

Repuesta cuestionario CDP

2017

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Climate Change 2017 - CaixaBank

Module: Introduction

Page: Introduction

CC0.1

Introduction

Please give a general description and introduction to your organization.

CaixaBank is an integrated financial group that operates a banking business, conducts insurance activities and is a shareholder in international banks. It also has interests in leading service sector companies. CaixaBank is the leading financial group in the Spanish market with active assets valued in EUR 347927 million as of 31 December 2016.

CaixaBank is listed in the top sustainability indexes worldwide: Dow Jones Sustainability Index (DJSI), FTSE4Good and Advanced Sustainable Performance Indexes (ASPI), scoring A in CDP the last three years.

In 2016 the Group had six key business lines serving around 13.8 million customers in individual banking, personal banking and private banking for individual customers and banking for SMEs, business banking, and corporate banking for enterprises. CaixaBank rounds out its portfolio of banking products and services with the specialized services of its pension and life insurance business. The insurance group offers an extensive array of pension plans, life insurance products and risk-life insurance for individuals and businesses. CaixaBank's subsidiaries provide operational support to the banking activity.

As for International banking activity, CaixaBank runs operational branches in Poland and Morocco. The Group has representative offices in the following countries: Italy, UK, France, Germany, China, Turkey, Singapore, the United Arab Emirates, India, Egypt, Chile and Colombia. CaixaBank has partner banks as banking investees: Inbursa, Banco BPI, Erste group Bank, Bank of East Asia and Boursorama.

CaixaBank shares the commitment of its leading shareholder, “la Caixa”, to people and the environment, while showing a willingness to create value for its shareholders and make a clear contribution to society.

In 2016 CaixaBank obtained several awards especially regarding its innovative projects and its level of technological development. These are some of the awards received: Bank of the year in Spain (by The Banker); World’s Best Private Bank for Digital Communication (by The Banker and Private Wealth Management); Celent Model Bank of the year; Global Innovator 2016 (by the financial association EFMA and Accenture); Best Consumer Digital Bank in Spain (by Global Finance) and World’s best technological project (by the Banker).

CaixaBank’s commitment to the environment is shown in its efforts to improve efficiency and cut emissions by managing and reporting the direct and indirect environmental impacts, and by the focus on sustainability in its financial and investment policy in terms of the risk assessment criteria of the projects that could be financed, and regarding the type of projects backed. As a signatory of the Equator Principles, since 2007 CaixaBank has committed to responsible financing. By adopting these guidelines, CaixaBank is committed to apply them to all the project-financing in which it takes part and that require financing over seven million Euros. In line with these Principles, for these projects to be approved, they must have a positive evaluation, which means writing social and environmental factors into the analysis, in line with the standards set by the International Finance Corporation (IFC).

CaixaBank’s new environmental and energy policy focuses on:

- 1) Guaranteeing compliance with legislation and environmental and energy regulations applicable to its activities, as well as other commitments that the institution has taken on voluntarily.
- 2) Raising awareness and employee engagement in Climate Change related issues.
- 3) Incorporating social and environmental criteria into business strategies, products, financing services and investment policy. This includes the management of risks and opportunities associated with them.
- 4) Developing a business aimed at fostering renewable energies and promoting the purchase of energy efficient products and services designed to improve and optimise energy use.
- 5) Engaging with suppliers, so that they commit to CaixaBank’s corporate social responsibility and environmental and energy policy.
- 6) Supporting initiatives that are geared towards preventing, mitigating, adapting or responding to climate change.
- 7) Communicating these measures to clients, stakeholders and society in general using the (a) Integrated Corporate Report, (b) responding to the CDP and (c) through the space EcoCaixa (www.lacaixa.es/ecocaixa) which promotes sustainable practices in society, (d) in the environment section at the Corporate Responsibility website and (e) by certifying the Environmental Management System under the international ISO 14001 standard and the European 1221/2009 EMAS regulation. All this is managed by CaixaBank’s Environment Committee chaired by the CEO and representatives from different business and support areas. The committee defines the CSR strategy and policies in sustainability matters.

For further information visit: http://www.caixabank.com/responsabilidadcorporativa_en.html

CC0.2

Reporting Year

Please state the start and end date of the year for which you are reporting data.

The current reporting year is the latest/most recent 12-month period for which data is reported. Enter the dates of this year first.

We request data for more than one reporting period for some emission accounting questions. Please provide data for the three years prior to the current reporting year if you have not provided this information before, or if this is the first time you have answered a CDP information request. (This does not apply if you have been offered and selected the option of answering the shorter questionnaire). If you are going to provide additional years of data, please give the dates of those reporting periods here. Work backwards from the most recent reporting year.

Please enter dates in following format: day(DD)/month(MM)/year(YYYY) (i.e. 31/01/2001).

Enter Periods that will be disclosed

Wed 01 Jan 2014 - Wed 31 Dec 2014

Enter Periods that will be disclosed

Thu 01 Jan 2015 - Thu 31 Dec 2015

Fri 01 Jan 2016 - Sat 31 Dec 2016

CC0.3**Country list configuration**

Please select the countries for which you will be supplying data. If you are responding to the Electric Utilities module, this selection will be carried forward to assist you in completing your response.

Select country

Spain

CC0.4**Currency selection**

Please select the currency in which you would like to submit your response. All financial information contained in the response should be in this currency.

EUR(€)

CC0.6**Modules**

As part of the request for information on behalf of investors, companies in the electric utility sector, companies in the automobile and auto component manufacturing sector, companies in the oil and gas sector, companies in the information and communications technology sector (ICT) and companies in the food, beverage and tobacco sector (FBT) should complete supplementary questions in addition to the core questionnaire.

If you are in these sector groupings, the corresponding sector modules will not appear among the options of question CC0.6 but will automatically appear in the ORS navigation bar when you save this page. If you want to query your classification, please email respond@cdp.net.

If you have not been presented with a sector module that you consider would be appropriate for your company to answer, please select the module below in CC0.6.

Further Information

As every year, in 2016 CaixaBank details and analyzes the evolution of its carbon footprint following the ISO 14064-1. However, the base year (2009) and subsequent years (2010-2016) have been recalculated due to the significant changes in the organizational and operational boundaries, as established by ISO 14064-1:2012. This year, the recalculation of the carbon footprint for 2009-2016 includes no organizational changes but includes an operational change, which is the incorporation in scope 3 of the section 3.3 Fuels and energy related activities. Therefore, CaixaBank recalculated and verified the base year and subsequent years, restating the historical data, to ensure that it reflects the current organizational and operational boundaries.

Module: Management**Page: CC1. Governance****CC1.1****Where is the highest level of direct responsibility for climate change within your organization?**

Board or individual/sub-set of the Board or other committee appointed by the Board
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CC1.1a**Please identify the position of the individual or name of the committee with this responsibility**

CaixaBank's committee with the highest level of direct responsibility for Climate Change is the "Environment Committee", set up in 2001. It proposes, approves and reports to the Management Board the environment and climate change strategy and actions.

Structure and position of the Environment Committee in CaixaBank. The Environment Committee is chaired by the General Manager of CaixaBank and is constituted by the managers of the following departments: General Services Management Department, Audit&Control Department, Organization and Efficiency Department, Corporate Responsibility and Brand Department and Labour and Employment Department. Moreover, the company SUMASA General Services, which is 100% managed by CaixaBank, is part of the committee since 2012. SUMASA has internal procedures for ensuring that the work conducted accomplishes with high quality and environmental standards, as it holds the ISO 9001

and ISO 14001. SUMASA is the responsible for the management of the maintenance services, purchases, corporate networks and workplaces.

The link between the Environment Committee and the General Manager's Board is that the first one reports to the Environment Manager, and this one is a representative person of the mentioned board. The Board has the maximum authority within the company in terms of environmental and Climate Change issues. Its members are responsible to define, check and approve the annual environmental targets in accordance with the proposals of the Environment Committee. This is done in an annual meeting during the revision of the EMS. The results and agreements undertaken are reflected and registered in a final document.

Functions. This committee is responsible for the entity's Environmental Management and it is in charge of the integration of the sustainability approach into the CaixaBank business' model. The specific functions are to establish, approve and maintain a program updated to ensure respectful habits of consumption and procedures in the financial business of CaixaBank. At the same time, it encourages all the members of CaixaBank to take part in this approach. Furthermore, the Environment Committee defines the minimum requirements that the companies of the group must meet through an environmental management. This body proposes, approves and rises to the Management Committee, when necessary, the environmental policy of the company and its amendments, as well as the environmental strategy, the adherence to national and international initiatives and the agreements signed related with sustainability.

Implementation. The Environment Committee meets every six months, and its specific functions are to:

- Manage the implementation of the Environmental Management System (EMS) and review it periodically,
- Review the EMS handbook and procedures,
- Approve the EMS procedures,
- Establish the environmental program and targets, as well as monitoring their accomplishment,
- Manage and analyze the results of the external audits,
- Report the internal audit reports to the Executive Board,
- Promote and raise awareness about environmental and Climate Change issues among employees,
- Train employees in activities that can affect the environment.

Tools. CaixaBank's Environmental Management System describes the general organization of the company. It defines the methods, resources and responsibilities to control and guarantee that all commitments defined in the Environmental Policy are being fulfilled. In addition, it controls, manages and reports all environmental aspects related to the activity of CaixaBank. Finally, it defines a strategy to mitigate its contribution to Climate Change (CC). The EMS includes an Environmental Management Handbook to describe the EMS and Environmental Policy and defines the structure, responsibilities and functions of the Environment Committee. CaixaBank's EMS follows the European regulations EMAS 1221/2009 and the UNE-EN-ISO14001:2004.

While the Environment Committee and the Board of Directors hold the highest responsibility for Climate change, other corporate bodies are involved in the process when necessary. For instance, there is the Corporate Reputation Committee in charge of managing and monitoring reputational risks, which include environmental and CC related ones. This committee is chaired by the Deputy General Manager of Communication, Institutional Relations, Brand and CSR Senior managers from various areas of the entity, which are also represented in the Corporate Responsibility Committee. The areas of the entity include Communication, Corporate Responsibility, Audits, Marketing, General Risk Management, Quality, Brand, General Services, Human Resources, Welfare Projects and Management in different geographical areas

CC1.2

Do you provide incentives for the management of climate change issues, including the attainment of targets?

Yes

CC1.2a

Please provide further details on the incentives provided for the management of climate change issues

Who is entitled to benefit from these incentives?	The type of incentives	Incentivized performance indicator	Comment
Executive officer	Monetary reward	Emissions reduction project	This incentive is granted to the increase and success of business lines related to Climate Change opportunities. For example, CaixaBank is involved in the financing of renewable energies projects, which directly affect and reduce the GHG emissions. The indicator for awarding bonuses is based on the performance of the commercial network. The bonus may be a fixed or variable amount in addition to incentive schemes, benefits which may include pension plans and insurances and, where appropriate, social security payments. Directors carrying out executive duties at the company are entitled to receive these for these duties.
Environment/Sustainability managers	Monetary reward	Other: achievement of environmental and sustainability performance targets	This incentive is granted for the achievement of individual targets managed by the Corporate Responsibility team. These targets contribute to the progress of the environmental and sustainability performance of CaixaBank. The actions incentivized include: improving the performance in Sustainability Indexes (FTSE4Good, DJSI, etc.); promoting the offer of green products of CaixaBank; updating the procedures to meet the Equator Principles and making progress in their implementation criteria when financing other areas. These kind of indexes take into account the Climate change performance of the company, the green products offer, etc. Finally, the Equator Principles establish climate change mitigation procedures and criteria for financing certain projects. These bonuses directly affect the effort to improve the individual and group involvement on Climate Change and the reduction of GHG emissions.

Who is entitled to benefit from these incentives?	The type of incentives	Incentivized performance indicator	Comment
Other: General Service Managers	Monetary reward	Emissions reduction target	This incentive is granted for the achievement of goals related to (i) the maintenance of the internal environmental site designed to raise awareness and promote best practices among the employees and (ii) the improvement and renewal of the ISO 14001 and EMAS certification. Since the targets established in the ISO and EMAS include the reduction in emissions and energy consumption, the incentives are directly related to the management of the Climate Change within the company, especially those addressing emissions and energy reduction. The employees of the Management Group working in the Department of General Services Administration are awarded with bonuses when these goals are achieved.
All employees	Monetary reward	Emissions reduction project	This target is granted to all employees working on the product management of the online banking service for the achievement of an increased use of the online banking service Línea Abierta. This is quantified by an increase on the number of new clients and the number of operations through the online banking service. A key aspect of the business strategy is the promotion of online banking, which promotes the reduction of energy consumption and CO2 emissions related due to a reduced need for offices. Therefore, this incentive, which consists on a present, promotes emissions and energy reduction that affect the Climate Change performance of the company. In addition, there is obligatory training for the 100% workforce in compliance including mandatory legal aspects, which considers several environmental topics.

Further Information

Page: CC2. Strategy

CC2.1

Please select the option that best describes your risk management procedures with regard to climate change risks and opportunities

A specific climate change risk management process

CC2.1a

Please provide further details on your risk management procedures with regard to climate change risks and opportunities

Frequency of monitoring	To whom are results reported?	Geographical areas considered	How far into the future are risks considered?	Comment
Annually	Board or individual/sub-set of the Board or committee appointed by the Board	Spain	> 6 years	A specific procedure for identification, assessment, prioritization and definition of actions for both climate change risks and opportunities that could impact CaixaBank was set in 2014 and is monitored and updated annually.

CC2.1b

Please describe how your risk and opportunity identification processes are applied at both company and asset level

CaixaBank has implemented a procedure for identifying the potential risks and opportunities (R&O) derived from climate change both at a company and asset level, assessing the magnitude of their potential impacts, prioritizing them and defining specific actions to manage them. To identify Risks and Opportunities (R&O) of climate change (CC), CaixaBank undertakes a multidisciplinary approach where the most representative areas & subsidiaries (CSR, SUMASA, BuildingCenter, Project Finance, AgroBank, CaixaBank Equipment Finance, etc.) contribute to the identification, weight and prioritization of Climate Change R&O. Therefore the R&O analysis of CC impacts incorporates a global view of the entire Group. Each area identifies R&O at three distinct levels: changes in regulation, changes in physical climate parameters and changes in other climate related events. The risks and opportunities (R&O) identified are described separately, considering the potential impacts of each R&O for CaixaBank (expenses, production capacity, etc), how this would affect each business unit or subsidiary as well as the entire Group, how this can impact on the Stakeholders and the timeframe in which the R&O are expected to occur. Internal workshops are conducted in which each business area and subsidiary discuss with the Environment Committee the likelihood, magnitude and feasibility of management for CaixaBank of each R&O. At company level the R&O identification includes aspects such as reputation, legal requirements, stakeholders impact, global expenses and global incomes, etc. that can affect the entire Group. At the asset level, the annually conducted risk evaluations take into account the physical risks such as extreme meteorological phenomena derived from climate change that can affect facilities, Central Services buildings or the branch network offices. CaixaBank is currently working on the revision and update of the identification of the R&O derived from climate change following the TCFD recommendations.

CC2.1c

How do you prioritize the risks and opportunities identified?

Once the risks and opportunities (R&O) of climate change have been identified and described for each area or subsidiary at both asset and company level, the parameters that define the R&O are discussed qualitatively amongst the participants in the workshop and afterwards a quantitative scale is constructed in order to appoint a numeric value to the magnitude of the impact and to the action potential that CaixaBank has to deal with each R&O. The scoring ranges from 0 (unknown impact or action potential) to 5 (high impact or action potential). Based on that a matrix is constructed considering these two variables and those risks and opportunities that obtain a scoring above 50%, considering both the magnitude of the impact and CaixaBank's possibility of developing actions for managing it, are considered of priority. The score obtained in both magnitude of impact and action potential is added up, and each of the R&O are sorted out and prioritized according to this. This allows us to determine where to take action first.

The results of the identification, description, quantification and prioritization of the R&O are incorporated into the company wide risk analysis and evaluation process. The environmental committee reports the prioritized R&O to the Operational Risk area. This area manages and updates a Corporate Risk Map that integrates all relevant and prioritized risks from the different areas and topics in a management tool called "SAP-GRC". All the potential risks from the different areas are integrated in this tool. Here the consequences that these risks could imply at an economic level are assessed at a

global scale. The risks are prioritized using indicators, based on costs, and also on a matrix that links the relationship between risks. The results are communicated to the board of directors.

CC2.2

Is climate change integrated into your business strategy?

Yes

CC2.2a

Please describe the process of how climate change is integrated into your business strategy and any outcomes of this process

i. CaixaBank includes risks and opportunities of Climate Change (CC) in its business strategy through:

1. Committing to be carbon neutral by 2018 by the offset of its emissions while continuing to improve energy efficiency (KPI).
2. Incorporation of CC R&O into the corporate risk assessment and the risk assessment criteria of projects.
3. Incorporation of CC aspects into the Group's internal operations.
4. Increasing sustainable commercial offer for Individual Banking.
5. Training on CC and energy efficiency
6. Customer awareness on CC and energy efficiency. (In this regard CaixaBank has published an Integrated Corporate Report verified by GRI).

ii. An example of how CC has influenced the strategy: Decisions have been taken regarding:

- Commercialization and development of new green products, such as loans for green initiatives and ecofinancing for the agrarian sector. This has been motivated by the business opportunity seen in this sector and the success their creation has had.
- Approval of the new Environmental Plan (2016-2018), which focuses on combating climate change and includes the goal of being Carbon Neutral in 2018. The Plan also includes the goal of procuring 100% of green energy from renewable sources, which is linked to the emission reduction target Abs2 and energy reduction target RE1 of the CDP section CC3. Another goal included in the Plan is the optimization of use of resources in offices, such as paper and plastic, which are linked to the emission reduction targets Abs3 and Abs4 respectively.
- Approving a plan for achieving carbon neutrality in 2018, aiming at buying carbon credits to offset an increased number of scopes.
- Committing to have all its subsidiaries apply an environmental and energy policy and setting the ground requirements they must (at least) address.
- Financing projects aimed at fostering the use of renewable energies.
- Signing Green Bond Principles, with the aim to recruit new economic funds for investing in climate change adaptation and mitigation projects.
- Calculation and report of the corporate carbon footprint according to the ISO 14064.
- Participation in the Voluntary Agreements Program (Programa d'Acords Voluntaris) of the Government of Catalonia and in the Carbon Footprint Registry (Registro Huella Carbono) of the MAGRAMA (the environmental Ministry of the Spanish Government).

iii. CC aspects that influence the strategy: risks of physical changes affecting the insurance business, the need for adaptation, opportunities to develop new green products, the influence of CC into the clients' awareness & environmental requirements in the Group activities.

iv. Most important components of short-term strategy influenced by CC:

- 1) SUSTAINABLE INVESTMENT: incorporation of environmental and social criteria into financing and investment policy. For instance, in 2016, thirteen projects were assessed in accordance with the Equator Principles entailing total investment of over € 5954 million, of which CaixaBank contributed more than € 778 million. Another example is that CC aspects have led to develop services such as the Socially Responsible Investing (SRI).
- 2) CUSTOMERS: offering products that have been designed and implemented based on the R&O of CC, such as EcoMicrocredits, EcoLoans, Green accounts & MicroBank Ethical Fund. Moreover there is an online banking system that saves transportation and paper consumption emissions.
- 3) BUSINESS ACTIVITY MANAGEMENT: incorporation of actions to minimize GHG emissions & energy consumption:
 - Approving the new Environmental Plan (2016-2018), which focuses on combating climate change and

includes the goal of being Carbon Neutral in 2018

- Maintaining a special section of CC in the Environmental and Energy Policy.
- Setting up annual targets and measures to boost energy efficiency and minimize the use of natural resources, waste generation and CO2 emissions. These include the switch to new technologies with greater energy efficiency.
- Awareness campaigns to encourage environmentally friendly practices among employees.
- Signatory of the EP and member of the UNGC.
- Calculating and reporting the carbon footprint 2009-2016.

4) SUPPLIERS (companies involved along the value chain): Integration of environmental requirements to CaixaBank suppliers (see answer to question CC14.a).

v. Most important components of long-term strategy influenced by CC:

- Development of new green products and services of the bank, like the EcoMicrocredits, etc.
- Setting up, enlarge and refine the measures for CC challenges which boost energy efficiency and minimize the use of natural resources, waste generation and CO2 emissions.
- Strive to ensure environmental and social commitment of shareholders.
- Maintain and improve the inclusion of CaixaBank in the world's leading sustainability indexes: Dow Jones Sustainability Index FTSE4Good and Advanced Sustainable Performance Indices.
- Improve the use of different initiatives to offset CO2 emissions, such as Clean CO2: an online tool to offset GHG emissions of events carried out by CaixaBank.

vi. This is gaining advantage over our competitors through:

The strategy influenced by CC is contributing to ensure that the customers of the Private Banking perceive CaixaBank as a leader, not only in terms of management and finance, but also in terms of social and environmental performance. We disseminate this commitment through the EcoCaixa website, which is continuously being updated. In addition, for the third consecutive year, CaixaBank obtained the highest score (A) in CDP.

vii. Approving the new Environmental Plan (2016-2018), which focuses on combating climate change and includes the goals of being Carbon Neutral in 2018, the 100% procurement of green energy from renewable sources, consider the risks and opportunities associated with climate change as part of our business strategy, among others. This has mainly been influenced by the risks of physical changes affecting the insurance business, the opportunities to develop new green products and the influence of CC into the clients' awareness & environmental requirements in the Group activities.

viii. After the Paris Agreement CaixaBank has kept taking action in order to reduce greenhouse gas emissions, which can be seen in the 15% reduction of the carbon footprint of CaixaBank in 2016 compared to 2015 and the 67% reduction compared to the base year (2009), as well as the definition of the new environmental plan, the commitment to become carbon neutral and the increased purchase of certified energy from renewable sources.

ix. CaixaBank analyses the timeframe in which the R&O are expected to occur. As mentioned before, CaixaBank is currently working on the update of the R&O derived from climate change, where forward-looking scenario analyses will be included in order to follow the TCFD recommendations and because we understand the importance of disclosing this information as a company.

CC2.2c

Does your company use an internal price on carbon?

Yes

CC2.2d

Please provide details and examples of how your company uses an internal price on carbon

i) Scope that the emissions pertain to (Scope 1, Scope 2 and/or Scope 3);

CaixaBank uses an internal price of carbon for emissions from Scope 1 and Scope 2 and Scope 3 will be incorporated by 2018 due to the Carbon Neutrality Target by 2018.

ii) Rationale for employing a price;

We think that it is important that enterprises put a price on carbon, to help limit the increase in global mean temperature to two degrees Celsius above pre-industrial levels. In addition, we assume that, independently of the regulations, addressing climate change will be both a cost and an opportunity for us. Using a price on carbon allows us to determine our investments in greenhouse gas emissions reductions strategy, which consists in reducing emissions via the development of energy efficiency projects, raising environmental awareness, promoting good environmental practices and offsetting the emissions that we are not able to reduce.

iii) Actual price used;

5 €/tCO₂

iv) variances in prices over time and across geographies;

The price of carbon credits dropped this year due to the steep increase in the carbon credits purchased which allowed us to buy at a better price. The price used is the price CaixaBank started the bidding with.

v) who is responsible for determining the price;

The responsible of the Environmental Department.

vi) examples of how carbon pricing affects investment decisions.

CaixaBank's policy focuses on reducing operational costs through executing emissions reduction activities that lead to a reduction in energy consumption and therefore a decrease in emissions. These activities include the purchase of renewable electricity with Guarantee of Origin, energy efficiency activities such as replacement of lights and computers, etc. In addition, we use an internal price of carbon to promote the offsetting of those emissions that we are still not able to reduce. This enables us to have an annual budget for buying carbon credits of high quality emissions reduction projects, and as an incentive for following up with the planning and execution of carbon reduction initiatives.

Our price on carbon is set at 5 euro/tCO₂, based on the average carbon credit price of the voluntary carbon market, which in 2015 was \$3.3 / tonne CO₂* as well as on what part of our budget we are willing to use for reducing our environmental impact. A higher carbon pricing would lead to do an increase in investments on energy efficiency and emissions reductions activities, in order to invest in reducing emissions on the long term and to spend less money on offsetting emissions. A lower carbon pricing would lead to the execution of less emissions reduction activities, because offsetting emissions would be cheaper than investing in energy efficiency.

*Source of the carbon credit price in the voluntary carbon market: Raising Ambition State of the Voluntary Carbon Markets 2016.

CC2.3

Do you engage in activities that could either directly or indirectly influence public policy on climate change through any of the following? (tick all that apply)

Trade associations

Funding research organizations

Other

CC2.3b

Are you on the Board of any trade associations or provide funding beyond membership?

Yes

CC2.3c

Please enter the details of those trade associations that are likely to take a position on climate change legislation

Trade association	Is your position on climate change consistent with theirs?	Please explain the trade association's position	How have you, or are you attempting to, influence the position?
Fundación SERES	Consistent	Fundación SERES is a group of more than 100 enterprises that pursue the improvement of society from different points of view, one of which is the improvement of the environmental conditions. Their position on climate change is that it is important that enterprises act to tackle climate change. For instance, SERES has worked as a strategic ally in Spain with the UNEP and the private sector to define the 17 Sustainable Development Goals that cover environmental protection, social development and economic growth. One of these goals is to take actions to tackle climate change. The results of this work, conducted in 2014, were presented in 2015 as a strategy for the post-Kyoto era.	CaixaBank is member of Fundación SERES and its position on climate change is consistent with theirs. CaixaBank works to reduce GHG emissions and climate change is integrated into the business strategy. CaixaBank promotes CC mitigation and prevention as well as increasing the social responsibility commitment of the private sector.
Business Cluster of climate change	Consistent	The business cluster of climate change is integrated by 36 Companies of Foretica association which is the only national representative of the World Business Council for Sustainable Development (WBCSD) in Spain. This year the association will deepen its knowledge of carbon pricing and the link between biodiversity and climate change, creating a joint position and approach on climate change.	Caixabank is a member of this cluster, as well as a member of Foretica, and actively participates in the position here developed, sharing experiences of climate change management.
Spanish Group of Green growth	Consistent	This group supports the Spanish Government and European Council in their agreement of cutting emissions by at least a 40% compared to the levels of 1990 by 2030; having at least a 27% of renewable energy installed by 2030 and improving energy efficiency by a 27% by 2030 and aims at developing a road map for private business to actively participate and manage the opportunities derived from a green growth framework.	Caixabank is adhered to this group and actively participated in the decisions taken, sharing its insight on climate change risk and opportunity management in climate change and energy efficiency.
RE100	Consistent	RE100 is a collaborative, global initiative of influential businesses committed to 100% renewable electricity, working to massively increase demand for - and delivery of - renewable energy. RE100 shares the compelling business case for renewables and showcases business action, while working with others to address barriers and develop transparent reporting mechanisms.	Caixabank is adhered to this initiative, which has validated Caixabank's policy of 100% renewable electricity hiring.

CC2.3d

Do you publicly disclose a list of all the research organizations that you fund?

Yes

CC2.3e**Please provide details of the other engagement activities that you undertake**

CaixaBank collaborates with the World Wildlife Fund (WWF). WWF works to protect habitats and biodiversity from the threats of Climate Change. More concretely, WWF takes action against climate change via enhancing the reduction of carbon pollution and preparing for the consequences of global warming. WWF actively works to advance policies to fight climate change, to engage with businesses to reduce carbon emissions and to help people and nature adapt to a changing climate. CaixaBank, through its specialized financial service MicroBank, collaborates with the World Wildlife Fund (WWF) on funding environmental conservation, sustainable development and climate change programs, through its own financial contributions and those of its customers.

CaixaBank participated with the Catalan regional government to develop the Environmental Guarantee sign for energy efficiency of offices. In 2000 "la Caixa" carried out a Life Cycle Analysis of its regional branch network of offices to offer data and parameters. In 2016 CaixaBank renewed its commitment with the Environmental Guarantee sign; which means that now offices are certified of its energy efficiency until 2018.

CaixaBank is partner of Foretica, a multi-stakeholder organization that plays a key role in the communication of Corporate Social Responsibility since 1999. Foretica participates in national and international forums, where innovative solutions to the corporate management for big and small enterprises are developed. In addition, Foretica publishes valuable reports on several aspects of an organization, including climate change. Foretica aims to promote the integration of social and environmental issues – including climate change in the corporate strategy. Foretica's position on climate change is to help the enterprises to maximize a positive contribution from the enterprises to reach a sustainable future. CaixaBank supports this position, as we are working towards minimizing our environmental impact and to reduce GHG emissions.

CaixaBank has an agreement with Ecovalia-CAEE, a nonprofit organization that promotes organic food production and responsible consumption. It has 13000 partners and it is the most important association of the ecological production in Spain and one of the biggest at European level.

Moreover, CaixaBank actively engages in initiatives like Carbon Disclosure Project, in order to strengthen its commitment to climate change management and innovation. In addition, CaixaBank participates in DJSI, MSCI, FTS4Good or ESG, scoring among the top companies in every Index.

"La Caixa" Foundation is a non-profit organization, which receives all its funding from CaixaBank. Since 1982, it runs several programmes in the education and research field, poverty and social exclusion, environment and culture. In 2016 "la Caixa" Foundation, invested EUR 59.7 million in environmental and scientific programs. Part of this budget is used to finance the activities of the ClimaDat project, conducted by the Catalan Institute of Climate Sciences (IC3) research center. Within the ClimaDat project, a network of climate observation and research stations located in critical or particularly sensitive natural systems due to their emplacement, physiographic characteristics or peculiarity of their ecosystems is being established in Spain. The aim is to study regions with a high probability of severe damage due to changes in climate and offering free access of this data to researchers and the interested public in general. This network is becoming an international benchmark, while in Spain all relevant data is openly accessible. The network is created with the aim of promoting interdisciplinary collaboration with other scientists interested in climate and hydrology research. IC3, the research center conducting the ClimaDat research project, is an independent, non-profit research center, which is the first large-scope climate research center created in the Mediterranean Basin. As an independently managed, public non-profit institution, IC3 was created to efficiently undertake top level research in the field of climate sciences.

The results of these activities funded by CaixaBank, align with the CC strategy of CaixaBank. For example, the work of IC3 will provide high quality climate records which will be useful for CaixaBank in preparing to face the medium and long term risks associated to change in temperature and precipitation patterns. This action is part of the strategy for managing the risk of changes in physical

parameters. Knowing more about the patterns of climate change in Spain will help CaixaBank in advancing the precautionary measures urged in order to face changes in precipitation and temperature patterns, and adapt their insurance business strategy, which partly depends on climate changes (floods, droughts, fires...).

CC2.3f

What processes do you have in place to ensure that all of your direct and indirect activities that influence policy are consistent with your overall climate change strategy?

To ensure that all direct and indirect activities that influence climate change policy are consistent with the overall Climate Change strategy of CaixaBank, the group decides all the specific actions to get involved with policy-makers, trade associations, research organizations and other kinds of organizations through the Environment Committee. This committee ensures that the different business divisions have a common approach consistent and aligned with the strategy on climate change (CC). In fact, all the initiatives stated above have in common to contribute to the reduction of GHG emissions, to reduce the environmental impact of the activity of CaixaBank's and its value chain (customers and suppliers).

For example, due to the Environment Committee and its task of analyzing and assessing the different initiatives of the group, the strategy of CaixaBank on CC aligns correctly with the direct engagement with the government of Catalonia stated above to create the standards and promote the Environmental Guarantee sign. This aligns with the specific actions of the group to achieve energy efficiency and the raising awareness campaigns. For instance, the promotion and implementation to be awarded with the Environmental Guarantee sign was assessed through this Committee.

The strategy of CaixaBank on CC aligns correctly with the funding of research organizations as well, through the funding of "La Caixa Foundation" which invests part of the budget in the ClimaDat research project. Funding this kind of research projects (indirectly, through financing "La Caixa" Foundation) is part of the CC strategy of CaixaBank, as a measure for obtaining more information on CC in order to manage the risks derived from CC that CaixaBank may face as a corporation.

The climate change strategy also aligns with the creation of services for customers that promote emissions reductions. One example of this is the Green Account that helps financing WWF activities.

Further Information

Page: CC3. Targets and Initiatives

CC3.1

Did you have an emissions reduction or renewable energy consumption or production target that was active (ongoing or reached completion) in the reporting year?

Absolute target

Renewable energy consumption and/or production target

CC3.1a

Please provide details of your absolute target

ID	Scope	% of emissions in scope	% reduction from base year	Base year	Base year emissions covered by target (metric tonnes CO2e)	Target year	Is this a science-based target?	Comment
Abs2	Scope 2 (market-based)	100%	90%	2009	55327	2040	No, as there is currently no established science-based targets methodology in this sector	This target covers the 100% of Caixabank's scope 2 emissions and aims at hiring 100% of the new energy contracts with

ID	Scope	% of emissions in scope	% reduction from base year	Base year	Base year emissions covered by target (metric tonnes CO2e)	Target year	Is this a science-based target?	Comment
								<p>renewable energy. This target is related to CaixaBank's policy of having 100% of new energy contracts hired with renewable energy, which in reality means that over 90% of CaixaBank's energy is hired with green energy. The nature of the business, which includes the opening and closure of several offices a year (inheriting old electrical contracts) accounts for the 10% left out of the target. In 2016, for example, 99% of the carbon footprint came from renewable sources. This target is related to the renewable energy target RE1 of question CC3.1d, which was validated by RE100 and</p>

ID	Scope	% of emissions in scope	% reduction from base year	Base year	Base year emissions covered by target (metric tonnes CO2e)	Target year	Is this a science-based target?	Comment
								<p>granted Caixabank's entrance to this initiative. Thus, it aims at reducing at least 90% of the emissions in scope 2 from 2009 by hiring all new contracts with renewable energy. This target meets the 2.1% year-on-year emission reduction between base year and target year. Even though the target of hiring 100% of the new energy contracts with renewable energy is included in Caixabank's Environmental Plan, which has a timeframe of 2016-2018, Caixabank's goal is to maintain this target beyond 2018 once it has been achieved and commit to keep hiring 100% of the new energy contracts with renewable</p>

ID	Scope	% of emissions in scope	% reduction from base year	Base year	Base year emissions covered by target (metric tonnes CO2e)	Target year	Is this a science-based target?	Comment
								energy until 2040.
Abs3	Scope 3: Purchased goods & services	82.8%	15%	2016	8697	2020	No, as there is currently no established science-based targets methodology in this sector	This mid-term target is to reduce paper consumption, specifically regarding paper for own use and paper sent to clients, which overall represents the 82,8% of the subcategory 3.1 Purchased goods & services. This reduction will be achieved through several reduction initiatives. This is not a Science-based target due to the fact that CaixaBank is a financial institution and this program is not yet able to assess this kind of targets, not even unofficially. However, when criteria for SBT in the financial sector is set, CaixaBank will consider the feasibility to set them.
Abs4	Scope 3: Waste	1%	15%	2015	106.33	2020	No, as there is currently	This target is to reduce

ID	Scope generated in operations	% of emissions in scope	% reduction from base year	Base year	Base year emissions covered by target (metric tonnes CO2e)	Target year	Is this a science-based target?	Comment
							no established science-based targets methodology in this sector	emissions associated with waste generation, by reducing the amount of plastic waste generated in Central Services. This target was active in 2015 but was not achieved, so CaixaBank wanted to repeat it. Not only that, but CaixaBank has extended the target period until 2020 and increased the reduction % from 3% to 15%. This is not a Science-based target due to the fact that CaixaBank is a financial institution and this program is not yet able to assess this kind of targets, not even unofficially. However, when criteria for SBT in the financial sector is set, CaixaBank will consider the feasibility to set them.

CC3.1d

Please provide details of your renewable energy consumption and/or production target

ID	Energy types covered by target	Base year	Base year energy for energy type covered (MWh)	% renewable energy in base year	Target year	% renewable energy in target year	Comment
RE1	Electricity consumption	2009	274925	0%	2040	90%	Caixabank has a policy and a target of having 100% of new energy contracts hired with renewable energy. In reality, this means that over 90% of Caixabank's energy is hired with green energy. The nature of the business, which includes the opening and closure of several offices a year (inheriting old electrical contracts) accounts for the 10% left out of the target. In 2016, for example, 99% of the Carbon footprint came from renewable sources. This target was validated by RE100 and granted Caixabank's entrance to this initiative. After the Paris agreements, in order to keep pursuing efforts to reduce greenhouse gas emissions and limit the temperature increase and to make a long-term commitment, the target year has been extended from 2018 to 2040.

CC3.1e

For all of your targets, please provide details on the progress made in the reporting year

ID	% complete (time)	% complete (emissions or renewable energy)	Comment

ID	% complete (time)	% complete (emissions or renewable energy)	Comment
Abs2	0.22%	100%	This is a long-term target (2040) and CaixaBank has already succeeded in hiring 100% of its new energy contracts with renewable contracts, which means having over 99% of its electricity produced by renewable energies.
Abs3	25%	52.6%	CaixaBank has already achieved more than 50% of the emission reduction set for this target. Specifically, the reduction percentage regarding paper consumption (paper for own use and paper sent to clients) corresponds to the 7,9% at the time of writing this report (first year of the four year target). The original target set a reduction of the 15% by 2020, which means that at a 25% complete time the % of emission reductions are 52,6%.
Abs4	40%	100%	Half way of the completion time of the target (to be completed by 2020), CaixaBank has already achieved the 65% of the total reduction of plastic waste.
RE1	0.22%	100%	CaixaBank has already succeeded in hiring 100% of its new energy contracts with renewable contracts, which means having over 99% of its electricity produced by renewable energies.

CC3.2

Do you classify any of your existing goods and/or services as low carbon products or do they enable a third party to avoid GHG emissions?

Yes

CC3.2a

Please provide details of your products and/or services that you classify as low carbon products or that enable a third party to avoid GHG emissions

Level of aggregation	Description of product/Group of products	Are you reporting low carbon product/s or avoided emissions?	Taxonomy, project or methodology used to classify product/s as low carbon or to calculate avoided emissions	% revenue from low carbon product/s in the reporting year	% R&D in low carbon product/s in the reporting year	Comment
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Level of aggregation	Description of product/Group of products	Are you reporting low carbon product/s or avoided emissions?	Taxonomy, project or methodology used to classify product/s as low carbon or to calculate avoided emissions	% revenue from low carbon product/s in the reporting year	% R&D in low carbon product/s in the reporting year	Comment
Company-wide	Caixabank's online services avoid emissions due to transport of our clients and workers, energy savings in offices and infrastructure (due to the reduced use of them) and the avoidance of paper use (EBilling).	Avoided emissions	Other: Projected emissions over scenario without the product		Less than or equal to 10%	At a company level Caixabank provides services that save GHG emissions because it allows remote banking, reducing the need for offices and all the GHG emissions associated with those extra offices. Moreover, online services such as e-billing, allow the reduction of paper use (and thus GHG emissions).
Group of products	Caixabank has a number of credits and funds especially designed to invest in or provide loans for projects that mitigate climate change or have a ethical core behind it: (i) the Ethical Fund, (ii) the EcoFund and (ii) the Green account	Low carbon product	Other: Projects financed by the Eco funds or loaned by Ecocredits have a strict environmental criteria applied, that includes low-carbon elements.	1.97%	Less than or equal to 10%	In 2016 the ecoFund (which invests only in environmentally friendly assets and stocks) had a volume of 7,94 Million EUR (with 749 participants), while the MicroBank Ethical Fund achieved a volume of 39,2 Million EUR (with 2405 participants). In 2016, 817 Green accounts were opened (which

Level of aggregation	Description of product/Group of products	Are you reporting low carbon product/s or avoided emissions?	Taxonomy, project or methodology used to classify product/s as low carbon or to calculate avoided emissions	% revenue from low carbon product/s in the reporting year	% R&D in low carbon product/s in the reporting year	Comment
						collaborate with WWF and sustainable development). Other products such as the ecomicrocredits are offered by Caixabank to finance e.g. vehicles that are more environmentally friendly as well as home improvements to raise energy efficiency, among others. A total of 579 operations were carried out that corresponded to 5,56Million EUR granted.

CC3.3

Did you have emissions reduction initiatives that were active within the reporting year (this can include those in the planning and/or implementation phases)

Yes

CC3.3a

Please identify the total number of projects at each stage of development, and for those in the implementation stages, the estimated CO2e savings

Stage of development	Number of projects	Total estimated annual CO2e savings in metric tonnes CO2e (only for rows marked *)
Under investigation	0	0
To be implemented*	3	527.23
Implementation commenced*	1	220.82
Implemented*	11	7379
Not to be implemented	0	0

CC3.3b

For those initiatives implemented in the reporting year, please provide details in the table below

Activity type	Description of activity	Estimated annual CO2e savings (metric tonnes CO2e)	Scope	Voluntary/ Mandatory	Annual monetary savings (unit currency - as specified in CC0.4)	Investment required (unit currency - as specified in CC0.4)	Payback period	Estimated lifetime the initiative
Energy efficiency: Building services	<p>This voluntary activity is directed to reduce scope 2 emissions and aims to reduce electricity consumption in CaixaBank. The main actions carried out by CaixaBank in 2016 include:</p> <p>(1) Replacement of florescent lights for LED light both in Central Services and in the Regional Network: by changing to LED lighting in 4236 signs and 2957 areas with 24-hour lighting, 6695 MWh were saved in 2016. (2) Shift from 9kw engines to more efficient 6kw engines in escalators. (3) Replacement of 22220 old PCs for Smart PCs which save up to 25% of energy. (4) 196</p>	3564	Scope 2 (location-based)	Voluntary	1247302	15673200	11-15 years	6-10 years

Activity type	Description of activity	Estimated annual CO2e savings (metric tonnes CO2e)	Scope	Voluntary/ Mandatory	Annual monetary savings (unit currency - as specified in CC0.4)	Investment required (unit currency - as specified in CC0.4)	Payback period	Estimated lifetime the initiative
	acclimatization equipments were replaced for more efficient ones (5) Environmental awareness actions: during 2016, 10878 personalized e-mails were sent to CaixaBank employees, in order to inform them how to reduce energy consumption at work.							
Other	Aligned with Target Abs 3, this voluntary activity aims at reducing scope 3 emissions, by decreasing the emissions generated from paper consumption. The programmatic activity is developed transversally in our offices and central services and is based on the digitalization of services, documents and signatures in order to avoid printing	471	Scope 3	Voluntary	468571	0	<1 year	<1 year

Activity type	Description of activity	Estimated annual CO2e savings (metric tonnes CO2e)	Scope	Voluntary/ Mandatory	Annual monetary savings (unit currency - as specified in CC0.4)	Investment required (unit currency - as specified in CC0.4)	Payback period	Estimated lifetime the initiative
	needs for inner purposes and raising awareness among clients as to minimize their need for printing. This has led to a 10.7% reduction of paper use in central services and a 13,1% reduction in paper use in offices compared to 2015.							

Activity type	Description of activity	Estimated annual CO2e savings (metric tonnes CO2e)	Scope	Voluntary/ Mandatory	Annual monetary savings (unit currency - as specified in CC0.4)	Investment required (unit currency - as specified in CC0.4)	Payback period	Estimated lifetime of the initiative
Other	<p>This initiative aimed at reducing plastic waste generated through three main activities: (1) Environmental awareness to the employees regarding the reuse of plastic cups and use of ceramic and glass cups. (2) Changes in the vending machines where now the users need to ask for the plastic cup, instead of it being released automatically (3) Incorporation of kitchen sinks in the offices that were renovated in 2016. These initiatives allowed for a reduction in plastic waste of 16.2% in 2016 compared to 2015. These initiatives are aligned with target Abs4.</p>	0.2	Scope 3	Voluntary	6324	12000	1-3 years	6-10 years

Activity type	Description of activity	Estimated annual CO2e savings (metric tonnes CO2e)	Scope	Voluntary/ Mandatory	Annual monetary savings (unit currency - as specified in CC0.4)	Investment required (unit currency - as specified in CC0.4)	Payback period	Estimated lifetime the initiative
Low carbon energy purchase	<p>This is a voluntary activity directed at reducing scope 2 emissions and it is related to the target Abs 2 in question CC3.1a and to target RE1 in question CC3.1d. It aims at reducing the emissions related to electricity consumption in all CaixaBank Group by applying market measures.</p> <p>Description of the initiative: hiring an electricity supplier which has a Renewable Energy Guarantee of Origin (RE-GO) Certification. In 2016, 99,01% of Scope 2 came from renewable sources.</p>	3342	Scope 2 (market-based)	Voluntary	1169904	0	<1 year	<1 year

Activity type	Description of activity	Estimated annual CO2e savings (metric tonnes CO2e)	Scope	Voluntary/ Mandatory	Annual monetary savings (unit currency - as specified in CC0.4)	Investment required (unit currency - as specified in CC0.4)	Payback period	Estimated lifetime the initiative
Other	This initiative aimed at reducing the production of toner waste at central services. A 4,6% reduction (156 units) was achieved in 2016 compared to 2015.	1.8	Scope 3	Voluntary	15600	0	1-3 years	6-10 years

CC3.3c**What methods do you use to drive investment in emissions reduction activities?**

Method	Comment
Dedicated budget for energy efficiency	CaixaBank has a budget dedicated to the Environmental Management System which contemplates energy efficiency actions that are implemented in CaixaBank and its subsidiaries and branches.
Dedicated budget for other emissions reduction activities	All investments in energy efficiency and GHG emissions mitigation are included in the Cost Maintenance and Infrastructure management budget. Moreover, CaixaBank has a dedicated budget to the Environmental Management System which contemplates some emission reduction activities such as: offset of event's GHG emissions (Clean CO2 tool), sustainable mobility policy promoting the use of train instead of plane for business travel, among others.
Employee engagement	The Environmental Management System of CaixaBank includes a detailed program for behavioural changes and employee engagement by internal awareness initiatives that want to foster energy efficiency, waste reduction, paper consumption reduction and to encourage environmental best practices. Various initiatives are rolled out to raise awareness among employees, such as the creation and maintenance of an internal environmental web site for CaixaBank employees, or the public site EcoCaixa. Throughout 2016, employee engagement was reinforced with activities for increasing the environmental awareness, such as the publication of environmental messages in the intranet, environmental news in the "Canal Caixa", sending e-mails to them with environmental awareness information, a specific website for employees dedicated to environmental information including environmental policy and certifications as well as the continuous learning activities carried out on this topic.

Further Information

Regarding the definition of a target to reduce scope 1 emissions, CaixaBank has considered defining a medium term target (2030) to reduce its largest source of scope 1 emissions (87,7%), which is associated with refrigerant gases. Specifically, in order to increase the efforts to fight against climate change, CaixaBank considered defining a target to reduce around the 30% of the emissions associated with refrigerant gases, meeting the 2.1% year-on-year emission reduction between base year and target year. However, after carrying out a technical study about the options and alternatives to

decrease refrigerant gas emissions (e.g. by replacing the more emitting equipment such as R-22 and R-410 by the less emitting such as R-32), it was decided not to establish this target due to the high inflammability risk associated with the R-32. So far, the only alternative we have found on the market is the R-32, which for the reasons explained it is not an option for Caixabank at the moment. Caixabank is willing to take action in this sense once the market offers a secure and less emitting alternative, which in our opinion is likely to happen. On the meantime, Caixabank is implementing all the possible measures to reduce emissions from refrigerant gases through a preventive maintenance plan and an efficient use of the equipments. The emissions hereby reported are a recalculation made according to the GHG Protocol and ISO 14.064 in order to reflect structural changes of Caixabank. For this reason, figures reported here may differ from other reporting fillings where the information is required to consider different boundaries or approaches. The recalculation hereby disclosed has been verified according to ISO 14.064-3.

Page: CC4. Communication

CC4.1

Have you published information about your organization's response to climate change and GHG emissions performance for this reporting year in places other than in your CDP response? If so, please attach the publication(s)

Publication	Status	Page/Section reference	Attach the document	Comment
In mainstream reports (including an integrated report) in accordance with the CDSB Framework	Complete	41-42	MEMGRUPCAIXABANK2016WEBING.pdf	
In voluntary communications	Complete	All document	Declaracion ambiental_ENG2016.pdf	
In mainstream reports (including an integrated report) in accordance with the CDSB Framework	Complete	27	CaixaBankIntegratedCorporateReport2016.pdf	See also the APPENDIX TO THE INTEGRATED CORPORATE REPORT 2016

Further Information

Module: Risks and Opportunities

Page: CC5. Climate Change Risks

CC5.1

Have you identified any inherent climate change risks that have the potential to generate a substantive change in your business operations, revenue or expenditure? Tick all that apply

Risks driven by changes in regulation

Risks driven by changes in physical climate parameters

Risks driven by changes in other climate-related developments

CC5.1a

Please describe your inherent risks that are driven by changes in regulation

Risk driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications

General driver environmental regulations, including planning	Description	Potential operational cost	Timeframe year	Direct (Direct)	Likelihood	Magnitude of impact	Estimated implications and costs
	<p>CaixaBank has clients from diversified sectors, that are exposed to a wide variety of environmental regulations. There is a risk associated with our client's potential inability to comply with general environmental regulations, leading to withdrawal of environmental or operational permits. This could affect their solvency, and therefore generates a risk of credit repayment. For example, the livestock sector can potentially be affected by changes in environmental regulations, as the liquid manure management has a substantial impact on climate change. In this case, the base normative would be the EU-nitrates directive (91/676/EEC),</p>						<p>this risk depend on the kind of client affected by the specific environmental regulation. Taking the agrarian sector of the "description" column as an example: if the sector became unable to operate and led to bankruptcy (and, therefore, unable to repay credits) losses may rise to 130 – 260 EUR million per year</p>

Risk driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications
	<p>which entered into force in 1991, aiming to protect water quality across Europe by preventing nitrates from agricultural sources polluting ground and surface waters and by promoting the use of good farming practices. It is one of the key instruments in the protection of waters against agricultural pressures. This is an example of the agrarian sector, but environmental regulation affects almost all sectors and the inability to operate that its in compliance may lead to can certainly increase our operational costs due to manage credit accounts (lawyers, credit studies, etc).</p>						
<p>Fuel/energy taxes and regulations</p>	<p>The energy expenses of the group could be directly</p>	<p>Increased operational cost</p>	<p>1 to 3 years</p>	<p>Direct</p>	<p>Very likely</p>	<p>High</p>	<p>CaixaBank expects that energy costs will increase over time. This</p>

Risk driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications
	<p>affected by an increase in energy and fuel taxes, such as an increase or change in the % applied in the value added taxes (VAT). This would imply an increase in the economic cost of purchasing electricity, gasoline, diesel and water.</p>						<p>may arise from government measures (taxes), market causes or a combination of both. For this reason, CaixaBank conducts actions to reduce energy consumption. The estimated financial implications before taking energy-reduction actions are an operational cost increase between 1.35 and 2.55 million Euros a year.</p>

Risk driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications

CC5.1b

Please describe your inherent risks that are driven by changes in physical climate parameters

Risk driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications
Uncertainty of physical risks	The risk considered is the uncertainty of extreme weather	Inability to do business	1 to 3 years	Direct	Likely	Medium-high	This risk can affect CaixaBank due to a temporal

Risk driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications
	events and changes in the physical parameters that may affect the business continuity of CaixaBank, especially the activities at the headquarters and the network of offices . The direct consequences of changes in the physical risks such as floods, extreme precipitation, snow, etc. could damage the daily business income in CaixaBank headquarters, CaixaBank branch network, etc. due to the inability to do business.						reduction in the amount of daily business and in the inability to work in the offices that could become affected by the extreme meteorological phenomena. This could imply a reduction in incomes.
Change in precipitation extremes	The risk arises from the change in precipitation	Increased operational cost	1 to 3 years	Direct	About as likely as not	Medium	This risk can affect the revenue from the insurance

Risk driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications
and droughts	<p>pattern and especially the lack of rain for long periods predicted for the Mediterranean countries. Agriculture, households and human health are the most sensitive businesses to climate change, and some of CaixaBank's insurance policies cover harvests, damages to infrastructure or disease and disability. Spain is a country that has already suffered periods of big fires, severe droughts or extreme floods with devastating consequences, which scientists believe could be worse due to Climate Change. Therefore, changes in the climate patterns such as the lack of rain in the Mediterranean areas (where the group develops most of its insurance</p>						<p>business. CaixaBank may see its financial costs increased due to a decline on the stability in the climate parameters that bring profits and the increase of the expenditures related with recalculating the framework of the contracts. The estimated costs of the impact of a catastrophic environmental risk is a loss of EUR 12 million from the insurance budget, which corresponds to less than 1% of the total revenues from insurance contract.</p>

Risk driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications
	business), would directly affect all the costs and revenue calculated in the insurances, for example, those related to the farming companies.						

CC5.1c

Please describe your inherent risks that are driven by changes in other climate-related developments

Risk driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications
Reputation	The risk concerned is a decrease in CaixaBank's reputation, due to a poor	Reduced demand for goods/services	Up to 1 year	Direct	Likely	High	The estimated financial implications of this risk are a loss of incomes,

Risk driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications
	<p>environmental disclosure of our climate change management and / or a poor dissemination of our climate change and environmental strategy. This could affect negatively our image and reputation, and our customers and investors could decrease their interest on us, leading to reduced demand for services in our entity.</p>						<p>considering the financial losses that we could have if we did not win projects or if we lost the confidence of investors due to the fact that our reputation was damaged for the lack of specific action on climate change and environment.</p>

Risk driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications
Changing consumer behavior	The risk in concern is the reduction of demand of services and products of the bank due to a bad perception of the customer and the lack of products adapted to their environmental approach. CaixaBank can be directly affected by the change on the consumers' behavior. With this, customers may opt for other banks that offer the sustainable approach in the services they are seeking. Considering the awareness of the	Reduced demand for goods/services	Up to 1 year	Direct	Very likely	Medium-high	The main financial implications of this risk would be the reduction of demand for goods or services. As an estimation of the volume of this opportunity, CaixaBank's Ecomicrocredits and Ecofinance have assets of over 53 Million EUR from our clients.

Risk driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implications
	<p>stakeholders of CaixaBank, products and services related or influenced by Climate change and the environmental performance are key aspects to maintain the ability of the bank to do business. Customer's purchase or investment decisions can be based on an environmental and social performance of the bank, and are very important for the successful development of CaixaBank and all its subsidiaries.</p>						

Risk driver	Description	Potential impact	Timeframe	Direct/Indirect	Likelihood	Magnitude of impact	Estimated financial implications

Further Information

Caixabank is currently working on the revision and update of the identification of the R&O derived from climate change following the TCFD recommendations.

Page: CC6. Climate Change Opportunities

CC6.1

Have you identified any inherent climate change opportunities that have the potential to generate a substantive change in your business operations, revenue or expenditure? Tick all that apply

Opportunities driven by changes in regulation

Opportunities driven by changes in physical climate parameters

Opportunities driven by changes in other climate-related developments

CC6.1a

Please describe your inherent opportunities that are driven by changes in regulation

Opportunity driver	Description	Potential impact	Timeframe	Direct/Indirect	Likelihood	Magnitude of impact

Opportunity driver	Description	Potential impact	Timeframe	Direct/Indirect	Likelihood	Magnitude of impact
Air pollution limits	<p>New regulations regarding air pollution limits could lead to greater demand for eco-mobility solutions .</p> <p>For example, in the framework of the following legislation which is applicable in Catalonia:</p> <p>Government Agreement/127/2014, of 23 september, that approved the Action Plan for the improvement of air quality in special protected zones. An economic discount is offered for those users of specific Toll Roads that travel using low carbon emission vehicles (petrol vehicles <120gCO₂e/km; diesel vehicles <108gCO₂e/km).</p> <p>CaixaBank is taking advantage of this opportunity, as it promotes– via CaixaBank Equipment Finance– efficient vehicles in terms of CO₂ emissions, offering its customers and employees hybrid, electric and low CO₂ emissions vehicles.</p>	Increased demand for existing products/services	Up to 1 year	Direct	Likely	High
Voluntary agreements	<p>The exact regulations of voluntary standards are ISO 14001 and the European 1221/2009 EMAS regulation.</p> <p>These voluntary standards are related to the environment and thus, Climate Change, offers an opportunity to</p>	Reduced operational costs	Up to 1 year	Direct	Virtually certain	Low-medium

Opportunity driver	Description	Potential impact	Timeframe	Direct/Indirect	Likelihood	Magnitude of impact
	<p>CaixaBank to establish a voluntary environmental strategy. This helps on leading CaixaBank to reduce the operational costs related with the emissions and energy consumption (electricity, water and paper consumption, etc.). In addition to the cost savings, they offer an opportunity to improve reputation and leadership on environmental problems such as Climate Change.</p>					

Opportunity driver	Description	Potential impact	Timeframe	Direct/Indirect	Likelihood	Magnitude of impact

CC6.1b

Please describe your inherent opportunities that are driven by changes in physical climate parameters

Opportunity driver	Description	Potential impact	Timeframe	Direct/Indirect	Likelihood	Magnitude of impact	Estimated financial implication
Change in precipitation extremes and droughts	Changes in natural resources, along with extreme changes in precipitation and droughts can create uncertainty about the annual production of the agrarian and livestock sectors. This uncertainty is an opportunity for CaixaBank, as we can see how the demand for agricultural insurance services increases. Therefore, this will positively affect the Group incomes due to increased demand for its agrarian insurance services.	Increased demand for existing products/services	1 to 3 years	Direct	Likely	Medium-high	This is an opportunity to obtain an increase in the demand of agrarian insurance services, and therefore to achieve an increase in the incomes obtained from this business line.
Change in mean (average) temperature	This opportunity derives from early management of future heat waves by updating	Reduced operational costs	Up to 1 year	Direct	Very likely	Low	Increased expenditure on energy consumption and the unexpected need to buy, maintain or

Opportunity driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implication
	<p>building equipments so as to avoid and manage the potential increase in energy demands. Hence, the opportunity is the reduction of the operational costs of the company related to the increase in energy consumption and the expenditures of CO2 emissions such as Carbon offsets. The opportunity is managed with a preventive approach through the maintenance and replacement of the air conditioning equipment to achieve comfortable temperatures within the branches of the company affected by a change in the average temperature. In addition, CaixaBank is replacing other</p>						<p>replace the equipment for acclimatizing the buildings where CaixaBank operates. The increase of the energy consumption in a year with extreme high temperature such as the ones in 2003 due to the European heat wave, would be EUR 60000 per month for each degree of temperature increased. This corresponds to an increase of 1% of the annual expenditure in electricity.</p>

Opportunity driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implication
	equipments not directly related with air conditioning to decrease the energy consumption and hence, the baseline of energy demand in peaks of energy consumption due to the extreme temperatures will be lower.						

CC6.1c

Please describe your inherent opportunities that are driven by changes in other climate-related developments

Opportunity driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimated financial implication
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Opportunity driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estim fina implic
Changing consumer behavior	An increase of environmental and climate change awareness among companies and individuals , is an opportunity for an increased commercialization of our services targeted for this kind of public (ethical funds, green accounts, etc).	Increased demand for existing products/services	Up to 1 year	Direct	Likely	Medium-high	As an estimat the volu this opp CaixaB Ecomi and Eco have to over 49 EUR fro clients.
Reputation	The actions carried out by the CaixaBank Group	Increased stock price (market valuation)	Up to 1 year	Direct	Likely	Medium	This is opportu gain str

Opportunity driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estimate financial impact
	<p>regarding Climate Change (including mitigation, adaptation and raising awareness) increase the reputation of CaixaBank being committed to building a low-carbon economy, and this can lead to an increase in the attractiveness to investors and clients. The increasing awareness on Climate Change by the different stakeholders is creating an opportunity, as these different groups might be more interested in green products/services and a responsible performance of the corporation. Customer's purchase or investment decisions can be based on an environmental basis and the bank is currently working to offer the right products and services. An existing opportunity is driven by this demand, which can be satisfied by rising and widening the offer of green products/services. This increase in the reputation of</p>						<p>advantage CaixaBank compete to increase value of stock price. One of the performance indicators CaixaBank 2014, was maintained and improved Sustain Indexes as DJSI FTSE4Good and ASX. Hence, financial reputation to a better performance front of environment and Climate Change affect negatively group of demerit stocks.</p>

Opportunity driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estir fina implic
	CaixaBank would positively affect the stock price.						

Opportunity driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact	Estir fina implic

Further Information

Caixabank is currently working on the revision and update of the identification of the R&O derived from climate change following the TCFD recommendations.

Module: GHG Emissions Accounting, Energy and Fuel Use, and Trading

Page: CC7. Emissions Methodology

CC7.1

Please provide your base year and base year emissions (Scopes 1 and 2)

Scope	Base year	Base year emissions (metric tonnes CO2e)
Scope 1	Thu 01 Jan 2009 - Thu 31 Dec 2009	17207
Scope 2 (location-based)		
Scope 2 (market-based)	Thu 01 Jan 2009 - Thu 31 Dec 2009	55327

CC7.2

Please give the name of the standard, protocol or methodology you have used to collect activity data and calculate Scope 1 and Scope 2 emissions

Please select the published methodologies that you use
ISO 14064-1
The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (Revised Edition)

CC7.2a

If you have selected "Other" in CC7.2 please provide details of the standard, protocol or methodology you have used to collect activity data and calculate Scope 1 and Scope 2 emissions

CC7.3

Please give the source for the global warming potentials you have used

Gas	Reference
CH4	IPCC Fourth Assessment Report (AR4 - 100 year)
N2O	IPCC Fourth Assessment Report (AR4 - 100 year)
HFCs	IPCC Fourth Assessment Report (AR4 - 100 year)
CO2	IPCC Fourth Assessment Report (AR4 - 100 year)

CC7.4

Please give the emissions factors you have applied and their origin; alternatively, please attach an Excel spreadsheet with this data at the bottom of this page

Fuel/Material/Energy	Emission Factor	Unit	Reference

Further Information

The emissions hereby reported are a recalculation made according to the GHG Protocol and ISO 14.064 in order to reflect structural changes of Caixabank. For this reason, figures reported here may differ from other reporting fillings where the information is required to consider different boundaries or approaches. The recalculation hereby disclosed has been verified according to ISO 14.064-3.

Attachments

[EMISSION_FACTORS_CAIXABANK.xlsx](#)

Page: CC8. Emissions Data - (1 Jan 2014 - 31 Dec 2014)

CC8.1

Please select the boundary you are using for your Scope 1 and 2 greenhouse gas inventory

Operational control

CC8.2

Please provide your gross global Scope 1 emissions figures in metric tonnes CO₂e

14307

CC8.3

Please describe your approach to reporting Scope 2 emissions

Scope 2, location-based	Scope 2, market-based	Comment
We are not reporting a Scope 2, location-based figure	We are reporting a Scope 2, market-based figure	

CC8.3a

Please provide your gross global Scope 2 emissions figures in metric tonnes CO₂e

Scope 2, location-based	Scope 2, market-based (if applicable)	Comment
	2527	

CC8.4

Are there any sources (e.g. facilities, specific GHGs, activities, geographies, etc.) of Scope 1 and Scope 2 emissions that are within your selected reporting boundary which are not included in your disclosure?

No

CC8.5

Please estimate the level of uncertainty of the total gross global Scope 1 and 2 emissions figures that you have supplied and specify the sources of uncertainty in your data gathering, handling and calculations

Scope	Uncertainty range	Main sources of uncertainty	Please expand on the uncertainty in your data
Scope 1	Less than or equal to 2%	Assumptions	The GHG emissions from the fuel consumption of CaixaBank's own fleet have been calculated from the total annual km, and assuming that all vehicles are medium size diesel cars. This assumption is in line with reality.
Scope 2 (location-based)			
Scope 2 (market-based)	Less than or equal to 2%	No Sources of Uncertainty	Scope 2 emissions were calculated according to the kWh consumed, the renewable energy certificates purchased and the specific emission factor of each distributor, so it has no uncertainty entailed.

CC8.6

Please indicate the verification/assurance status that applies to your reported Scope 1 emissions

Third party verification or assurance process in place

CC8.6a

Please provide further details of the verification/assurance undertaken for your Scope 1 emissions, and attach the relevant statements

Verification or assurance cycle in place	Status in the current reporting year	Type of verification or assurance	Attach the statement	Page/section reference	Relevant standard	Proportion of reported Scope 1 emissions verified (%)
Annual process	Complete	Reasonable assurance	Informe de Auditoría de Verificación HC CAIXABANK-Datos 2015.pdf	All document. special section for CDP in page 11 to 13	ISO14064-3	100
Annual process	Complete	Reasonable assurance	Certificado caixabank - HdC-2016-17.pdf	All document.	Other: ISO 14064:2012-1	100

CC8.7

Please indicate the verification/assurance status that applies to at least one of your reported Scope 2 emissions figures

Third party verification or assurance process in place

CC8.7a

Please provide further details of the verification/assurance undertaken for your location-based and/or market-based Scope 2 emissions, and attach the relevant statements

Location-based or market-based figure?	Verification or assurance cycle in place	Status in the current reporting year	Type of verification or assurance	Attach the statement	Page/Section reference	Relevant standard	Proportion of reported Scope 2 emissions verified (%)
Market-based	Annual process	Complete	Reasonable assurance	Informe de Auditoría de Verificación HC CAIXABANK-Datos 2015.pdf	All document. special section for CDP in page 11 to 13	ISO14064-3	100
Market-based	Annual process	Complete	Reasonable assurance	Certificado caixabank - HdC-2016-17.pdf	All document	Other: ISO 14064:2012-1	100

CC8.8

Please identify if any data points have been verified as part of the third party verification work undertaken, other than the verification of emissions figures reported in CC8.6, CC8.7 and CC14.2

Additional data points verified	Comment
Year on year change in emissions (Scope 1 and 2)	
Year on year change in emissions (Scope 3)	
Year on year emissions intensity figure	
Change in Scope 1 emissions against a base year (not target related)	
Change in Scope 2 emissions against a base year (not target related)	
Change in Scope 3 emissions against a base year (not target related)	

CC8.9

Are carbon dioxide emissions from biologically sequestered carbon relevant to your organization?

No

Further Information

The emissions hereby reported are a recalculation made according to the GHG Protocol and ISO 14.064 in order to reflect structural changes of Caixabank. For this reason, figures reported here may differ from other reporting fillings where the information is required to consider different boundaries or approaches. The recalculation hereby disclosed has been verified according to ISO 14.064-3.

Page: CC8. Emissions Data - (1 Jan 2015 - 31 Dec 2015)

CC8.1

Please select the boundary you are using for your Scope 1 and 2 greenhouse gas inventory

Operational control

CC8.2

Please provide your gross global Scope 1 emissions figures in metric tonnes CO₂e

19120

CC8.3

Please describe your approach to reporting Scope 2 emissions

Scope 2, location-based	Scope 2, market-based	Comment
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Scope 2, location-based	Scope 2, market-based	Comment
We are not reporting a Scope 2, location-based figure	We are reporting a Scope 2, market-based figure	

CC8.3a

Please provide your gross global Scope 2 emissions figures in metric tonnes CO₂e

Scope 2, location-based	Scope 2, market-based (if applicable)	Comment
	2279	

CC8.4

Are there any sources (e.g. facilities, specific GHGs, activities, geographies, etc.) of Scope 1 and Scope 2 emissions that are within your selected reporting boundary which are not included in your disclosure?

No

CC8.5

Please estimate the level of uncertainty of the total gross global Scope 1 and 2 emissions figures that you have supplied and specify the sources of uncertainty in your data gathering, handling and calculations

Scope	Uncertainty range	Main sources of uncertainty	Please expand on the uncertainty in your data
Scope 1	Less than or equal to 2%	Assumptions	The GHG emissions from the fuel consumption of CaixaBank's own fleet have been calculated from the total annual km, and assuming that all vehicles are medium size diesel cars. This assumption is in line with reality.
Scope 2 (location-based)			
Scope 2 (market-based)	Less than or equal to 2%	No Sources of Uncertainty	Scope 2 Emissions are calculated according to the consumption in (kWh) and the purchase of green energy (in kWh). Moreover, consumption is measured according to the specific emission factor of the distribution company, so there are no uncertainty sources in this scope.

CC8.6

Please indicate the verification/assurance status that applies to your reported Scope 1 emissions

Third party verification or assurance process in place

CC8.6a

Please provide further details of the verification/assurance undertaken for your Scope 1 emissions, and attach the relevant statements

Verification or assurance cycle in place	Status in the current reporting year	Type of verification or assurance	Attach the statement	Page/section reference	Relevant standard	Proportion of reported Scope 1 emissions verified (%)
Annual process	Complete	Reasonable assurance	Informe de Auditoría de Verificación HC CAIXABANK-Datos 2015.pdf	All document. Relevant section for CDP in page 11 to 13.	ISO14064-3	100
Annual process	Complete	Reasonable assurance	Certificado caixabank - HdC-2016-17.pdf	All document	Other: ISO 14064:2012-1	100

CC8.7

Please indicate the verification/assurance status that applies to at least one of your reported Scope 2 emissions figures

Third party verification or assurance process in place

CC8.7a

Please provide further details of the verification/assurance undertaken for your location-based and/or market-based Scope 2 emissions, and attach the relevant statements

Location-based or market-based figure?	Verification or assurance cycle in place	Status in the current reporting year	Type of verification or assurance	Attach the statement	Page/Section reference	Relevant standard	Proportion of reported Scope emissions verified (%)
Market-based	Annual process	Complete	Reasonable assurance	Informe de Auditoría de Verificación HC_CAIXABANK-Datos 2015.pdf	All document. Relevant section for CDP in page 11 to 13.	ISO14064-3	100
Market-based	Annual process	Complete	Reasonable assurance	Certificado caixabank - HdC-2016-17.pdf	All document	Other: ISO 14064:2012-1	100

CC8.8

Please identify if any data points have been verified as part of the third party verification work undertaken, other than the verification of emissions figures reported in CC8.6, CC8.7 and CC14.2

Additional data points verified	Comment
Year on year change in emissions (Scope 1 and 2)	
Year on year change in emissions (Scope 3)	
Year on year emissions intensity figure	
Change in Scope 1 emissions against a base year (not target related)	
Change in Scope 2 emissions against a base year (not target related)	
Change in Scope 3 emissions against a base year (not target related)	
Financial or other base year data points used to set a science-based target	Caixabank has audited its carbon footprint and its recalculation on a yearly basis since 2009. Also, Caixabank's economic accounts are audited periodically (see document attached), therefore all relevant data points for the emissions intensity figure in Ton of CO2/EUR is audited.

CC8.9

Are carbon dioxide emissions from biologically sequestered carbon relevant to your organization?

No

Further Information

The emissions hereby reported are a recalculation made according to the GHG Protocol and ISO 14.064 in order to reflect structural changes of CaixaBank. For this reason, figures reported here may differ from other reporting fillings where the information is required to consider different boundaries or approaches. The recalculation hereby disclosed has been verified according to ISO 14.064-3.

Attachments

[CC-8-8 Memoria econòmica auditada ENG.pdf](#)

Page: CC8. Emissions Data - (1 Jan 2016 - 31 Dec 2016)

CC8.1

Please select the boundary you are using for your Scope 1 and 2 greenhouse gas inventory

Operational control

CC8.2

Please provide your gross global Scope 1 emissions figures in metric tonnes CO₂e

14277

CC8.3

Please describe your approach to reporting Scope 2 emissions

Scope 2, location-based	Scope 2, market-based	Comment
We are not reporting a Scope 2, location-based figure	We are reporting a Scope 2, market-based figure	

CC8.3a

Please provide your gross global Scope 2 emissions figures in metric tonnes CO₂e

Scope 2, location-based	Scope 2, market-based (if applicable)	Comment
	616	

CC8.4

Are there any sources (e.g. facilities, specific GHGs, activities, geographies, etc.) of Scope 1 and Scope 2 emissions that are within your selected reporting boundary which are not included in your disclosure?

No

CC8.5

Please estimate the level of uncertainty of the total gross global Scope 1 and 2 emissions figures that you have supplied and specify the sources of uncertainty in your data gathering, handling and calculations

Scope	Uncertainty range	Main sources of uncertainty	Please expand on the uncertainty in your data
Scope 1	More than 2% but less than or equal to 5%	Assumptions Extrapolation	The GHG emissions from the fuel consumption (gasoline and gasoil A) of CaixaBank's own fleet have been calculated from the total annual km, and extrapolated by: km driven/day/car*365 days. In those cases where the total km were not available, the average data of the other results was considered.
Scope 2 (location-based)			
Scope 2 (market-based)	More than 2% but less than or equal to 5%	No Sources of Uncertainty	Scope 2 Emissions are calculated according to the consumption in (kWh) and the purchase of green energy (in kWh). Moreover, consumption is measured according to the specific emission factor of the distribution company, so there are no uncertainty sources in this scope.

CC8.6

Please indicate the verification/assurance status that applies to your reported Scope 1 emissions

Third party verification or assurance process in place

CC8.6a

Please provide further details of the verification/assurance undertaken for your Scope 1 emissions, and attach the relevant statements

Verification or assurance cycle in place	Status in the current reporting year	Type of verification or assurance	Attach the statement	Page/section reference	Relevant standard	Proportion of reported Scope 1 emissions verified (%)
Annual process	Complete	Reasonable assurance	Informe de Auditoría de Verificación HC_CAIXABANK-2016.pdf	All document. Special section for CDP in page 11 to 12.	ISO14064-3	100
Annual process	Complete	Reasonable assurance	Certificado Caixabank2016.pdf	All document	Other: ISO 14064:2012-1	100

CC8.7

Please indicate the verification/assurance status that applies to at least one of your reported Scope 2 emissions figures

Third party verification or assurance process in place

CC8.7a

Please provide further details of the verification/assurance undertaken for your location-based and/or market-based Scope 2 emissions, and attach the relevant statements

Location-based or market-based figure?	Verification or assurance cycle in place	Status in the current reporting year	Type of verification or assurance	Attach the statement	Page/Section reference	Relevant standard	Proportion of reported Scope 2 emissions verified (%)
Market-based	Annual process	Complete	Reasonable assurance	Informe de Auditoría de Verificación HC_CAIXABANK-2016.pdf	All document. Special section for CDP in page 11 to 12.	ISO14064-3	100
Market-based	Annual process	Complete	Reasonable assurance	Certificado Caixabank2016.pdf	All document	Other: ISO 14064:2012-1	100

CC8.8

Please identify if any data points have been verified as part of the third party verification work undertaken, other than the verification of emissions figures reported in CC8.6, CC8.7 and CC14.2

Additional data points verified	Comment
Year on year change in emissions (Scope 1 and 2)	
Year on year change in emissions (Scope 3)	
Year on year emissions intensity figure	
Change in Scope 1 emissions against a base year (not target related)	
Change in Scope 2 emissions against a base year (not target related)	
Change in Scope 3 emissions against a base year (not target related)	

CC8.9

Are carbon dioxide emissions from biologically sequestered carbon relevant to your organization?

No

Further Information

The emissions hereby reported are a recalculation made according to the GHG Protocol and ISO 14.064 in order to reflect structural changes of CaixaBank. For this reason, figures reported here may differ from other reporting filings where the information is required to consider different boundaries or approaches. The recalculation hereby disclosed has been verified according to ISO 14.064-3.

Page: CC9. Scope 1 Emissions Breakdown - (1 Jan 2014 - 31 Dec 2014)

CC9.1

Do you have Scope 1 emissions sources in more than one country?

No

CC9.2

Please indicate which other Scope 1 emissions breakdowns you are able to provide (tick all that apply)

By business division

By activity

CC9.2a

Please break down your total gross global Scope 1 emissions by business division

Business division	Scope 1 emissions (metric tonnes CO2e)
CaixaBank Headquarters	1241
Branch network	12190
Barclays Bank	876

CC9.2d

Please break down your total gross global Scope 1 emissions by activity

Activity	Scope 1 emissions (metric tonnes CO2e)
Gasoline consumption	79
Gasoil A consumption	1798
Gasoil C consumption	96
Refrigerant gases	12333

Further Information

The emissions hereby reported are a recalculation made according to the GHG Protocol and ISO 14.064 in order to reflect structural changes of CaixaBank. For this reason, figures reported here may differ from other reporting filings where the information is required to consider different boundaries or approaches. The recalculation hereby disclosed has been verified according to ISO 14.064-3.

Page: CC9. Scope 1 Emissions Breakdown - (1 Jan 2015 - 31 Dec 2015)

CC9.1

Do you have Scope 1 emissions sources in more than one country?

No

CC9.2

Please indicate which other Scope 1 emissions breakdowns you are able to provide (tick all that apply)

By business division

By activity

CC9.2a

Please break down your total gross global Scope 1 emissions by business division

Business division	Scope 1 emissions (metric tonnes CO2e)
Central services (including business travel)	8844
Office network	17806
Barclays Bank	876

CC9.2d

Please break down your total gross global Scope 1 emissions by activity

Activity	Scope 1 emissions (metric tonnes CO2e)
Gasoline (Fleet)	74
Gasoil (Fleet)	2328
Gasoil	139
Refrigerating gases	16579

Further Information

The emissions hereby reported are a recalculation made according to the GHG Protocol and ISO 14.064 in order to reflect structural changes of CaixaBank. For this reason, figures reported here may differ from other reporting filings where the information is required to consider different boundaries or approaches. The recalculation hereby disclosed has been verified according to ISO 14.064-3.

Page: CC9. Scope 1 Emissions Breakdown - (1 Jan 2016 - 31 Dec 2016)

CC9.1

Do you have Scope 1 emissions sources in more than one country?

No

CC9.2

Please indicate which other Scope 1 emissions breakdowns you are able to provide (tick all that apply)

By business division

By activity

CC9.2a

Please break down your total gross global Scope 1 emissions by business division

Business division	Scope 1 emissions (metric tonnes CO2e)
Central services (including business travel)	250
Office network	14027

CC9.2d

Please break down your total gross global Scope 1 emissions by activity

Activity	Scope 1 emissions (metric tonnes CO2e)
Gasoline (Fleet)	53
Gasoil A (Fleet)	1635
Gasoil C	71
Refrigerating gases	12518

Further Information

The emissions hereby reported are a recalculation made according to the GHG Protocol and ISO 14.064 in order to reflect structural changes of CaixaBank. For this reason, figures reported here may differ from other reporting filings where the information is required to consider different boundaries or approaches. The recalculation hereby disclosed has been verified according to ISO 14.064-3.

Page: CC10. Scope 2 Emissions Breakdown - (1 Jan 2014 - 31 Dec 2014)

CC10.1

Do you have Scope 2 emissions sources in more than one country?

No

CC10.2

Please indicate which other Scope 2 emissions breakdowns you are able to provide (tick all that apply)

By business division

CC10.2a

Please break down your total gross global Scope 2 emissions by business division

Business division	Scope 2, location-based (metric tonnes CO2e)	Scope 2, market-based (metric tonnes CO2e)
CaixaBank Headquarters		0
Branch network		2527

Further Information

The emissions hereby reported are a recalculation made according to the GHG Protocol and ISO 14.064 in order to reflect structural changes of CaixaBank. For this reason, figures reported here may differ from other reporting filings where the information is required to consider different boundaries or approaches. The recalculation hereby disclosed has been verified according to ISO 14.064-3.

Page: CC10. Scope 2 Emissions Breakdown - (1 Jan 2015 - 31 Dec 2015)

CC10.1

Do you have Scope 2 emissions sources in more than one country?

No

CC10.2

Please indicate which other Scope 2 emissions breakdowns you are able to provide (tick all that apply)

By business division

CC10.2a

Please break down your total gross global Scope 2 emissions by business division

Business division	Scope 2, location-based (metric tonnes CO2e)	Scope 2, market-based (metric tonnes CO2e)
Central Services		0
Office Network		2279

Further Information

The emissions hereby reported are a recalculation made according to the GHG Protocol and ISO 14.064 in order to reflect structural changes of CaixaBank. For this reason, figures reported here may differ from other reporting filings where the information is required to consider different boundaries or approaches. The recalculation hereby disclosed has been verified according to ISO 14.064-3.

Page: CC10. Scope 2 Emissions Breakdown - (1 Jan 2016 - 31 Dec 2016)

CC10.1

Do you have Scope 2 emissions sources in more than one country?

No

CC10.2

Please indicate which other Scope 2 emissions breakdowns you are able to provide (tick all that apply)

By business division

CC10.2a

Please break down your total gross global Scope 2 emissions by business division

Business division	Scope 2, location-based (metric tonnes CO2e)	Scope 2, market-based (metric tonnes CO2e)
Central Services		0
Office Network		616

Further Information

The emissions hereby reported are a recalculation made according to the GHG Protocol and ISO 14.064 in order to reflect structural changes of CaixaBank. For this reason, figures reported here may differ from other reporting filings where the information is required to consider different boundaries or approaches. The recalculation hereby disclosed has been verified according to ISO 14.064-3.

Page: CC11. Energy

CC11.1

What percentage of your total operational spend in the reporting year was on energy?

More than 0% but less than or equal to 5%

CC11.2

Please state how much heat, steam, and cooling in MWh your organization has purchased and consumed during the reporting year

Energy type	MWh
Heat	0
Steam	0
Cooling	0

CC11.3

Please state how much fuel in MWh your organization has consumed (for energy purposes) during the reporting year

8383

CC11.3a

Please complete the table by breaking down the total "Fuel" figure entered above by fuel type

Fuels	MWh
Diesel/Gas oil	8122

Fuels	MWh
Motor gasoline	260

CC11.4

Please provide details of the electricity, heat, steam or cooling amounts that were accounted at a low carbon emission factor in the market-based Scope 2 figure reported in CC8.3a

Basis for applying a low carbon emission factor	MWh consumed associated with low carbon electricity, heat, steam or cooling	Emissions factor (in units of metric tonnes CO2e per MWh)	Comment
Energy attribute certificates, Guarantees of Origin	170605	0	Caixabank bought 170605 MWh of guarantees of origin to cover 100% of the electricity consumption at the Central Services and over 98% of the electricity consumption in the Branch Network in 2016. This is guaranteed by the supplier company Gas Natural Fenosa through a certificate from the CNE, Comisión Nacional de Energía (the national energy commission of Spain).

CC11.5

Please report how much electricity you produce in MWh, and how much electricity you consume in MWh

Total electricity consumed (MWh)	Consumed electricity that is purchased (MWh)	Total electricity produced (MWh)	Total renewable electricity produced (MWh)	Consumed renewable electricity that is produced by company (MWh)	Comment
172311	172311	0	0	0	

Further Information**Page: CC12. Emissions Performance****CC12.1**

How do your gross global emissions (Scope 1 and 2 combined) for the reporting year compare to the previous year?

Decreased

CC12.1a

Please identify the reasons for any change in your gross global emissions (Scope 1 and 2 combined) and for each of them specify how your emissions compare to the previous year

Reason	Emissions value (percentage)	Direction of change	Please explain and include calculation
Emissions reduction activities	34.4	Decrease	Scope 1+2 emissions last year was of 21399 Ton of CO ₂ , while our implemented emissions reductions activities accounted for savings of 7379 Ton of CO ₂ . The methodology to calculate the percentage of the emissions value was as stated in the guidance: $7379/21399*100$. More information on the initiatives can be found in questions 3.3a and 3.3b.
Divestment			
Acquisitions			
Mergers			
Change in output			

Reason	Emissions value (percentage)	Direction of change	Please explain and include calculation
Change in methodology			
Change in boundary			
Change in physical operating conditions			
Unidentified			
Other	3.3	Decrease	Emissions from fuel consumption have decreased by 714 tonnes due to a decrease in fuel consumption as a result of a decrease in staff. The methodology to calculate the percentage of the emissions value was as stated in the guidance: $714/21399*100$.

CC12.1b

Is your emissions performance calculations in CC12.1 and CC12.1a based on a location-based Scope 2 emissions figure or a market-based Scope 2 emissions figure?

Market-based

CC12.2

Please describe your gross global combined Scope 1 and 2 emissions for the reporting year in metric tonnes CO2e per unit currency total revenue

Intensity figure =	Metric numerator (Gross global combined Scope 1 and 2 emissions)	Metric denominator: Unit total revenue	Scope 2 figure used	% change from previous year	Direction of change from previous year	Reason for change

Intensity figure =	Metric numerator (Gross global combined Scope 1 and 2 emissions)	Metric denominator: Unit total revenue	Scope 2 figure used	% change from previous year	Direction of change from previous year	Reason for change
0.0000002787	metric tonnes CO2e	53438000000	Market-based	30	Decrease	The reason for the decrease is the fact that the total revenue value is almost the same as last year and the scope 1+2 emissions have decreased compared to 2015. The decrease in scope 1+2 emissions is mainly due to the reduced electricity consumption as a result of several energy efficiency initiatives and the decreased fuel and refrigerant gas consumption.

CC12.3

Please provide any additional intensity (normalized) metrics that are appropriate to your business operations

Intensity figure =	Metric numerator (Gross global combined Scope 1 and 2 emissions)	Metric denominator	Metric denominator: Unit total	Scope 2 figure used	% change from previous year	Direction of change from previous year	Reason for change
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Intensity figure =	Metric numerator (Gross global combined Scope 1 and 2 emissions)	Metric denominator	Metric denominator: Unit total	Scope 2 figure used	% change from previous year	Direction of change from previous year	Reason for change
0.496598866	metric tonnes CO2e	full time equivalent (FTE) employee	29990	Market-based	30	Decrease	The reason for the decrease is the decrease in scope 1+2 emissions, as the FTE has not changed significantly. The decrease in scope 1+2 emissions is mainly due to the reduced electricity consumption as a result of several energy efficiency initiatives and the decreased fuel and refrigerant gas consumption.

Further Information

Page: CC13. Emissions Trading

CC13.1

Do you participate in any emissions trading schemes?

No, and we do not currently anticipate doing so in the next 2 years

CC13.2

Has your organization originated any project-based carbon credits or purchased any within the reporting period?

Yes

CC13.2a

Please provide details on the project-based carbon credits originated or purchased by your organization in the reporting period

Credit origination or credit purchase	Project type	Project identification	Verified to which standard	Number of credits (metric tonnes CO2e)	Number of credits (metric tonnes CO2e): Risk adjusted volume	Credits canceled	Purpose, e.g. compliance
Credit purchase	Biomass energy	Viñales biomass power plant Project in Chile.	VCS (Verified Carbon Standard)	22949	22949	Yes	Voluntary Offsetting
Credit purchase	Forests	Reforestation project REFO-RESTA CO2 PHASE V, in Spain.	Other: Ministerio de Agricultura, Alimentación y Medio Ambiente	15	15	Yes	Voluntary Offsetting

Further Information

Attachments

[EV000120170017_certificate_Clean_CO2_Caixabank.pdf](#)

[REFO-RESTA CO2 FASE V_MAPAMA.pdf](#)

[Markit_RetirementDetails_ViñalesBiomassPowerPlant_Caixabank.pdf](#)

Page: CC14. Scope 3 Emissions

CC14.1

Please account for your organization's Scope 3 emissions, disclosing and explaining any exclusions

Sources of Scope 3 emissions	Evaluation status	metric tonnes CO2e	Emissions calculation methodology	Percentage of emissions calculated using data obtained from suppliers or value chain partners	Explanation

Sources of Scope 3 emissions	Evaluation status	metric tonnes CO2e	Emissions calculation methodology	Percentage of emissions calculated using data obtained from suppliers or value chain partners	Explanation
Purchased goods and services	Relevant, calculated	8695	Purchased goods and services refer to: paper consumption (recycled, non-recycled, kraft and coated paper), chequebooks, toners (LaserJet and Inkjet), vinyl used for advertisement in the offices, credit cards and water purification and treatment. The calculation was done tracking the kg or units of each material purchased (this provided by the purchasing department) and assigning an emission factor according to relevant LCA for the material. All emissions factors used are in the spreadsheet provided in question 7. This data is calculated under the ISO 14064 Standard and the GHG Protocol Scope 3 guidance and verified along Scope 1 and 2 emissions.		

Sources of Scope 3 emissions	Evaluation status	metric tonnes CO2e	Emissions calculation methodology	Percentage of emissions calculated using data obtained from suppliers or value chain partners	Explanation
Capital goods	Relevant, calculated	2231	Capital goods refer to the IT equipment acquired by Caixabank over the years (This data is provided by the purchasing department). The methodology for the calculation assumes a life time of 5 years for the products acquired and assigns one fifth of the LCA carbon emission factor to the year of the purchase and the four subsequent ones. Every year new purchases are incorporated. All emissions factors used are in the spreadsheet provided in question 7. This data is calculated under the ISO 14064 Standard and the GHG Protocol Scope 3 guidance and verified along Scope 1 and 2 emissions.		
Fuel-and-energy-related activities (not included in Scope 1 or 2)	Relevant, calculated	147	In order to widen the number of categories included in the scope, this year Caixabank has included category 3.3 into the scope. It includes the emissions from the value chain of the fuels used in the electric power as well as the transport and electric distribution. The emission factors corresponding to the transport and electricity distribution as well as electricity generation come from DEFRA while the emission factor corresponding to the electrical mix in Spain comes from MAPAMA (Spanish Ministry of Agriculture and Fishing, Food and Environment).		

Sources of Scope 3 emissions	Evaluation status	metric tonnes CO2e	Emissions calculation methodology	Percentage of emissions calculated using data obtained from suppliers or value chain partners	Explanation
Upstream transportation and distribution	Not relevant, explanation provided				Caixabank provides an intangible service, which means very little upstream transportation of goods, which is why this source is considered as not relevant.
Waste generated in operations	Relevant, calculated	208	Waste generated in operations refers to all the waste produced by Caxabank's Central Services and the office network (This data is provided by the environmental management team). The calculation was done tracking the kg or units of each kind of waste (plastic, glass, mixed, etc) and assigning an emission factor according to its disposal treatment. All emissions factors used are in the spreadsheet provided in question 7. This data is calculated under the ISO 14 064 Standard and the GHG Protocol Scope 3 guidance and verified along Scope 1 and 2 emissions.		
Business travel	Relevant, calculated	8072	The scope 3 source Business travel refers to: business travels by air, train, hired cars and vehicles owned by staff. Business travels are managed and controlled by El Corte Inglés company, which reports to CaixaBank the total km depending on the kind of transport and other factors (e.g. the distinction between		

Sources of Scope 3 emissions	Evaluation status	metric tonnes CO2e	Emissions calculation methodology	Percentage of emissions calculated using data obtained from suppliers or value chain partners	Explanation
			<p>short, medium and long flights) and the CO2 emissions. (ii) The primary data from planes and train journeys come from the travel agency “El Corte Inglés”, which reports the Km travelled and the type of transport according to the classifications stated above (short, medium and long flights, etc). The agency that hires the cars also reports to CaixaBank the Km traveled. Since the nature of the business of these travel agencies is to control the transport products and services they offer, the Kms travelled by the employees of CaixaBank for business purposes are well accounted or easily established. Thus, the quality of the data used was very high. (iii) The assumption for the hired cars was that they were all medium size diesel cars. The methodology used to calculate the GHG emissions in CO2eq was a Life Cycle Analysis according to ISO14040 and PAS 2050 methodology. (iv) The assumption for the vehicles owned by staff was that they were all medium size diesel and petrol cars. By having only the km done without knowing the fuel, the diesel and gasoline distributions, was performed. All emissions factors used are in the spreadsheet provided in question 7.</p>		

Sources of Scope 3 emissions	Evaluation status	metric tonnes CO2e	Emissions calculation methodology	Percentage of emissions calculated using data obtained from suppliers or value chain partners	Explanation
Employee commuting	Relevant, calculated	1931	Based on a mobility survey conducted in 2008 to CaixaBank's employees, we estimated the emissions associated with employee commuting from their homes to their jobs. We only considered employees in CaixaBank headquarters, as they are group of employees with stable work conditions, and who regularly travel this distance to work. We have considered the journeys made by public transport and extrapolated the responses of the 646 employees that were surveyed to the total staff of CaixaBank Headquarters, for the 220 annual working days. All emissions factors used are in the spreadsheet provided in question 7. This data is calculated under the ISO 14064 Standard and the GHG Protocol Scope 3 guidance and verified along Scope 1 and 2 emissions.		

Sources of Scope 3 emissions	Evaluation status	metric tonnes CO2e	Emissions calculation methodology	Percentage of emissions calculated using data obtained from suppliers or value chain partners	Explanation
Upstream leased assets	Not relevant, explanation provided				The emissions associated to the electrical and fuel consumption of the offices rented have already been included in the scope 1 and scope 2 emissions, as if they were owned offices. For this reason, the evaluation status of this source in scope 3 is "not relevant". Including these emissions in scope 3 would lead to double accountability, as the emissions are already included in scopes 1 and 2.

Sources of Scope 3 emissions	Evaluation status	metric tonnes CO2e	Emissions calculation methodology	Percentage of emissions calculated using data obtained from suppliers or value chain partners	Explanation
Downstream transportation and distribution	Not relevant, explanation provided				The reason to consider this category Scope 3 as not relevant is consequence to the intrinsic function of the activity of CaixaBank, because the entity is responsible for the costs associated with transportation and distribution in most cases.
Processing of sold products	Not relevant, explanation provided				The financial and insurance services offered by CaixaBank do not imply that there is an associated physical product. Therefore , due to the nature of the business of CaixaBank , this category of scope 3 emissions is considered not relevant.

Sources of Scope 3 emissions	Evaluation status	metric tonnes CO2e	Emissions calculation methodology	Percentage of emissions calculated using data obtained from suppliers or value chain partners	Explanation
Use of sold products	Not relevant, explanation provided				<p>The financial and insurance services offered by CaixaBank do not imply that there is an associated physical product. Therefore , due to the nature of the business of CaixaBank , this category of scope 3 emissions is considered not relevant . In the case that the paper used in the contracts of the financial and insurance services was considered a “sold product”, the associated emissions are not accounted in this category, as they are already included in the category “ purchased goods and services”.</p>

Sources of Scope 3 emissions	Evaluation status	metric tonnes CO2e	Emissions calculation methodology	Percentage of emissions calculated using data obtained from suppliers or value chain partners	Explanation
End of life treatment of sold products	Not relevant, explanation provided				The financial and insurance services offered by CaixaBank do not imply that there is an associated physical product with end of life treatment emissions associated. Hence, due to the nature of the business of CaixaBank , this category of scope 3 emissions is considered not relevant.

Sources of Scope 3 emissions	Evaluation status	metric tonnes CO2e	Emissions calculation methodology	Percentage of emissions calculated using data obtained from suppliers or value chain partners	Explanation
Downstream leased assets	Not relevant, explanation provided				The carbon footprint of CaixaBank only includes the emissions of activities where it holds 100% of the operational control. Specifically, some of the spaces that the group might rent are not included in the carbon footprint, since CaixaBank does not have the control to influence on these emissions. Therefore, this source of scope 3 has been considered not relevant for this reason.
Franchises	Not relevant, explanation provided				CaixaBank does not have any franchises. Therefore, it is not relevant.

Sources of Scope 3 emissions	Evaluation status	metric tonnes CO2e	Emissions calculation methodology	Percentage of emissions calculated using data obtained from suppliers or value chain partners	Explanation
Investments	Not relevant, explanation provided				The emissions associated to companies where CaixaBank is not the shareholder with 100% of shares have not been included in the carbon footprint of the group. This is because the scope applied to the calculation of the carbon footprint is of operational control. For this reason, the Investments source of scope 3 has been considered not relevant.
Other (upstream)					
Other (downstream)					

CC14.2

Please indicate the verification/assurance status that applies to your reported Scope 3 emissions

Third party verification or assurance process in place

CC14.2a

Please provide further details of the verification/assurance undertaken, and attach the relevant statements

Verification or assurance cycle in place	Status in the current reporting year	Type of verification or assurance	Attach the statement	Page/Section reference	Relevant standard	Proportion of reported Scope 3 emissions verified (%)
Annual process	Complete	Reasonable assurance	Informe de Auditoría de Verificación HC_CAIXABANK-2016.pdf	All document. Special section for CDP in page 11 to 12.	ISO14064-3	100
Annual process	Complete	Reasonable assurance	Certificado Caixabank2016.pdf	All document	Other: ISO 14064:2012-1	100

CC14.3

Are you able to compare your Scope 3 emissions for the reporting year with those for the previous year for any sources?

Yes

CC14.3a

Please identify the reasons for any change in your Scope 3 emissions and for each of them specify how your emissions compare to the previous year

Sources of Scope 3 emissions	Reason for change	Emissions value (percentage)	Direction of change	Comment
Purchased goods & services	Emissions reduction activities	12.6	Decrease	Several activities were implemented in order to reduce paper consumption, which accounted for a reduction in emissions. The activities were based on the digitalization of services, documents and signatures in order to avoid printing needs for inner purposes and raising awareness among clients as to minimize their need for printing. More information on the reduction initiatives can be found at the relevant section of CDP (CC3.3b).
Capital goods	Other: Purchase of new material	184	Increase	This increase is due to the purchase of new monitors, keyboards and printers as a substitution of old and less efficient equipment.
Fuel- and energy-related activities (not included in Scopes 1 or 2)	Change in methodology	87.06	Decrease	This is the first year this category is included and the recalculation according to the GHG Protocol accounts for this inclusion. Compared to 2015, the amount of renewable energy purchased was higher, which explains the decrease in emissions on this category.
Waste generated in operations	Emissions reduction activities	4.1	Decrease	Several activities were implemented in order to reduce plastic and toner waste (through environmental awareness, among other activities). More information on the reduction initiatives can be found at the relevant section of CDP (CC3.3b).

Sources of Scope 3 emissions	Reason for change	Emissions value (percentage)	Direction of change	Comment
Business travel	Unidentified	31	Increase	Despite the policy of favouring teleconference over in-person meetings, the emissions from business travel increased mainly due to the increased km travelled from own vehicles and from train trips.
Employee commuting	Change in output	21.7	Decrease	The emissions generated by employee commuting were calculated via data extrapolation from a survey conducted in 2008. The emissions reflect only the employees at Central Headquarters. As the employees at Central Headquarters have decreased there has also been a decrease in the amount of emissions estimated from this source for 2016.

CC14.4

Do you engage with any of the elements of your value chain on GHG emissions and climate change strategies? (Tick all that apply)

Yes, our suppliers

Yes, our customers

Yes, other partners in the value chain

CC14.4a

Please give details of methods of engagement, your strategy for prioritizing engagements and measures of success

i)Methods of engagement

SUPPLIERS:CaixaBank has implemented measures to reduce emissions and mitigating climate change, via fostering energy efficiency in the group, minimizing the consumption of natural resources and waste generation and to promote recycling.The group also strives to ensure that this commitment is assumed by its suppliers:

-All potential suppliers are requested to state in the bid's documentation whether they have environmental certifications such as ISO14001 or not. CaixaBank has a database of suppliers with environmental certifications for contracts over EUR 200.000 per year.

-CaixaBank uses questionnaires from the Green Purchasing Manual for all the suppliers in general with a specific questionnaire for ink cartridges. Suppliers report the sustainability of their manufacturing processes, certifications,recycling and materials,etc.In 2016 various parts of this manual were updated, extending the environmental criteria included in the conditions specifications under which services are arranged that may be more sensitive from an environmental standpoint,in line with their possible impact.

-SUMASA as the subsidiary that aims at the maintenance services and at the environmental management of CaixaBank has 5 distinct areas: administration and finance;purchases and logistics; maintenance and equipment; construction works; projects.SUMASA reviews that for each area, the 20 suppliers that are the most important in terms of billing hold the ISO14001 certification.

-CaixaBank and its subsidiaries include a Global Compact compliance clause in contracts with suppliers, whereby they must state that they are aware of and uphold these principles.The UN Global Compact includes three principles directly involved with the environment and hence, a strategy on the issues related to Climate Change.They include the support of the businesses to a precautionary approach to environmental challenges; undertake initiatives to promote greater environmental responsibility and to encourage the development and diffusion of environmentally friendly technologies.

-Awareness campaigns: in order to promote environmental awareness in its sphere of influence, CaixaBank performs awareness raising campaigns to staff,customers and suppliers.

CUSTOMERS: We provide our customers the possibility of contracting "green banking services" like Ecomicrocredits (Personal loans for investments to improve resource consumption efficiency or reduce

environmental impacts) or Ecofinancing for the agrarian sector (to fund sustainable development farming projects related with energy efficiency, efficient use of water, organic farming, renewable energies, waste management and the development of rural areas).Our customers can operate through the “EcoCaixa” website, where they can find information on green products,get to know the environmental management of CaixaBank, the environmental initiatives of “la Caixa”,operate virtually to avoid travelling to the office saving emissions from travel and from paper consumption.

OTHER PARTNERS:In 2014 the Board of Directors of CaixaBank approved a plan that aims at achieving that all CaixaBank’s subsidiaries approve and implement an environmental policy with minimum standards and work towards improving their environmental management system, including actions to reduce climate change emissions.

(ii)Strategy for prioritizing engagements

Within our value chain we decided to engage our suppliers and our customers in reducing GHG emissions and in considering climate change into their activities because we are in direct contact with both suppliers and customers and in both cases we can decide on how to take action to engage them, i.e. we will select a supplier that complies with the environmental principles established by CaixaBank instead of a supplier that does not. In addition, we facilitate our customers the possibility to acquire green financial products such as Ecomicrocredits and Ecofinancing for the agrarian sector and to operate using the web portal “EcoCaixa”.Regarding our subsidiaries, last year we approved a plan to engage them in environmental action. We believe that by taking these actions with three distinct parts of our value chain,we are not only contributing towards adding the value of sustainability in our value chain but also to society.

(iii)Measures of success

The number of transactions,clients and benefits obtained in 2016 for providing green banking services to individual customers to finance green products decreased compared to 2015.The ecoFund (which invests only in environmentally friendly assets and stocks) had a volume of 7,94 Million EUR(with 749 participants) while the MicroBank Ethical Fund achieved a volume of 39,2 Million EUR(with 2405 participants). In 2016, 817 Green accounts (which collaborate with WWF and sustainable development). A total of 579 operations were carried out regarding other products such as the Ecoloans and the ecomicrocredits(5,56 Million EUR granted).

CC14.4b

To give a sense of scale of this engagement, please give the number of suppliers with whom you are engaging and the proportion of your total spend that they represent

Type of engagement	Number of suppliers	% of total spend (direct and indirect)	Impact of engagement

Type of engagement	Number of suppliers	% of total spend (direct and indirect)	Impact of engagement
Compliance	129	51.32%	CaixaBank, its subsidiaries and the remaining "la Caixa" Group companies include an obligatory acceptance clause in their contracts, in which suppliers agree to acknowledge and comply with the Principles of the United Nations Global Compact and the bank's environmental policy. A specific online tool for managing CaixaBank's supplier information is the "gateway" to the supplier. Every vendor that has the intention to become a supplier of CaixaBank Group, has to log in and give information from his business. The tool helps the supplier send and update all the information. Suppliers are assessed qualitatively on the basis of the goods and services provided, which include, among others, information on environmental and climate change management, via the requirement of information about the international environmental standard ISO14001 to the suppliers as well as the availability of an environmental policy. In addition, we are currently working on requesting information from our suppliers regarding whether they calculate their carbon footprint. The implementation of this online tool is almost complete as Caixabank has information about almost all its providers. As mentioned before, CaixaBank uses questionnaires from the Green Purchasing Manual when selecting suppliers, as well as a specific questionnaire for ink cartridges. In 2016, various parts of this manual were updated, extending the environmental criteria, included in the conditions specifications under which services are arranged, that may be more sensitive from an environmental standpoint, in line with their possible impact. This update will continue in 2017.

Further Information

Module: Sign Off

Page: CC15. Sign Off

CC15.1

Please provide the following information for the person that has signed off (approved) your CDP climate change response

Name	Job title	Corresponding job category
Carolina Caso Porcell	Director of General Services	Director on board

Further Information

CDP: [X][-.][P2]



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