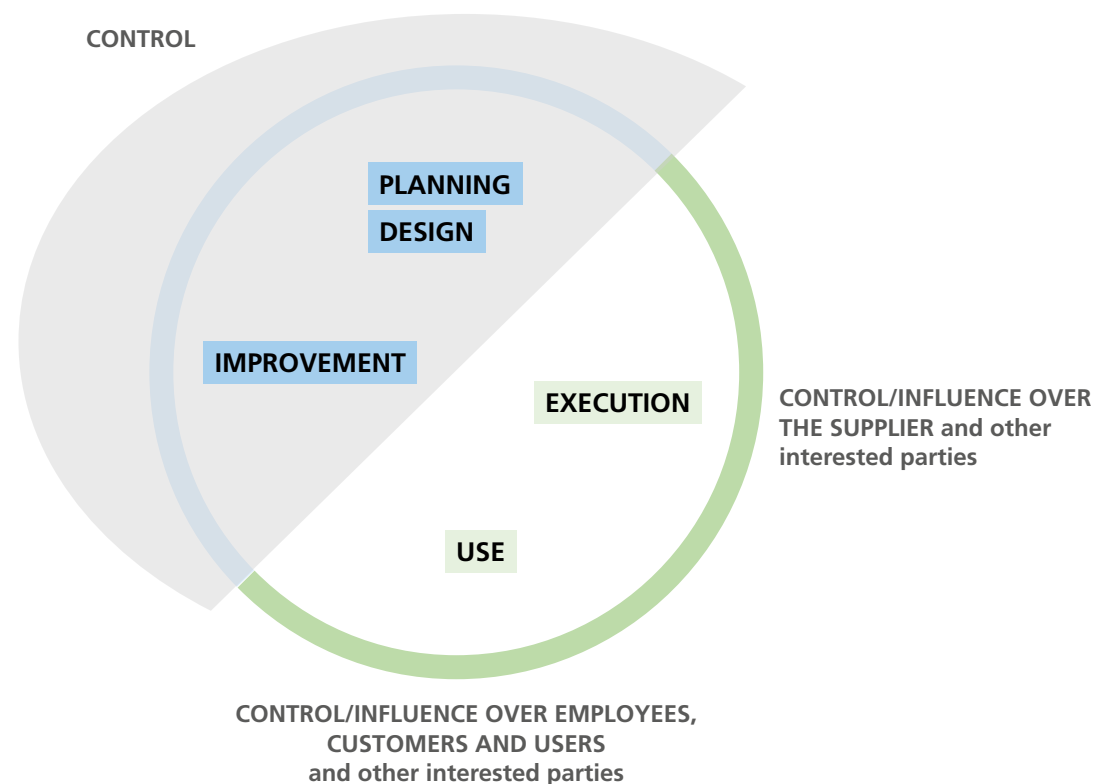
This section details the environmental aspects and impacts arising from the interaction of our activity and the development of financial products and services with the environment.

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 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:





## 5.3. 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*

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 2018 data, the significant environmental aspects are: rejection waste, organic chemical products, fluorescents, spray containers, batteries, plastic in the cafeteria and the generation of rubble and asbestos waste from refurbishment works (impact: the generation and the end

treatment of waste), and the emissions associated with business trips and 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
<b>Generation of non-hazardous waste</b>	toner cartridges	D	N	Insignificant
	paper and cardboard	D	N	Insignificant
	<b>general non-recyclable waste</b>	D	N	<b>Significant</b>
	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
	<b>kitchen plastic</b>	I	N	<b>Significant</b>
	kitchen glass	I	N	Insignificant
	kitchen oil	I	N	Insignificant
	wood	D	N/A	Insignificant
	metal	D	N/A	Insignificant
	glass	D	N/A	Insignificant
	<b>rubble</b>	D	A	<b>Significant</b>
<b>Generation of hazardous waste</b>	chemical containers	D	N	Insignificant
	<b>fluorescents</b>	D	N	<b>Significant</b>
	organic chemical products and oils	D	N	Insignificant
	<b>non-organic chemical products</b>	D	N	<b>Significant</b>
	vehicle maintenance waste	I	N	Insignificant
	contaminated cloths	D	N	Insignificant
	batteries	D	N	Insignificant
	asbestos	D	A	Insignificant
	accidental spillages or polluted absorbent material	D	N/E	Insignificant
	fire waste	D	E	Insignificant
	<b>batteries</b>	D	N	<b>Significant</b>
	<b>spray containers</b>	D	N	<b>Significant</b>
<b>Atmospheric emissions</b>	combustion gases from rental vehicles	I	N	Insignificant
	<b>CO<sub>2</sub> emissions from business trips</b>	I	N	<b>Significant</b>
	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
<b>Spillages</b>	waters similar to domestic waters	D	N	Insignificant
	waste water from fires	D	E	Insignificant
	accidental diesel fuel leakages	D	E	Insignificant
<b>Consumption</b>	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
<b>Noise</b>	day-time	D/N	N	Insignificant
	<b>night-time</b>	D/N	N	<b>Significant</b>
	generators and turbines	D/E	E	Insignificant
<b>Products</b>	<b>products and services</b>	D	N	<b>Significant</b>

D/I: direct/indirect

N/A/E: normal/abnormal/emergency

## 5.4. 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.

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).

100% of the surface area occupied by the building is deemed to be sealed, despite the fact that it has 1,400 m<sup>2</sup> of garden area at street level and 380 m<sup>2</sup> on the roof.

	2016	2017	2018	2019
<i>Users of the Barcelona corporate centre</i>	1,929	1,890	2,020	<b>2,044</b>
<i>Employees of the Barcelona corporate centre</i>	1,429	1,390	1,520	<b>1,544</b>



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

2019 with respect to 2018



**-5.92%**

**reduction of electricity consumption (MWh)**

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



**-30.8%**

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

-21.4 t of CO<sub>2</sub> ☁



**-23.9%**

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

-803.31 t of CO<sub>2</sub> ☁



**-45.8%**

**reduction in the production of toner waste (units)**

-9.42 t of CO<sub>2</sub> ☁



**-22.6%**

**reduction in the generation of fluorescent waste (t)**

-20 t of CO<sub>2</sub> ☁



**-20%**

**reduction in the production of paper waste (t)**

-1.5 t of CO<sub>2</sub> ☁





### 5.4.1. CLIMATE CHANGE (EMISSIONS)

Financial entities have a key role in obtaining the targets of the Paris Accord and the Sustainable Development Goals, both directly, through their own operations, and indirectly, through relationships with customers, investees, commercial partners and the value chain.

Accordingly. In February 2019, CaixaBank approved a Climate Change Declaration, which aims to contribute to the transition to an economy low in carbon that is socially fair while, at the same time, boosting sustainable economic development and growth.

One of the goals of the current 2019-2021 Environmental Plan is to keep the entity Carbon Neutral; such goal was attained in 2018.



**CO<sub>2</sub> emissions in 2019 fell by 20.1% on last year and by 80% on 2009 (base year of the calculation).**



**In 2019, all emissions calculated in 2018 that could not be avoided were offset.**

VERIFIED DATA

1



Calculation of the carbon footprint

2



Reduction in consumption and implementation of improvements

3



Renewable energy

4



Offsets

CaixaBank is the leading listed Spanish bank

**100%**  
Carbon Neutral



## THE CARBON NEUTRAL PLAN IMPLEMENTED 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 2019 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 laid down in its 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.

**CONSUMPTION 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 centre in Barcelona, and 99.31% 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 sixth 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.



## OFFSET OF EMISSIONS CARBON NEUTRAL PLAN

Environmental initiative implemented in 2018 to become the leading bank in Spain and one of the leading entities in Europe in the offset of CO<sub>2</sub> emissions arising from the whole of its activities. 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 4,100 branches.

The Carbon Neutral Plan commenced in 2015 culminated in 2018 and was maintained in 2019, offsetting the full environmental impact included in the calculation of the carbon footprint.

One of the initiatives adopted in 2019 was the offset of emissions that could not be reduced in 2018, contributing to a clean energy generation project thanks to the recycling of pig farm waste in the Sonora area of Mexico. In accordance with the emissions offset standards, the project has been recognised by the Verified Carbon Standard (VCS).

Furthermore, CaixaBank completed the offset of CO<sub>2</sub> through the reforestation of two woods

located in Montserrat (11.1 ha in Barcelona) and Ejulve (4.9 ha in Teruel), whose direct benefits in the territory will be reaped over the next 40 years.

In total, in 2019, CaixaBank offset 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 2018.

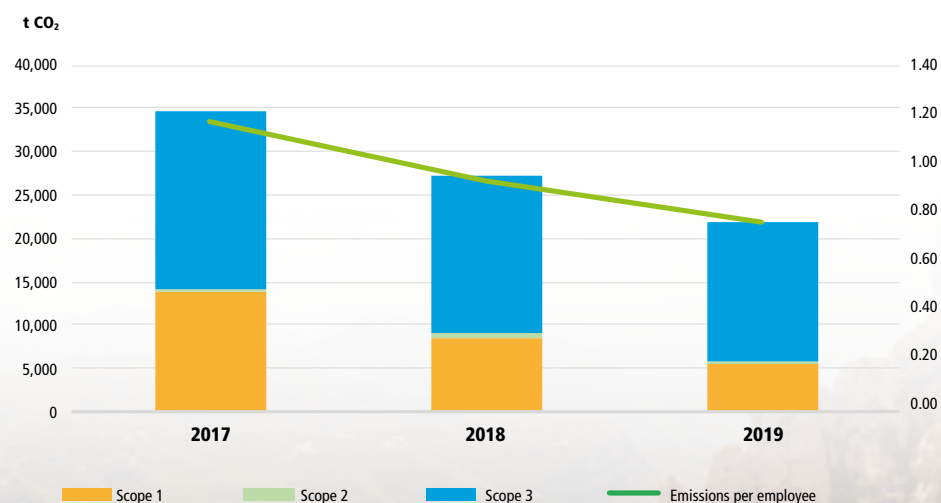


**In 2019, 27,334 tonnes of CO<sub>2</sub> emissions were offset**

## CAIXABANK CARBON FOOTPRINT (t CO<sub>2</sub>)

Emissions 100% offset

### Variations in emissions | GENERATED AND OFFSET







## RISKS AND OPPORTUNITIES ARISING FROM CLIMATE CHANGE

To boost climate and environmental risk management and promote green business, in line with CaixaBank's Environmental Strategy, a 2019-2021 Road Map is being put into place which, among others, includes the following areas of action:

### Environmental Risk Management Policy

Implement the Environmental Risk Management Policy and review the risk concession procedure, including the regulatory and market changes.

### Definition and deployment of governance

Implement a coherent, efficient and adaptable environmental and climate change risk management governance model that supervises the attainment of the CaixaBank Group's goals as a framework to manage climate and environmental risk.

### Risk metrics

Measure and ensure that the CaixaBank Group complies with the risk appetite defined, the applicable environmental and climate change risk management regulations and the expectations of stakeholders.

### Taxonomy

Structure and categorise customers and products and services from an environmental and climate change standpoint, in accordance with the regulatory requirements currently under way.

### Business opportunities

Ensure that CaixaBank takes advantage of the current and future business opportunities in the area of sustainable financing/ investment in the framework of the environmental strategy, among them, the issue of social and/or green bonds.



## 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 area, in 2019, CaixaBank participated in 28 operations involving renewable energy, with a total of 8,322 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.



#### Objective

**Electricity:** reduction in consumption with respect to 2018 data

**Objective:** -0.6% at the corporate centre\* and 1% in the territorial network with respect to the target set in 2018

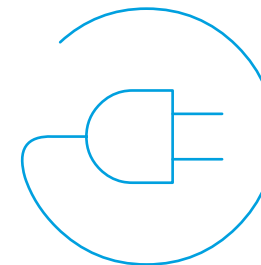
**Attained:** -5.92% at the Barcelona corporate centre and -4.72% in the territorial network



The implementation of an energy management system enabled us to ascertain that the cumulative saving in the last three years (2017-2019) was 8.92% with respect to the base line calculated using the data from the last three years (2014-2016).

The bank's total electricity consumption was

**151.7**  
GWh



### Electricity consumption in 2019

#### BARCELONA CORPORATE CENTRE

**-1,393,138 kWh**

with respect to the target set in 2018

▼ **-5.92%**



Consumption per employee

▼ **-7.09%**

#### BRANCH NETWORK

**-6,799,514 kWh**

with respect to 2018

▼ **-4.72%**



Consumption per employee

▼ **-1.55%**

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

**14,776**  
(7.23)  
2019

**15,526**  
(7.69)  
2018

**15,449**  
(8.17)  
2017

**15,427**  
(8.00)  
2016

\*In 2017, the target was the reduction of 1.5% with respect to the base line. The cumulative two-year figure represents a target of 3%.



### Procedures and achievements

In 2019, 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
- Review and reprogramming of lighting times
- Improvements in the system for monitoring the building's energy consumption

### Indicators

	2016	2017	2018	2019
<b>Energy</b> Energy consumption at the Barcelona corporate centre				
<b>Electricity</b>				
Total consumption (MWh)	15,174	14,807	15,098	<b>14,381</b>
Total consumption (MWh per user)	7.9	7.8	7.5	<b>7.0</b>
Emissions from electricity* (t CO <sub>2</sub> ) ☁	0	0	0	<b>0</b>
<b>Diesel fuel (emergency groups)</b>				
Total consumption (l)	25,219	64,156	42,777	<b>39,465</b>
Total consumption (MWh)	253	642	428	<b>395</b>
Total consumption (MWh per user)	0.13	0.34	0.21	<b>0.19</b>
Direct diesel emissions (emergency equipment (t CO <sub>2</sub> ) ☁)	71	184	123	<b>113</b>

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



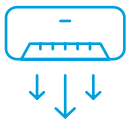
### Branch network

In 2019, a domotics project was promoted, which aims to:

- Improve the comfort of employees and customers through home automation control.
- Possibility of carrying out predictive maintenance to anticipate possible incidents.
- Energy saving based on the management of facilities, acting on the office's total consumption.

In this year, the milestones reached in this project were as follows:

Aside from the efforts made in the home automation project, the replacement took place of



high-consumption air conditioning units at:

# 149

branches with more efficient units



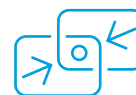
The sending of personalised energy consumption reports for each office, complemented with news regarding awareness-raising over the intranet



The monitoring of

# 15

unique buildings



The monitoring of

# 91

branches



The tele-management of

# 127

Store 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 84.4% 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 1.34 kg of CO<sub>2</sub> per kg of paper used.



#### Objective

**Paper:** reduction in consumption with respect to 2018

**Objective:** -5%. **Attained:** -14.42% in the territorial network



#### Procedures and achievements

##### Barcelona corporate centre

At the Barcelona corporate centre, paper consumption dropped from 23.64 kg/employee in 2018 to 16.37 kg/employee, representing a reduction of 30.76%.

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.



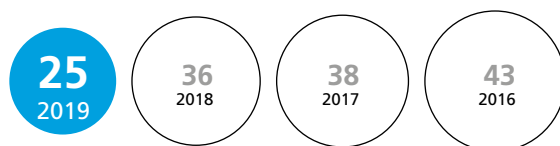
In the last 10 years, the banks' total consumption was reduced by:

**-54%**  
consumption of sheets of paper

**-74%**  
in the sending of notices to customers

**-77%**  
in the use of paper envelopes at branches and ATMs

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



#### Indicators

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

	2016	2017	2018	2019
<b>Total consumption of white paper + recycled paper (t)</b>	<b>43</b>	<b>38</b>	<b>36</b>	<b>25</b>
Total consumption per employee (t)	0.03	0.028	0.024	<b>0.016</b>
White paper + recycled paper (t CO <sub>2</sub> ) ☁	75	66	52	<b>31</b>

##### 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 all contracts to be signed digitally as a result of the deployment of 30,000 new smart PCs (1,500 installed in 2019).





## Procedures and achievements

Other measures aimed at minimising paper consumption and printing toners, already implemented previously and which continue to be maintained, are as follows:

- Electronic invoices.
- Promotion of the use of new information technologies.
- Savings options at ATMs: "See balance and do not print receipt" and "Envelop free deposits". Likewise, in 2019, projects continued to be implemented that involve 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, which enable branches to generate product agreements through CaixaBankNow.
- Paper sent to customers fell by 23.9% with respect to 2018 (-23% drop in envelopes, -26% drop in A4 paper and -15% drop in leaflets).

Paper consumption was reduced by

**14.8%**

with respect to 2018 in the bank's total

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

Reduction in consumption of paper

**-574 t CO<sub>2</sub>**

Reduction of deliveries to customers

**-803 t CO<sub>2</sub>**



## Paper consumption in 2019

### BARCELONA CORPORATE CENTRE

**-10,661 kg**

with respect to the target set in 2018

**▼ -29.67%**



Consumption per employee

**▼ -30.76%**

### BRANCH NETWORK

**-199,398 kg**

with respect to 2018

**▼ -14.42%**



Consumption per employee

**▼ -11.57%**

### RECYCLED PAPER CONSUMPTION REPRESENTS A SAVING OF

**-1,575 t CO<sub>2</sub>**

**84.4%**  
CONSUMPTION AT THE BARCELONA CORPORATE CENTRE

**97.5%**  
OF THE BANK

## 5.4.4. 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

**Plastic waste at the cafeteria:** reduction of 10% with respect to 2018 data

*Objective: -10%. Attained: -25% at the corporate centre.*

**Waste not selectively collected:** reduction of 5% with respect to 2018 data

*Objective: -5%. Partially attained: -2.3% at the corporate centre.*



### Procedures and achievements

#### Barcelona corporate centre

One of the objectives set for 2019 was the reduction in the use of throw-away plastic at the cafeteria, in order to reduce the volume of waste from such material.

Accordingly, plastic cutlery and containers have been swapped for biodegradable material and glass containers. This initiative led to a reduction of 25% in the volume of generation of plastic waste at the cafeteria in 2019.

Also, the objective was pursued of reducing waste not collected in a selective manner. The main problem of the previous year's increase was the deficient management by the manager of plastic waste which, following its segregation at source, was mixed with other fractions, for

which reason we cancelled the contract and published a new tender. The reduction was 2.3% and the attainment of the objective was extended for one more year.

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 cardboard of 42% with respect to global waste in the last six years and of 20.2% with respect to 2018.

With regard to the generation of toner waste, which is fully linked to paper waste, the global reduction since 2014 was 81.8% and 45.8% with respect to 2018.

Maintaining good selective collection practices is a constant challenge. In 2019, awareness-raising campaigns were maintained 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 2019, internal refurbishment work was carried out at the building; accordingly, increased rubble was generated, together with asbestos waste following the replacement of downpipes.

Global reduction in  
waste emissions

**-51 t CO<sub>2</sub>**  
**-26%**

with respect to 2018  
emissions

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.

### Branch network

Despite the fact that a Technological Equipment Comprehensive Recycling Plan has already been in place since 2013, in 2019, CaixaBank commenced *Re-use me*, a new plan for its branch network, in which we donate both IT materials and furniture to charity welfare entities.

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



This leads to a more sustainable management of such items, 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 August 2019, bank cards began to be marketed, manufactured using biodegradable materials.



## Indicators

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





	2016	2017	2018	2019
<b>Paper and cardboard</b>				
Total paper and cardboard (t)	161	113	133	<b>106</b>
Total paper and cardboard per employee	0.11	0.08	0.09	<b>0.07</b>
<b>Plastic</b>				
Total plastic (t)	7.21	3.16	3.02	<b>3.59</b>
Total plastic per employee	0.005	0.002	0.002	<b>0.002</b>
<b>General waste not selectively collected</b>				
Total general waste not selectively collected (t)	80	70	76	<b>74</b>
Total general waste not selectively collected per employee	0.056	0.050	0.050	<b>0.048</b>
<b>Toner cartridges</b>				
Total toner cartridges (units)	3,266	1,991	1,493	<b>809</b>
Total toner cartridges per employee	2.29	1.43	0.98	<b>0.52</b>
<b>Metal</b>				
Total metal (t)	21.6	13.8	12.45	<b>9.05</b>
Total metal per employee	0.015	0.009	0.0082	<b>0.0059</b>
<b>Rubble</b>				
Total rubble (t)	76.7	1,577	1,373	<b>411</b>
Total rubble per employee	0.054	1.13	0.90	<b>0.27</b>
<b>Total non-hazardous waste (t)*</b>	<b>398</b>	<b>1,834</b>	<b>1,651</b>	<b>653</b>
<b>Total non-hazardous waste per employee (t)</b>	<b>0.279</b>	<b>1.309</b>	<b>1.086</b>	<b>0.42</b>

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



	2016	2017	2018	2019
--	------	------	------	------

#### Waste CO<sub>2</sub> emissions from waste at the Barcelona corporate centre

<b>Main non-hazardous waste</b>				
Paper and cardboard (t CO <sub>2</sub> ) 	9	7	8	<b>6</b>
Plastic (t CO <sub>2</sub> ) 	1	0.4	0.4	<b>0.5</b>
General waste not selectively collected (t CO <sub>2</sub> ) 	49	45	49	<b>47</b>
Rubble (t CO <sub>2</sub> ) 	0.92	18.93	16.25	<b>2.66</b>

	2016	2017	2018	2019
--	------	------	------	------

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

<b>Lead batteries</b>				
Total lead batteries (t)	64.85	30.27	0	<b>1.02</b>
Total lead batteries per employee (t)	0.045	0.022	0	<b>0.0007</b>
<b>Fluorescents</b>				
Total fluorescents (t)	0.47	0.22	0.036	<b>0</b>
Total fluorescents per employee (t)	0.0003	0.0002	0.0002	<b>0</b>
<b>Asbestos</b>				
Total asbestos (t)	0	1	1.16	<b>1.10</b>
Total asbestos per employee (t)	0	0.0007	0.0008	<b>0.0007</b>
<b>Total hazardous waste (t)*</b>	<b>65.7</b>	<b>31.65</b>	<b>2.02</b>	<b>2.91</b>
<b>Total hazardous waste per employee (t)</b>	<b>0.046</b>	<b>0.023</b>	<b>0.001</b>	<b>0.002</b>

\*Itemised data of hazardous waste generated to a lesser extent is not included (sprays, contaminated cloths, chemical products containers, organic and non-organic chemical products and batteries), 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 its buildings and applying sound environmental practices to optimise its daily use.



#### Procedures and achievements

##### Barcelona corporate centre

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.

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.

In 2019, the same levels of consumption as in the previous year were maintained, thereby consolidating the saving as a result of this procedure.

Additionally, the taps were changed on all the refurbished floors between 2017 and 2019, 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 dumping 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.

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.



**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 services, which are more energy efficient and do not use water as a refrigeration means.**



Reduction in waste consumption associated with the change in cooling towers

**-9,170 m<sup>3</sup>/year**  
**-19.8%**  
 since 2016

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 2019, was calculated at 349,183 m<sub>3</sub> (Central Services included).

Moreover, CaixaBank periodically 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.

Indicators

Water Water consumption at the Barcelona corporate centre

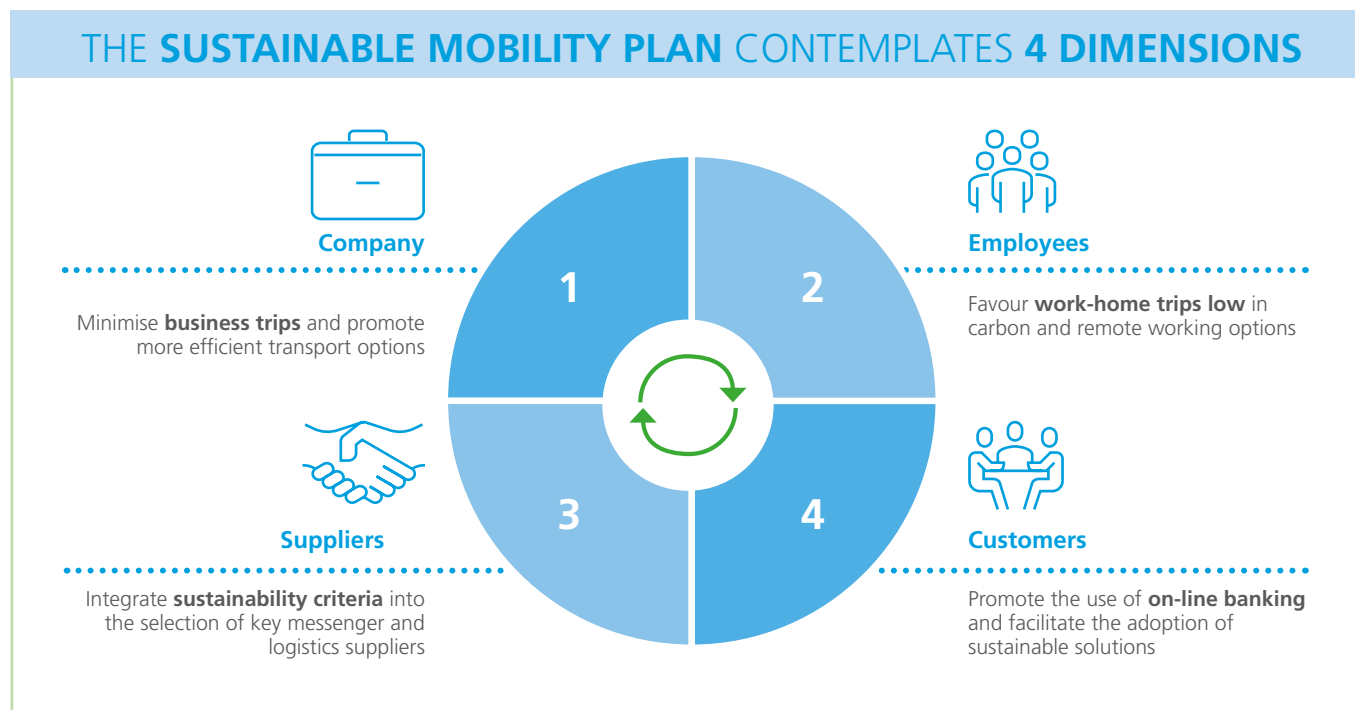
	2016	2017	2018	2019
<b>Total consumption (m³)</b>	<b>46,255</b>	<b>48,135</b>	<b>37,104</b>	<b>37,085</b>
Total consumption in m³ per user	23.98	25.47	18.37	<b>18.14</b>
Water (t CO <sub>2</sub> ) ☁	18	19	15	<b>15</b>





### 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 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

Despite the increase in recent years, in 2019, the kilometres covered in the different means of transport used with respect to 2018 (aeroplane, train and car) were reduced, leading to a decrease of 655 t of CO<sub>2</sub> emissions into the atmosphere at the Barcelona corporate centre and of 921 t in the bank's global emissions.

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 following global initiatives were also implemented:

- Portal Comunica-t: communication tools through instant messaging, audio and video-conferencing virtual meetings, sharing of documents, etc.

- Raising awareness of employees through a trip auto-reserve tool, which informs of CO<sub>2</sub> emissions associated with each trip.
- Inclusion of hybrid vehicles in the current fleet, to substitute diesel vehicles.
- Implementation of car sharing schemes at the Territorial Sales Offices.



### Coolant gases

Details of coolant gases that have had to be replaced in 2019 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 CO<sub>2</sub>) ☁

	2016	2017	2018	2019
Business trips	3,639	3,684	4,606	<b>3,960</b>
In-house vehicle fleet	80	54	46	<b>38</b>
Total emissions arising from trips and journeys	3,719	3,738	4,652	<b>3,998</b>
Total t CO <sub>2</sub> per employee	0.12	0.13	0.15	<b>0.14</b>

#### Other emissions Consumption of coolant gases at the Barcelona corporate centre

Total consumption (kg)	505	3	112	<b>107</b>
Total consumption in kg per user	0.03	0.002	0.06	<b>0.05</b>
Direct emissions of coolant gases (leak of HFC) (t CO <sub>2</sub> ) ☁	99	6	189	<b>198</b>

\*No data is reported with regard to the emission of other gases (CH<sub>4</sub>, N<sub>2</sub>O, HFC, PFC, NF<sub>3</sub> and SF<sub>6</sub>, SO<sub>2</sub>, NOx and PM), 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 the reduction of CO<sub>2</sub> emissions.



### Procedures 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.

In 2019, various specific training courses were provided based on the needs detected, such as symposiums on the risks and opportunities arising from climate change or novelties regarding environmental declarations.

Also, as a result of the performance of a diesel fuel spillage simulation, training needs were also detected to respond to this type of emergency on the part of the maintenance company, which were carried out in 2019.

Furthermore, in 2019, a reforestation workshop was carried out in 2019 at CaixaBank's forest in Teruel, with the voluntary participation of employees and their family members.

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.

## 5.6. MONITORING OF 2019 ENVIRONMENTAL OBJECTIVES



### Objectives and improvements in 2019

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 2019, 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 2018 data</b> Objective: -0.6% at the corporate centre and -1% in the territorial network. Attained: -5.92% at the corporate centre and -4.72% in the territorial network	●
<b>At the Barcelona corporate centre</b>	●
Substitution of fluorescents with LED lighting	●
Review and reprogramming of lighting times	●
Improvements in the system for monitoring energy consumption	●
Maintenance of the energy management system (ISO 50001)	●
<b>At the branch network</b>	●
Domotics project	●
Substitution of 149 air conditioning units	●
Exhaustive monitoring of energy consumption	●
<b>Paper - Reduction in paper consumption with respect to 2018 data</b> Objective: -5%. Attained: -14.42% in the territorial network	●
Contract digitalisation project (all digitalised contracts)	●
Installation of 1,500 new smart PCs	●
Customer dispatch optimisation project	●
Maintenance of energy-saving measures at ATMS (envelop free deposits, no printed receipts, etc.)	●
Environmental awareness	●
<b>Waste - Reduction in plastic waste generation at the cafeteria with respect to 2018 data</b> Objective: -10%. Attained: -25% at the corporate centre	●
Replacement of plastic with glass and biodegradable containers	●

- Attained
- Under way
- Not attained



OBJECTIVES AT THE BARCELONA CORPORATE CENTRE	COMPLIANCE
<b>Waste - Reduction in the generation of waste not selectively collected with respect to 2018 data</b> Objective: -5%. Partially attained: -2.3% at the corporate centre	
Change in waste manager	
Environmental awareness	
<b>Product - Marketing of a new ecoproduct and definition of a new environmental risk management policy</b> Attained objective	
Marketing the EIB climate change facility and a new AgroBank loan facility	
The new environmental risk management policy has been approved	
OBJECTIVES AT THE MADRID CORPORATE CENTRE	COMPLIANCE
<b>Energy - Reduction in energy consumption with respect to 2018 data</b> Objective: -1.5%. Attained: -12.63%	
<b>Waste – Reduction in the consumption of fluorescent lighting consumption with respect to 2018 data</b> Objective: -5%. Attained: -25,11%	
<b>Waste – Implementation of selective battery collection</b> Objective: installation of battery containers. Attained: installed containers	
<b>Emissions - Elimination of 100% in the use of the R22 coolant gas</b> Objective: -100%. 2020 postponed project	
OBJECTIVES AT THE VALENCIA CORPORATE CENTRE	COMPLIANCE
<b>Energy - Reduction in energy consumption with respect to 2018 data</b> Objective: -1.5%. Attained: -7.39%	
<b>Waste - Reduction in the generation of waste not selectively collected with respect to 2018 data</b> Objective: -5%. Attained: -69.14%	

- Attained
- Under way
- Not attained



## 5.7. DEFINITION OF 2020 ENVIRONMENTAL OBJECTIVES



### Objectives and improvements in 2020

Having assessed the environmental aspects of 2019 and their importance, the objectives have been defined with regard to the period from 1 October 2019 to 30 September 2020:

#### Objectives for 2020 at the Barcelona corporate centre:



Reduction in energy consumption of

**1%**



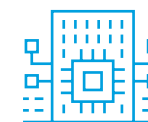
Reduction in non-reusable waste generation at the centre of

**5%**

with respect to 2018



Implementation of taxonomy of sustainable activities to categorise customers and producers from an environmental standpoint



Deployment of the domotics project (2020 annuity) at the corporate centre and the territorial network to save energy

#### Objectives for 2020 at the Madrid corporate centre:

Reduction in energy consumption of

**1.5%**

Reduction in fluorescent lighting consumption of

**5%**

Elimination of the use of diesel fuel of

**3%**

#### Objectives for 2020 at the Valencia corporate centre:

Reduction in energy consumption of

**1%**

## 06 EXTENDING SOCIAL AND ENVIRONMENTAL RESPONSIBILITY TO THE SUPPLIER CHAIN

### Context of the organisation and interested parties

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.



# 858

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

## 07 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 is working 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.

### Ecological Fund

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

In 2019, this fund had a total volume of €32.8 million.



### Ecological Fund 2019

**€32.8**  
million  
in the investment fund

### Green bonds

In 2019, the entity participated in the placement of four issues of green bonds to invest in sustainable assets, with a total volume of €2,550 million (€1,300 million in 2018).



**FCC-Servicios Medio Ambiente**  
Inaugural Green Bond  
**€600 million**  
Maturity: 2023-XS2081491727  
**€500 million**  
Maturity: 2027-XS2081500907  
Joint Bookrunner. December 2019



**Prologis**  
Green Senior Unsecures  
**€450 million**  
Maturity: 2029-XS2021462440  
Passive Joint Lead Manager.  
June 2019



**Enel**  
Senior Green Bond  
**€1.000 million**  
Maturity: 2025-XS2081500907  
Joint Bookrunner. January 2019

## 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 2019 include transactions amounting to €938 M, with an expected rating of A or B.

### Positioning on the loan market with a GLP certificate

CaixaBank ranked 13th on the green loan market in the 2019 ranking, as **Global Mandated Lead Arranger**, participating in 11 green loans with a volume of 1,546 million dollars. All these loans obtained the **Green Certificate** (green certification), in accordance with the **The Green Loan Principles** criteria.

### Loans tied to sustainable indexes

In 2019, CaixaBank signed 11 loans with a volume of €919 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 2019, the entity granted a total of 505 loans worth €10.2 million tied to the ecofinancing facilities.

### Climate action facilities

The credit facility remains in force amounting to €30 million signed in 2018 with the EIB to finance investments of SMEs, individuals and the public sector to fight against climate change (mainly electric vehicles, changes in facilities, home refurbishments, etc.).





## ENVIRONMENTAL RISK MANAGEMENT

In February 2019, the Board of Directors approved the Environmental Risk Management Policy and established CaixaBank's Environmental Risk Management Committee.

This policy establishes the global principles framework to manage environmental risk and a series of general and sectoral exclusions relating to these activities that could have a significant environmental impact, establishing the requirements under which CaixaBank will not assume credit risk, specifically:

- Energy
- Mining
- Infrastructures
- Agriculture, fishing, cattle and forestry

### Equator principles

Throughout 2019, 15 projects were financed within the scope of the Equator principles, with a global investment of €16,190 million, and the participation of €1,412 million.

#### 2019 investments

**€16,190 million**  
in 15 projects

**€1,412 million**



## 08 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
<b>Pollution prevention and control</b>	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.
<b>Water</b>	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).
<b>Waste</b>	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.
<b>Noise</b>	The noise emission limits established have been complied with. Last measure adopted in 2019.
<b>Facilities</b>	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.
<b>Air</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.





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

