



INTEGRATED
CORPORATE
REPORT

[2017]

*APPENDIX: ANALYSIS OF RELEVANT
CONTENT FOR STAKEHOLDERS
AND GRI CONTENT*





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1 CRITERIA AND SCOPE OF THE REPORT

This Appendix includes supplementary content to the Integrated Corporate Report 2017 CaixaBank. This 7th annual report provides an overall view of the Bank's performance during the year, in accordance with its objectives, management model and strategic lines. Further information may be obtained on the Bank's website www.CaixaBank.com, in the 2017 Socio-economic Impact Report and in the Management Report accompanying the 2017 Consolidated Financial Statements, which are also available on the corporate website.

Criteria and principles used in its preparation

- Global Reporting Initiative (GRI) under the GRI Standards comprehensive option, applying the criteria and principles set out in that guide and especially as regards stakeholder participation, sustainability context, materiality and completeness. The GRI principles recommended were also applied to ensure the quality of the report: balance, comparability, accuracy, timeliness, clarity and reliability.
- Guidelines of the Integrated Reporting Framework of the International Integrated Reporting Council (IIRC), integrating the strategic approach and future direction, connectivity of information, capacity to respond to stakeholders, materiality, conciseness, reliability, comprehensiveness, consistency and comparability.
- Principles established in the Accountability AA1000 – APS 2008 standard on inclusivity, materiality and responsiveness to stakeholders.

Scope and coverage

This report includes CaixaBank and its financial subsidiaries (including BPI), when the information on insurance and support companies is available. The economic and financial information disclosed has been taken from the consolidated financial statements of the CaixaBank Group and subsidiaries*. This scope covers approximately 99.2% of the CaixaBank Group's workforce. The remaining 0.8% mainly correspond to the subsidiaries incorporated into the Group through the merger with Banca Cívica. Only economic and financial information is provided on these companies. Where deemed appropriate, information on other entities in the supply chain was included if available. In the GRI indicators, express indication is given regarding the specific entities to which the information relates.

Definition of content

This report aims to address those aspects influencing CaixaBank's ability to create value in the short, medium and long term, which are also of interest to the bank's stakeholder groups. In order to determine these aspects, a materiality study was performed through a process of consulting CaixaBank's stakeholders in Spain and numerous direct and indirect sources of information were analysed.

* The consolidated financial statements and management report for 2017, together with the auditors' report dated 23 February 2018, which contains an unqualified opinion, may be consulted on the website of the Spanish National Securities Market Commission (www.cnmv.es).





2 ANALYSIS OF RELEVANT CONTENT FOR STAKEHOLDERS

The **materiality study** identifies those aspects that are relevant for CaixaBank and its stakeholders with regard to what the bank must report and being accountable. Those aspects that reflect the bank's economic, environmental and social impact, both on the business and on the assessments and decisions of its stakeholders are considered relevant.

In 2017, CaixaBank consolidated the analysis process, standardising the tools and queries from the previous year. For the first time, it worked on bringing the materiality study in line with corporate values, the Corporate Social Responsibility Master Plan and the Sustainable Development Goals (SDG) to optimise their integration in responsible business management.

To define these material matters in 2017, CaixaBank took into account its own activity and how it contributes to sustainable development, its strategic values and objectives, its stakeholders' interests and expectations, key trends and issues for the banking sector, global challenges (Sustainable Development Goals), criteria of sustainability agents (DJSI, FTSE4Good and MSCI ESG), applicable rules and regulations and the relevance of the identified issues in the media.





Methodology of the materiality study

Initial identification of material issues for CaixaBank

Analysis of key information in order to bring the material aspects into line with the business and stakeholders' needs, for the purpose of obtaining an initial list of material aspects:

Strategy and priorities for CaixaBank Strategic Plan and key initiatives CSR Master Plan Corporate statements	Requirements of sustainability agents DJSI, FTSE4Good and MSCI ESG recommendations	Sustainable Development Goals - SDG SDG on which CaixaBank has a direct impact	Trends in the financial sector Good practices of four financial institutions in Spain and abroad Priority issues for the financial sector prepared by the Sustainability Accounting Standards Board (SASB)	Good reporting practices Analysis of six benchmark companies	Criteria for reputation rankings	Media analysis linked to material matters
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*Systematic review of the list of aspects from the perspective of CaixaBank's responsible business and the bank's strategy
 Classification and integration of matters into corporate values*

Assessment of the relevance of the aspects

Ad-hoc internal and external queries for assessing material aspects:

Relevance for CaixaBank's business			Relevance for stakeholders	
521 CaixaBank employee questionnaires	746 individual customer opinions on CaixaBank's CSR	801 CaixaBank client shareholder surveys	10 in-depth interviews of experts in the financial sector, CSR and media	16 questionnaires for different areas of CaixaBank responsible for stakeholder engagement

Relevance matrix

Relevancy matrix of business and stakeholder issues.

SDG, CSR Plan and GRI Standards relationship

Link between the material issues with SDG, the core components of the CSR Master Plan and GRI Standards and their impact on CaixaBank's value chain and the contents of the report.



Material issues, stakeholders and CR of CaixaBank



		Valuation by stakeholder						Material issue	Strategic Plan lines	CSR Master Plan core components	Linked SDG
		Shareholders	Analysts and investors	Customers	Employees	Resources	Society				
Corporate values	Trust	●	●	●	●	●	●	Ethical culture and integrity	Customer focus Prepared and dynamic team	Integrity, transparency and diversity Governance	16
		●	●	●	●	●	●	Profitability, solvency and stability	Recurring returns Active capital Management		8
		●	●	●	●	●	●	Transparency in marketing and communication	Customer focus Prepared and dynamic team	Integrity, transparency and diversity	16
		●	●	●	●	●	●	Security and data protection	Customer focus Digitalisation leadership		
		●	●	●	●	●	●	Risk management and compliance	Customer focus Recurring returns	Governance Integrity, transparency and diversity	16
		●	●	●	●	●	●	Corporate governance	Customer focus	Governance	5, 16
		●	●	●	●	●	●	Environmental and social criteria in the business	Customer focus	Environmental issues	1, 3, 7, 11, 12, 13 and 16
	Quality	●	●	●	●	●	●	Products and services adapted for each segment	Customer focus		1, 8, 9 and 10
		●	●	●	●	●	●	Proximity, digitalisation and accessibility	Customer focus Digitalisation leadership Prepared and dynamic team	Financial inclusion	1 and 10
		●	●	●	●	●	●	Open innovation and technology	Digitalisation leadership Prepared and dynamic team		8 and 9
		●	●	●	●	●	●	To attract and develop talent	Prepared and dynamic team	Integrity, transparency and diversity	5 and 8
	Social commitment	●	●	●	●	●	●	Boosting economic and business activity	Customer focus Recurring returns	Financial inclusion	7, 8, 9 and 11
		●	●	●	●	●	●	Financial inclusion	Customer focus	Financial inclusion	1, 5, 8, 10 and 17
		●	●	●	●	●	●	Diversity, equality and work-life balance	Prepared and dynamic team	Integrity, transparency and diversity	5
		●	●	●	●	●	●	Social initiatives and volunteering	Customer focus	Social initiatives and volunteering	1, 3, 5, 8, 10, 13 and 17



Material matters, GRI Standards and localisation in the Report

	Material issue	GRI Standards	Chapters from the Integrated Corporate Report (ICR) and from the Socio-economic Impact Report (SIR)	
Corporate values	Trust	Ethical culture and integrity	GRI 103: Management approach GRI 205: Anti-corruption GRI 206: Unfair competition	ICR: "Key strategies" (line 1) SIR: "Support for the community"
		Profitability, solvency and stability	GRI 103: Management approach GRI 201: Economic performance GRI 203: Indirect economic impacts GRI 204: Procurement practices	ICR: "Our identity", "Key strategies" (lines 2 and 3) and "Giving back to society" SIR: "About CaixaBank"
		Transparency in marketing and communication	GRI 103: Management approach GRI 417: Marketing and labelling	ICR: "Key strategies" (line 1) SIR: "A trustworthy bank"
		Security and data protection	GRI 103: Management approach GRI 418: Customer privacy	ICR: "Key strategies" (line 4) and "Active risk management" SIR: "A trustworthy bank"
		Risk management and compliance	GRI 103: Management approach GRI 415: Public policy GRI 419: Socio-economic Compliance	ICR: "Active risk management" SIR: "A trustworthy bank"
		Corporate governance	GRI 103: Management approach	ICR: "Corporate governance" SIR: "A trustworthy bank"
		Environmental and social criteria in the business	GRI 103: Management approach GRI 307: Environmental compliance GRI 308: Supplier environmental assessment GRI 412: Human rights assessment GRI 414: Supplier social assessment	ICR: "Key strategies" (line 1) SIR: "A trustworthy bank", "Support for the community" and "A low-carbon economy"
	Quality	Products and services adapted for each segment	GRI 103: Management approach	ICR: "Business model" and "Key strategies" (line 1) SIR: "A trustworthy bank"
		Proximity, digitalisation and accessibility	GRI 103: Management approach	ICR: "Key strategies" (line 4) SIR: "A trustworthy bank"
		Open innovation and technology	GRI 103: Management approach	ICR: "Key strategies" (line 4) SIR: "Wealth and job creation"
		To attract and develop talent	GRI 103: Management approach GRI 401: Employment GRI 402: Employee-company relations GRI 403: Occupational health and safety GRI 404: Training and teaching	ICR: "Key strategies" (line 5) SIR: "Wealth and job creation"
	Social commitment	Boosting economic and business activity	GRI 103: Management approach	ICR: "Giving back to society" SIR: "Wealth and job creation" and "Support for the Community"
		Financial inclusion	GRI 103: Management approach	ICR: "Giving back to society" SIR: "Support for the community"
		Diversity, equality and work-life balance	GRI 103: Management approach GRI 405: Diversity and equal opportunity	ICR: "Corporate governance" and "Key strategies" (line 5) SIR: "Wealth and job creation"
Social action and volunteering		GRI 103: Management approach GRI 413: Local communities	ICR: "Giving back to society" SIR: "Support for the community"	



Issue and sub-issue cluster

CaixaBank defines each relevant issue through the sub-issues that give them meaning and tangibilise how they are managed at the bank.

Profitability, solvency and stability

- Economic and financial results
- High and stable dividend
- Capital optimisation
- Financial stability

Corporate governance

- Governance structure
- Role of the Board in CSR
- Board's commitment to human rights, climate change and diversity
- Composition of the board's committee
- Professional credibility of senior management
- Executive and director remuneration
- Transparency with/proximity to shareholders

Risk management and compliance

- Active risk management
- Adaptation to regulations
- Internal control and compliance culture
- Awareness of conduct risks
- Geopolitical risk
- Stable and trustworthy relationships
- Diversification and value added sectors
- External standards to report from the risk management system

Environmental and social criteria in the business

- Respect for human rights
- Climate strategy: environmental plan and ESG impact management*
- Socially Responsible Investment (SRI)
- Commercial and environmental offer
- Responsible purchases
- General risks framework

Ethical culture and integrity

- Code of Business Conduct and Ethics, Anti-Corruption Policy, CSR Policy and other internal conduct regulations
- Responsible marketing policies
- Secure and trustworthy financial products (Product development policy)
- Adhesion to sustainability initiatives

Transparency in marketing and communication

- Simple, clear and transparent language
- Transparent and responsible advertising activity in accordance with regulations
- Dialogue and participation of stakeholders

Security and data protection

- Customer privacy and cyber security
- Appropriate use of technology
- Data protection

Products and services adapted for each segment

- Specialised service model
- Financial and non-financial solutions
- Trained and specialised teams
- Simple, convenient, innovative and unique solutions

Proximity, digitalisation and accessibility

- Increase customer satisfaction
- Extensive omnichannel distribution network
- Solutions for mobility
- Product and service useability
- Extensive reach of the commercial network
- Digitalisation of the customer experience

Open innovation and technology

- Investment in technology and capacity for innovation
- Attitude towards participation and open to change
- Promotion of co-creation models
- Collaboration with new players in the financial market

To attract and develop talent

- High-level training and specialisation
- Training in critical professional skills for the team
- Meritocratic culture: competency assessment
- Welfare: social benefits, employment security and healthy habits

Diversity, equality and work-life balance

- Integration of diversity
- Promoting equal opportunities
- The empowerment of women and equality
- Work/life balance for men and women

Financial inclusion

- Microcredits
- Culture of finance
- Solutions for customers with financial difficulties
- Products and services for different skills
- Accessible products and services

Boosting economic and business activity

- Entrepreneurship and social innovation
- Support for SMEs and self-employed professionals
- Jobs creation and self-employment
- Promotion of long-term savings and retirement planning (life insurance, pension plans, etc.)

Social initiatives and volunteering

- Collaboration with "la Caixa" Foundation
- Corporate volunteering
- Contribution to urgent and future social challenges
- Active housing policy
- Investing in the community in defined areas in line with the strategy

*ESG: Environmental, Social and Governance

3 COMMITMENT TO THE SUSTAINABLE DEVELOPMENT GOALS

Sustainable Development Goals (SDG) are 17 global challenges established in the 2030 Agenda for Sustainable Development, adopted in 2015 by the United Nations.

CaixaBank, through its financial activity and social initiatives, plays an active role in fulfilling its SDG and directly or indirectly contributes to fulfilling them. In 2017, the bank prioritised its impact to identify where it could provide the greatest value, taking into account:

- The connection between the SDGs and CaixaBank's business model and strategy.
- Bringing the SDGs into line with the social welfare initiatives and programmes developed and implemented by the bank.
- The importance given by CaixaBank employees to the various SDGs.
- The vision and position of the sector regarding the SDGs.









As a result of this analysis, CaixaBank established the 3 priority SDGs that have the greatest impact:

SDG Direct impact	Description	Initiatives	SDGs indirect impact
	Promote the right to financial resources and services through microfinancing to therefore reduce people's vulnerability and exposure.	<ul style="list-style-type: none"> • Micro-finance activities – MicroBank • "la Caixa" Corporate Volunteering Programme • Social Initiatives Weeks at CaixaBank • Collaboration with the "la Caixa" Banking Foundation • Financial education • Accessibility 	SDG 8: Decent work and economic growth SDG 10: Reduced inequalities
	Establishes the necessary conditions for a safe and attractive work environment, promoting entrepreneurship and support for SMEs and self-employed individuals.	<ul style="list-style-type: none"> • Micro-finance activities – MicroBank • Incorpora Program • CaixaBank Companies, CaixaBank Businesses, AgroBank and Entrepreneur Banking 	ODS 1: No poverty ODS 9: Industry, innovation and infrastructure ODS 10: Reduced inequalities
	Promotes partnerships with public and private entities that promote the exchange of knowledge, skills and resources to achieve the SDGs.	<ul style="list-style-type: none"> • Strategic alliance with the "la Caixa" Banking Foundation • Presidency of the Spanish Network of the United Nations Global Compact, and Board member of the Spanish Green Growth Group • Collaboration with social welfare organisations (through MicroBank, the Corporate Volunteering Programme, among others) 	ODS 1: No poverty ODS 3: Good health and well-being ODS 10: Reduced inequalities ODS 13: Climate action

CaixaBank also has other initiatives and projects that have a direct impact on other objectives:

SDG Direct impact	Description	Initiatives	SDGs indirect impact
	Participation in the financing and development of programs that favour access to essential, quality health services for all.	<ul style="list-style-type: none"> • Collaboration with GAVI Alliance through the "la Caixa" Foundation for child vaccination in developing countries 	ODS 1: No poverty ODS 10: Reduced inequalities ODS 17: Partnerships for the goals
	Offering of training opportunities for vulnerable groups and education activities for sustainable development.	<ul style="list-style-type: none"> • Training for vulnerable groups through MicroBank and the Association of Volunteers • The Aula shareholder training programme • CaixaBank Futuro meetings to raise awareness about savings and pension schemes • CaixaBank Research 	ODS 1: No poverty ODS 10: Reduced inequalities
	Develops policies and initiatives that seek to end all forms of discrimination and guarantee equality of rights and opportunities.	<ul style="list-style-type: none"> • CaixaBank Equality Plan • Micro-finance activities – MicroBank 	ODS 10: Reduced inequalities



SDG Direct impact	Description	Initiatives	SDGs indirect impact
	Implement energetic management systems and invest in renewable energy through financing of sustainable projects.	<ul style="list-style-type: none"> • Financing renewable energies • Signatory to sustainable initiatives in Spain and abroad 	SDG 11: Sustainable cities and communities SDG 12: Responsible consumption and production SDG 13: Climate action
	Facilitates access to financial services for industrial SMEs and other companies and supports innovation and digital transformation.	<ul style="list-style-type: none"> • Value proposals for self-employed professionals, businesses and SMEs • Programmes that drive entrepreneurship • Investment in technology and development 	SDG 8: Decent work and economic growth SDG 9: Industry, innovation and infrastructure
	Promote the economy and local development through grants and social initiatives projects connected to the essence of its activity, focusing on vulnerable groups.	<ul style="list-style-type: none"> • Micro-finance activities – MicroBank • Collaboration with the “la Caixa” Foundation • Social housing park, with flats with rents below market levels • Financial education workshops in collaboration with “la Caixa” volunteers, MicroBank and social welfare organisations 	SDG 1: No poverty SDG 8: Decent work and economic growth SDG 17: Partnerships for the goals
	Adopts sustainable practices and includes information on sustainability in report publications.	<ul style="list-style-type: none"> • Eco-financing lines • 2016-2020 Environmental Plan (including the goal of being Carbon Neutral in 2018) • CaixaBank Asset Management and VidaCaixa are signatories of the UNPRI • CaixaBank Chair of CSR 	SDG 7: Affordable and clean energy SDG 11: Sustainable cities and communities SDG 13: Climate action
	Supports initiative and mechanisms for raising awareness about climate change, as well as its mitigation and the reduction of its effects.	<ul style="list-style-type: none"> • Active participation in the Spanish Green Growth Group • Eco-financing lines and financing for renewable energies 	SDG 6: Clean water and sanitation SDG 7: Affordable and clean energy SDG 11: Sustainable cities and communities SDG 14: Life below water SDG 15: Life on land SDG 17: Partnership for the goals
	Promotes best practices in corporate governance and promotes transparency to consolidate an ethical, inclusive and responsible culture.	<ul style="list-style-type: none"> • New tax risk management policy • New project on control and compliance culture 	



4 GRI TABLE OF CONTENTS

Option for conformity with the GRI Standards: Comprehensive option

- The content of this GRI Indicator Index is also considered part of CaixaBank's Progress Report, in line with the [Memorandum of Understanding](#) between the GRI and the UN Global Compact, which details the connections between the indicators and the 10 Global Compact principles.
- As a result of the 2017 Materiality Study, certain indicators have been considered immaterial/irrelevant for CaixaBank. A list of omitted indicators is provided at the end of this Appendix, along with the reason for the omission and a brief explanation.

GENERAL CONTENT

GRI Standard	Content	Number of pages or direct response	Omission	External assurance
GRI 101: Foundations	General Content			
Organisational profile				
GRI 102: General Content	102-1 Name of the organisation	Back cover		✓ Information verified for CaixaBank Group
	102-2 Activities, brands, products and services	12; 13; 14; 15; 16		✓ Information verified for CaixaBank Group
	102-3 Location of the headquarters	Back cover. See Note 1 of the 2017 Consolidated financial statements and Management Report .		✓ Information verified for CaixaBank Group
	102-4 Location of the transactions	17		✓ Information verified for CaixaBank Group
	102-5 Property and legal nature	5 See Note 1 of the 2017 Consolidated financial statements and Management Report .		✓ Information verified for CaixaBank Group
	102-6 Markets served	12; 14; 15; 16; 17 The CaixaBank Group operates in Spain and, through BPI, in Portugal. Its served markets cover 13.8 million customers (CaixaBank) and 1.95 million customers (BPI).		✓ Information verified for CaixaBank Group
	102-7 Size of the organisation	4; 12; 13; 14; 15; 16; 17; 50		✓ Information verified for CaixaBank Group



GRI Standard	Content	Number of pages or direct response	Omission	External assurance
	102-8 Information about employees and other workers	48; 49; 50; 51 See tables "102-8-a and 102-8-c: Breakdown of employees by gender and employment contract and "102-8-b: Breakdown of employees by region" at the end of the document.		✓ Information verified for CaixaBank Group in Spain
	102-9 Supply chain	CaixaBank is an integrated banking and insurance group. The supply chain comprises those goods and services that allow the Group's professionals to perform their work. Suppliers include companies providing spaces, office and advertising materials, IT equipment, technological and telecommunications services, security services and other professional services. CaixaBank defines "locally-based" suppliers as those whose operations base is Spain: local suppliers account for 98.5% of total billing volume. Furthermore, 94.1% of BPI's suppliers are national (Portugal). The Group bases its actions on the values of quality, trust and social commitment. In line with these values, when acquiring products and services CaixaBank aims to work with suppliers that guarantee high standards of quality and security and that are socially and environmentally responsible. Further information: Suppliers portal .		✓ Information verified for CaixaBank Group in Spain
	102-10 Significant changes in the organisation and its supply chain	2; 5; 17 See Notes 1, 7 and 28 of the 2017 Consolidated financial statements and Management Report . See section 1.1 on Organisational structure and section 2.2 Relevant and significant events from the year in the Management Report attached to the 2017 Consolidated Financial Statements.		✓ Information verified for CaixaBank Group
	102-11 Precautionary principle or approach	See the CDP report, which may be consulted on the CDP website .		✓ Information verified for CaixaBank Group in Spain
	102-12 External initiatives	4; 30 Further information: Socio-economic Impact Report 2017 ("Integrity" sub-section in "A trustworthy bank" section and "Alliances and adhesions to Initiatives" sub-section in the "Transition to a low carbon economy" section. "Initiatives and adhesions" sub-section in the section on Corporate Responsibility on the website www.caixabank.com .		✓ Information verified for CaixaBank Group in Spain
	102-13 Affiliation to associations	CaixaBank is an active member of CECA (Spanish Confederation of Savings Banks) and of WSBI-ESBG (World Savings and Retail Banking Institute-European Savings and Retail Banking Group).		✓ Information verified for CaixaBank Group
Strategy				
GRI 102: General Content	102-14 Statement from decision-making senior executives	2; 3		✓ Information verified for CaixaBank Group



GRI Standard	Content	Number of pages or direct response	Omission	External assurance
	102-15 Main impacts, risks and opportunities	2; 3; 4; 6; 13; 21; 52; 53; 54; 55; 56; 57; 58 Materiality Study Appendix.		✓ Information verified for CaixaBank Group in Spain
Ethics and integrity				
GRI 102: General Content	102-16 Values, principles, standards and codes of conduct	2; 3; 4; 7; 10 See CaixaBank Code of Business Conduct and Ethics .		✓ Information verified for CaixaBank Group
	102-17 Advice and ethical concerns mechanisms	22; 28; 57 See section 10.5 on Human Rights and Codes of Conduct and section 3.6 Socially Responsible Bank in the Management Report attached to the 2017 Consolidated Financial Statements. The whistleblowing channel is described in section 1.3 of the Code of Ethics .		✓ The information included in the ICR in relation to this aspect only corresponds to CaixaBank, S.A.
Governance				
GRI 102: General Content	102-18 Governance structure	7; 8; 9; 10; 11 See the 2017 Annual Corporate Governance Report .		✓ Information verified for CaixaBank Group
	102-19 Delegation of authority	7 According to article 4.2 of the Regulations of the Board of Directors, the Board should ensure that CaixaBank abides by current law in its dealings with stakeholders; fulfils its explicit and implicit contracts and obligations in good faith; respects the customs and good practices of the sectors and territories in which it does business; and upholds any additional social responsibility principles the Company has subscribed to voluntarily. In addition, in accordance with the above-referenced article, amongst other duties the Board may not delegate, the Board is solely entrusted with approving the corporate social responsibility policy. Article 15 of the Regulations states that the Appointments Committee is responsible for supervising the company's actions in respect of corporate social responsibility and submitting to the Board any proposals deemed pertinent in that regard. The bank's Risks Committee supervises, among other aspects, the management of reputational risk. In addition, the Executive Division of Communication, Institutional Relations, Brand and CSR is entrusted with environmental and social matters, participating in the Management Committee and reporting directly to the bank's CEO. For further information, see the 2017 Annual Corporate Governance Report and CaixaBank's Corporate Social Responsibility Policy .		✓ Information verified for CaixaBank Group



GRI Standard	Content	Number of pages or direct response	Omission	External assurance
	102-20 Executive responsibility regarding economic, environmental and social issues	11 CaixaBank's Management Committee represents all business areas and lines. The committee meets weekly in order to resolve matters relating to implementation of the annual operating plan and organisation of the Group. This includes approving structural changes, appointments, expense lines and business strategies. The Executive Division for Communication, Institutional Relations, Brand and CSR participates in the committee. There is also a first level committee, the Corporate Responsibility and Reputation Committee, whose functions include submitting the main areas of debate in the field of corporate responsibility for approval to the Management Committee and keeping it informed and the Global Risks Committee on issues related to the reputational risk of the CaixaBank Group. The Group CRRC also reports directly to the Appointments Committee. For further information, see CaixaBank's Corporate Social Responsibility Policy .		✓ Information verified for CaixaBank Group
	102-21 See stakeholders regarding economic, environmental and social issues	See the Regulations of the Board of Directors (articles 34, 35, 36). In accordance with these articles, the Board of Directors will provide suitable channels to familiarise itself with any proposals formulated by shareholders with regard to the management of CaixaBank. It will also establish adequate mechanisms for the regular sharing of information with institutional investors who are amongst the Company's shareholders. For further information, see CaixaBank's Corporate Social Responsibility Policy and Materiality Study Appendix with queries to other stakeholders.		✓ Information verified for CaixaBank Group
	102-22 Composition of the highest governing body	7; 8; 9 For further information, see the 2017 Annual Corporate Governance Report (sections C.1.2 and C.1.3). Limitations have been placed on the number of other boards on which the members of the Board of Directors may serve, in compliance with the Law on the regulation, supervision and solvency of credit institutions. For further information, see the 2017 Annual Corporate Governance Report (sections C.1.11, C.1.12 and C.1.13).		✓ Information verified for CaixaBank Group
	102-23 Chairman of the highest governing body	7; 8 At CaixaBank, the duties of Chairman and CEO are different and complementary, and there is a clear division of responsibility between the two. The Chairman is the highest representative of the bank and the head of the Board of Directors. Additionally and complementarily, the CEO is the chief executive entrusted with implementing the Group's strategy, always within the mandate established by the governance bodies. For further information, see the 2017 Annual Corporate Governance Report (section C).		✓ Information verified for CaixaBank Group



GRI Standard	Content	Number of pages or direct response	Omission	External assurance
	102-24 Nomination and selection of the highest governing body	<p>The Appointments Committee analyses and proposes candidate profiles for filling posts on the Board of Directors and ensure that they meet the suitability requirements for such positions in a credit institution: to this end, principles of diversity of knowledge, gender and experience needed to do their job must be considered at all times. The process of selecting directors shall also uphold the principle of non-discrimination and equal treatment.</p> <p>It should be noted that since 2015 CaixaBank has had a Director Selection Policy, approved by the Board of Directors. This policy includes the main aspects and commitments of CaixaBank and its Group in relation to the selection and appointment of directors. The procedure for selecting directors established in the Policy shall be complemented, as applicable, by the provisions of the Protocol on Procedures for Selecting and Assessing the Suitability of Posts, or any equivalent internal regulations prevailing at the time.</p> <p>All resolutions adopted within the framework of this Policy shall at all times respect prevailing legislation, CaixaBank's corporate governance system and standards, and the good governance recommendations and standards adhered to by the bank. For further information on the appointment and selection process, see the 2017 Annual Corporate Governance Report (section C.1.19).</p>		<p>✓</p> <p>Information verified for CaixaBank Group</p>
	102-25 Conflicts of interest	See the 2017 Annual Corporate Governance Report (section D.6).		<p>✓</p> <p>Information verified for CaixaBank Group</p>
	102-26 Duty of the highest governing body in the selection of objectives, values and strategy	<p>In 2014, the Management Committee and the Board of Directors approved CaixaBank's 2015-2018 Strategic Plan. In 2015, the Board of Directors also approved CaixaBank's Corporate Social Responsibility Policy. In 2016, it approved the bank's updated Code of Business Conduct and Ethics and in 2017 it approved the CaixaBank Human Rights Policy and the Socially Responsible Bank Master Plan.</p> <p>Further information: 2017 Annual Corporate Governance Report (section C) CaixaBank's corporate social responsibility policy Code of Business Conduct and Ethics CaixaBank's Human Rights Policy</p>		<p>✓</p> <p>Information verified for CaixaBank Group</p>
	102-27 Collective knowledge of the highest governing body	<p>In 2017 the training programme for directors consisted of a total of 24 sessions, each of which lasted around 2 hours, that were given by CaixaBank senior executives on topics within their area of responsibility to the directors participating in the training session.</p> <p>Specifically, the Executive Director of Resources, the Deputy General Manager of Internal Audit, the General Manager of Human Resources and Organisation and other managers responsible for Human Resources, the Chief Risks Officer and the Executive Director of Global Risk Management, the Executive Director of Management and Capital Control Intervention, the Financial Director, the Corporate Director of Retail Banking, the Executive Director of Private Banking and Premier Banking, the Director of Business Banking, the Deputy General Manager of Control & Compliance, the Executive Director of Legal Advice and the General Secretary and the Board of Directors.</p>		<p>✓</p> <p>Information verified for CaixaBank Group</p>



GRI Standard	Content	Number of pages or direct response	Omission	External assurance
	102-28 Assessment of the performance of the highest governing body	CaixaBank's directors perform a self-assessment of the performance of the Board with the participation of an external advisor. For further information, see the 2017 Annual Corporate Governance Report (section C.1.20).		✓ Information verified for CaixaBank Group
	102-29 Identification and management of economic, environmental and social impacts	The structure of the CaixaBank Board of Directors is described under indicator 102-18. The Board committees perform a supervisory role in respect of economic, environmental and social issues. This includes supervision of risks and opportunities, as well as compliance with international agreements, codes of conduct and guiding principles. In carrying out these duties, the Board committees may avail themselves of independent external advisers, as well as in-house information gathered from meetings held with different company executives. For further information, see the 2017 Annual Corporate Governance Report (sections C and E) and CaixaBank's Corporate Social Responsibility Policy .		✓ Information verified for CaixaBank Group
	102-30 Efficacy of the risk management processes	52-58 CaixaBank's Risks Committee is entrusted with overseeing and examining the processes of reporting and controlling the Group's risks, including non-financial risks. For further information, see the 2017 Annual Corporate Governance Report (sections C and E) and CaixaBank's Corporate Social Responsibility Policy .		✓ Information verified for CaixaBank Group
	102-31 Assessment of economic, environmental and social matters	These risks are reviewed at least once a quarter. CaixaBank has a Risks Committee, a committee of the Board. The Appointments Committee is responsible for supervising the bank's actions in respect of corporate social responsibility and submitting to the Board any proposals deemed pertinent in that regard. For further information, see the 2017 Annual Corporate Governance Report (sections C and E) and CaixaBank's Corporate Social Responsibility Policy .		✓ Information verified for CaixaBank Group
	102-32 Duty of the highest governing body in the creation of sustainability reports	The Executive Division of Communication, Institutional Relations, Brand and CSR is entrusted with the preparation and coordination of the Integrated Corporate Report and the Socio-economic Impact Report. These reports are subsequently reviewed by the bank's Management Committee, the Appointments Committee and the Board of Directors.		✓ Information verified for CaixaBank Group
	102-33 Communication of critical concerns	The Management Committee is entrusted with informing the Board of Directors about the annual operating plan, including any critical aspect considered relevant and appropriate. This committee meets weekly. For further information, see the 2017 Annual Corporate Governance Report .		✓ Information verified for CaixaBank Group
	102-34 Nature and total number of critical concerns	Critical concerns of any nature (economic, financial, environmental, social, etc.) are communicated to the Board of Directors on a regular basis, and whenever this is deemed necessary. The bank's progress in the strategic plan and its economic, social and environmental results are evaluated at both the Management Committee's weekly meetings and at Board of Directors meetings. Based on the assessment, a decision is made to either maintain or modify the strategy.		✓ Information verified for CaixaBank Group Qualitative information is provided



GRI Standard	Content	Number of pages or direct response	Omission	External assurance
	102-35 Remuneration policies	See the 2017 Annual Report on Remuneration of Members of the Board of Directors and the 2017 Annual Corporate Governance Report (section C).		✓ Information verified for CaixaBank Group
	102-36 Process to determine the remuneration	The amounts receivable are determined in accordance with the criteria set out in the Remuneration Policy. For further information, see the 2017 Annual Report on Remuneration of Members of the Board of Directors .		✓ Information verified for CaixaBank Group
	102-37 Involvement of the stakeholders in the remuneration	The 2017 Annual Report on Remuneration of Members of the Board of Directors will be submitted to the shareholders for a consultative vote at the Annual General Meeting. In relation to the advisory vote for the Annual Report on Directors' Remuneration for 2016, at the Meeting held on 6 April 2017, the proposal had more than 3.973 billion votes in favour (99.05% of the voting quorum), 35.9 million votes against (0.88% of the voting quorum) and 2.3 million abstentions (0.05% of the voting quorum). For more information, see the documentation from the section on the Annual General Meeting on the corporate website and the Annual Report on the remuneration of directors for 2017 (section D.3).		✓ Information verified for CaixaBank Group
	102-38 Total annual compensation ratio	See the 2017 Annual Report on Remuneration of Members of the Board of Directors . See Note 9 of the 2017 Consolidated financial statements and Management Report .		✓ Information verified for CaixaBank Group No information is provided on the ratio
	102-39 Ratio of the percentage increase of the total annual compensation	See the 2017 Annual Report on Remuneration of Members of the Board of Directors . See Note 9 of the 2017 Consolidated financial statements and Management Report .		✓ Information verified for CaixaBank Group No information is provided on the ratio
Stakeholder engagement				
GRI 102: General Content	102-40 List of stakeholders	Materiality Study Appendix. CaixaBank's main stakeholders are its customers, employees, shareholders and investors, society in general, public administrations and regulators, and its suppliers and partners. For further information, see CaixaBank's Corporate Social Responsibility Policy .		✓ Information verified for CaixaBank Group in Spain
	102-41 Collective bargaining agreements	100% of employees at CaixaBank and its subsidiaries are covered by the collective bargaining agreement applicable to them.		✓ Information verified for CaixaBank Group
	102-42 Identification and selection of stakeholders	Materiality Study Appendix. Stakeholders are identified and selected through an internal reflection and analysis process by the executive team. CaixaBank implements processes for listening to, monitoring and engaging in dialogue with its stakeholders through various channels and tools in order to understand and meet their expectations needs. The Corporate Responsibility Area continuously reviews the stakeholders identified and the processes necessary to maintain an open dialogue and monitor these stakeholders.		✓ Information verified for CaixaBank Group in Spain



GRI Standard	Content	Number of pages or direct response	Omission	External assurance
	102-43 Focus for the participation of the stakeholders	6; 25-27 Materiality Study Appendix. For further information, see CaixaBank's Corporate Social Responsibility Policy .		✓ Information verified for CaixaBank Group in Spain
	102-44 Key issues and concerns mentioned	Materiality Study Appendix.		✓ Information verified for CaixaBank Group in Spain
Practices for creating reports				
	102-45 Banks included in the consolidated financial statements	For further information, see Note 1 and Appendices 1, 2 and 3 to the 2017 Consolidated Financial Statements and Management Report . See Appendix: Analysis for the Stakeholders and GRI Content, <i>Scope and Coverage</i> section.		✓ Information verified for CaixaBank Group
	102-46 Definition of the content of the reports and covering the issue	Materiality Study Appendix.		✓ Information verified for CaixaBank Group in Spain
	102-47 List of material issues	Materiality Study Appendix.		✓ Information verified for CaixaBank Group in Spain
	102-48 Re-expressing the information	There were no significant restatements in 2017. The definition of the topics was revised in the materiality study for the purpose of strengthening the relationship with CaixaBank's business and strategy.		✓ Information verified for CaixaBank Group in Spain
	102-49 Changes in creating reports	In 2017, there were no significant changes with respect to the periods covered by previous reports, in the list of material issues and coverage of the issues.		✓ Information verified for CaixaBank Group
	102-50 Scope period of the report	2017 calendar year.		✓ Information verified for CaixaBank Group
	102-51 Date of last report	The 2016 Integrated Corporate Report was published in March 2017.		✓ Information verified for CaixaBank Group
	102-52 Report creation cycle	Annual.		✓ Information verified for CaixaBank Group
	102-53 Point of contact for questions about the report	The normal channels for queries from customers, shareholders, institutional investors or the media, available at www.caixabank.com		✓ Information verified for CaixaBank Group



GRI Standard	Content	Number of pages or direct response	Omission	External assurance
	102-54 Statement for creating the report pursuant to the GRI standards	This report has been created pursuant to the GRI standards: Comprehensive option. See Appendix: Analysis for the Stakeholders and GRI Contents, <i>Criteria and scope of the Report</i> section.		✓ Information verified for CaixaBank Group in Spain
	102-55 GRI Table of contents	GRI Table of contents appendix.		✓ Information verified for CaixaBank Group in Spain
	102-56 External assurance	Appendix. Independent expert report.		✓ Information verified for CaixaBank Group in Spain

THEMATIC STANDARDS

GRI Standard	Content	Number of pages or direct response	Omission	External assurance
Material issue: Profitability, solvency and stability				
GRI 103: Management approach	103-1 Explanation of the material issue and its coverage	4; 21; 30; 38		✓
	103-2 The management approach and its components	32-40		✓
	103-3 Assessment of the management approach	32-40		✓
GRI 201: Economic performance				
GRI 201: Economic performance	201-1 Direct economic value generated and distributed	See table "201-1 Economic value generated, distributed and retained by the CaixaBank Group" at the end of the document. Data concerning the economic value generated and distributed were obtained from the 2017 Consolidated Financial Statements of the CaixaBank Group and subsidiaries. The figures reported in relation to the bank's contribution to GDP and the creation of indirect jobs related to CaixaBank Individual.		✓ Information verified for CaixaBank Group
	201-2 Financial implications and other risks and opportunities derivatives of the climate change	Risks and opportunities are disclosed in the Carbon Disclosure Project report, which is publicly available on the CDP website . Information for 2017 will be made available during 2018. CDP CC2.1.		✓ Information verified for CaixaBank, S.A.



GRI Standard	Content	Number of pages or direct response	Omission	External assurance
	201-3 Obligations of the beneficiaries plan and other retirement plans	CaixaBank's defined benefit plan commitments are externalised and are implemented through a pensions plan and additional policies taken out with several insurance companies. The CaixaBank employees' pension plan is operated in addition to the public pensions system (Social Security), and is a combined defined-contribution plan (defined contribution for retirement and defined benefit for disability and death). The plan meets the bank's commitments initially established in the "la Caixa" Labour Agreement on pension provisions of 31 July 2000, to which subsequent adjustments were made mainly as a result of the Group's corporate restructuring process, CaixaBank's various corporate integration processes (Caixa Girona, Bankpime, Banca Cívica, Banco de Valencia, Barclays Bank, S.A.U.) and other labour agreements. See Notes 24 and 35 of the 2017 Consolidated financial statements and Management Report .		✓ Information verified for CaixaBank Group
	201-4 Financial assistance received from the government	See Appendix 6 section f of the 2017 Consolidated financial statements and Management Report .		✓ Information verified for CaixaBank Group
GRI 203: Indirect economic impacts				
GRI 203: Indirect economic impacts	203-1: Investments in supported infrastructures and services	59-61 See the 2017 Socio-economic Report .		✓ Information verified for CaixaBank Group in Spain
	203-2 Significant indirect economic impacts	59-61 See the 2017 Socio-economic Report .		✓ Information verified for CaixaBank Group in Spain
GRI 204: Procurement practices				
GRI 204: Procurement practices	204-1 Proportion of expenses in local suppliers	In 2017, CaixaBank paid 1.715 billion euros to suppliers for the purchase of goods and services, paid through 795,752 bills. The top five suppliers in terms of billing volumes accounted for €621 million. The level of compliance with payment conditions on these bills stood at 95.98%, with an average payment timeline of 20.3 days, within the legal deadline. CaixaBank defines "locally-based" suppliers as those whose operations base is Spain: local suppliers account for 98.5% of total billing volume. The Institution operates transparent Procurement Departments guaranteeing equal opportunities for contracts, and 12.26% of procurements are through public tender processes. An updated statement of environmental, social and ethical standards for suppliers is being drafted BMI procured €194 million of products and services. Local suppliers account for 94.1% of total billing volume.		✓ Information verified for CaixaBank, S.A.



GRI Standard	Content	Number of pages or direct response	Omission	External assurance
Material issue: Corporate governance				
GRI 103: Management approach	103-1 Explanation of the material issue and its coverage	7		✓
	103-2 The management approach and its components	7; 10		✓
	103-3 Assessment of the management approach	7; 10		✓
Material issue: Risk management and compliance				
GRI 103: Management approach	103-1 Explanation of the material issue and its coverage	52		✓
	103-2 The management approach and its components	52-53		✓
	103-3 Assessment of the management approach	54-58		✓
GRI 415: Public policy				
GRI 415: Public policy	415-1 Contributions to political parties and/or representatives	CaixaBank's anti-corruption policy establishes that "donations to political parties and related foundations are prohibited. Debt forgiveness agreements may be arranged with political parties and their related foundations where so permitted by law and providing the agreement does not contravene the bank's general risk criteria."		✓ Information verified for CaixaBank, S.A. Information is provided exclusively in relation to present policies
GRI 419: Socio-economic Compliance				
GRI 419: Socio-economic Compliance	419-1 Non-compliance with social and economic laws and regulations	No significant fines or non-monetary sanctions were incurred in 2017 for non-compliance with laws and/or regulations regarding the supply and use of the organisation's products and services. See Financial Statement and Management report Note 24 and Note 42.2.		✓ Information verified for CaixaBank Group in Spain
Material issue: Environmental and social criteria in the business				
GRI 103: Management approach	103-1 Explanation of the material issue and its coverage	24-28 See more in the 2017 Socio-economic Impact Report ("A trustworthy bank", "Committed to the Community" and "Transition to a low-carbon economy" sections).		✓



GRI Standard	Content	Number of pages or direct response	Omission	External assurance
	103-2 The management approach and its components	24-28 The contracts with the Group's suppliers include clauses relating to compliance with ethical, environmental and social standards. See more in the 2017 Socio-economic Impact Report ("Integrity" sub-section in the "A trustworthy bank" section). CaixaBank holds EMAS, ISO14001 and ISO 50001 certifications and is a signatory to the Equator Principles and the Green Bond Principles. It is also a member of the Spanish Green Growth Group. The bank has a 2016-2018 Environmental Plan, which includes the goal of being Carbon Neutral in 2018. Further information: CaixaBank's Environmental Policy CaixaBank's corporate social responsibility policy 2016-2018 Environmental Plan Carbon footprint Environmental Statement 2017 CaixaBank Socio-economic Impact Report		✓
	103-3 Assessment of the management approach	23-28 See the Environmental Declaration and sustainability ratings and analysts on the corporate website.		✓
GRI 307: Environmental compliance				
GRI 307: Environmental compliance	307-1 Non-compliance of the environmental legislation and regulation	CaixaBank did not receive any major fines or sanctions in relation to compliance with environmental regulations.		✓ Information verified for CaixaBank Group in Spain
GRI 308: Supplier environmental assessment				
GRI 308: Supplier environmental assessment	308-1 Our suppliers who have passed assessment and selection filters according to environmental criteria	40.48% of CaixaBank critical suppliers in 2017 have certified environmental management systems or ISO 14001. The environmental, social and ethical standards for suppliers are being updated.		✓ Information verified for CaixaBank Group in Spain
	308-2 Negative environmental impacts on the supply chain and measures taken	Activities involving suppliers with a greater potential environmental risk include those associated with construction works carried out by CaixaBank Facilities Management. The bank considers that no significant risks derive therefrom, given the certified environmental management system in place. Further information: Suppliers portal The "la Caixa" Group's ethical, social and environmental standards CaixaBank Facilities Management Corporate Responsibility Report 2017 CaixaBank Socio-economic Impact Report		✓ Information verified for CaixaBank Group in Spain
GRI 412: Human rights assessment				
GRI 412: Human rights assessment	412-1 Transactions subjected to revisions or assessments on the impact on human rights	A human rights due diligence process was carried out in 2016. CaixaBank has also signed the Equator Principles and has an internal procedure in place to assess the social and environmental risks of project funding operations. See the 2017 Socio-economic Impact Report ("Transition to a low-carbon economy" section).		✓ Information verified for CaixaBank Group in Spain



GRI Standard	Content	Number of pages or direct response	Omission	External assurance
	412-2 Training employees on human rights policies and procedures	59,333 hours of training regarding the Anti-Corruption Policy and the Code of Ethics were given in 2017, with 100% of total CaixaBank employees trained. In the rest of the Group, a total of 2,250 employees were trained in anti-corruption matters. See the CaixaBank Human Rights Policy , approved by the Board of Directors and published in 2017.		✓ Information verified for CaixaBank, S.A.
	412-3 Significant investment agreements and contracts that include human rights clauses or that underwent human rights assessments	No significant investment agreements including human rights clauses existed because it is felt there are no risks that make them necessary. A human rights risk due diligence process was carried out in 2016. In 2017, the CaixaBank Human Rights Policy was published, which draws attention to its commitment to such pressing concerns, in accordance with the Guiding Principles on Business and Human Rights of the United Nations.		✓ Information verified for CaixaBank, S.A.
GRI 414: Supplier social assessment				
GRI 414: Supplier social assessment	414-1 Our suppliers who have passed selection filters according to social criteria	A human rights risk due diligence process was carried out in 2016. In 2017, the CaixaBank Human Rights Policy was published, which draws attention to its commitment to such pressing concerns, in accordance with the Guiding Principles on Business and Human Rights of the United Nations. In 2017, 9 audits were carried out on suppliers located in countries with a high risk of violating human rights in order to assess whether they comply with labour and social standards. Suppliers in Spain must comply with Spanish employment and social security regulations. The ratings system is unique and reviews technical and solvency aspects, as well as health and safety and the environment.		✓ Information verified for CaixaBank Group in Spain
	414-2 Negative social impacts on the supply chain and measures taken	CaixaBank mainly operates in Spain and defines “locally-based” suppliers as those whose operations base is Spain: local suppliers account for 98.5% of total billing volume. New suppliers must be registered in the Supplier portal: there, they must enter their credentials and certifications. The qualification system is unified, and takes into account technical and solvency aspects as well as safety, health and environmental issues. Activities involving suppliers with a greater potential social risk include those associated with PromoCaixa suppliers located outside the European Union. These suppliers are subject to specific audits (giving rise, where necessary, to corrective action plans). 9 audits were performed in 2017. Further information: Suppliers portal The “la Caixa” Group’s ethical, social and environmental standards		✓ Information verified for CaixaBank Group in Spain
Material issue: Ethical culture and integrity				
GRI 103: Management approach	103-1 Explanation of the material issue and its coverage	22; 24; 28		✓



GRI Standard	Content	Number of pages or direct response	Omission	External assurance
	103-2 The management approach and its components	22; 23; 26 See Management Report: sections 3.3 Information about Human Resources and 3.6 Socially responsible bank.		✓
	103-3 Assessment of the management approach	24-28 See Management Report: sections 3.3 Information about Human Resources and 3.6 Socially responsible bank.		✓
GRI 205: Anti-corruption				
GRI 205: Anti-corruption	205-1 Operations assessed for corruption-related risks	Within the framework of CaixaBank's criminal defence project, in 2017 the risks of legal entities committing crimes were assessed, which includes crimes of business corruption, bribery and influence peddling, and the existing controls to mitigate such risk were identified. All policies, internal rules and procedures that govern CaixaBank's activities were therefore evaluated.		✓ Information verified for CaixaBank Group in Spain Qualitative information is provided
	205-2 Communication and training on anti-corruption policies and procedures	In 2017, 59,333 hours of training regarding the Anti-Corruption Policy and the Code of Ethics were given, with 100% of total CaixaBank employees trained. 58,635 training hours have also been devoted to the prevention of money laundering, with a total of 28,106 CaixaBank employees trained; and 1,185 employees trained in the prevention of suspicious activities. At BPI, 3,374 employees have been trained in anti-corruption matters, which is more than 68% of the BPI workforce. In the rest of the Group, a total of 2,250 employees were trained in anti-corruption matters.		✓ Information verified for CaixaBank, S.A.
	205-3 Confirmed incidents of corruption and actions taken	In cases where employees engaged in behaviour that could be classified as fraud/ corruption in the exercise of their functions, it may be considered that they have committed a very serious misdemeanour pursuant to the collective agreement, and a number of the sanctions envisaged in the agreement may be applied depending on the specific circumstances of each case. A number of the sanctions envisaged for serious misconduct in section 2.3 of Article 81 of the agreement should thus be applied: total loss of seniority with regard to promotion; definitive disqualification from promotion; loss of professional category, moving down to the next level; suspension from functions and salary for no less than three months and no more than six, or disciplinary dismissal.		✓ Information verified for CaixaBank Group in Spain Information is provided exclusively in relation to present policies
GRI 206: Unfair competition				
GRI 206: Unfair competition	206-1 Legal actions related with unfair competition and monopoly and anti-competitive behaviour	As of the date of this report, proceedings had been filed by the CNMC and were in the resolution phase. Except for these proceedings, there were no other legal actions of this nature in 2017 that significantly affected the bank's business. See Financial Statement and Management report Note 24.3, Note 24.5.		✓ Information verified for CaixaBank Group in Spain
Material issue: Transparency in marketing and communication				
GRI 103: Management approach	103-1 Explanation of the material issue and its coverage	28		✓



<i>GRI Standard</i>	<i>Content</i>	<i>Number of pages or direct response</i>	<i>Omission</i>	<i>External assurance</i>
	103-2 The management approach and its components	28		✓
	103-3 Assessment of the management approach	28		✓
GRI 417: Marketing and labelling				
GRI 417: Marketing and labelling	417-1 Requirements for the information and labelling of products and services	CaixaBank applies the Markets in Financial Instruments Directive (MiFID), an EU directive governing the provision of investment services, and thus this directly affects the way in which the bank informs customers or potential customers, advises or sells such products to them. Order ECC/2316/2015, on disclosure obligations and the classification of financial products is also applicable.		Information verified for CaixaBank Group in Spain Qualitative information is provided ✓
	417-2 Cases of non-compliance related with the information and labelling of products and services	No significant fines or penalties were incurred in 2017 for non-compliance with regulations and/or voluntary codes concerning product and service information. See Financial Statement and Management report Note 24 and Note 42.2.		Information verified for CaixaBank Group in Spain ✓
	417-3 Cases of non-compliance related with marketing communications	Apart from those aspects described in the Content 419-1, there were no incidents of non-compliance in 2017 that gave rise to significant final sanctions in this connection.		Information verified for CaixaBank Group in Spain Qualitative information is provided ✓
Material issue: Security and data protection				
GRI 103: Management approach	103-1 Explanation of the material issue and its coverage	42-43		✓
	103-2 The management approach and its components	42-43; 57 See "Maximum security and advanced technology" in the "A trustworthy bank" section of the 2017 Socio-economic Report.		✓
	103-3 Assessment of the management approach	42-43; 57		✓
CaixaBank Cyber Security Indicators	Training employees in matters of information security and cyber security	7,834 employees completed the cyber security course in 2017. A total of 16 on-site training sessions were given to employees in matters of information security and cyber security.		✓
GRI 418: Customer privacy				
GRI 418: Customer privacy	418-1 Critical complaints regarding the violation of customer privacy and loss of customer data	In 2017, no cases of significant amounts were brought in this respect and no fines incurred for significant amounts. See Financial Statement and Management report Note 24 and Note 42.2.		Information verified for CaixaBank Group in Spain ✓



GRI Standard	Content	Number of pages or direct response	Omission	External assurance
Material issue: Products and services adapted for each segment				
GRI 103: Management approach	103-1 Explanation of the material issue and its coverage	12; 13; 20		✓
	103-2 The management approach and its components	14; 15; 16		✓
	103-3 Assessment of the management approach	12-19		✓
Material issue: Proximity, digitalisation and accessibility				
GRI 103: Management approach	103-1 Explanation of the material issue and its coverage	20; 22		✓
	103-2 The management approach and its components	22; 24-28		✓
	103-3 Assessment of the management approach	24-28		✓
CaixaBank Customer Satisfaction Indicators	Customer overall satisfaction index	25		✓ Information verified for CaixaBank Group in Spain
	NPS recommendation index	25-26		✓ Information verified for CaixaBank Group in Spain
CaixaBank Accessibility Indicators	Number of barrier-free branches	24 In 2017, 738 CaixaBank branches were made barrier-free.		✓ The information included in the ICR in relation to this aspect only corresponds to CaixaBank, S.A.
	Percentage of accessible branches	22		✓ The information included in the ICR in relation to this aspect only corresponds to CaixaBank, S.A.
Material issue: Open innovation and technology				
GRI 103: Management approach	103-1 Explanation of the material issue and its coverage	42-43		✓



GRI Standard	Content	Number of pages or direct response	Omission	External assurance
	103-2 The management approach and its components	44-45		✓
	103-3 Assessment of the management approach	44-47		✓
CaixaBank Innovation and Technology Indicators	Total investment made in technology	46		✓ Information verified for CaixaBank Group
	Total investment made in R&D and Innovation projects	46		✓ Information verified for CaixaBank Group
Material issue: To attract and develop talent				
GRI 103: Management approach	103-1 Explanation of the material issue and its coverage	48-50		✓
	103-2 The management approach and its components	49-51		✓
	103-3 Assessment of the management approach	50-51		✓
GRI 401: Employment				
GRI 401: Employment	401-1 New employee hirings and staff rotation	See table 401-1 "New employee hirings and staff rotation" at the end of the document. CaixaBank's individual main country of operations is Spain. A total of 1,434 employees left CaixaBank in 2017. In the rest of the Group, 622 people were hired (43% women). BPI's main country of operations is Portugal (99% employees). A total of 41 employees joined BPI (66% women).		✓ Information verified for CaixaBank, S.A.
	401-2 Benefits for full-time employees that are not given to part-time or temporary employees	Benefits do not vary from one work centre to the next. Pension plans are not offered to temporary staff at CaixaBank. At CaixaBank Consumer Finance, life insurance and advantageous borrowing terms are not offered to employees on this type of contract. Pension plans, education grants and healthcare benefits are not provided at GDS Cusa. The latter two concepts are not offered at Silk or at CaixaBank Facilities Management, which also do not provide life insurance. VidaCaixa offers the same social benefits to permanent and temporary staff. At CaixaBank Digital Business, CaixaBank Equipment Finance, Nuevo MicroBank, PromoCaixa and CaixaBank Asset Management all employees have permanent contracts. Part-time employees receive benefits in proportion to hours worked. Financial Statement and Management Report Note 2.14		✓ Information verified for CaixaBank Group in Spain
	401-3 Maternity-paternity leave	At CaixaBank, 1,737 people (63% women) took maternity/paternity leave in 2017. All employees return to work after their leave, unless they request voluntary redundancy or unpaid leave. Information is provided exclusively on CaixaBank's own personnel. 339 people took maternity/paternity leave at BPI (63% women). All came back after their leave.		✓ Information verified for CaixaBank, S.A.



GRI Standard	Content	Number of pages or direct response	Omission	External assurance
GRI 402: Employee-company relations				
GRI 402: Employee-company relations	402-1 Minimum time to notify about operational changes	The minimum period of notice is the same as that generally established in common employment legislation (Workers' By-Laws and other legislation applicable), 45 days.		Information verified for CaixaBank Group in Spain ✓
GRI 403: Occupational health and safety				
GRI 403: Occupational health and safety	403-1 Representation of employees in formal health and safety employee-company committees	CaixaBank has an Occupational Health and Safety Committee, in which all employees are represented.		Information verified for CaixaBank Group in Spain ✓
	403-2 Types of accidents and frequency rates of accidents, occupational illnesses, days lost, absenteeism and number of deaths due to work-related accidents or occupational illnesses	See table "403-2 Types of accidents and frequency rates of accidents, occupational illnesses, days lost, absenteeism and number of deaths due to work-related accidents or occupational illnesses" at the end of the document. At CaixaBank, the lost day rate due to common illness in 2017 was 2.73%. At BPI, the absenteeism rate, for any reason, was 3.61%.		Information verified for CaixaBank, S.A. ✓
	403-3 Workers with high incident rate or high risk of illnesses related with their activity	The CaixaBank Group's main country of operations is Spain. At CaixaBank, only 111 employees (0.38% of the total workforce) work abroad. No worker or employee works in areas with a high incident rate or high risk of certain illnesses. BPI's main country of operations is Portugal. Only 47 employees (1.0% of the total workforce) work outside Spain or Portugal.		Information verified for CaixaBank Group in Spain ✓
	403-4 Health and safety issues treated in official agreements with trade unions	The main issues include: Psycho-social risk assessment of the whole workforce Viewing Screens for the whole workforce Adaptation of the risks and protocols assessment for Health and Safety obligations Assessment of all the Store Branches		Information verified for CaixaBank Group in Spain ✓
GRI 404: Training and teaching				
GRI 404: Training and teaching	404-1 Average number of hours of training per year per employee	See table "404-1 Average hours of training per year per employee by gender, and by employee category" at the end of the document.		Information verified for CaixaBank, S.A. ✓
	404-2 Programmes to improve employee skills and programmes to help with the transition	49-51 Information is provided exclusively on CaixaBank's own personnel.		The information included in the ICR in relation to this aspect only corresponds to CaixaBank, S.A. ✓
	404-3 Percentage of employees receiving periodic performance and career development assessments	In 2017, the competency assessment was 94.6% of the target workforce, where the evaluator and the employee have been in the same centre or held the same job for more than 3 months. Information is provided exclusively on CaixaBank's own personnel.		The information included in the ICR in relation to this aspect only corresponds to CaixaBank, S.A. ✓



GRI Standard	Content	Number of pages or direct response	Omission	External assurance
Material issue: Diversity, equality and work-life balance				
GRI 103: Management approach	103-1 Explanation of the material issue and its coverage	50-51		✓
	103-2 The management approach and its components	50-51 Regarding formal complaint and/or claim mechanisms (GRI 103-2-c-vi), CaixaBank has a Protocol for the Prevention, Processing and Elimination of Sexual and Workplace Harassment. In 2017, 2 reports were prepared by independent mediators to address formal complaints of potential workplace harassment. Information is provided exclusively on CaixaBank's own personnel.		✓
	103-3 Assessment of the management approach	50-51		✓
GRI 405: Diversity and equal opportunity				
GRI 405: Diversity and equal opportunity	405-1 Diversity in governance bodies and employees	10; 49-51 See table "405-1 Diversity in governance bodies and employees" at the end of the document.		✓ Information verified for CaixaBank, S.A.
	405-2 Ratio of the base salary and the remuneration of women compared to men	The CaixaBank's employees are paid in accordance with their professional status and the functions performed, regardless of their gender or origins. In equal categories and seniority, the basic wage is the same for all employment categories. While remuneration is increasingly performance-based, changes in employee category due to seniority, and the three-year wage rises laid down in the collective labour agreement lead to salary differences by gender (average number of years at CaixaBank: men, 16 years; women, 15 years). Thus, the average ratio of total remuneration of men with respect to that of women at senior management level is 132%, at middle-management level, 112%, and for the rest of the workforce, 109%. This ratio is 104% for those under 30 years old. Information is provided exclusively on CaixaBank's own personnel. At BPI, the average ratio of total remuneration of men with respect to that of women at senior management level (Branch manager or higher) is 192%, at middle-management level, 123%, and for the rest of the workforce, 117%. This ratio is 105% for those under 30 years old.		✓ Information verified for CaixaBank, S.A.
Material issue: Financial inclusion				
GRI 103: Management approach	103-1 Explanation of the material issue and its coverage	59-61 See the Socio-economic Impact Report "Support for the community" section.		✓
	103-2 The management approach and its components	59-61 See the Socio-economic Impact Report "Support for the community" section.		✓
	103-3 Assessment of the management approach	59-61 See the Socio-economic Impact Report "Support for the community" section.		✓



GRI Standard	Content	Number of pages or direct response	Omission	External assurance
CaixaBank Financial Inclusion Indicators	Volume of microcredits granted	61		✓ Information verified for CaixaBank Group in Spain
	Average volume of microcredit operations	61		✓ Information verified for CaixaBank Group in Spain
	Jobs created through microcredits	61		✓ Information verified for CaixaBank Group in Spain
Material issue: Boosting economic and business activity				
GRI 103: Management approach	103-1 Explanation of the material issue and its coverage	59-61 See the Socio-economic Impact Report "Support for the community" section.		✓
	103-2 The management approach and its components	59-61 See the Socio-economic Impact Report "Support for the community" section.		✓
	103-3 Assessment of the management approach	59-61 See the Socio-economic Impact Report "Support for the community" section.		✓
CaixaBank Boosting economic activity indicators	No. of participants in the Entrepreneur XXI Awards	61		✓ Information verified for CaixaBank Group in Spain
	New loans granted to self-employed	60		✓ The information included in the ICR in relation to this aspect only corresponds to CaixaBank, S.A.
	New loans granted to companies	60		✓ The information included in the ICR in relation to this aspect only corresponds to CaixaBank, S.A.
Material issue: Social initiatives and volunteering				
GRI 103: Management approach	103-1 Explanation of the material issue and its coverage	29; 59 See the Socio-economic Impact Report "Support for the community" section.		✓
	103-2 The management approach and its components	29; 59 See the Socio-economic Impact Report "Support for the community" section.		✓



<i>GRI Standard</i>	<i>Content</i>	<i>Number of pages or direct response</i>	<i>Omission</i>	<i>External assurance</i>
	103-3 Assessment of the management approach	29; 59 See the Socio-economic Impact Report "Support for the community" section.		✓
GRI 413: Local communities				
GRI 413: Local communities	413-1 Operations with participation from the local community, impact assessments and development programmes	59-61 See the Socio-economic Impact Report "Support for the community" section.		✓ Information verified for CaixaBank Group in Spain Information on "la Caixa" Foundation is outside the verification scope
	413-2 Operations with significant (potential or actual) negative impacts on local communities	21 See the Socio-economic Impact Report "Support for the community" section.		✓ Information verified for CaixaBank Group in Spain Information on "la Caixa" Foundation is outside the verification scope

SECTOR-SPECIFIC CONTENT

<i>GRI Standard</i>	<i>Content</i>	<i>Number of pages or direct response</i>	<i>Omission</i>	<i>External assurance</i>
Product portfolio				
G4-DMA	Disclosure on Management Approach.	14; 16-19 See the Corporate Responsibility section on the website (Environmental management section).		✓
FS6	Percentage of the portfolio for business lines by specific region, size (e.g. micro/SME/large) and by sector.	13-19		✓ Information verified for CaixaBank Group in Spain
FS7	Monetary value of products and services designed to deliver a specific social benefit for each business line, by purposes.	59-61 See the 2017 Socio-economic Impact Report "Support for the community" and "Transition to a low-carbon economy" sections.		✓ Information verified for CaixaBank Group in Spain



<i>GRI Standard</i>	<i>Content</i>	<i>Number of pages or direct response</i>	<i>Omission</i>	<i>External assurance</i>
FS8	Monetary value of products and services designed to deliver a specific environmental benefit for each business line, by purposes.	See the 2017 Socio-economic Impact Report , "Transition to a low-carbon economy" section.		✓ Information verified for CaixaBank Group in Spain
Audit				
G4-DMA	Disclosure on Management Approach.	24; 28 See CaixaBank's Corporate Social Responsibility Policy . See the Corporate Responsibility section on the website (Environmental sustainability section).		✓
Active ownership				
G4-DMA	Disclosure on Management Approach.	See CaixaBank's Corporate Social Responsibility Policy . See the Corporate Responsibility section on the website (Environmental sustainability – Equator Principles).		✓
FS10	Percentage and number of companies held in the portfolio with which the reporting organisation has interacted on environmental or social issues.	See the Corporate Responsibility section on the website (Environmental sustainability – Equator Principles). See the 2017 Socio-economic Impact Report ("Integrity" sub-section in the "A trustworthy bank" section).		✓ Verified for CaixaBank Group in Spain
FS11	Percentage of assets subject to positive and negative environmental or social screening.	See the 2017 Socio-economic Impact Report ("Integrity" sub-section in the "A trustworthy bank" section). See the Corporate Responsibility section on the website (Environmental sustainability – Equator Principles).		✓ Verified for CaixaBank Group in Spain
Local communities				
FS13	Accessibility in underpopulated or in underprivileged areas.	24; 60		✓ Information verified for CaixaBank Group in Spain
FS14	Initiatives to improve access to financial services for underprivileged groups.	24; 60		✓ Information verified for CaixaBank Group in Spain

SUPPLEMENTARY INFORMATION TABLES
201-1 Direct economic value created and distributed by the CaixaBank Group (Amounts in thousands of euros)

	CaixaBank Group		
	2015	2016	2017
Economic value generated	7,480,781	6,887,760	8,108,936
Gross income	7,725,618	7,826,532	8,221,887
Gains or losses on disposal of assets not classified as non-current assets held for sale	33,795	(151,752)	(114,770)
Gains or losses on non-current assets held for sale	(278,632)	(787,020)	1,819
Economic value distributed	4,529,143	4,763,662	5,424,876
Other general administrative expenses (excluding tax)	1,020,720	960,963	1,138,370
Staff expenses	3,178,805	2,745,349	2,981,413
Income tax and taxes included in other general administrative expenses	(140,491)	521,284	408,124
Dividends	470,109	536,066	896,969
Economic value retained	2,951,638	2,124,098	2,684,060

102-8-a and 102-8-c Breakdown of employees by gender and employment contract

	CaixaBank						BPI	
	2015		2016		2017		2017	
	Total	Female	Total	Female	Total	Female	Total	Female
Total number of employees on payroll	29,972	52.33%	29,990	52.56%	29,119	53.54%	4,931	55.04%
% of employees with a fixed or indefinite-term contract (as a % of total workforce)	97.32%	50.90%	95.66%	52.67%	95.88%	53.48%	99.43%	54.95%
<i>Full-time, fixed or indefinite-term contract</i>	97.20%	52.34%	95.53%	52.67%	95.77%	53.49%	99.86%	54.88%
<i>Part-time, fixed or indefinite-term contract</i>	0.12%	41.67%	0.13%	50.00%	0.11%	45.45%	0.14%	100.00%
% of employees with a temporary contract (as a % of total workforce)	2.68%	51.18%	4.34%	50.27%	4.11%	54.92%	0.57%	71.43%
Total number of interns	22		17		17		15	

**102-8-b Breakdown of workforce by region**

Distribution of employees by region	CaixaBank Group		
	2015	2016	2017
Spain	29,892	29,891	29,008
Rest of Europe	32	44	47
South America	7	12	11
Africa	22	26	30
Asia	14	12	18
North America	0	5	5
TOTAL	29,967	29,990	29,119

405-1 Diversity in governance bodies and employees

Employees by age group	CaixaBank										BPI				
	2016					2017					2017				
	Less 30 years	From 30 to 39 years	From 40 to 49 years	From 50 to 59 years	Over 60 years	Less 30 years	From 30 to 39 years	From 40 to 49 years	From 50 to 59 years	Over 60 years	Less 30 years	From 30 to 39 years	From 40 to 49 years	From 50 to 59 years	Over 60 years
Total workforce (% of total workforce)	1,372 (4.57%)	9,919 (33.07%)	13,654 (45.53%)	5,001 (16.68%)	44 (0.15%)	1,580 (5.43%)	8,448 (29.01%)	14,478 (49.72%)	4,558 (15.66%)	55 (0.18%)	90 (1.83%)	1,472 (29.85%)	2,428 (49.24%)	847 (17.18%)	94 (1.91%)

401-1 New employee hirings and staff rotation

Employees by age group	CaixaBank									
	2016					2017				
	Less than 30 years	From 30 to 39 years	From 40 to 49 years	From 50 to 59 years	Over 60 years	Less than 30 years	From 30 to 39 years	From 40 to 49 years	From 50 to 59 years	Over 60 years
Total number of employee hires (% of total employee hires)	808 (75.44%)	189 (17.65%)	64 (5.98%)	9 (0.84%)	1 (0.09%)	686 (66.53%)	273 (26.47%)	68 (6.60%)	4 (0.38%)	0 (0.00%)
Employee hires through selection process ⁽¹⁾	808	189	64	9	1	686	273	68	4	0
Average employee turnover	7.60%	0.90%	0.50%	11.70%	6.80%	17.00%	1.10%	0.30%	22.40%	14.50%

⁽¹⁾All new hires refer to hires made through selection processes.

**401-1 New employee hirings and staff rotation**

Employee turnover	CaixaBank		
	2015	2016	2017
Global	4.30%	2.80%	4.90%
Average (men)	5.90%	3.90%	6.90%
Average (women)	2.50%	1.90%	3.20%

Employee hires	2015	2016	2017
	Total hires	980	1,071
<i>Men (% of total)</i>	50.31%	51.26%	47.60%
<i>Women (% of total)</i>	49.69%	48.74%	52.37%
Employee hires through selection process ⁽¹⁾	980	1,071	1,031
<i>Men (% of total)</i>	50.31%	51.26%	47.60%
<i>Women (% of total)</i>	49.69%	48.74%	52.37%

⁽¹⁾All new hires refer to hires made through selection processes.

403-2 Types of accidents and frequency rates of accidents, occupational illnesses, days lost, absenteeism and number of deaths due to work-related accidents or occupational illnesses

Absenteeism due to accidents in the workplace	CaixaBank			BPI
	2015	2016	2017	2017
Total number of days lost due to accidents	6,536	4,749	6,733	2,352
Total number of accidents*	436	442	449	124
Accidents with sick leave	158	166	171	89
<i>Accidents in transit with sick leave</i>	90	101	103	42
Accidents without sick leave	277	276	278	35
<i>Accidents in transit without sick leave</i>	107	103	99	7

*No fatal victims were registered in workplace accidents at CaixaBank in 2017.

**404-1 Average hours of training per year per employee by gender, and by employee category**

Hours of training per employee by gender at CaixaBank	Male		Female	
	59.6 hours		58.8 hours	
Hours of training per employee by employee category at CaixaBank	2015	2016	2017	
Senior management	42	17	15	
Middle management	65	72	84	
Other employees	39	35	45	

Training: total investment and employees trained	CaixaBank			BPI
	2015	2016	2017	2017
Total investment in personnel training (€)	11,388,230	10,886,614.00	11,021,196.84	2,071,757.00
Total grants received for employee training (€)	3,011,437	3,534,939.43	4,190,780.00	0
Total number of employees trained	29,972	29,990	29,119	5,346*
Total number of training hours (% of online training hours)	1,468,200 (87.96%)	1,472,135.84 (90.3%)	1,722,946 (91%)	187,646 (54%)
Total number of employees receiving occupational risk prevention training	25,539	7,267	7,497**	4,965*

*The total number of trained employees at BPI is higher than the total workforce at the end of the year, due to the fact that all the employees who received training in 2017 have been taken into account, even if they were not employees at the end of the year.

**Includes the total number of employees notified and trained.



Non-material content

<i>GRI Standard</i>	<i>Content</i>	<i>Explanation of the omission</i>
Thematic Standards: GRI 200 Economic		
GRI 202: Market presence, 2017	202-1 202-2	<ul style="list-style-type: none"> • The CaixaBank Group’s main country of operations is Spain. • At CaixaBank, only 111 employees (0.38% of the total workforce) work abroad. • BPI’s main country of operations is Portugal. Only 47 employees (0.95% of the total workforce) work outside Spain or Portugal. • The initial salary of all employees, regardless of their geographic location, is greater than the legal minimum established in each country.
Thematic Standards: GRI 300 Environmental		
GRI 301: Material	301-1 301-2 301-3	<ul style="list-style-type: none"> • The aspect was not identified as material in the materiality study. • CaixaBank holds the EMAS, ISO14001 and ISO 50001 certifications and is a signatory to the Equator Principles, RE100 and the Green Bond Principles, and member of the Spanish Group for Green Growth. • The bank has a 2016-2018 Environmental Plan, which includes the goal of being Carbon Neutral in 2018. <p>Further information:</p> <ul style="list-style-type: none"> • CaixaBank’s Environmental Policy • CaixaBank’s corporate social responsibility policy • 2016-2018 Environmental Plan • Carbon footprint • Environmental Statement • See the 2017 CaixaBank Socio-economic Impact Report, “Transition to a low-carbon economy” section
GRI 302: Energy	302-1 302-2 302-3 302-4 302-5	
GRI 303: Water	303-1 303-2 303-3	
GRI 304: Biodiversity	304-1 304-2 304-3 304-4	
GRI 305: Issuances	305-1 305-2 305-3 305-4 305-5 305-6 305-7	
GRI 306: Effluents and waste	306-1 306-2 306-3 306-4 306-5	



<i>GRI Standard</i>	<i>Content</i>	<i>Explanation of the omission</i>
Thematic Standards: GRI 400 Social		
GRI 406: Non-discrimination	406-1	<ul style="list-style-type: none"> The aspect was not identified as material in the materiality study.
GRI 407: Freedom of association and collective bargaining	407-1	<ul style="list-style-type: none"> These risks are not considered significant, given that CaixaBank carries out the bulk of its business in Spain, and 98.5% of the invoicing volume corresponds to Spanish suppliers. In the case of BPI, this percentage is 94.1%. Prevailing legislation applicable to these suppliers foresees these aspects, and no breaches thereof have been detected (legal sanctions). In addition, 9 on-site audits were carried out in 2017 for those suppliers located in areas with greater potential risk (China and Bangladesh), who prepare CaixaBank advertising material. The purchasing volume and the number of these suppliers is not significant. Compliance with CaixaBank's Code of Business Conduct and Ethics is mandatory for all employees, the management team and the members of the managing bodies, all of whom are called to respect the values, principles and standards set out therein and apply them to their professional activity and their internal and external relations. The bank has an internal confidential consultation and whistleblowing channel in connection with its codes of conduct, as well as a Corporate Social Responsibility Policy. Customers can submit their consultations or claims to the Customer Service Office and the official channels. CaixaBank is also a signatory to international ethical standards such as the United Nations Global Compact and the Equator Principles in the field of project financing. All Group companies must include a binding clause in their contracts by which suppliers warranty awareness and observation of the United Nations Global Compact Principles and the bank's environmental policy. A human rights risk due diligence process was carried out in 2016. In 2017, the CaixaBank Human Rights Policy was published, which draws attention to its commitment to such pressing concerns, in accordance with the Guiding Principles on Business and Human Rights of the United Nations. <p>Further information:</p> <ul style="list-style-type: none"> Suppliers portal The "la Caixa" Group's ethical, social and environmental standards CaixaBank's Corporate Social Responsibility Policy
GRI 408: Child labour	408-1	
GRI 409: Forced or compulsory labour	409-1	
GRI 410: Safety practices	410-1	
GRI 411: Rights of indigenous people	411-1	
GRI 416: Customer health and safety	416-1 416-2	<ul style="list-style-type: none"> The aspect was not identified as material in the materiality study. Any obligations that may arise from administrative and legal proceedings are estimated using provisions disclosed in the Management Report and in Note 21.3 of the bank's Financial Statements. None of these potential obligations would have a significant material effect on the bank's financial position.



5 INDEPENDENT REVIEW REPORT



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Translation of a report originally issued in Spanish. In the event of a discrepancy, the Spanish-language version prevails.

Report on Independent Review of the Corporate Responsibility information included in the 2017 Integrated Corporate Report of the CaixaBank Group

To the Board of Directors of CaixaBank, S.A.,

Scope of our engagement

We have performed the review -with a scope of reasonable assurance- of the Corporate Responsibility (CR) information included in the 2017 Integrated Corporate Report ("ICR" or "Report") of CaixaBank, S.A. and Subsidiaries ("The CaixaBank Group"), the scope of which is defined in the "Criteria and scope of the Report" section of the "Analysis of relevant content for stakeholders and GRI content" Appendix to the ICR. Our engagement consisted of reviewing:

- The adherence of the CR information in the ICR to the Global Reporting Initiative Sustainability Reporting Standards ("GRI-SRSs"), including the reliability and suitability of the content relating to the CaixaBank Group's activities in Spain.
- The information provided in the ICR relating to the application of the principles of inclusivity, materiality and responsiveness set out in AccountAbility's AA1000 AccountAbility Principles Standard (AA1000APS).

Verification standards and procedures

We conducted our work in accordance with the requirements established in International Standard on Assurance Engagements (ISAE) 3000, Assurance Engagements Other than Audits or Reviews of Historical Financial Information issued by the International Auditing and Assurance Standards Board (IAASB) of the International Federation of Accountants (IFAC) for the issuance of reasonable assurance reports. Also, we applied AccountAbility's AA1000 Assurance Standard (AA1000AS) to provide high assurance on the application of the principles established in AA1000 APS and on the sustainability performance indicators (type 2 high assurance).

Our work consisted of applying the procedures considered necessary to provide a basis for our conclusions and reduce the risk of a material error to an acceptable level. The main procedures applied were as follows:

- Meetings with staff of CaixaBank and the subsidiaries that participated in the preparation of the ICR to ascertain the management principles, systems and approaches applied.
- Analysis of the processes to gather and validate the CR information presented in the ICR, including the review and performance of tests on the controls implemented in the information collection, uploading and processing systems.
- Review of the security of the CR information gathering system used by CaixaBank for the ICR.
- Review of the steps taken in relation to the identification and consideration of stakeholders during the year and of the stakeholder participation processes, based on the analysis of the internal information and third-party reports available.
- Analysis of the coverage, materiality and completeness of the CR information included in the ICR on the basis of CaixaBank's understanding of the requirements of its stakeholders in relation to the material issues identified by the organisation and described in the "Analysis of relevant content for stakeholders and GRI content" Appendix.
- Review of the information relating to the management approaches applied to CR.
- Review of the minutes of the meetings of the Board of Directors, its Committees and the Corporate Responsibility and Reputation Committee held in 2017.
- Analysis of the adherence of the CR content of the ICR to the GRI Sustainability Reporting Standards and verification that such content was prepared in accordance with GRI-SRSs.
- Verification, by means of specific review tests, of the quantitative and qualitative information relating to the content detailed in the "Analysis of relevant content for stakeholders and GRI content" table of the Appendix to the ICR and the adequate compilation thereof based on the data furnished by the information sources of CaixaBank.

Responsibilities of CaixaBank and of Deloitte

- The preparation and content of the ICR is the responsibility of the Communication, Institutional Relations, Brand and CSR of CaixaBank, which is also responsible for defining, adapting and maintaining the management and internal control systems from which the information is reported.
- Our responsibility is to issue an independent reasonable assurance review report based on the work performed.
- This report has been prepared solely for CaixaBank in accordance with the terms and conditions of our engagement letter.
- We conducted our work in accordance with the independence standards required by the Code of Ethics issued by the International Ethics Standards Board for Accountants (IESBA), based on the fundamental principles of integrity, objectivity, professional competence, due care, confidentiality and professional behaviour.
- In accordance with International Standard on Quality Control (ISQC) 1, Deloitte has in place a global system of quality control which includes documented policies and procedures in relation to compliance with ethical requirements, professional standards and applicable legislation.
- Our engagement team consisted of professionals who are experts in CR Report reviews and, specifically, in economic, social and environmental performance and in stakeholder participation processes.

Conclusion

In our opinion, based on the work performed, except for the observations and limitations in the scope of the ICR or in the scope of the review which are described in the "Analysis of relevant content for stakeholders and GRI content" Appendix to the ICR:

- The CR information included in the ICR was prepared, in all material respects (including the reliability and suitability of the reviewed information), in accordance with GRI-SRSs.
- The CR information in the ICR was prepared, in all material respects, in accordance with the principles of inclusivity, materiality and responsiveness set out in AccountAbility's AA1000 AccountAbility Principles Standard (AA1000APS):
 - Inclusivity: CaixaBank has developed a stakeholder participation process, enabling stakeholders to be involved in the development of a responsible approach, as indicated in the "Analysis of relevant content for stakeholders and GRI content" Appendix to the ICR.
 - Materiality: the materiality determination process is geared towards identifying and understanding the issues that are material or significant for CaixaBank and its stakeholders, as indicated in the "Analysis of relevant content for stakeholders and GRI content" Appendix to the ICR.
 - Responsiveness: CaixaBank has defined commitments in relation to the main material aspects identified, which have been specified in a new Corporate Responsibility Master Plan, also known as the Socially Responsible Banking Master Plan.

Observations and recommendations

In addition, we presented to management of CaixaBank our recommendations relating to the areas for improvement in CR management and reporting and, specifically, to the application of the principles of inclusivity, materiality and responsiveness. Following is a summary of the most significant observations and recommendations, which do not modify the conclusion expressed in this report.

Inclusivity and materiality

In 2017 CaixaBank updated the materiality study following a methodology based on the initial identification of relevant matters for CaixaBank, the relevance of which has subsequently been evaluated by personnel, customers, shareholders and CSR experts through specific consultations. The obtainment of control of Banco BPI, S.A. in 2017 requires the scope of the materiality analysis to be extended to Portugal in order to consider its impact on the Group's material issues. Also, an analysis should be conducted of how to align BPI's CR plans with the Group's CR Plan, and how to include them in the CaixaBank Group's CR information systems in order to facilitate the consolidation of the information.

Responsiveness

CaixaBank responds to its stakeholders' information needs in relation to social, environmental and corporate governance issues mainly by means of the ICR and its Appendices, the "Socio-economic Impact Report" and "Analysis of relevant content for stakeholders and GRI content", which present numerous performance indicators in accordance with recognised international standards. To continue to increase the usefulness of the information, and considering the objectives set for the coming year, it would be advisable to include in the aforementioned report the degree of achievement of those targets and their impact on the Plan for the coming years.

In 2017 CaixaBank analysed the United Nations Sustainable Development Goals (SDGs) in order to identify those goals to which it could contribute most value, and of these goals it prioritised the following three: no poverty, decent work and economic growth and partnerships for the goals. Also, it identified the initiatives of the Group that are aligned with those goals. In order to perform ongoing monitoring of the CaixaBank Group's contribution to the attainment of the SDGs and be able to report on its achievements, it would be advisable to specify the impact indicators to be used and the objective contribution that CaixaBank aspires to.

Deloitte, S.L.

Helena Redondo

Barcelona, 23 February 2018





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