

# Contribution to the United Nations *SDGs*



2019

CAIXABANK GROUP  
SOCIOECONOMIC IMPACT

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**CaixaBank**  
Listen Talk Act

**Socially responsible  
banking**



# Mission

TO CONTRIBUTE TO THE  
FINANCIAL WELLBEING  
OF OUR CUSTOMERS  
AND THE PROGRESS OF  
SOCIETY AS A WHOLE





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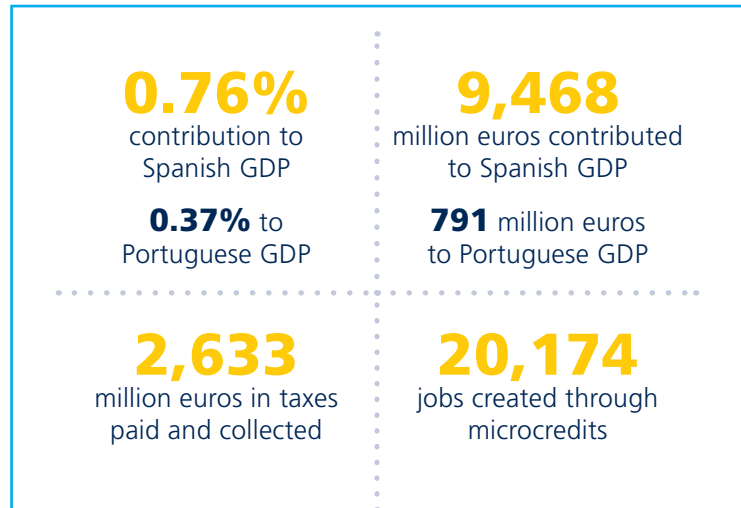
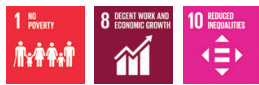
### External assurance

The indicators were compiled on the basis of in-house calculations using internal data alongside that from external databases and reports, which are referred to when this is deemed relevant.

A large number of the non-financial indicators included in this publication have been obtained from the "Statement of Non-Financial Information" section of the 2019 CaixaBank Group Consolidated Management Report. This section has been verified by an external expert, PwC, within the scope and terms set out in their corresponding independent Assurance Report. The economic and financial information was obtained from the CaixaBank Group's audited 2019 financial statements. Both documents are available at: [www.CaixaBank.com](http://www.CaixaBank.com).

# CAIXABANK AT A GLANCE

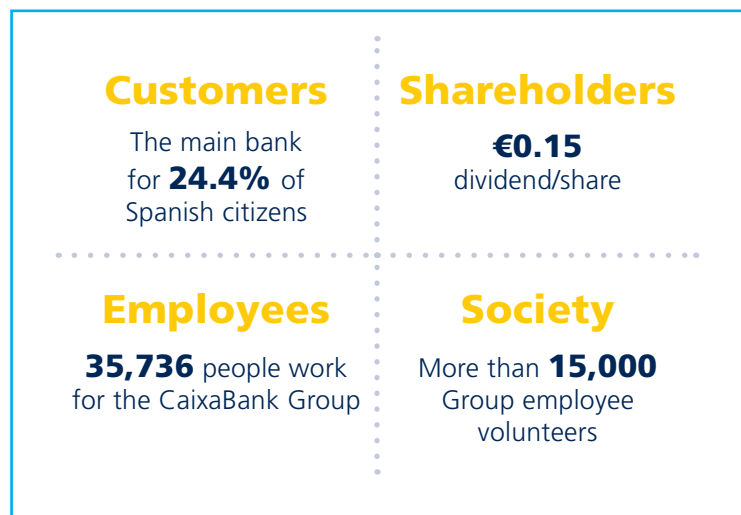
## 1 Contribution to the economy



## 2 Close and accessible banking



## 3 Our responsibility to stakeholders





## 4 Adherences and alliances



**724.8**  
million euros granted  
in microcredits and  
social impact finance

Adherence to the **UNEP  
FI** global alliance and  
the **Principles for  
Responsible Banking**

**A+**  
top SRI rating for  
VidaCaixa and  
CaixaBank AM

**Social  
Bond**  
issuance to support SDGs

## 5 Environmental responsibility



**100%**  
Carbon Neutral

**2,453**  
million euros granted  
to renewable  
energy projects

**1,546**  
million dollars in  
green loans

Signatory of the  
**Equator Principles**

## 6 Innovation, technology and security



**Leader**  
in digital banking  
in Spain

**Best**  
bank transformation  
in Europe according  
to *Euromoney*

**931**  
million euros invested  
in development  
and technology

More than **50**  
million euros invested  
in information security

# 0.76%

CONTRIBUTION TO SPANISH GDP



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# CaixaB

**9,468**

*million*

euros contributed to  
Spanish GDP

**35,736**

*employees*

CaixaBank Group

**46,440**

*jobs*

created indirectly



# Economy

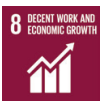
## THE IMPACT OF THE BUSINESS

Bank

### SUSTAINABLE DEVELOPMENT GOALS COVERED BY THIS CHAPTER



1- End poverty



8- Decent work and economic growth



10- Reduction of inequalities

### CAIXABANK'S CONTRIBUTION

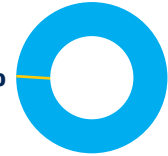
- Microfinance - jobs created
- "la Caixa" Incorpora programme
- Professional development of Group employees
- Direct and indirect contribution to Spanish and Portuguese GDP
- Jobs created indirectly through purchasing from suppliers
- Microfinance activities - MicroBank
- "la Caixa" Incorpora programme

## CONTRIBUTION TO THE ECONOMY

**9,468 million**

euros in direct and indirect contribution to Spanish GDP\*

.....> 0.76%



**791 million** euros in direct and indirect contribution by BPI to Portuguese GDP

.....> 0.37%



**13.6%** Gross Value Added by CaixaBank to the financial and insurance sector

**6.1%** Gross Value Added by BPI to the financial and insurance sector

## TAXES PAID AND COLLECTED FROM THIRD PARTIES

**2,633 million** euros in taxes paid and collected from third parties

**1,705 million**

euros in profit attributable to the Group

**€1,461 million** taxes collected on behalf of third parties

• **€345 million contribution to the FGD\*\* and FUR\*\*\*.**  
• **€15 million contribution to the banking sector (Portugal)**



**€475 million** indirect taxes

**€466 million** Social Security

**€231 million** Direct taxes

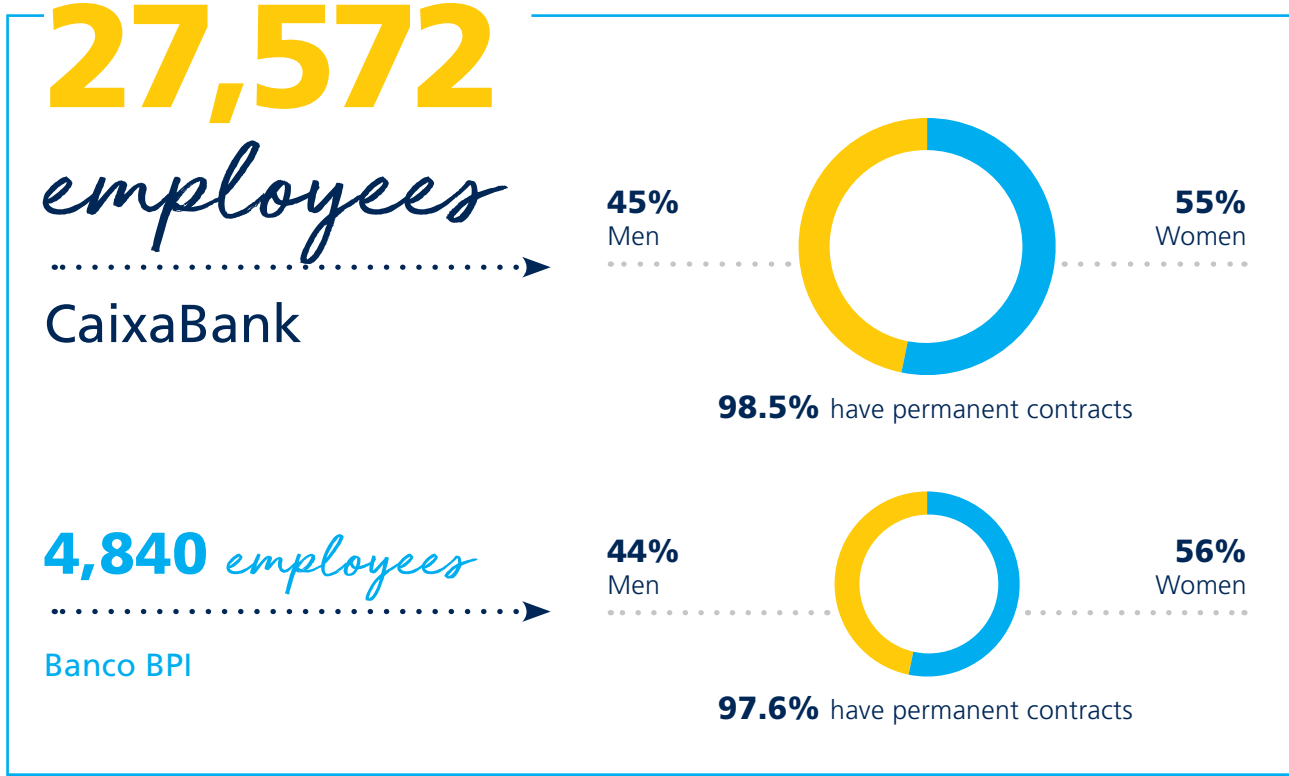
\* Source: CaixaBank Research, based on data from National Statistics Institute (with 4Q data).

\*\* Fondo de Garantía de Depósitos.

\*\*\* Fondo Único de Resolución.



## COMMITTED TO EMPLOYMENT



**46,440 jobs created indirectly through purchasing from suppliers\* and 6,175 created by Banco BPI**



**20,174 jobs created** thanks to the contribution of microcredits for entrepreneurs and businesses

**9,002 new businesses** started up with the support of microcredits



CaixaBank actively publicises the Incorpora labour market inclusion programme of "la Caixa", from its branch network and in meetings with corporate customers.

- **36,803** job opportunities generated during the year
- **13,613** companies taking part across Spain
- Participation of **482** social welfare organisations and **885** experts in labour market inclusion

\* Source: CaixaBank Research, based on the Added Value of CaixaBank's activity, Spanish GDP, employment according to Spain's national accounts and figures on productivity per employee and based on the input-output tables of Spain's National Statistics Institute (INE), with data from the fourth quarter.



**91%**

of Spanish citizens have a  
CaixaBank branch in their  
*municipality*

**93%**

*accessible*  
branches in Spain

**99%**

*fully  
accessible*  
ATMs in Spain





# Market

## CAIXABANK'S PRESENCE

# 94%

PRESENCE IN TOWNS AND CITIES WITH MORE THAN 5,000 INHABITANTS

### SUSTAINABLE DEVELOPMENT GOALS COVERED BY THIS CHAPTER



1- End poverty



8- Decent work and economic growth



9- Industry, innovation and infrastructure



10- Reduction of inequalities



11- Sustainable cities and communities

### CAIXABANK'S CONTRIBUTION

Proximity through the branch network  
 Accessibility of branches and ATMs  
 AgroBank

Financing for companies, the self-employed, businesses and entrepreneurs  
 Market and business shares  
 Spanish, international and specialised branch network

DayOne  
 Real Estate Hotels & Homes  
 CaixaBank Hotels & Tourism Awards

Accessibility of branches and ATMs  
 AgroBank

Accessibility of branches and ATMs  
 Spanish, international and specialised branch network

## SPANISH BRANCH NETWORK

**4,118**

*branches*

in Spain

**93%**

accessible branches

**91%**

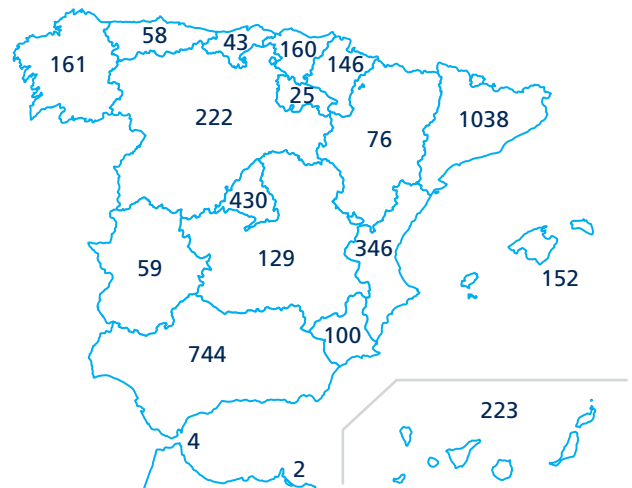
of Spanish citizens have a CaixaBank branch in their municipality

Present in **100%** of towns and cities with more than 10,000 inhabitants

Present in **94%** of towns and cities with more than 5,000 inhabitants

The only bank present in **229** towns and cities

**64** branches made barrier-free in 2019



**9,111**

in Spain

*ATMs*

**99%**

of ATMs are fully accessible

**1,380** *ATMs* in Portugal

**100%**

of ATMs have sign language video guides

The first bank in the world to use facial recognition at its ATMs for cash withdrawals



## SPECIALISED BRANCH NETWORK

**3,918** Retail Branches

- **458** Store Branches
- **42** BusinessBank Centres

**125** Business Centres

**53** Private Banking Centres

**1** Corporate Banking Centre

**15** Institutional Banking Centres

"All in one" space opened, Europe's largest financial experience hub

## INTERNATIONAL BRANCH NETWORK

**18**

**Representative  
offices**

Milan, Beijing, Shanghai, Dubai, New Delhi, Istanbul, Singapore, Cairo, Santiago de Chile, Bogota, New York, Johannesburg, São Paulo, Hong Kong, Lima, Algiers, Sydney, Toronto

**2**

**Spanish  
Desks**

Mexico City, Vienna

**5**

**International  
branches**

**with 7 branches:** Warsaw, Morocco (Casablanca, Tangiers, Agadir), London, Frankfurt, Paris

**1**

**BPI**

**477 branches**

# Leading retail banking entity

## MARKET AND BUSINESS SHARES

**15.6 million**  
customers

**391,414 million**  
euros in total assets

**384,286 million**  
euros in customer funds

**227,406 million**  
euros in loans and advances  
to customers

### Business shares in Spain

**15.7%**  
credit

**15.5%**  
deposits

**27.1%**  
direct deposit  
of salaries

**20.0%**  
direct pensions  
deposits

**17.1%**  
mutual funds

**25.5%**  
pension plans

**28.0%**  
savings  
insurance

**20.3%**  
life-risk  
insurance

**15.9%**  
housing loans

**23.5%**  
billing cards

**27.5%**  
POS billing

### BPI business shares

**10.2%**  
credit

**10.2%**  
deposits

**9.4%**  
direct deposit  
of salaries

**20.3%**  
mutual funds

**14.0%**  
consumer loans

**11.1%**  
insurance



## Retail banking

**81,887** million euros in assets under management

**92,911** million euros in investment

### Premier Banking

**134,651** million euros in assets and securities under management

**2,596** specialised advisors

**67%** of customers advised

**4,881** million euros in financing for companies and the self-employed

## AgroBank

**27.7%** of self-employed farmers in Spain are CaixaBank customers

**352,662** farming sector customers

**919** AgroBank offices

**1,000** million euros in new loan production specific to the farming sector

Training for women in rural areas

Launch of renewable energy farming investment

## Private Banking

**73,385** million euros in assets and securities under management

**100%** of managers accredited by the CNMV

**94%** of customers advised

## Business Banking

**44.4%** of Spanish companies are CaixaBank clients\*

**40,969** million euros in investment

**15.1%** market share in business lending

**125** Business Centres



Banking service specialising in startups, scaleups and their investors



Launch of Real Estate & Homes, offering products and services in the property development sector



Boosting and stimulating commercial activity in the sector

Awards for innovation and sustainability of tourism companies

## CIB & International Banking

**34,369** million euros in investment

**1,600** agreements with correspondent banks

\* Turnover of between 1 and 100 million euros. Source FRS Inmark.



**15.6**

*million*

CaixaBank Group  
customers



More than

**15,000**

*employees*

of the Group  
are volunteers



Culture Plan

*Financial*



# Trust

## STAKEHOLDERS

THE MAIN BANK FOR

# 24.4%

OF SPANISH CITIZENS

### SUSTAINABLE DEVELOPMENT GOALS COVERED BY THIS CHAPTER



1- End poverty



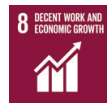
3- Health and wellbeing



4- Quality education



5- Gender equality



8- Decent work and economic growth



17- Partnerships for the goals

### CAIXABANK'S CONTRIBUTION

- Employee volunteers
- Financial Culture Plan
- Support for the community
- Active housing policy

- Collaboration with the GAVI Alliance through the "la Caixa"

- Financial Culture Plan
- Workforce training

- Wengage Programme
- Adherence to the United Nations Women's Empowerment Principles
- Sponsorship of women's sports

- Professional development of Group employees
- Jobs created through purchasing from suppliers
- Hiring via special employment centres

- Strategic alliance with "la Caixa"
- "la Caixa" Volunteer Association
- Adherence to the United Nations Women's Empowerment Principles
- CaixaBank Chair of CSR at IESE Business School



# CUSTOMERS

## LEADER IN RETAIL BANKING

**15.6** million *customers*  
of CaixaBank Group

**13.7** million  
customers of CaixaBank

**1.9** million  
customers of BPI



## SATISFACTION

**27.8%** market penetration among individual customers in Spain

**24.4%** market share as the main bank among individual customers in Spain

**86.3** Experience index\*

**35%** Committed customers\*\*

**29.8%** Net Promoter Score Retail\*\*\*

**87.7** qualidade de serviço index

## QUALITY



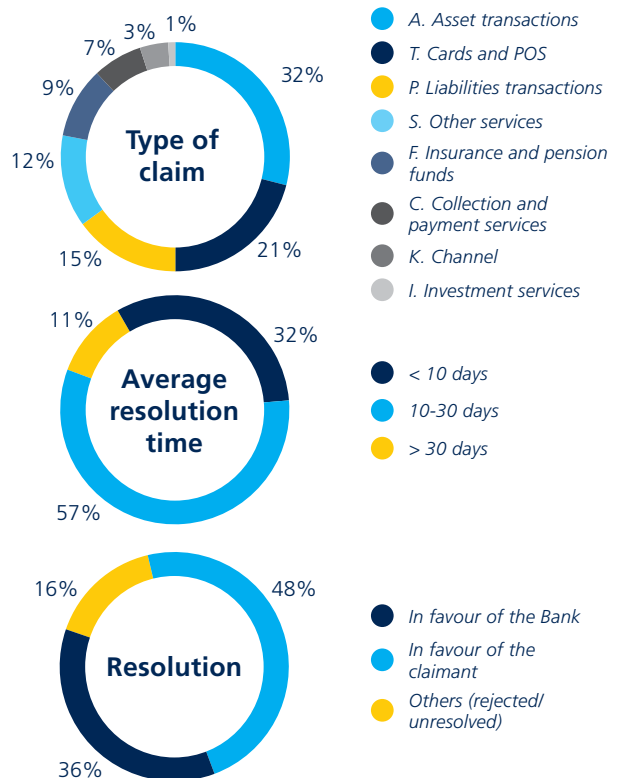
**EFQM 500+ European Seal of Excellence**

with a rating of over 650 points, for the management model

**AENOR certification for specialist businesses**

CaixaBank is the only Spanish bank with six business areas with AENOR Conform certification for its customer relationship model

### CaixaBank Group complaints management\*\*\*\*



\* IEX Experience Index (scale 0-100).

\*\*% of total customers surveyed who simultaneously give scores of 9 or 10 for the experience, loyalty and recommendation.

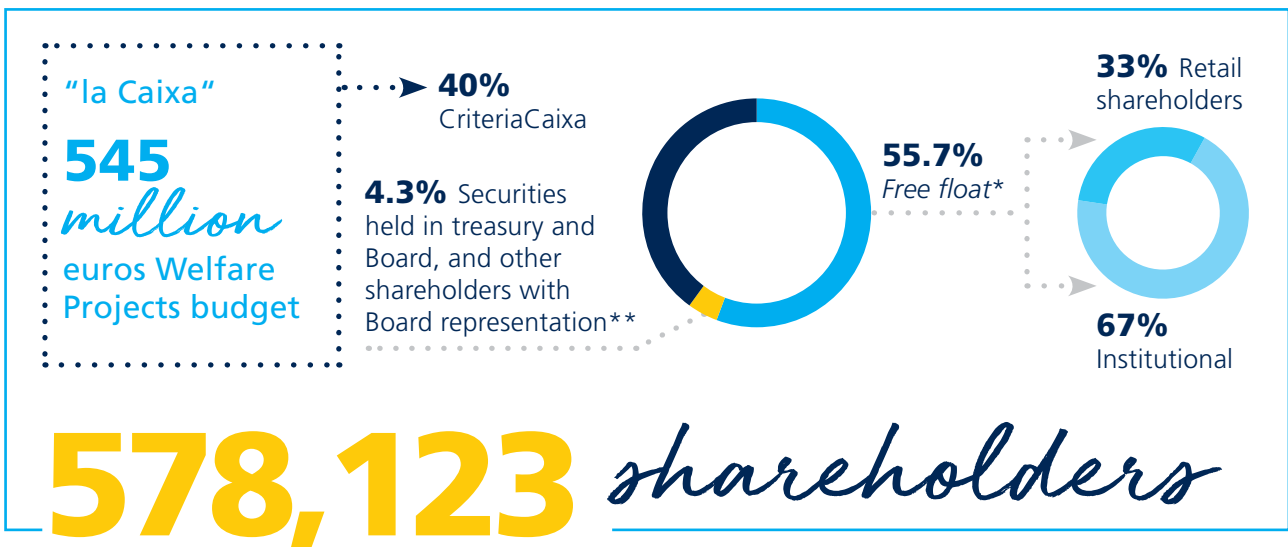
\*\*\* Measures the CaixaBank customer's recommendation on a scale of 0 to 10. The Index is found from the difference between the % of Promoter customers (9-10 scores) and Detractor customers (0-6 scores).

\*\*\*\* Does not include BPI.

# SHAREHOLDERS AND INVESTORS



## BREAKDOWN OF SHARE CAPITAL



\* Number of shares issued less securities held in treasury, and the shares held by members of the Board of Directors and shareholders represented on the BoD.

\*\* Board of Directors.



## MARKET CAP AND REMUNERATION

**16,727** million  
euros of market capitalisation

**€0.15** per share dividend 2019\*

**5.4%** dividend yield 2019\*\*

## RETAIL INVESTORS

### Information

More than **190,000** shareholders informed monthly via the Shareholder Newsletter

More than **10,000** new subscribers to the Weekly Share Price Report and new Monthly Report

**3,154** Twitter followers

**45** Corporate meetings

**Innovative proposals such as the virtual shareholder office and launch of the first virtual corporate meeting**

### Shareholder Advisory Committee

Pioneering initiative in Spain

**12** members

Participation in corporate volunteering programme

### Aula

**14** classroom-based courses, **16** webinars on matters of interest to shareholders

More than **2,500** shareholders attending in person and online

"Operation AulaBank" comic published

## INSTITUTIONAL INVESTORS AND ANALYSTS

### Investors

**93%** of the institutional free float is in the hands of foreign investors

More than **500** meetings with investors at roadshows and conferences

### Analysts

**32** analysts follow the CaixaBank share and receive personal attention

More than **300** analyst reports on CaixaBank published, including sector reports

\* Board of Directors proposal pending approval at the Annual General Meeting.

\*\* Dividend proposal of €0.15/share charged against fiscal year 2019 (pending approval at the Annual General Meeting) as a percentage of the share price at the close on 31/12/2019.

# EMPLOYEES



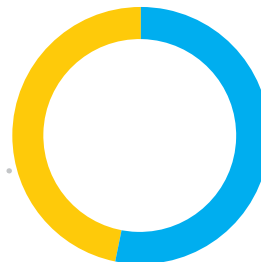
## WORKFORCE

**35,736**

*employees*

CaixaBank Group\*

45.6%  
Men

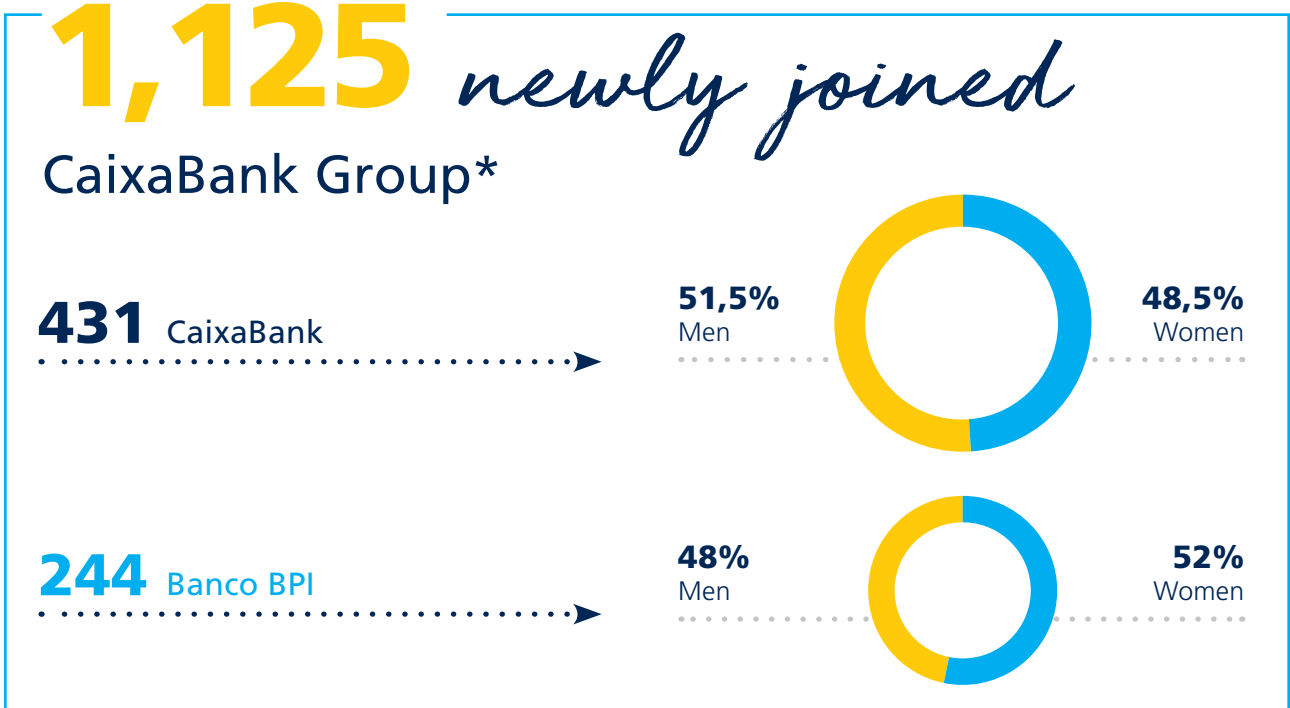


54.4%  
Women

\* Includes CaixaBank and subsidiaries in Spain as well as BPI, BPI Vida e Pensões and BPI Asset Management, following integration within VidaCaixa and CaixaBank Asset Management, respectively.



## DIVERSE TEAM



**99.3%** executive positions filled internally at CaixaBank

**15.3%** Y generation at CaixaBank\*\*

**100%** of CaixaBank Group staff adhered to a collective agreement

**37.5%** female Board members

**41.3%** women holding management positions at CaixaBank\*\*\*

**343** employees with disabilities at CaixaBank Group

## REMUNERATION



\* Includes CaixaBank and subsidiaries in Spain as well as BPI, BPI Vida e Pensões and BPI Asset Management, following integration within VidaCaixa and CaixaBank Asset Management, respectively.

\*\* Millennial (1982-1992).

\*\*\* Management positions from branch manager A and B and above.

\*\*\*\* Including other employee benefits. Excluding Social Security contributions, which are included in tax contributions.

## TRAINING

More than **13** million euros of training investment at CaixaBank

### Qualified team

**100%** employees trained

Over **3** million training hours

**95.4%** training provided via the Virtaula online platform

**111** hours of training per employee

More than **18,000** MIFID II certified CaixaBank employees\*

**9,863** CaixaBank employees certified in regulations of the new Mortgage Law

**Launch of the virtual English academy, Education First, and training courses on Transformation in the Digital Era, coherent with the new Strategic Plan: digital environment, digital skills, data academy and agile work methodologies**

### Link to bonus

**310,535** hours of bonus-linked regulatory training

**12** bonus-linked courses

### Bonus-linked courses

- Code of ethics, anti-corruption and conflicts of interest
- Investment products and services
- Anti-money laundering and counter terrorist financing
- European General Data Protection Regulation
- Internal Code of Conduct
- Internal Code of Conduct for specifically covered persons
- Banking products and services
- Crime risk prevention
- Solutions for mortgage arrears
- Customer protection and customer service office
- Insurance funds and pension plans
- Action in competition law

\* Markets in Financial Instruments Directive II.



## EMPLOYEE CHARITABLE ACTIONS

The people that form part of CaixaBank have different ways of channelling their charitable interests. These include participation in local volunteering actions, through the “la Caixa” Associations of Volunteers, led by CaixaBank, the “la Caixa” and the Fundación de la Esperanza (Hope Foundation).



Over **15,000** employees of CaixaBank Group are volunteers\*

More than **20,000** volunteers with the “la Caixa” Volunteer Association\*

Close to **2,500** volunteers took part in at least 4 activities during 2019\*\*

### Social Team Building

Commitment of a team of employees with a specific charity organisation through volunteering.

- **27** committed teams
- **23** beneficiary charity organisations
- **275** activities carried out

More than **11,400** charity activities carried out \*\*

Collaborating with over **2,000** charity organisations\*\*

### CooperantesCaixa

An international corporate volunteering programme providing short-term technical assistance aimed at employees of “la Caixa” and the CaixaBank Group.

- **51** CaixaBank Group volunteers
- **8** projects supported
- **4** different countries

\* Participate at least once a year in the programme, including Social Week.

\*\* Includes Social Weeks.

# SUPPLIERS

.....



## VALUE CHAIN

.....

**46,440** jobs

created through purchasing  
from suppliers in Spain\*

.....  
↓  
**6,175** jobs  
created in Portugal

\* Source: CaixaBank Research, based on the added value of CaixaBank's activity, Spanish GDP, employment according to Spain's national accounts and figures on productivity per employee and based on the input-output tables of Spain's National Statistics Institute (INE), with data from the fourth quarter.



## Suppliers managed

**3,006** CaixaBank  
Group suppliers\*

**2,183** million euros paid to  
suppliers by CaixaBank Group\*

More than **95%** are  
local suppliers in Spain

**22.5** days average payment period

**4.6 million euros in hiring via Special Employment Centres,  
one of the largest contributors in Spain**

## Responsible policies

- **Procurement Principles**

A balanced partnership framework between CaixaBank and its suppliers, fostering stable commercial relations that are coherent with CaixaBank's values

- **Supplier Code of Conduct**

Core values and principles that CaixaBank suppliers must adhere to

## Electronic negotiation\*\*

**683** suppliers selected

**574** million euros negotiated  
via electronic negotiation

## Suppliers

**858** suppliers with certified environmental management systems or ISO 14001 certified

No suppliers that may potentially have a significant negative social or environmental impact have been identified

**584** approved suppliers under the new approval process

**12** audits performed including all procurement categories\*\*\*

Corrective measures have been established

\* Suppliers with turnover of over €30,000 in 2019. Applicable to CaixaBank suppliers and Group companies with which it shares a cost management model.

\*\* Request for quote, request for proposal or auction (RFQ) (RFP).

\*\*\* Facilities & logistics, works, IT, professional services and marketing.



# SOCIETY

## FINANCIAL CULTURE

### Consolidation of the CaixaBank for Financial Culture

# Plan

# 1

## Digital channel

### Launch of CaixaBank's financial culture website

#### #FinanzasXaFollowers

- 3 new programmes on Twitter:  
**10.5 million views**
- 12 Instagram stories with influencers:  
**440,000 views**
- #DeTuaTu video campaign on YouTube:  
**1 million views**

#### Economía cotidiana podcast

from CaixaBank on iVoox, iTunes, PodiumCast and Spotify

#### Aula Talks

Brief conferences and talks in video format\*

More than **4,700** views

#### Webinars

Online seminars\*

**16** sessions

More than **1,700** participants

\* Training programme on topics of interest to CaixaBank shareholders, as part of the Aula initiative.



## 2 Publications

### Operation AulaBank comic

Revealing how a bank works



162,000 copies distributed to CaixaBank shareholders



Generating and extending knowledge through economic research and analysis.

- **654** articles published on the website
- **4,073** followers  @CABK\_Research
- **84** economist conferences

### CaixaBankFuturo

Talks aimed mainly at retired customers or those approaching retirement, to help them plan and prepare for their retirement.

- **308** sessions
- More than **6,400** attended

## 3 Classroom-based training

### Aula

**14** classroom-based courses

More than **800** participants in classroom courses

### DialogA

Talks at Office Stores

**62** sessions

More than **1,900** attended



**128** basic finance workshops for people with disabilities

More than **1,600** attended

### Chairs



Cátedra CaixaBank de Responsabilidad Social Corporativa

3 research papers published in 2019



“la Caixa” Chair  
Economy and Society

# SUPPORT FOR THE COMMUNITY

## Decentralised Welfare Projects

**44.7 million euros from the 2019 "la Caixa" budget reached a multitude of local social organisations thanks to the CaixaBank branch network**

**More than 10,600 activities aimed at local charity organisation projects**

- **1,971** dedicated to tackling poverty
- **3,825** are carried out in areas relating to healthcare and disability
- **2,487** in interculturalism and social exclusion
- **2,407** action in other areas

**Over 8,800 beneficiary charity organisations**

## Charity Crowdfunding

Collective fundraising (among customers and non-customers) to support a specific project with the backing of Decentralised Welfare Projects.

- **40** projects
- Over **140,000** euros raised
- More than **270,000** euros allocated from the Decentralised Welfare Projects budget

## Social Weeks

Local volunteering activities related to charity organisations receiving aid from the Decentralised Welfare Projects fund.

- Over **16,800** participants
- Over **14,400** CaixaBank Group employees
- Close to **4,400** activities carried out at **1,800** local charity organisations
- **47** activities in international towns and cities
- More than **54,800** hours of volunteering
- **98%** of employees would participate again

## Charity initiatives

***Ningún niño sin bigote* (A milk moustache for every kid)**

Campaign to collect milk in collaboration with food banks.

- Over **2.5** million litres of milk
- More than **1** million euros in financial donations
- Around **213,000** families provided with milk for 3 months

***Árbol de los Sueños* (Tree of Dreams)**

Customers and employees agree to give a vulnerable child the Christmas present they have asked for.

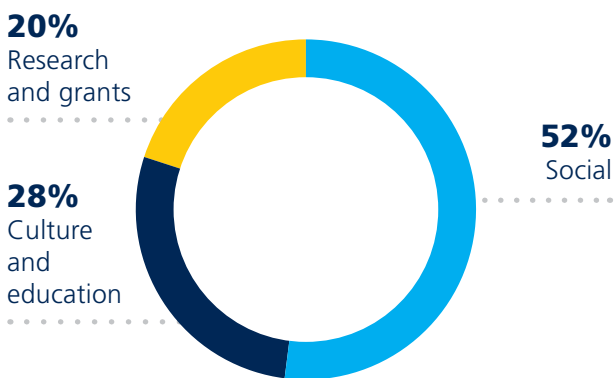
- **24,217** children received a toy in Spain
- **10,613** children received a toy in Portugal





“la Caixa” and BPI have run initiatives in the social, cultural, education and research fields.

**21,7 million euros in grants**



Launch of the BPI Infância and BPI Rural awards to support social institutions.

Renewed support for the country's most prestigious cultural institutions - Serralves, Casa de la Música and Gulbenkian.



CaixaBank actively collaborates in the dissemination and promotion of the programmes and initiatives driven by “la Caixa” Foundation.

**“la Caixa” Banking Foundation, with a 545 million euros budget for 2019, is the largest such foundation in Spain and one of the biggest in the world**

## GAVI, the Vaccine Alliance

CaixaBank collaborates through “la Caixa”, actively spreading information among customers and employees

**200,000** children vaccinated in 2019\*

More than **4** million euros in donations and the “la Caixa” contribution in 2019

- **1.2** million euros raised through 818 client companies
- **0.7** million euros contributed by 2,660 Private Banking customers

Over **3.4** million disadvantaged children in Africa and Latin America vaccinated since 2008, thanks to the contribution of the “la Caixa” Group

## FUNCTIONAL DIVERSITY

### The nonconformists of sport

Launch of 20 challenges culminating at the Tokyo 2020 Paralympic Games, seeking to raise the profile of Spanish Paralympic sport.



**ADOP**  
Patrocinador del Equipo Paralímpico Español

### BPI “la Caixa” Capacitar Award

Improving quality of life for those with disabilities and their families.

PRÉMIOS BPI “la Caixa” | 2019  
**CAPACITAR**

\*Estimated figure.

# GENDER DIVERSITY



# Programme

which develops and promotes the value of **diversity** inside and outside of CaixaBank

## Internal approach

Empowering women, engaging the entire workforce, support through procedures and diversity visualisation, with initiatives such as:

- **430** participants in the female mentoring program
- Extending the Wengage programme to group companies
- Talent breakfast meetings: Regular networking events for women
- More than **25** news items published to raise the profile of diversity and a redesign of the internal Wengage site

**55.0%** female employees

**41.3%** women managers

**37.5%** female Board members

## Commitments and adherences



## External approach

Raising the profile of diversity in 3 areas:

### 1. Leadership and entrepreneurship



Awards for the leading businesswomen in Spain



Sponsorship of awards recognising successful women in digital and technological entrepreneurship

### 2. Innovation and education



Alliance with Microsoft Ibérica to award prizes to the best students on STEM\* university courses

Programming workshop for girls and young women to encourage careers in STEM\*

### 3. Sport

Sponsorship of women's sport and content created to raise the profile of female athletes: Spanish women's football and basketball teams



### Equality week

**11** events, **4** cities and more than **20** speakers

**Global Mentoring Walk:** A pioneering global women's mentoring initiative

\*Science, Technology, Engineering, Mathematics.



## ACCESS TO HOUSING

Active policy to **support** those struggling to access primary homes

**15.9%** market share in mortgage lending

**2,629** housing units provided to the Spanish government's State Social Housing Fund (FSVE):

**981** dations in payment in 2019

Close to **5,000** contracts managed in partnership with "la Caixa" under two specific programmes:

- **2,416 contracts - The centralised Social Rent Programme**, for people who have seen their income reduced
- **2,464 contracts - The decentralised Social Rent programme**, for people who have suffered a foreclosure or dation in payment.

**First bank in the Spanish market to create a team specialised in offering solutions for customers that are having difficulties in making their mortgage payments for their primary residence**

### Mortgage Customer Service

Signatory, since 2012, of the mediation agreement with the Government of Catalonia to avoid evictions.

Adhered to the government-approved Code of Good Practice for the viable restructuring of mortgage loans on primary residences.

Created in 2013. Providing a free customer service telephone helpline for customers whose homes are subject to a foreclosure notice.

**4,119** calls managed in 2019

# Commitment

## RESPONSIBLE BUSINESS

.....

**1**<sup>ST</sup>

SPANISH BANK TO ISSUE A SOCIAL  
BOND TO SUPPORT SDGS

**724.8**  
*million*

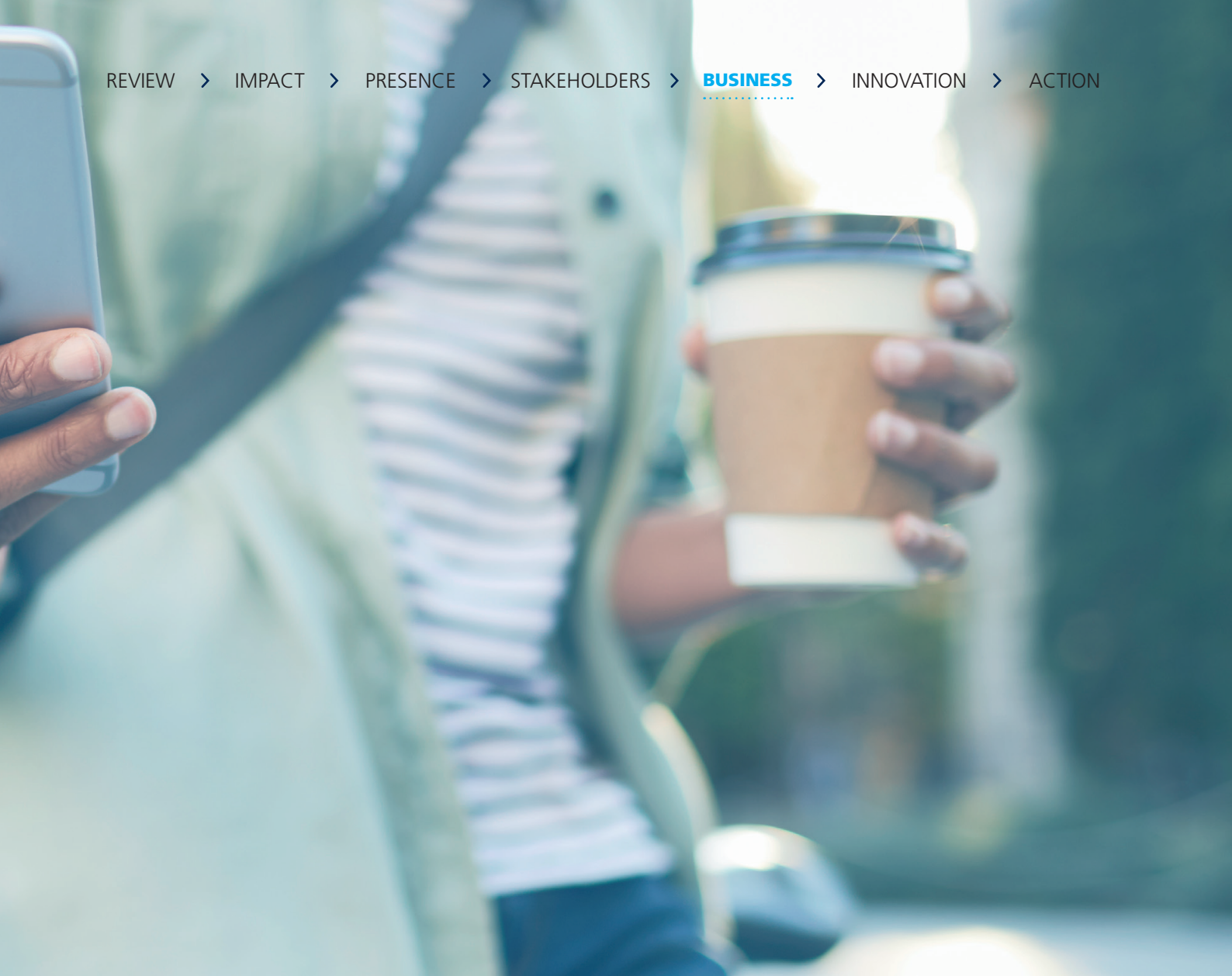
euros in microcredits  
and other finance with  
a social impact

*Declaration*

on climate change

*Framework*

for SDG-linked bond  
issuances



**SUSTAINABLE DEVELOPMENT GOALS COVERED BY THIS CHAPTER**



1- End poverty



12- Responsible production and consumption



13- Climate action



17- Partnerships for the goals

**CAIXABANK'S CONTRIBUTION**

- Microcredits and other finance with a social impact
- Social Bond
- Socially Responsible Investment Project
- Adherence to the United Nations Principles for Responsible Investment
- EcoFinancing lines and financing for renewable energies
- 2019-2021 Environmental Management Plan
- Reduction and offsetting of CO<sub>2</sub> emissions
- Adherence to the UNEP FI global alliance and the Principles for Responsible Banking
- Member of the Board of the Spanish Green Growth Group
- Supports the work of the Task Force on Climate-Related Financial Disclosures
- Adherence to Climate Action 100+
- Funding for renewable energy projects
- Equator Principles
- 2019-2021 Environmental Management Plan
- Adherence to the UNEP FI global alliance and the Principles for Responsible Banking
- Member of the Board of the Spanish Green Growth Group
- Supports the work of the Task Force on Climate-Related Financial Disclosure
- Driving 100% renewable energy use as RE100 signatories
- Adherence to Climate Action 100+



# MICROCREDITS AND OTHER FINANCE WITH A SOCIAL IMPACT



The social bank, fully owned by CaixaBank, considered a **benchmark microfinance provider**, has extended its operations into finance that has a social impact

MicroBank was founded in 2007 with the aim of covering the financial needs of groups that have limited resources, providing products tailored to their needs.

## Mission

To contribute to progress and the wellbeing of society by providing financing to groups and projects that have a positive social impact

### MicroBank

#### Value proposition

### CaixaBank

#### Branch network operational support

- Supporting access to credit
- Driving financial inclusion
- Specialisation
- Partnerships with institutions
- Single shareholder and financial support

**99,328** microcredits and other finance with a social impact granted

**724.8** million euros total

**612** collaborating entities

### Support from leading European institutions



**MicroBank's strategic vision is to be the best bank in the provision of finance with a social impact**

## Main financing options



### Microcredits

#### Families

Projects associated with personal and family development requested by account holders with a combined income equal to or less than €17,200.

- **79,789** loans granted
- **412.7** million euros total
- **5,172** euros average loan

#### Businesses

Unsecured loans of up to €25,000 to begin, extend or consolidate projects. Aimed at individuals, entrepreneurs and microenterprises that may struggle to access finance.

- **16,812** loans granted
- **203.6** million euros total
- **12,110** euros average loan

### Economic development and job creation

**20,174** jobs created with the support of microcredits

**1.2** jobs created per microcredit

**9,002** new businesses started up

### Other finance with a social impact

#### Other finance with a social impact

**2,727** loans granted

**108.5** million euros total

**39,802** euros average loan

#### Loans to entrepreneurs, microenterprises and innovative projects

Aimed at business projects that demonstrate innovation, whether in their products, services or management models.

#### EaSI Social Enterprise Loan

Aimed at social institutions and enterprises that have a measurable positive impact.

#### Erasmus + Master loan for FBLC\* postgraduate studies





Aimed at students who intend to study a master's degree in another European country and outstanding students on the "la Caixa" grants programme.

#### Health loan

A personal loan to cover domestic costs associated with providing care to dependents in the home.

\* "la Caixa" Banking Foundation

# SOCIALLY RESPONSIBLE INVESTMENT

 <b>VidaCaixa</b>		<p>Recognised by the United Nations with the highest rating in Sustainable Investment (A+).</p>
 <b>CaixaBank</b> ASSET MANAGEMENT		<p>Adhered to the Climate Action 100+ initiative, which drives dialogue with the largest greenhouse gas emitting companies.</p>

## Saving insurance and pension plans

CaixaBank inherited a 100-year-long tradition of managing family savings and promoting retirement planning, which began in 1904 with the creation of Caja de Pensiones para la Vejez y de Ahorros de Cataluña y Baleares.

VidaCaixa, the pension fund and insurance subsidiary, has factored ESG\* criteria into investment decisions for more than 15 years, ensuring more robust risk management and generating sustainable long-term returns.

**Leader in life insurance, pension plans and the insurance sector in Spain**

**28.1%** market share in life insurance in Spain

**25.5%** market share in pension plans in Spain

**100%** of the portfolio subject to ESG analysis\*\*

**12,060** million euros in premiums and contributions marketed in 2019\*\*

**IPE Award won by Pensions Caixa 30 as the best European pension fund for results and responsible investment**

### ESG positioning of portfolio companies

- **Engagement \*\*\***
  - 10** companies subject to engagement procedures
  - 6** collective engagements through a group of investors
- **Proxy Voting\*\*\*\***
  - 325** Annual General Meeting votes in the year
  - 67** votes in favour of shareholder proposals (on ESG grounds)
  - 13** votes against Board members (on ESG grounds)

\* Environmental, Social and Governance.

\*\* Includes information from BPI Vida e Pensões.

\*\*\* Dialogue and activities with portfolio companies to drive managerial ESG improvements and outreach on such matters.

\*\*\*\* Positioning on specific ESG-related issues in Annual General Meeting votes.



## Sustainable investment solutions

CaixaBank Asset Management has been a signatory of the PRIs\* since 2016

### Socially responsible products

- **136.1** million euros in **CaixaBank Selección Futuro Sostenible, FI**

Based on ESG criteria, investing in internationally prestigious fund managers in environmentally sustainable investment

- **91.2** million euros in **MicroBank Fondo Ético, FI**

**2018 best solidarity fund award from Allfunds and Expansión**

An ethical solidarity fund that donates part of management fees and commissions to a selection of NGOs. "la Caixa" matches the amounts donated to each organisation

- **32.8** million euros in **MicroBank Fondo Ecológico, FI**

Selects and combines the best equity funds that aim to combat climate change

Leader in mutual funds in Spain for the last 5 years

**17.1%** market share of mutual funds in Spain

**€68,584** million in assets under management

**85.3%** of assets analysed based on ESG criteria

### ESG positioning of portfolio companies

#### Engagement\*\*

4 companies subject to engagement procedures

2 collective engagements through a group of investors

#### Proxy Voting\*\*\*

276 Annual General Meeting votes in the year

37 votes in favour of the company (on ESG grounds)

9 votes against Board members (on ESG grounds)

## Socially Responsible Investment Project

A comprehensive solution that caters to the needs of Private Banking customers in SRI\*\*\*\* and philanthropy

**1.1** million euros raised for social causes among Private Banking customers

**501%** increase in the average balance of Private Banking clients with investments in SRI funds

### 2nd Socially Responsible Investment Project Annual Report

#### 2nd Private Banking Solidarity Awards

- **68** submissions

**12** customer training and outreach sessions

#### Solidarity Dinner "Cinema night"

- More than **65,000** euros in donations

- **250** in attendance and charity donations

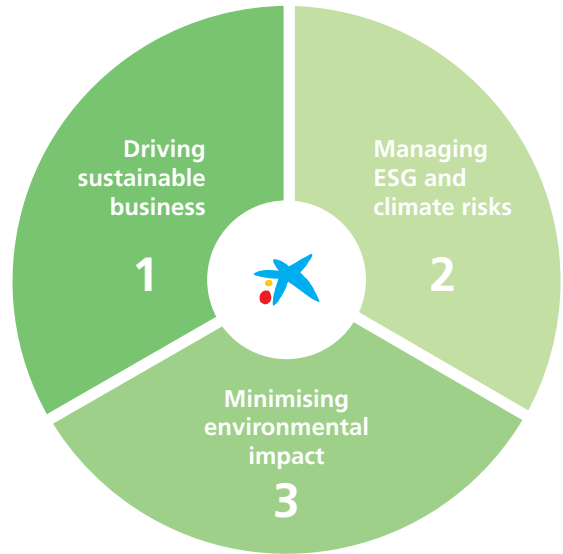
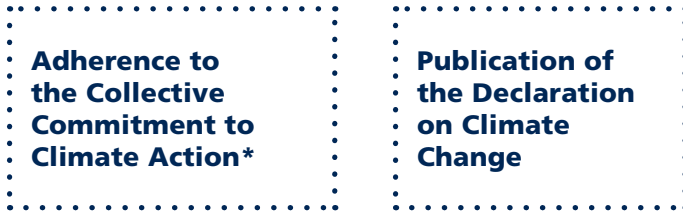
\* Principles for Responsible Investment.

\*\* Dialogue and activities with portfolio companies to drive managerial ESG improvements and outreach on such matters.

\*\*\* Positioning on specific ESG-related issues in Annual General Meeting votes.

\*\*\*\* Socially Responsible Investment

## Environmental Strategy



# 1. SUSTAINABLE BUSINESS

## Renewable energies Project Finance

**8,322 MW** of installed capacity

**28** renewable energy projects

**2,453** million euros in financing

Over **32,000** MW in installed capacity since 2011

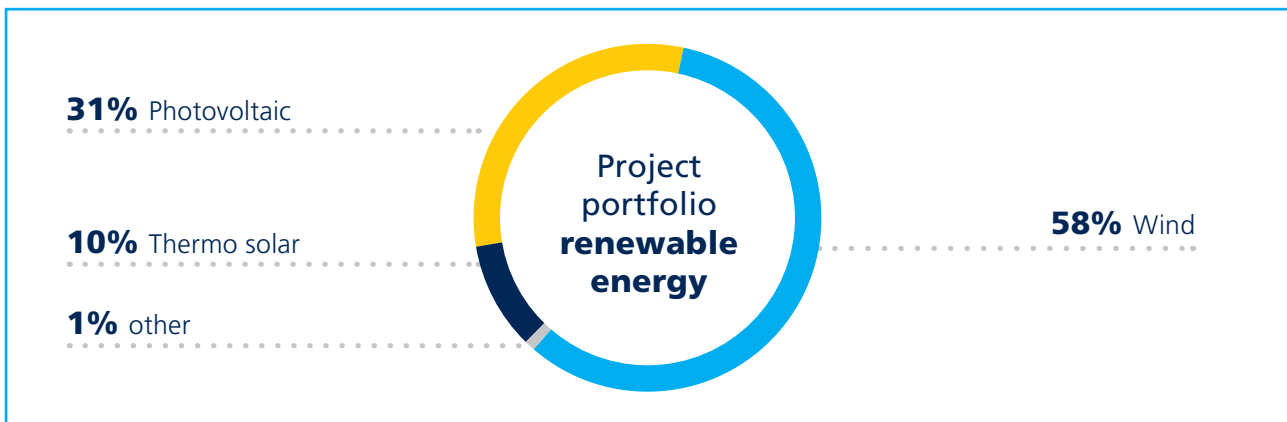
## Green loans

**1,546** million dollars in lending

**11** loans granted

- **13** as Global Mandated Lead Arranger

All loans have secured the Green Certificate on the basis of The Green Bond Principles



The exposure of CaixaBank's energy portfolio accounts for **51%** of total project financing. Of these, 62% correspond to renewable energy projects.

\* United Nations, CECA and AEB Environment Programme.

## ESG financing

Finance operations with conditions linked to improvements in sustainability indexes or environmental indicators.

**11 loans granted** linked to ESG indexes or environmental indicators

**919 million euros total**

## EcoFinancing

Specific lines of financing for:

- Purchase of efficient vehicles and domestic appliances
- Home improvements to increase energy efficiency
- Investments to improve resource efficiency or ensure a smaller environment impact
- Sustainable development farming projects associated with:
  - efficient water usage
  - organic farming
  - renewable energies
  - waste management
  - development of the rural environment

## AgroBank

**10.2 million euros in financing**

**505 loans granted**

## Financing of Energy Efficient Buildings

Operations for which documentary evidence of an A or B rating energy efficiency certificate is available are considered environmentally sustainable.

**938 million euros** in operations included as part of developments formalised during 2019

## EIB climate action lines

In 2018 CaixaBank signed an agreement with the European Investment Bank (EIB)



- **30 million euros** of financing for current climate action initiatives



**133 million euros of financing granted**

- **38 million euros** financing for renewable energies
- **88 million euros** financing of urban rehabilitation
- **7 million euros** EIB - Energy efficiency companies

\* Environmental, Social and Governance.



**Bond market**

Launch of a **Framework** for bond issuances linked to the **SDGs**



**First Spanish bank to issue a social bond to support the United Nations Sustainable Development Goals**

**Objectives**

Loan financing to combat poverty, support decent work and create employment in underprivileged areas of Spain

**1,000 million euros raised**

**5 years**

**Participation in the social, green and sustainable bond market**



**Sustainable Bond**

600 million euros  
Maturity 2029  
Joint Bookrunner



**Sustainability-linked Bond**

750 million euros  
Maturity 2027  
Joint Bookrunner



Medio Ambiente

**Inaugural Green Bond**

600 million euros  
Maturity 2023  
500 million euros  
Maturity 2027  
Joint Bookrunner



**Green Bond**

1,000 million euros  
Maturity 2025  
Joint Bookrunner



**PROLOGIS™**

**Green Bond**

450 million euros  
Maturity 2029  
Passive JLM

\* The independent expert advisory firm Sustainalytics acted as Second Opinion Provider.

## 2. ESG AND CLIMATE RISK MANAGEMENT

# Approval of the Environmental Risk Management Policy and establishment of the CaixaBank Environmental Risk Management Committee

### Environmental Risk Management Policy

Sectors included:

- Energy
- Mining
- Infrastructure
- Farming, fishing, livestock and forestry

Operation evaluations:

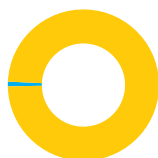
- **100** operations evaluated

**Publication of the Action Principles for corporate policy regarding the defence sector**

### Portfolio exposure

**~2%**

Credit exposure to CO<sub>2</sub> emission intense businesses\*



Signatory of the **Equator Principles** since 2007, aiming to manage social and environmental risk in investment project financing.

**15** projects financed in 2019

**16,190** million euros in global investment

**1,412** million euros CaixaBank participation

**2 project categorised as A**, with potential significant social or environmental impacts which could be difficult to mitigate

**13 projects categorised as B**, with potential adverse social or environmental impacts that were limited and could easily be mitigated

CaixaBank follows a simplified procedure for smaller investment projects, starting at 5 million euros.

### Working groups

Involvement in UNEP FI\*\* working groups for the banking industry:

- Second pilot project to implement TCFD\*\*\* recommendations from the Financial Stability Board
- Adaptation to the European Union banking taxonomy\*\*\*\*

\* Definition based on TCFD recommendation.

\*\* United Nations Environment Finance Initiative.

\*\*\* Task Force on Climate-related Financial Disclosures.

\*\*\*\* Definition of sustainable activities.

### 3. ENVIRONMENTAL IMPACT

## Launch of CaixaBank 2019-2021 Environmental Management Plan



# Plan

# 1

## Carbon Neutral Strategy

Minimising and offsetting all CO<sub>2</sub> emissions

- **75%** reduction in our carbon footprint since 2009\*\*
- **27,334** tonnes offset

**First listed Spanish bank to offset 100% of CO<sub>2</sub> emissions**

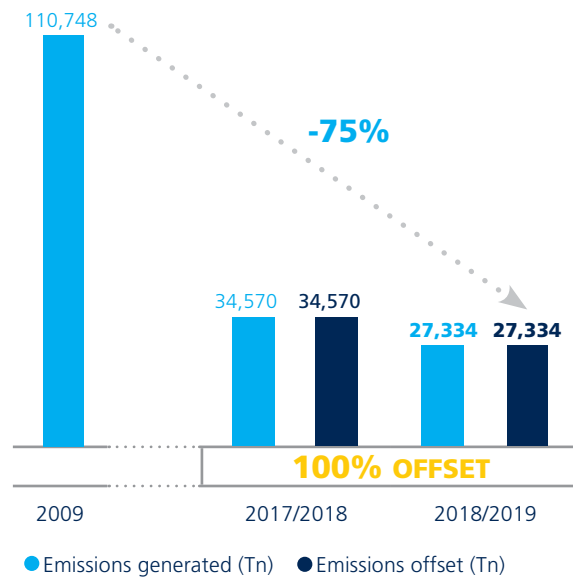
Carbon footprint verified according to ISO 14064



The only Spanish financial institution with the Calculo, Reduzco, Compenso seal, from the Ministry for Ecological Transition



**Trend in emissions generated and offset**



\* Bureau Veritas certifies the carbon footprint under ISO 14064 criteria and the environmental energy management system under ISO 14001, ISO 50001 and EMA Regulations

\*\* Baseline year recalculated to include theoretic emissions from Banca Cívica, Banco de Valencia and Barclays Bank.



# 2

## Environmental efficiency measures and certifications

- **99.5%** of the energy consumed is from renewable sources\*

**First Spanish organisation to adhere to RE100, a global and collaborative initiative of companies committed to using 100% renewable energy.**

**RE 100**

- **-4.7%** vs. 2018 in energy consumption
- **97.2%** recycled paper consumed
- **-14.5%** vs. 2018 in paper consumption
- Scope of UNE ISO 14001 certification extended to the Valencia corporate centre



# 3

## Environmental commitment extended to the value chain

Launch of **2019-2021 Environmental Procurement Plan**

# 4

## Supporting sustainable mobility

**Sustainable Mobility Plan**

established. Driving use of low emissions transport and reducing travel requirements

# 5

## Commitment, transparency and engagement

Engagement action with employees, strengthening commitment levels and public environmental information

\* Pending CNMC certification on 100% renewable energy guarantees of origin for 2019. The latest certificate available is for 2018 consumption.



2019 Most  
*innovative*  
financial entity  
in Western Europe



**931**  
*million*  
euros invested in  
development and  
technology



More than **50**  
*million*  
euros invested in  
information security



# Digital innovation

## INNOVATION, TECHNOLOGY AND SECURITY

# No. 1

LEADER IN DIGITAL BANKING IN SPAIN

### SUSTAINABLE DEVELOPMENT GOALS COVERED BY THIS CHAPTER



8- Decent work and economic growth



9- Industry, innovation and infrastructure



16- Peace, justice and strong institutions

### CAIXABANK'S CONTRIBUTION

Investment in development and technology  
Investment in information security  
Strategic Digitalisation Project

Investment in development and technology  
Investment in information security  
Strategic Digitalisation Project  
Emprendedor XXI

Investment in information security



## INNOVATION AND TECHNOLOGY

**931** million euros invested in development and technology in the CaixaBank Group

### Digital relationship models

World's first bank to use biometric identification via proprietary applications and facial recognition at ATMs

### CaixaBankNow

Initiative to group all of the entity's digital services under a single concept.

- **26%** of customers are 100% digital
- **30%** penetration among digital clients in Spain\*

### inTouch

#### Remote service with personal manager

For customers with a digital profile, who have little available time and rarely use branches

- **1.3** million customers

### imagin

#### First mobile only bank in Spain

Among the top rated financial apps, in line with the leading fintech solutions

- **1.4** million ImaginBank customers

### Technological infrastructure

More than **14,000** transactions per second

**89%** of significant incidents resolved in less than 4 hours

**400** applications managed in the internal cloud

### Big Data

**78%** regulatory reports generated based on datapool

**93%** of areas are involved in big data projects

### New technologies

**66** robots in operation

**3** cognitive assistants to provide support during administrative procedures

### ENTREPRENEUR XXI AWARDS

Supporting the development of young innovative companies with strong growth potential.

- **0.8** million euros in prize money
- **854** participants in Spain
- **139** participants in Portugal

\*Source ComScore

# INFORMATION SECURITY

More than **50 million** euros invested in information security CaixaBank Group

## Multi-site team

- 36** employees
- 35%** increase in workforce vs 2018
- +50** certifications
- 60%** outsourcing
- 24/7** external Security Operation Centre

## Culture of security

- 98%** of workforce completed the security course in 2019
- 12** phishing simulations per employee per year
- 48%** 0-clickers in phishing campaigns
- Biweekly newsletter for employees and quarterly newsletter for customers



Brand integrating all security awareness initiatives aimed at employees and customers since 2015.

## Active defence

- 6** simulations each year
- System robustness testing, running controlled attacks

## Benchmarks

	CNPIC <sup>1</sup>	DJSI <sup>2</sup>	INCIBE <sup>3</sup>	BITSIGHT <sup>4</sup>
<b>CaixaBank</b>	<b>7.4</b>	<b>9.2</b>	<b>7.5</b>	<b>7.9</b>
<b>PEERS</b>	<b>7.2<sup>5</sup></b>	<b>7.2</b>	<b>6.8</b>	<b>7.9</b>



Advanced cybersecurity model, certified under international standard ISO 27001 and established as CERT official, through a team of specialists that are trained and prepared 24 hours a day

## Certifications



1. 2019 Cyber Resilience Report  
 2. 2019 Dow Jones Sustainability Index  
 3. National Institute of Cybersecurity 2018 cyber exercises.  
 4. Rating for Spanish financial institutions.  
 5. Financial institutions.

## DIGITAL TRANSACTIONS

.....

More than **61.7%**  
of CaixaBank individual customers are  
*digital customers\**

**Leader in digital banking in Spain**

**CaixaBankNow**

*imagin*

### Mobile

.....▶

**38%** mobile banking customers

More than **79** million purchases made using mobile phones

CaixaBank apps receive 4.6 stars in Android and iOS. ImaginBank continues to position itself as the benchmark Spanish financial app

- Biometric identification via proprietary applications
- Service and functionalities in constant development
- Sustained growth in mobile payments
- Cognitive assistants to provide support during administrative procedures

\* Individual customers aged between 20 and 74 operating during the last 12 months, as a percentage of total customers.

\*\* In Spain. Individual customers between 20-74 with at least one transaction in the last 12 months. 2021e target (Spain): c.70% digital customers



## Internet

**6.5** million digital customers (now)\*\*  
**26%** exclusively digital customers  
**30%** penetration among digital clients in Spain  
 Nearly **1.8** million customers connect daily

## Payment methods

### Cards

**23.5%** card billing market share in Spain  
**20.50** million cards issued  
 More than **1.9** millions cards downloaded to mobile phones  
**53,465** million euros of sales  
 Launch of biodegradable cards

### POS\*

**27.8%** POS market share in Spain  
**477,651** POS terminals installed  
**56,909** million euros of sales

## ATMs

**9,111** ATMs in Spain  
**1,380** ATMs in Portugal  
 The world's first bank to use facial recognition at ATMs



Best technology project of the year for ATMs with facial recognition - *The Banker*

\* Point of Sale.

# Responsibility

## RESPONSIBLE BEHAVIOUR

.....

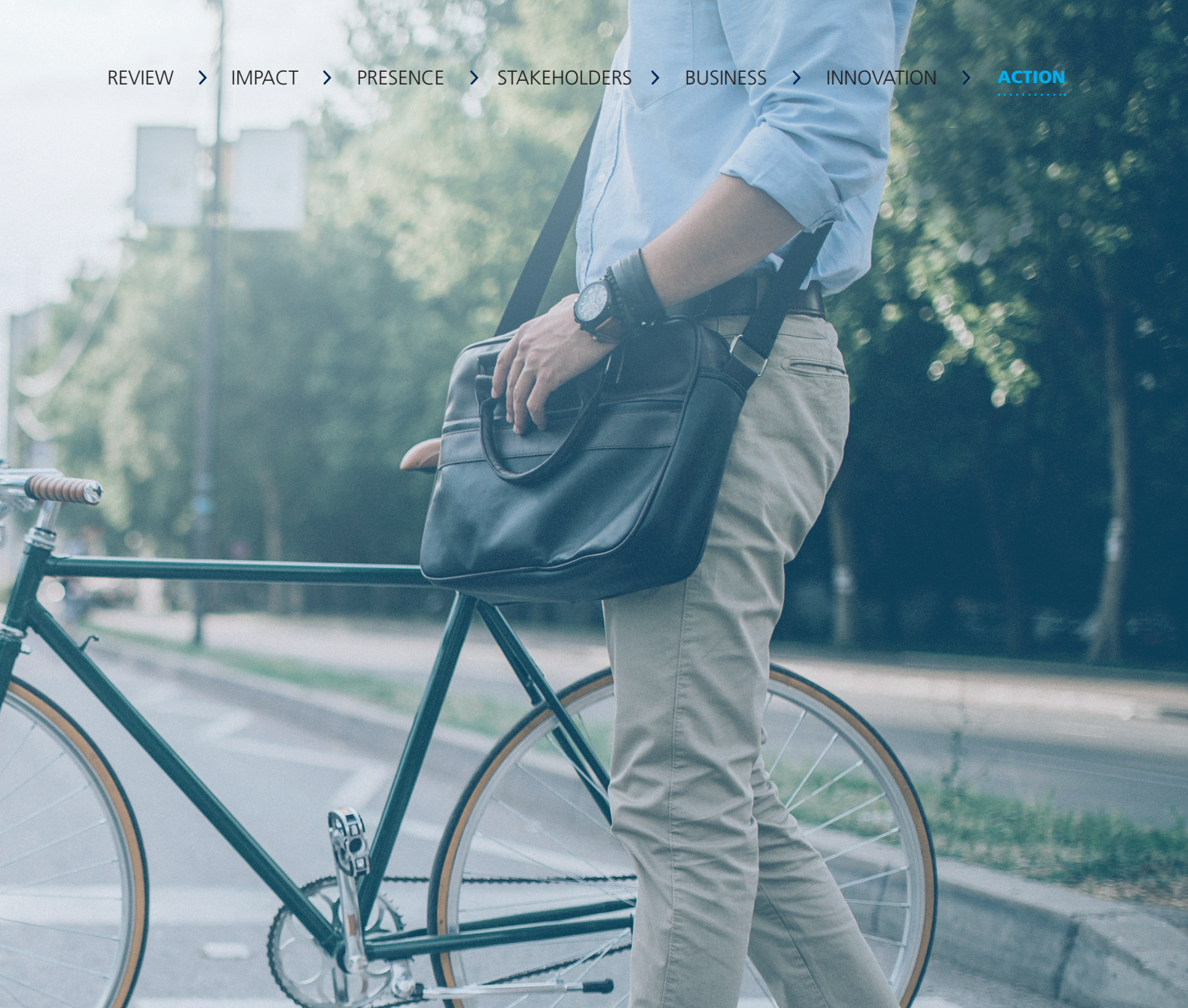
INTEGRATION OF SDGS INTO THE  
STRATEGIC PLAN AND SOCIALLY  
RESPONSIBLE BANKING PLAN

*Presidency*  
of the Spanish Network  
of the United Nations  
Global Compact

*Best*  
bank for corporate  
responsibility in Western  
Europe 2019

*Adherence*  
to the UNEP FI Principles  
for Responsible Banking





**SUSTAINABLE DEVELOPMENT GOALS COVERED BY THIS CHAPTER**



5- Gender equality



11- Sustainable cities and communities



12- Responsible production and consumption



16- Peace, justice and strong institutions



17- Partnerships for the goals

**CAIXABANK'S CONTRIBUTION**

Adherence to the United Nations Women's Empowerment Principles  
Women in management positions

Adherence to Smart Cities IESE  
Adherence to United Nations World Tourism Organization

Presidency of the Spanish Network of the United Nations Global Compact  
Adherence to the United Nations Principles for Responsible Investment  
Inclusion in the Dow Jones Sustainability Index

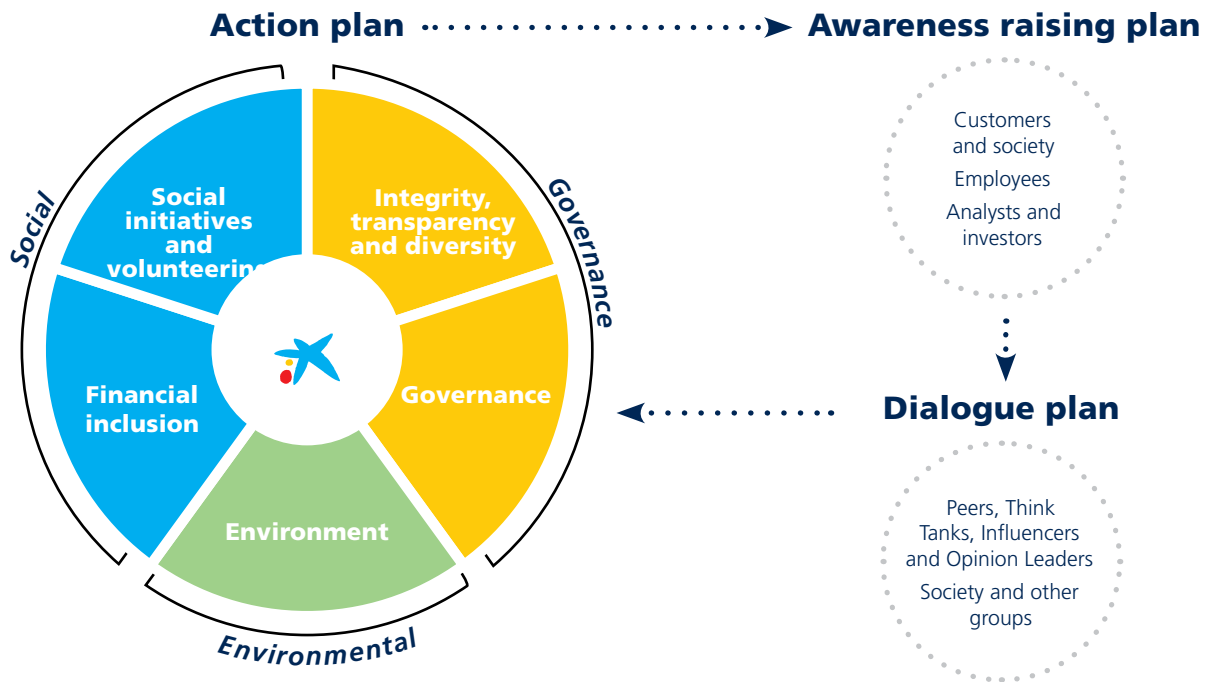
Code of Business Conduct and Ethics  
Responsible policies  
Control and compliance through various committees

National and international adhesions



# Socially Responsible Banking Plan

- In response to the Bank's firm **social commitment**, one of its corporate values along with quality and trust.
- In line with CaixaBank's **2019-2021 Strategic Plan**



## RESPONSIBLE POLICIES

Everyone who works at CaixaBank must adhere to:

- Code of Business Conduct and Ethics
- Corporate Social Responsibility Policy
- Corporate Human Rights Policy
- Anti-Corruption Policy
- Corporate Defence Sector Policy
- Tax Risk Management and Control Policy
- Occupational Risk Prevention Policy
- Environmental Risk Management Policy
- Environmental and Energy Management Principles
- Principles of conduct on CaixaBank customer privacy and rights
- Procurement principles
- Supplier code of conduct

They must also comply with other internal codes of conduct on specific areas such as the security market, the contribution to Euribor, the prevention of corruption, anti-money laundering and counter terrorist financing.

# RESPONSIBLE MANAGEMENT

## Committees

- **Corporate Responsibility and Reputation Committee.** Establishes, implements and supervises corporate responsibility policies and procedures, among other matters.
- **Global Risk Committee.** Globally manages, controls and monitors risks inherent in the CaixaBank Group Corporate Risk Catalogue.
- **Environmental Risk Management Committee.** Evaluates and approves strategy proposals and the entity's strategic positioning in terms of environmental risk.
- **Risk Policies Committee.** Establishes, reviews and approves the policies and procedures governing actions linked to the approval of credit and market risks.
- **Transparency Committee.** Ensures transparency in the design and marketing of financial instruments, banking products, and investment and savings insurance plans.
- **Product Committee.** Approves new products or services designed and/or marketed by the Bank, after analysing the features and risks associated with each.
  - **218** products and/or services analysed
  - **12** products and/or services initially denied due to failure to comply with the agreed principles
- **Diversity Committee.** Establishes, promotes and ensures the implementation of initiatives aimed at driving diversity and inclusion at the Bank, seeking to develop talent, ensure a meritocracy and equal opportunities.

**CaixaBank has been a signatory of the United Nations Principles for Responsible Banking since 2019**

## Whistle-blowing channels

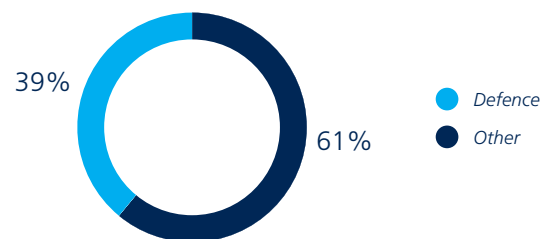
- **Confidential internal channel** to ensure compliance with internal policies and rules.
- **The usual customer service channels** can be used by customers and other stakeholders for the purpose of whistle-blowing.

## Reputational Risk Support Service

Service provided to the commercial branch network to channel queries regarding transactions with potential reputational risk.

**310** queries resolved in 2019, of which **39** were queries regarding the Equator Principles

**271** remaining operations:



## Autocontrol

CaixaBank voluntarily adheres to Autocontrol, the Spanish Association for Commercial Self-Regulation, which promotes good advertising practices.

# ADHERENCES AND ALLIANCES

## International



Body responsible for promoting the United Nations principles. CaixaBank has held the presidency since 2012.



Promotes sustainable finance and the integration of environmental and social aspects in the business (2018).



PRINCIPLES FOR RESPONSIBLE BANKING

Defines the role and responsibilities of the financial sector to guarantee a sustainable future (2019).



The pension plans manager, VidaCaixa (2009), the Group's asset manager, CaixaBank Asset Management (2016), and BPI Gestão de Activos (2019), are signatories.



Drives progress towards SDGs by fostering impact investment. CaixaBank Asset Management holds the presidency of the Spanish National Advisory Board (2019).



Promotes microfinance as a means of combating social and financial exclusion in Europe through self-employment and the creation of microenterprises.



Entity representing savings banks and retail banks in Europe. CaixaBank teams are involved on various committees.



Public commitment to ensure that its policies promote gender equality (2013).



Principles that promote integrity in the green and social bonds market (2015).



Financial Stability Board initiative to encourage climate-related reporting from companies (2018).



An initiative that drives dialogue with the largest greenhouse gas emitting companies (2018).



Commitment to ESG\* risk assessment in project financing of over 7 million euros (2007).



Global and collaborative initiative of companies committed to using 100% renewable energy (2016).



CaixaBank is an affiliated member of this United Nations body that promotes responsible, sustainable and accessible tourism for all (2019).

\* Environmental Social Governance.










## National

 <p><i>Alliance with "la Caixa" Foundation, the leading foundation in Spain and one of the biggest in the world.</i></p>	 <p><i>Commitment to foster, promote and spread new corporate social responsibility ideas (2008).</i></p>	  <p><i>Chair to support innovation and sustainability in the agribusiness industry (2016).</i></p>	
 <p><i>Monitors compliance with SDGs by Spanish companies. Set up by "la Caixa" in partnership with the ESADE Chair in Leadership and Democratic Governance (2017).</i></p>	 <p><i>Entity representing savings banks in Spain. CaixaBank teams are involved on various committees.</i></p>	 <p><i>Promotes economic growth linked to a low-carbon economy through public-private partnership. CaixaBank is a founding member (2016).</i></p>	
  <p><i>Seeks to ensure that sufficient private capital is allocated to sustainable investments. Adhered to the United Nations network of European financial centres for sustainability (2019).</i></p>	 <p><i>Promoting the commitment of companies to improve society via responsible initiatives. CaixaBank sits on the Board of Trustees and Advisory Committee (2011).</i></p>	 <p><i>Promotes the inclusion of social, environmental and governance aspects in company management (2010).</i></p>	
 <p><i>Defends CSR and supports efforts to combat corruption at Spanish companies (2019).</i></p>	 <p><i>Signatory to the Financial Literacy Plan run by the Bank of Spain and the Spanish Securities Market Regulator (CNMV), seeking to improve financial literacy among the general public (2010).</i></p>	 <p><i>Spanish Association of Social Responsibility Specialists. CaixaBank is a Board member (2011).</i></p>	 <p><i>Partnership agreement to develop specific proposals to fund and fully implement Smart City proposals: More inclusive and sustainable cities, both in social and environmental terms (2019).</i></p>

## SUSTAINABILITY INDEXES AND RATINGS

Recognition by the main sustainability indexes and rating agencies

	 (0-100)	 2019 Constituent MSCI ESG Leaders Indexes (CCC-AAA)	 (0-100)	 (1-5)	 RATED BY ISS ESG Prime (D-/A+)	 (D-/A)	 INDICES EUROZONE 120
<b>2019</b>	<b>81</b>	<b>A</b>	<b>74</b>	<b>3,8</b>	<b>C</b>	<b>A-</b>	<b>Robust</b>
<b>2018</b>	<b>79</b>	<b>A</b>	<b>74</b>	<b>4</b>	<b>C</b>	<b>A-</b>	<b>Robust</b>
	Only 25 banks included worldwide		<i>Outperformer</i>		<i>Prime</i>	<i>Leadership</i>	

# PRINCIPLES FOR RESPONSIBLE BANKING

CaixaBank is a **signatory** of the **UNEP FI\* Principles for Responsible Banking**



PRINCIPLES FOR RESPONSIBLE BANKING

## PRINCIPLES FOR RESPONSIBLE BANKING COMPLIANCE INDICATORS

**1**

### Alignment

**Aligning business strategy with SDGs and the Paris Agreement**

- Line 5 of the 2019-2021 Strategic Plan: "A benchmark in responsible banking and social commitment."
- Corporate Social Responsibility Master Plan approved by the Board of Directors
- Social commitment through MicroBank, a social bank fully owned by CaixaBank
- Environmental Strategy established and Declaration on Climate Change published
- Signed the Collective Commitment to Climate Action, a UNEP FI\* initiative

**2**

### Impact and target setting

**Setting goals to enhance the positive impact on people and the environment, while reducing any negative impacts**

- 2019-2021 objectives:
  - 2,200 million euros approx. in cumulative new MicroBank loans
  - 43% women in management positions
  - 10% reduction in energy consumption (vs 2015)
  - 14.5% reduction in CO<sub>2</sub> emissions (vs 2015)
  - 70% of product/service procurement based on environmental criteria out of total procurement with a significant environmental impact
- Environmental Risk Management Policy
- Project to implement TFCD\*\* recommendations
- Measurement of sustainable production (EU taxonomy)
- Contribution to job creation
- Implementation of accessibility measures
- Workforce with variable remuneration linked to quality of service
- Social housing programme

\* United Nations Environment Programme Finance Initiative.

\*\* Task Force on Climate-related Financial Disclosures.

**This pledge means evaluating social and environmental impacts, establishing objectives aligned with the United Nations Sustainable Development Goals and the Paris Agreement, as well as reporting annually on compliance**

**PRINCIPLES FOR RESPONSIBLE BANKING COMPLIANCE INDICATORS**

<p><b>3</b></p>	<p><b>Customers</b></p> <p><b>Fostering sustainable customer practices and supporting economic initiatives that create value</b></p>	<ul style="list-style-type: none"> <li>Financial inclusion through MicroBank</li> <li>2019-2021 Environmental Risks and Opportunities and Climate Change Management Plan</li> <li>Socially Responsible Investment Opportunities</li> <li>Financial Culture Plan</li> </ul>
<p><b>4</b></p>	<p><b>Stakeholders</b></p> <p><b>Proactive consultancy and work with relevant stakeholders</b></p>	<ul style="list-style-type: none"> <li>Annual materiality assessment included in the Group Management Report</li> <li>ESG* roadshows and conferences with investors</li> <li>Participation in CSR alliances and think tanks</li> <li>Strategic alliance with “la Caixa” and partnership with welfare organisations (MicroBank and “la Caixa” Volunteer Association)</li> <li>Supplier Code of Conduct</li> </ul>
<p><b>5</b></p>	<p><b>Governance and culture</b></p> <p><b>Ensuring effective governance and a culture of responsible banking in order to implement the principles</b></p>	<ul style="list-style-type: none"> <li>The Board of Directors and Board committees (Appointments, Risk) approve the CSR policy and strategy, as well as overseeing their implementation</li> <li>Corporate Social Responsibility Policy</li> <li>The Management Committee and subordinate committees oversee implementation of the CSR strategy</li> <li>Corporate Governance Policy</li> <li>CaixaBank Culture Programme</li> </ul>
<p><b>6</b></p>	<p><b>Transparency &amp; Accountability</b></p> <p><b>Periodic review of implementation of the Principles, their impact and their contribution to society</b></p>	<ul style="list-style-type: none"> <li>ESG information included in the Group Management Report, which complies with the GRI** and is verified</li> <li>Annual publication of Socioeconomic Impact and Contribution to SDGs</li> <li>Annual publication of the environmental and carbon footprint declaration</li> <li>Internal working group to ensure alignment with TFCD*** recommendations</li> </ul>

\* Environmental, Social and Governance.

\*\* Global Reporting Initiative.

\*\*\* Task Force on Climate-related Financial Disclosures.



# SUSTAINABLE DEVELOPMENT GOALS

Given its size and social commitment, CaixaBank contributes to all SDGs through its activity, social initiatives and strategic alliances.

**The entity integrates all 17 United Nations SDGs in its Strategic Plan and Socially Responsible Banking Plan, in addition to contributing transversally to all of them**

## CaixaBank Group contribution to SDGs






CaixaBank focuses chiefly on the 4 Priority SDGs that are central to the entity's mission: **To contribute to the financial wellbeing of our customers and the progress of society as a whole.**

The 4 Priority SDGs are interrelated with the remaining SDGs, with CaixaBank contributing to all of the goals thanks to its transversal nature.



**CaixaBank has held the presidency of the Spanish Network of the United Nations Global Compact since 2012**

## Contribution to the progress and wellbeing of the most vulnerable groups through access to financial services, social initiatives and an active housing policy

PRIORITY SDGs	INTERRELATED SDGs
 <p><b>Microcredits</b>  <b>Extensive reach</b>  <b>Social Bond</b>  <b>Social initiatives</b>  <b>AgroBank</b>  <b>Active housing policy</b></p>	<p><b>2 ZERO HUNGER</b></p>  <ul style="list-style-type: none"> <li>• Microcredits for families</li> <li>• Eco-loans to the farming sector</li> <li>• Decentralised Welfare Projects</li> <li>• Ningún niño sin bigote (A milk moustache for every kid)</li> </ul> <p><b>3 GOOD HEALTH AND WELL-BEING</b></p>  <ul style="list-style-type: none"> <li>• SegurCaixa Adeslas</li> <li>• Health and wellbeing microcredits</li> <li>• Collaboration with GAVI, the Vaccine Alliance through “la Caixa”</li> <li>• Healthy team</li> </ul> <p><b>4 QUALITY EDUCATION</b></p>  <ul style="list-style-type: none"> <li>• Financial Culture Plan</li> <li>• Aula Programme</li> <li>• Chairs*</li> <li>• CaixaBank Research</li> <li>• CaixaBank Futuro</li> </ul> <p><b>10 REDUCED INEQUALITIES</b></p>  <ul style="list-style-type: none"> <li>• Microcredits</li> <li>• Decentralised Welfare Projects</li> <li>• Active housing policy</li> <li>• Financial Culture Plan</li> </ul>

## Driving economic activity by promoting investment in innovation, entrepreneurship and the growth of microenterprises and SMEs








PRIORITY SDGs	INTERRELATED SDGs
 <p><b>Financing for companies and the self-employed</b>  <b>Microcredits for entrepreneurs and businesses</b>  <b>Social bond</b>  <b>Investment in R&amp;D</b>  <b>Job creation</b></p>	<p><b>5 GENDER EQUALITY</b></p>  <ul style="list-style-type: none"> <li>• Equality Plan</li> <li>• Wengage Programme</li> <li>• Adherence to the UN Women’s Empowerment Principles</li> <li>• IWEC Awards</li> <li>• Microsoft STEM studies alliance</li> <li>• Support to the leading women's associations**</li> </ul> <p><b>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</b></p>  <ul style="list-style-type: none"> <li>• Support for start-ups (Day One)</li> <li>• Financing for companies with a social impact</li> <li>• Investment in R&amp;D</li> <li>• Information security</li> <li>• Digitalisation plan</li> </ul> <p><b>11 SUSTAINABLE CITIES AND COMMUNITIES</b></p>  <ul style="list-style-type: none"> <li>• Extensive reach</li> <li>• Active housing policy</li> <li>• Adherence to IESE Smart Cities</li> <li>• Adherence to UNWTO***</li> </ul>

\* CaixaBank Chair of CSR at IESE Business School, AgroBank Chair, “la Caixa” Chair of Economy and Society.

\*\* Equality in the company, Diversity Charter, More women better companies, Eje&Con.

\*\*\* United Nations World Tourism Organisation.

**Implementation of a socially responsible banking model based on sustainable and efficient management of natural resources**

PRIORITY SDGs	INTERRELATED SDGs
<p><b>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</b></p>  <p><b>Financing based on ESG criteria</b></p> <p><b>Responsible policies</b></p> <p><b>CSR governance framework</b></p> <p><b>Adherence to the UNEP FI** Principles for Responsible Banking</b></p> <p><b>VidaCaixa and AM adherence to the PRI**</b></p> <p><b>Verified reporting</b></p>	<p><b>6 CLEAN WATER AND SANITATION</b></p>  <ul style="list-style-type: none"> <li>• AgroBank</li> <li>• Issuance framework for sustainable, green and social bonds</li> </ul>
	<p><b>7 AFFORDABLE AND CLEAN ENERGY</b></p>  <ul style="list-style-type: none"> <li>• Renewable energy financing</li> <li>• Adherence to RE100</li> <li>• Reduction in energy consumption</li> <li>• Consumption of renewable energy of guaranteed origin</li> </ul>
	<p><b>13 CLIMATE ACTION</b></p>  <ul style="list-style-type: none"> <li>• GECV members</li> <li>• Equator Principles</li> <li>• Use of renewable energy</li> <li>• Offsetting CO<sub>2</sub> emissions</li> <li>• Renewable energy financing</li> </ul>
	<p><b>14 LIFE BELOW WATER</b></p>  <ul style="list-style-type: none"> <li>• AgroBank</li> </ul>
	<p><b>15 LIFE ON LAND</b></p>  <ul style="list-style-type: none"> <li>• Issuance framework for sustainable, green and social bonds</li> </ul>
	<p><b>16 PEACE, JUSTICE AND STRONG INSTITUTIONS</b></p>  <ul style="list-style-type: none"> <li>• Code of ethics</li> <li>• Responsible policies</li> <li>• Information security</li> <li>• Adherence to Autocontrol</li> </ul>

**Contribution to all SDGs through proprietary programmes and partnerships**

<p><b>17 PARTNERSHIPS FOR THE GOALS</b></p>  <p><b>Alliances directly associated with the SDGs***</b></p>	 <p><b>”la Caixa”</b></p> <p>The leading foundation in Spain and one of the biggest in the world. Strategic alliance to raise the profile of projects and actively engage in core programmes such as Incorpora, GAVI, the Vaccine Alliance and the “la Caixa” Associations of Volunteers</p>
	 <p>Body responsible for promoting the 10 United Nations Principles. Presidency of the Spanish Network of the United Nations Global Compact since 2012</p>
	<p><b>Observatorio de los ODS</b> Contribución de las empresas españolas</p>  <p>ESADE Chair in Leadership and Democratic Governance Initiative in partnership with “la Caixa”</p>

\* United Nations Environment Programme Finance Initiative.

\*\* UN Principles for Responsible Banking.

\*\*\* For more details see the Adherences and Alliances section.

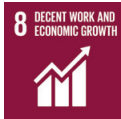




## Interrelated SDGs



**Contribution to the progress and wellbeing of the most vulnerable groups through access to financial services, social initiatives and an active housing policy**

	Area	Key indicators	2019	Page
	<b>Microcredits</b>	Total microcredits awarded to families (millions of €)	412.7	37
	<b>AgroBank</b>	New loan production specific to the farming sector (millions of €)	1,000	15
	<b>Decentralised Welfare Projects</b>	Number of initiatives aimed at local charity organisation projects	10,600	30
	<b>Charity initiatives</b>	Litres collected in the A Milk Moustache for Every Kid campaign (millions)	2.5	30
	<b>Finance with a social impact</b>	Health loan	√	37
	<b>“la Caixa” Alliance</b>	Collection for GAVI, the Vaccine Alliance, from 818 client companies (millions of €)	1.2	31
	<b>Financial Culture Plan</b>	FinanzasXaFollowers	√	28
	<b>Aula Programme</b>	Number of classroom-based courses and webinars	30	21
	<b>CaixaBankFuturo</b>	Number of sessions	308	29
	<b>CaixaBank Research</b>	Number of reports	654	29
	<b>Academic</b>	Chairs	√	29
	<b>Microcredits and finance with a social impact</b>	Total microcredits and financing with a social impact granted (millions of €)	724.8	36
		Number of microcredits and financing with a social impact granted	99,328	36
	<b>Decentralised Welfare Projects</b>	Number of initiatives aimed at local charity organisation projects	10,600	30
	<b>Homes</b>	Social housing stock	√	33
	<b>Training</b>	“la Caixa” Volunteer Association basic finance workshops for people with disabilities	128	29
	<b>Accessibility</b>	% fully accessible branches in Spain	93%	12



## Interrelated SDGs

### Driving economic activity by promoting investment in innovation, entrepreneurship and the growth of microenterprises and SMEs

	Area	Key indicators	2019	Page
	<b>Wengage Programme</b>	Management positions at CaixaBank held by women %	43.1	32
		Alliance with Microsoft to award prizes to the best students on STEM courses	√	32
	<b>Adherences</b>	Adherence to the United Nations Women's Empowerment Principles	√	32
	<b>Sponsorships</b>	Spanish women's football and basketball teams	√	32
	<b>Entrepreneurship</b>	21st Entrepreneur Awards	√	48
		Financing for companies and the self-employed (millions of €)	4,881	
	<b>Microcredits</b>	Total business microcredits (millions of €)	203.6	37
	<b>Innovation</b>	Investment in development and technology (millions of €)	931	48
	<b>Information security</b>	Investment in information security (millions of €)	50	49
	<b>Digitalisation</b>	Transactions per second	14,000	48
	<b>Extensive reach</b>	Branches fully accessible branches in Spain %	93%	12
	<b>Homes</b>	Social housing stock	√	33
	<b>Adherences</b>	IESE Smart Cities	√	57
		United Nations World Tourism Organisation	√	56



## Interrelated SDGs

### Implementation of a socially responsible banking model based on sustainable and efficient management of natural resources

	Area	Key indicators	2019	Page
	<b>SDG Bond</b>	SDG 6 included in the framework for bond issuances linked to the SDGs	√	42
	<b>Sustainable financing</b>	Total renewable energy financing (millions of €)	2,453	40
	<b>Environmental Management Plan</b>	CO <sub>2</sub> emissions offset %	100	44
		Energy consumed from renewable sources %	99.5	45
	<b>Adherences</b>	RE100 Initiative	√	45
	<b>Adherences</b>	Member of the Spanish Green Growth Group	√	57
	<b>Sustainable investment</b>	Projects funded according to the Equator Principles	15	43
	<b>Sustainable financing</b>	Total renewable energy financing (millions of €)	2,453	40
	<b>Environmental Management Plan</b>	CO <sub>2</sub> emissions offset %	100	44
		Energy consumed from renewable sources %	99.5	45
	<b>AgroBank</b>	EcoFinancing line for farming projects (efficient water use)	√	41
	<b>SDG Bond</b>	SDG 15 included in the framework for bonds linked to the SDGs	√	42
	<b>Responsible behaviour</b>	Responsible policies	√	54
	<b>Information security</b>	Investment in information security (millions of €)	50	49
	<b>Adherence</b>	Autocontrol, the Spanish Association for Commercial Self-Regulation for good advertising practices.	√	55



# AWARDS AND RECOGNITION 2019

## CaixaBank

### Reputation as a premium brand



2019 Best Bank in Spain  
2019 Western Europe's best bank for corporate responsibility  
2019 Western Europe's best bank transformation  
*Euromoney*



2019 Best Bank in Spain  
2019 Western Europe's best bank  
*Global Finance*



2019 Best Private Banking Operator in Spain  
*The Banker/PWM*



In collaboration with **SAM**  
*Among the world's top banks in CSR*



Most responsible financial institution and best corporate governance  
*Merco*

### Widely recognised as the market leader in IT infrastructure



2019 World's best private banking entity for digital communication  
*PWM (FT Group)*



2019 Most Innovative Bank in Western Europe  
*Global Finance*



2019 Technological project of the year in the "Service delivery channels" category  
*The Banker*



2019 Best Innovation in Marketing  
*BAI*



2019 Best digital retail bank in Spain and Western Europe  
2019 World's best retail mobile banking app  
*Global Finance*

## BPI

### Recognition as a premium and innovative brand



Trusted brand in Portugal 2019  
*Reader's Digest*



Best digital bank in Portugal 2019  
5 stars



2019 Brand of Excellence  
*Superbrands*



2019 Best private bank for digitally empowering relationship managers  
*PWM (FT Group)*



2019 Best digital team  
*PayTech Digital Awards*





**CaixaBank**  
Listen Talk Act

**Socially responsible  
banking**