



2017

SOCIO-ECONOMIC  
IMPACT REPORT



CaixaBank

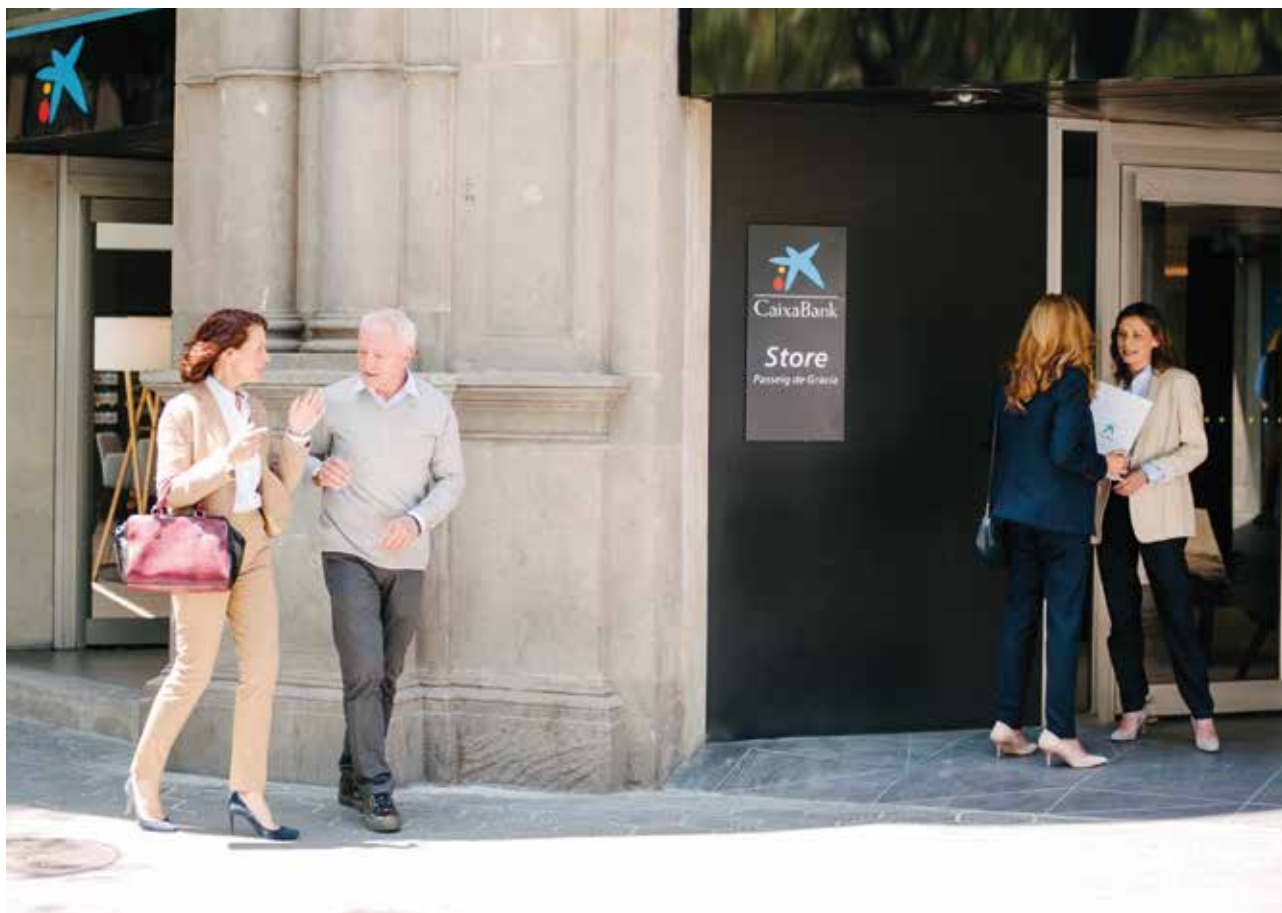
**Socially responsible  
banking**



## ***Index***

<b>INTRODUCTION</b>	<b>5</b>
<b>ABOUT CAIXABANK</b>	<b>7</b>
<b>GENERATION OF WEALTH AND EMPLOYMENT</b>	<b>12</b>
<b>A TRUSTWORTHY BANK</b>	<b>18</b>
<b>SUPPORT FOR THE COMMUNITY</b>	<b>26</b>
<b>TRANSITION TO A LOW-CARBON ECONOMY</b>	<b>33</b>





## Introduction

---

CaixaBank is a financial group with a leadership position in retail banking in Spain and Portugal as a whole. The bank is one of the key economic agents in Spain, with over a century of firm social commitment and the desire to be recognised as a model of socially-responsible banking.

This position and attitude can be seen in the adoption of a proactive and decisive role in sustainable environmental development. The bank therefore works to maximise its contribution to economic growth and respond to the most pressing social and environmental challenges.

CaixaBank is also firmly committed to working to achieve the United Nations Sustainable Development Goals to eradicate poverty, protect the planet, and ensure prosperity for everyone.

This report, which is CaixaBank's third impact report, provides a summary of the key indicators that support and quantify the bank's positive impact in Spain.







## About CaixaBank

CaixaBank is the leading retail bank in Spain, and a benchmark for one out of every four people. It has consolidated its leading position in Portugal following the acquisition of BPI. CaixaBank has over a century of financial and social tradition and a distinctive management model which has made it a benchmark in the European banking industry.



*Millions of customers  
of CaixaBank Group*  
**15.7**  
*(13.8 in Spain)*



*100% presence in  
Spanish towns and  
cities with more than  
10,000 inhabitants*



*Total assets of  
CaixaBank Group*  
**383,186**  
*million euros*



# Leading bank in Spain

The Bank, which is known for its financial strength, dedication to personal ties and its firm commitment to digitalisation, focuses on maximising quality of service and profitability by maintaining a prudent management model, with a long-term vision and a notable social commitment. The Bank consistently strives to maximise its contribution to the country's economy, establish stable and trustworthy relationships with the environment and contribute to solving the most pressing social challenges and the transition to a low-carbon economy.

## LEADING BANK IN THE SPANISH MARKET



### 13.8 million customers in Spain



**>1 in 4**  
banking customers  
consider us as their  
benchmark bank  
**+1.9 million in**  
**Portugal**



**36,972**  
**CaixaBank Group**  
**employees**



**383,186**  
**million euros of**  
**total assets**  
CaixaBank Group

### The largest number of active digital customers in the country



**55%**  
**of digital**  
**customers\***



**+15%**  
vs. 2016  
Increase in  
mobile customers



**#1**  
**in the penetration**  
**ratio in digital**  
**banking\*\***  
in Spain and abroad

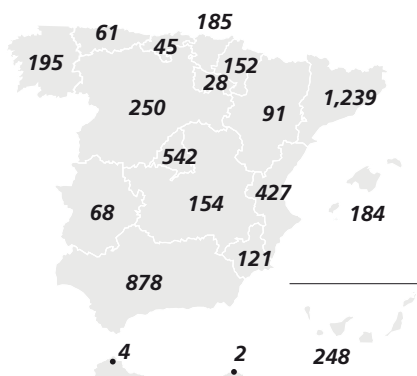
\*Customers who have used digital services in the last 12 months.

\*\*Source: ComScore.



**The most extensive commercial network in the country**

**4,874**  
branches



**4,681 are retail branches**  
**85% are accessible branches**

**91%**  
of Spanish citizens have a  
CaixaBank branch in their municipality

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

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

**The only bank in**  
**203 towns and cities**

**9,427**  
ATMs

**90% of ATMs are 100% accessible**  
**99% of ATMs have**  
**sign language** video guides

**PRESENT IN 26 REFERENCE POINTS**



**17 representative offices**

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

**4 international offices with 6 branches**

Warsaw  
Morocco with 3 branches:  
Casablanca, Tangier and Agadir  
London  
Frankfurt

**3 Spanish desks**

**5 new openings 2017**

Representative offices:



Algeria



Hong Kong



Lima

Branches:



Frankfurt



Agadir

**In the process of opening**

Representative offices:



Australia



Canada

Branch:



Paris

**With an excellent, externally assessed management model**

**European Seal of Excellence**

**+600 EFQM**



European Foundation for Quality Management (2014, renewed in 2016)

**International recognition**



Bank of the Year in Spain 2017



Best Digital Retail Bank in Western Europe



Best Private Banking Operator in Spain 2017

**A bank with a social commitment and a Corporate Social Responsibility master plan:**



**It responds to the bank's firm social commitment,**

one of its corporate values along with quality and trust



**It is in line with the bank's 2015-2018 Strategic Plan**

and is transversal in nature



It puts the accent on strengthening its social banking model and

**consolidating its position as a benchmark for socially responsible banking**

## CONTENT AND SCOPE OF THE REPORT



This report provides a summary, through quantitative and qualitative information, of CaixaBank's positive impact on the territories in which it operates and its role as one of the key agents in the Spanish economy.

Unless indicated otherwise, the figures relate to 2017 and include the impact of CaixaBank and, when deemed appropriate and if the information was available, of its subsidiaries.

## MAIN AREAS OF CAIXABANK'S SOCIAL AND ECONOMIC IMPACT



### **Economy**

Contribution to the economy, employment and finances of Spain



### **Sustainability**

Contribution to the transition to a low-carbon economy and environmental sustainability



### **Trust**

Strengthening of trust as a result of its financial strength, culture of integrity, its qualified professionals and the security of its services, and the development of financial education and training



### **Social initiatives**

Promotion of financial inclusion and the provision and development of social initiative programmes in collaboration with the "la Caixa" Banking Foundation

## **External assurance**

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

The non-financial information included in this report has been verified by Deloitte according to the scope and terms shown in their independent assurance report of the 2017 Integrated Corporate Report. The economic and financial information was obtained from the CaixaBank Group's audited 2017 financial statements. Both documents are available at: [www.CaixaBank.com](http://www.CaixaBank.com)



## Economy

# Wealth and job creation

CaixaBank's financial strength is key in order to guarantee its future, drive economic and business activity in the territories in which it operates, contribute to the generation of employment and compensate its shareholders and institutional investors and, through CriteriaCaixa, thus contribute to the "la Caixa" Banking Foundation and its Welfare Projects.



*Millions of euros  
contributed to GDP*

**7,511**



*Jobs created  
indirectly*

**32,438**



*CaixaBank corporate  
customers*

**48%**



## Contribution to the Spanish economy

CaixaBank contributes to the economy through its financial activities. It also contributes indirectly –through its expenditure on products and services– and through the effect that the spending of the salaries of its employees, the dividends received by its shareholders and investors and the employees of its suppliers has, and also through the production activity of the self-employed professionals, businesses and companies it finances.

### CONTRIBUTION TO SPANISH GROSS DOMESTIC PRODUCT (GDP)



**7,511**  
million euros in direct  
and indirect contribution  
to Spanish GDP by CaixaBank\*

**0.65% of GDP**

**13% of GDP provided by  
the banking sector**

\*Source: CaixaBank Research, based on data from Spain's National Statistics Institute (with data from 3Q and an estimate for 4Q).



#### PURCHASES, DIVIDENDS AND INCOMES

**Over 896**  
million euros distributed  
in dividends

**Over 605,000 retail  
shareholders**

**1,809 million euros**  
paid in **wages and salaries**  
**for CaixaBank in Spain**  
**and 2,137 millions for**  
**the Group**

**1,715**  
million euros paid  
to suppliers

**98.5% from domestic  
suppliers** of CaixaBank

**96% of invoices**  
paid **within the period**  
established by CaixaBank

## Contribution to public finances

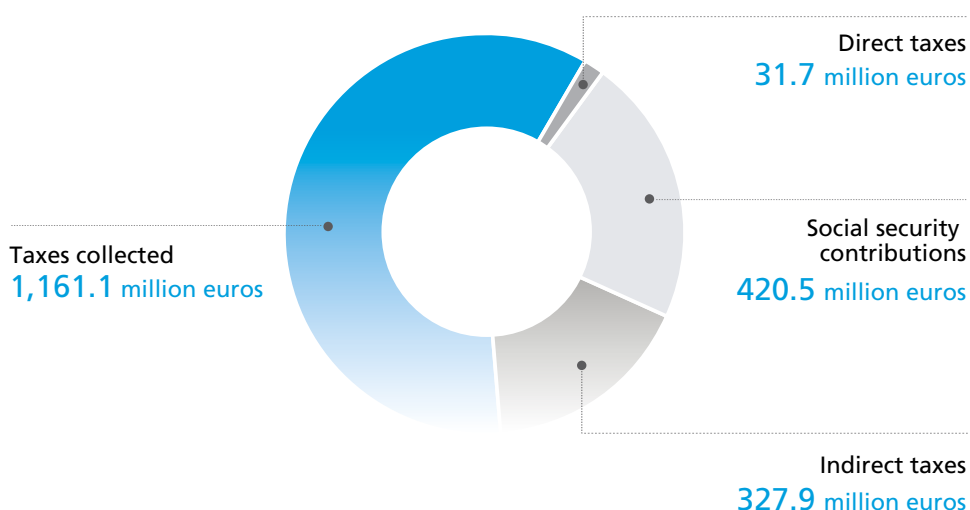
The Bank believes it is its duty to contribute to public finances, which provide essential infrastructure and public services needed for society to operate effectively and enable progress and social development.



**1,941**  
*million euros of taxes paid  
and collected*

**1,684 million euros in profit  
attributable to the Group**

+ 60.9% vs. 2016  
Highest annual profit  
in its history



## Job creation



CaixaBank provides quality employment, with fixed and permanent contracts for the majority of its employees. It also contributes to generating employment and self-employment through customer financing, purchases from suppliers and the active dissemination among its customers of the "la Caixa" Foundation programmes.

**36,972**  
people work at the  
CaixaBank Group

**29,119 at CaixaBank:**

- ✓ **95.9% have permanent contracts**
- ✓ **99.6% of management positions are covered internally**
- ✓ **39.1% women in executive positions\***

\* From deputy branch manager A and B and above.

**32,438**  
jobs created indirectly

created indirectly through purchasing from suppliers\*\*

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

 **MicroBank**

**29,029**  
jobs

created thanks to the contribution of microcredits for entrepreneurs and businesses\*\*\*

\*\*\* Source: 2017 Report on the Social Impact of Microcredits. Estimate from a 4% sample.

**incorpora**  
de "la Caixa"

CaixaBank actively publicises –through the branch network and in meetings with corporate customers– the Incorpora labour market inclusion programme of the "la Caixa" Foundation.

**Over 30,000 job opportunities generated during the year**

**Around 11,000 companies involved across Spain in 2017**

**A total of 395 social welfare organisations and 782 technicians participated, which applied various specialised inclusion processes**

# Driving economic activity

CaixaBank, the leading bank in Spain, has maintained its vocation of service to the business sector and has several specialised value propositions depending on the type of company, sector and size. For self-employed professionals and businesses, CaixaBank Business; for the agricultural sector, AgroBank; for small, medium and large enterprises, Business Banking; and for large corporations and the public sector, Corporate and Investment Banking. The Bank is also firmly committed to innovation, one of the pillars of the country's economic growth.

## HELP FOR THE BUSINESS SECTOR



**48.0%**  
*of small, medium and large enterprises*  
are CaixaBank customers\*



**33.1%**  
*of self-employed workers in Spain*  
are CaixaBank customers

**251,928 new loans granted**

\*Source: FRS Inmark 2017, for companies that bill 1-100 million euros.

**79,783 new loans granted**

**21,131 microcredits granted to businesses and entrepreneurs**

**15% market share of loans to companies\*\***



**16% increase in new loans**  
compared to 2016

**87.1% of loans granted with regard to loan applications processed**

\*\* Includes MicroBank.



**CaixaBank has 342,217 customers from the farming sector**  
1.4% vs. 2016

**26.20% of self-employed farmers in Spain are customers**



Since 2016, the AgroBank University-Company Chair for agri-food innovation and quality at the University of Lleida, to promote the transfer of scientific and technical knowledge between the University and sector professionals and customers.

**33% of Business Banking customers carried out a foreign trade transaction in 2017**

- ✓ **In-Company sessions:** more than 650 training sessions in foreign trade, delivered on the customers' premises and adapted to their needs. Involvement of international branches in 114 sessions
- ✓ **10th edition of the Jornadas de Puertas al Exterior ("Open to the World" Sessions):** 6 cities and 163 companies took part in 2017
- ✓ **Creation of the *Le Cercle*, socioeconomic activities forum with Poland and Morocco branches**
- ✓ **Celebration of the 10th anniversary of IWECC\*** with the creation of the 1st Premio a la Mujer Empresaria (Women in Business Award)



\*International Women's Entrepreneurial Challenge.



## COMMITMENT TO INNOVATION



**308 million euros invested in development and technology\***



\* Includes investment from CaixaBank, the companies of the Silk Group, CaixaBank Digital Business, VidaCaixa and BPI.

**94 million euros in R&D+i**

### CaixaBank's alliance with IBM

The IBM Digital Innovation Centre develops emerging technologies in the management of technological infrastructure.

### CaixaBank Prize for the Best Hotel in the Balearic Islands

For the best design, innovation and modernisation projects between 2013 and 2017



The first mobile-only bank for the youth segment.

### CaixaBank Prize for Innovation and Modernisation of Canary Islands Tourist Companies

For the best tourism design, innovation and modernisation activities in 2017

### 7th edition of the ImaginChallenge

a 24-hour hackaton for mobile app developers, makers, designers and creators.

### CaixaBank is once again recognised for its innovative character



### 11th edition of the Premios Emprendedor XXI (Entrepreneur XXI Awards),

created to identify, acknowledge and accompany innovation start ups in Spain with highest growth potential.

- ✓ 4.28 million euros in prizes and support activities
- ✓ 289 winners since its creation
- ✓ 87% of the companies awarded remain active

### ✓ Best Artificial Intelligence Project 2017

The Banker

### ✓ Best Digital Bank in Western Europe

Global Finance

### ✓ ImaginBank chatBot, innovation of the month

EFMA

### ✓ Innovation of the month

Month of July. EFMA

### ✓ Model Bank of Year 2017

Celent



## Trust

# A trustworthy bank

CaixaBank, which is known for its financial strength and management based on prudence and forethought, works to maintain a relationship with its customers and society in general that is based on trust. The Bank therefore has a team of qualified professionals, reinforces the responsible management of its business and ethical culture, and maximises the security of its services and involvement in the region.



***The main bank for  
89% of our  
customers***



***#1 digital bank  
in Spain and  
abroad***



***59.2 hours of  
training per  
employee***

## Benchmark bank in Spain



**13.8 million customers in Spain**



**1 in every 4 families**



**1 in every 2 young people (between 18 and 25 years old)**



**1 in every 3 of the over 65s\***

**89% of our customers consider us their main bank\***

**+1.9 million customers in BPI**



**314,495 million euros in total customer funds**  
3.5% vs. 2016



**1 in every 4 direct salary deposits**  
is into a CaixaBank account



**1 in every 5 pensioners**  
receive their Social Security pension via CaixaBank

**26.4% \*\***

**of Spaniard's savings insurance**

**and 23.5% of pension plans are managed by CaixaBank**

**93.2%**

**of total customer retention**

**97.9% of high-value customer retention index**

**CaixaBank is the leading financial institution in terms of overall satisfaction with the bank**

and has more customers that would recommend the Bank compared to its main competitors\*\*\*

\*Source: FRS Inmark 2017.

\*\* Latest available data (September 2017).

\*\*\* Source: BMKS FIN 2017 Report of Stiga. Includes Banco Santander, BBVA, Banco Sabadell, Banco Popular and Bankia.

# Robustness

CaixaBank, which bases its management on prudence and forethought, is one of the most solvent Spanish banks. It also has a liquidity position well above minimum requirements.



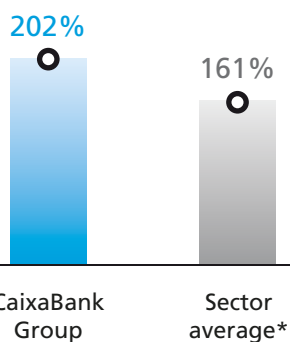
**72,775**  
million euros  
of liquid assets

(19% of assets)

**202% Liquidity**  
Coverage Ratio (LCR)

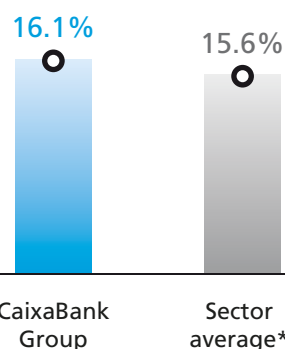
**Far above** the minimum requirement  
of **100%** from 2018

**and above the average  
of Spanish banks**



\*Includes CaixaBank, Banco Santander, BBVA, Banco Sabadell and Bankia.

**Solvency above sector average  
according to the total  
regulatory capital ratio**



\*Includes CaixaBank, Banco Santander, BBVA, Banco Sabadell, Bankia and Bankinter.

**CaixaBank has a  
non-performing  
loans ratio that is lower  
than the sector average**

**6.0%** NPL ratio of  
**CaixaBank Group**

vs. **8.1%** sector  
average NPL ratio\*

 **The NPL ratio fell 84  
basis points compared  
to 2016**

\* Source: Bank of Spain (last available data, November 2017)



# Integrity



**Everyone who works at CaixaBank must adhere to**

**the Code of Business Conduct and Ethics, the Anti-Corruption Policy, the Corporate Social Responsibility Policy**

and other internal conduct regulations covering specific areas (for example the securities market, the contribution to the Euribor, anti-corruption, anti-money laundering and counter terrorist financing).

**A whistle-blowing channel has been set up**

to facilitate compliance with these regulations. In the case of customers or other stakeholders, such matters will be handled through the normal customer service channels.

✓ **The Human Rights Policy, published in 2017,** must be complied with by everyone who works at CaixaBank

✓ **The new Reputational Risk Support Service** exists to channel queries about potential transactions that might infringe the codes of conduct

**For CaixaBank, it is essential to bring the products offered into line with the interests, goals and characteristics of its customers**

✓ **The purpose of the Transparency Committee**

is to ensure transparency in the design and marketing of financial instruments, banking products, and investment and savings insurance plans

✓ **The Product Committee,** created in 2016, is responsible for approving new products and services designed and/or marketed by the Bank, after analysing the characteristics and associated risks, and their suitability for the public at whom it is aimed, and the regulations with customer protection and transparency rules.

**457 products and/or services analysed**

**24 sessions held**

**6 products and/or services rejected**

**The Product Governance Policy,** approved in 2016, sets out the principles for approving the design and marketing of new products and services, responding to the needs of customers and enhancing their protection.

*The Bank integrates ethical, social and environmental values into its decision-making*

**Approval of the new Socially Responsible Banking Master Plan in 2017**



WE SUPPORT THE  
GLOBAL COMPACT

***It adheres to international corporate responsibility initiatives,***

such as the UN's Global Compact, the UN's Women's Empowerment Principles and the Equator Principles.

It has held the presidency of the Spanish Network of the United Nations Global Compact since 2012.

It adheres to the Code of Good Tax Practices of the Spanish government and to the Code of Good Practices for the viable restructuring of mortgage loans on primary residences, among other codes.



***11 years of the CaixaBank Chair for Corporate Social Responsibility, in collaboration with the IESE Business School***

The Chair encourages, promotes and spreads new knowledge about CSR in its academic approach and to executives and entrepreneurs. Publication of 36 research papers since its creation.



The pension plans manager, VidaCaixa (2009), and the Group's asset manager, CaixaBank Asset Management (2016), are signatories to the UN's Principles for Responsible Investment (UNPRI).

**Investment managed in accordance with UNPRI**

**84,965**  
*million euros*  
**VidaCaixa**

**100**  
*million euros*  
**CaixaBank Asset Management**

CaixaBank's employee pension fund has also been awarded the highest annual rating compared to the median of all signatories to the UNPRI.

The contracts with the Group's suppliers include clauses relating to compliance with ethical, environmental and social standards.

CaixaBank has a Defence Policy, approved by the Board of Directors in 2016.

***CaixaBank has a Commercial Communication Policy***

to ensure all its advertising is transparent, responsible and complies with existing legislation.

## PROFESSIONAL MANAGEMENT



CaixaBank strengthened training in the team's key professional skills, with the aim of offering the best service possible.

### COMMITMENT TO CERTIFIED ADVISORY SERVICES

**2.2**  
*employees certified for each branch in the commercial network*

**More than 10,500 employees certified in financial advisory services**

More than **2,900** professionals have successfully passed the Postgraduate in Financial Information and Advice at Pompeu Fabra University (Barcelona).

**273** Business Manager certified through the University Programme in Business Insurance of the ICEA - University of Barcelona Chair in Insurance and Pension Studies.

**2,074** employees obtained their Risk Analysis Certificate during the year.

### For the customer care and counselling model



AENOR (Spanish Standardisation and Certification Association) certificate for Premier Banking (2014, renewed in 2016), and for Business Banking (2015).



First bank in Europe to receive AENOR quality certification for excellence in financial customer service and attention in Individual and Business Banking (2016).

**11**  
*million euros invested in training in CaixaBank*

**59.2 hours of training per employee**

**100% of employees are trained in directly dealing with customers**

**99.2%**  
*of employees receive variable compensation linked to quality of service*



Cegos Award for the EPC "Conversations for Development" programme, as best practise in Organisational Management and Consultancy.



# Making informed decisions

CaixaBank actively contributes to increasing people's knowledge through  
227 workshops on basic finance



**227**  
**basic personal finance**  
**workshops for at-risk**  
**groups,**

organised by MicroBank and the "la Caixa" Volunteer Association.

- ✓ **Over 3,250 attended**
- ✓ **230 "la Caixa" volunteers took part**
- ✓ **119 collaborating entities**

Materials validated by the Institute for Financial Studies (IEF).

**135**  
**"la Caixa" volunteers**  
**on the EFEC (Financial**  
**Education at Schools in**  
**Catalonia) programme for**  
**high school students**

5th consecutive year of participation in the programme.

CaixaBank, is the bank that has contributed the largest number of volunteers (37% of the total).



**2,300**  
**training hours**

**to over 1,150 shareholders**  
in 18 courses on economics and financial markets.

New Aula app with training resources.

**CaixaBank Research is to**  
**create and spread knowledge**  
**relating to the economy and**  
**society in and outside**  
**of the Bank**

- ✓ **242,000** copies of the  
*Monthly Report* **sent by mail**
- ✓ **12,098** newsletters  
**subscribers**
- ✓ **1,900 articles published**  
**on the website**
- ✓ **2,190 people**  
attended the master classes and  
conferences of the "la Caixa" Chair  
of Economy and Society

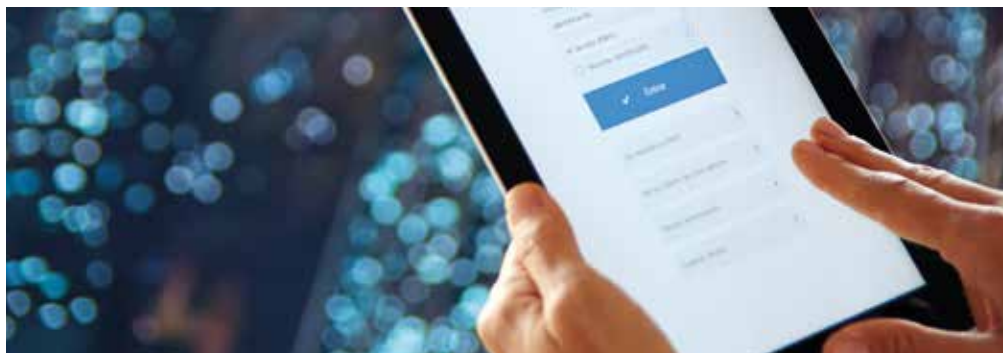


@CABK\_Research  
[www.caixabankresearch.com](http://www.caixabankresearch.com)

**Section on Financial**  
**culture at**  
**[www.caixabank.es](http://www.caixabank.es)**

with materials for children, young people,  
adults and schools

## MAXIMUM SECURITY AND ADVANCED TECHNOLOGY



### **Information on the Bank, its customers and employees is protected against any internal or external security threat**

With an integrated approach to information security and cyber security, continuously adapting itself to the new challenges of the digital world.

It has an advanced cyber security model, certified under international standard ISO 27001 and established as CERT official, through a team of specialists that are trained and prepared 24 hours a day to prevent, detect and take action when faced with any cyber threat.



### **CaixaBank is co-founder of APWG.eu, one of the main international cyber security alliances**

It also represents the global awareness campaign, topThinkConnect.org. in Europe.



### **CaixaBank's Data Processing Centres (DPC) are able to carry out more than 8,000 transactions per second**

The data of the transactions processed would take up 24,104 TB on magnetic disks (approximately 24,000 high-end personal computers).

2,958 million digital documents.

### **Leading digital bank in Spain and at international level**

#1 according to the penetration ratio for digital banking at domestic and international level (considering Spain, Italy, Germany, France, the United Kingdom and the United States), according to ComScore.



31.1% of online banking users in Spain are CaixaBank customers.

Mobile banking represents 22% of transactions carried out by customers.

57% of CaixaBank's total transactions were processed by internet or mobile banking.



**Around 20.2 million SMS messages** are sent to customers' mobiles



**100% of customers with cards or Línea Abierta have CaixaBankProtect**, the free online anti-fraud protection service



**100% of employees in commercial roles have a SmartPC**, enabling them to provide service to clients from outside the branch





## Community Support for the community

CaixaBank is characterised by its firm social commitment, which is reflected in its intent to contribute to solving the most pressing social challenges and to the sustainable development of the regions in which it has a presence. For the bank, its social commitment, along with quality and trust, is one of its corporate values and distinguishing features.



*Microcredits  
awarded*

**147,389**



*Largest private social  
housing stock of the  
"la Caixa" Group*

**> 32,000**



*"la Caixa" Volunteer  
Association*

**>10,000 people**

# Microfinance and financial inclusion



MicroBank has operated through CaixaBank's branch network since 2007, boosting economic activity, entrepreneurship, job creation, self-employment, personal and family development, and financial inclusion

MicroBank leads the ranking in terms of microcredits granted by European financial institutions

**MicroBank, the social bank fully owned by CaixaBank, is Europe's largest microfinance institution\***

\* Source: "Microfinance in Europe: A survey of EMN-MFC members. Report 2014-2015". European Microfinance Network (EMN). December 2016. Latest available data.

**147,389**  
*microcredits  
granted in 2017*

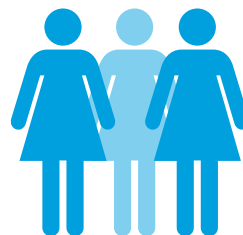
**893.7 million euros volume  
of microcredits granted**

**6,063.5 euros average  
volume of transactions**

**44% of microcredits are  
granted to women**

## **Encouraging financial education and training:**

Over 1,600 people attended 100 basic workshops on personal finance for at-risk groups.



## PROMOTING RETIREMENT PLANNING AND LONG-TERM SAVINGS



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

**Through VidaCaixa, CaixaBank boasts the largest number of people that have entrusted the Bank with their retirement savings**

**3,945**  
million euros in benefits paid

VidaCaixa pays the highest number of pensions in Spain, second only to the Social Security authorities.

VidaCaixa manages its investments in accordance with the United Nations Principles for Responsible Investment (UNPRI),

**84,965**  
million euros



**290,000 SMEs and self-employed professionals**  
are covered by group pension plans managed by VidaCaixa

**23.5% market share of pension plans**

**8,769 million euros**  
managed under group pension plans

**1.5**  
million people

have life-savings insurance through VidaCaixa

**27**  
companies of the Ibex 35  
are customers of VidaCaixa

VidaCaixa promotes a culture of systematic savings and retirement planning.

**It holds conference events**  
**CaixaBankFuturo**

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

In 2017:  
- 220 sessions  
- More than 8,600 attendees in 119 different towns and cities

Since 2014:  
- 1,163 sessions held  
- 63,696 in attendance

It drives the publication of related studies: in 2017 it published VidaCaixa Barometer: "Portrait of a pensioner in Spain".

## ACCESS TO HOUSING



For CaixaBank, facilitating access to housing is another one of its priorities, given its overriding importance for many citizens. With this objective, the Bank has an active policy of helping people to overcome the problems of buying their first home. The "la Caixa" Group also has the largest private social housing stock in the country.

**CaixaBank has**

**16.6%**  
market share in  
mortgage lending

**It works to provide solutions  
for people and families  
undergoing financial  
difficulties**

First bank in the Spanish market to create a team specialised in offering solutions, tailored to best suit each situation, for customers that are having difficulties in making their mortgage payments for their primary residence.

600,439 grants for families with mortgage loans that are undergoing financial difficulties since 2009\*.

23,583 accumulated dations in payment since 2009:

 **1,201 dations in payment  
in 2017,**  
29% vs. 2016

38% of the dations in payment for the year with an associated lease agreement.

CaixaBank adheres to the Code of Good Practices of the Spanish government for the viable restructuring of mortgage loans on primary residences.

The Bank has been a signatory of the mediation agreement with the Government of Catalonia to avoid evictions since 2012.

\* Number of current and cancelled actions, recalculated in 2015. A given contract may have been subject to more than one kind of action. Therefore, there may be duplications.

**Over 32,000**  
housing units in the "la Caixa"  
Group's social housing stock:

The housing units in the social housing stock constitute the largest volume of private social housing in Spain (with rents below market levels).

These housing units, with monthly rents starting at 85 euros, are provided all over Spain to low-income people with very low income.

Among others, this figure includes, the

**3,812 housing units  
contributed to the Spanish  
government's State Social  
Housing Fund (FSV):**

CaixaBank contributes the largest number of housing units (exceeding its initial commitment, 1,085 homes).

Over 10,400 of these housing units are managed, in collaboration with the "la Caixa" Foundation, within the framework of two specific programmes:

- ✓ The centralised Social Rent programme, is an affordable housing initiative for people whose income has been hit.
- ✓ The decentralised Social Rent programme, is an affordable housing initiative for people that have suffered a foreclosure or dation in payment, launched in 2012

**The Mortgage Customer  
Service created in 2013,**

offers a free customer service telephone helpline for customers whose homes are subject to a foreclosure notice.

41,415 calls managed (made and answered) since it was set up.



## SOCIAL INITIATIVES



### "la Caixa" Banking Foundation

CaixaBank actively collaborates in the dissemination and promotion of the social welfare programmes and initiatives of "la Caixa".

**The "la Caixa" Banking Foundation, with 510 million euros of budget for 2017, is the number one Welfare Projects Foundation in Spain and one of the biggest foundations in Europe**

**Around 50,000 initiatives were carried out in 2017, with upwards of 11 million beneficiaries**

There is a protocol governing relations between CaixaBank, CriteriaCaixa and the "la Caixa" Banking Foundation, which describes the framework for collaboration between these entities.

**3rd year of the campaign to collect milk, "A milk moustache for every kid"**

Now in its third year, the initiative has managed to collect 1.2 million litres of milk, with the participation of the "la Caixa" Volunteer Association, branches and CaixaBank's electronic channels.

**CaixaBank collaborates with GAVI the Vaccine Alliance**

**through the "la Caixa" Foundation, actively spreading information among customers and employees**



Corporate customers can make contributions through the Business Alliance for Child Vaccination

- ✓ **Over 441,000 euros** contributed by over 1,600 Private Banking customers
- ✓ **Over 660,000 euros** were raised through 406 companies

Customers can send their donations through the "la Caixa" Foundation micro-donation website

- ✓ **Over 126,000 euros** contributed by 60,315 individual banking customers



**Over 2.8 million disadvantaged children in Africa and Latin America received vaccinations thanks to the contribution of the "la Caixa" Group**



## DECENTRALISED WELFARE PROJECTS



**44.4**

**million euros of the "la Caixa" Foundation budget for 2017,**

channelled through the CaixaBank commercial branch network to cover local social needs, within the collaboration framework between the Bank, CriteriaCaixa and the "la Caixa" Banking Foundation.

**12,679 activities financed and developed in social, educational, scientific and cultural areas**

**85% of the activities are included in the social arena**

These include:

- ✓ 35% are carried out in areas relating to healthcare, disability and addiction
- ✓ 32% dedicated to tackling poverty

**9,897**

**charities**

**With the participation of the employee volunteers from Spain and the international network**



## EMPLOYEE SOLIDARITY



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

### **"la Caixa" Volunteer Association**

- ✓ Over 10,000 volunteers
- ✓ Over 1.2 million beneficiaries since the start of the programme

Current and retired employees, family members, friends and others that wish to show their solidarity participate in the programme.

- More than 5,500 are current CaixaBank Group employees.

- 3,225 volunteer actions carried out in 2017.

### **The Personnel Association, with 22,738 members, has a social action plan:**

- ✓ 3,773 beneficiaries
- ✓ 94 activities
- ✓ Around 62,000 euros



### **There were around 14,000 participants in the Bank's Social Weeks (44% of the branch network workforce) and 78.6% of employees from the international network**

- ✓ Local volunteering activities related to charity organisations receiving aid from the decentralised welfare projects fund
- ✓ 2 Social Weeks held, with activities in 50 provinces and 776 municipalities in Spain
- ✓ Over 6,128 activities carried out at 1,274 local charity organisations
- ✓ 22 activities in 21 international towns and cities
- ✓ 462 hours of international volunteering
- ✓ 95% of employees would participate again

### **CaixaBank professionals collaborate with the "la Caixa" Foundation ProInfancia Programme**

Programme to tackle childhood poverty through the socio-educational development of marginalised children and families.

7,577 children received a gift through the Christmas solidarity campaign.

- ✓ More than 6,900 toys originally intended for employees children, were donated
- ✓ 10,386 euros raised to purchase toys for families who are very poor or at risk of exclusion.

#### **First edition**

Thank you for making a child's dreams come true, together with the Fundación Soñar despierto (Dreaming Awake Foundation).

The dreams included in the letters of the 150 children that live in shelters in Catalonia came true with the help of 50 employees and the participation of 4 Store branches and CaixaBank and VidaCaixa's central services.



## Environment

# Transition to a low-carbon economy

CaixaBank manages its business and its products and services within the framework of its commitment to respect people and the environment. It is firmly committed to supporting environmentally-friendly initiatives and projects that contribute to preventing, mitigating and combating climate change.



**929**  
million euros financing  
of renewable energy  
projects



Volume of MicroBank  
Ecological Fund,  
**11.1**  
million euros



**99%**  
of green energy  
consumed

# Alliances and adherence to initiatives



A signatory of the Equator Principles since 2007, to avoid, minimise, mitigate and remedy as much as possible any potential threats to the environment or the community in financing investment projects.

In 2017 of the 5 projects financed, with

**a total investment of**

**1,159**  
**million euros**

**and CaixaBank's participation exceeded 201 million euros**

- ✓ **4 were classified under category B**, with potential adverse social or environmental impacts that were limited and could easily be mitigated
- ✓ **1 was classified under category C**, with minimal potential impacts or without adverse impacts

CaixaBank has internal procedures in place to apply a simplified procedure to transactions for financing smaller projects, starting at 5 million euros.

CaixaBank pledged its support to the Task Force on Climate-related Financial Disclosures.

**The Bank is one of the leading entities in the fight against climate change at a global level**



For the fourth year in a row, the Bank is included in the "Climate A List" index, which includes the main companies committed to the fight against climate change, according to the CDP environmental organisation.

Signatory since 2015 of the Green Bond Principles.



It participates in the Spanish Group for Green Growth, which promotes economic growth tied to a low-carbon economy.

Member of the Clúster de Cambio Climático de Forética (Forética Climate Change Cluster), a networking forum where companies can exchange knowledge on climate change.

CaixaBank's employee pension fund is signatory to the *Montreal Carbon Pledge*, which promotes the measurement and reduction of the carbon footprint of institutional investors.



## FINANCING AND PRODUCTS AND SERVICES



**3,189 MW**  
*of installed capacity*

**in the 19 renewable energy projects financed in 2017**

- ✓ 929 million euros financing volume granted in 2017
- ✓ Over 18,500 MW in installed capacity since 2011

**58**  
*loans from the ecoFinancing line*

to fund sustainable development farming projects related with energy efficiency, efficient use of water, organic farming, renewable energies, waste management and the development of rural areas.

**686,359 euros**

**540**  
*MicroBank green accounts*

collaborating with the WWF in helping to protect the environment and sustainable development.

**10,000 euros allocated**

to the NGO's reforestation programme through the green accounts.

**1,000 trees planted**

**648**  
*ecoLoans and ecoMicrocredits financed*

**6.70 million euros granted**

For purchasing efficient vehicles and appliances, cars and home improvements to increase energy efficiency.

For investments that improve efficiency in the consumption of resources, ecological products and services –such as ecotourism–, recycling and waste treatment, etc.

**11.1**  
*million euros volume of MicroBank Ecological Fund*

which invests in environmentally responsible funds in sectors such as renewable energies, organic food, recycling and water treatment.



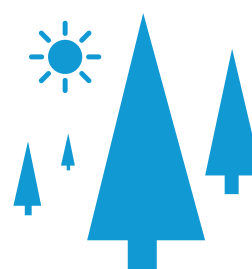


## PARTICIPATION IN THE GREEN BONDS MARKET



*CaixaBank has participated in the process as joint bookrunner in the placement of green bonds for investment in sustainable assets*

- ✓ **3 green bonds**
- ✓ **2,050 million euros**



08/11/2017

**800**  
million  
euros

gasNatural  
fenosa 

**7.5 years**

06/09/2017

**750**  
million  
euros

 IBERDROLA

**10 years**

09/05/2017

**500**  
million  
euros

 **REPSOL**

**5 years**

## COMBATting CLIMATE CHANGE



### Plan launched to be carbon neutral in 2018

**22,964 t**  
of CO<sub>2</sub> offset

corresponding to the use of fuel, refrigeration gases and electricity consumption at CaixaBank's branch network and central services in 2017 (according to the carbon footprint calculations).

These emissions were offset through the purchase of allowances in the voluntary emissions market project.

- ✓ Approved by the Verified Carbon Standard (VCS)
- ✓ Allocated to curb the deforestation in the Amazon and promote economic development of farmers in the Madre de Dios area of Peru

### Reduction in the emissions associated with energy consumption

**99%**  
of the energy consumed  
is from renewable sources\*

virtually all of the energy consumed

First Spanish organisation to adhere to the RE100 initiative:

- ✓ This list includes world leaders committed to using green energies
- ✓ CaixaBank's goal: 100% electricity consumption from renewable sources in three years, coinciding with the completion of the Strategic Plan

**RE 100**

### Paper use was reduced



**22% vs. 2016,**  
in paper consumption

**98%**  
of the paper consumed  
is recycled

**61**  
million digital  
documents in 2017

**28,912**  
Smart PC deployed

with an energy consumption  
~25% lower

**1,798 MWh**  
in estimated annual savings

by changing to LED lighting for  
projects undertaken in 2016 and 2017

\* Pending CNMC certification on renewable energy guarantees of origin for 2017. The latest certificate available is for 2016 consumption.





