

REPORT ON PREVENTIVE ACTIVITIES 2022 CAIXABANK



Servicio de Prevención Mancomunado
GRUPO "LA CAIXA"

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1. INTRODUCTION

The Activity Report is the document that includes the preventive steps carried out at CaixaBank during the year 2022.

The preventive activities are defined in the annual preventive planning, which is performed in accordance with the following:

- the principles established in the Prevention Plan, considered the guiding document on the prevention of occupational risks
- the requirements established in the management system based on the OHSAS 18001 certification standards, which is currently in the migration phase to the ISO 4500 standards

The Joint Prevention Service of “la Caixa” Group (hereinafter, “SPMGLC”) manages prevention at CaixaBank. Its main mission is to advise with the aim of guaranteeing the adequate safety, health and wellbeing of employees and mitigating its accident rate.

The SPMGLC coordinates with CaixaBank from the Labour Relations department and is assisted by the Single Committee on Occupational Health and Safety (hereinafter, “CUSL”).

The technical specialties (Safety at Work, Industrial Hygiene, Ergonomics and Applied Psychosociology) are assumed by the SPMGLC. In the specialty of Occupational Medicine (Health Surveillance), it has opted for collaborating with the External Prevention Service “QuirónPrevención”.

The preventive activities detailed in this report are divided into the following chapters:

PREVENTIVE ACTIVITIES	
Management	It details the management of the prevention, stemming from the annual planning, carried out during the period under study.
Safety at Work	It describes the actions carried out in the technical specialty of Safety at Work. The activities are performed through the risk assessment, planning and monitoring of preventive measures. It includes emergency-related activity.
Industrial Hygiene	It comprises preventive activities related to the specialty of Industrial Hygiene, focusing on environmental and specific assessments.
Ergonomics	It consists of the activities carried out in the specialty of Ergonomics of the workplace and the equipment provided to the staff.
Applied Psychology	It compiles information on the actions carried out in the field of Psychosociology, according to the preventive programme stemming from the evaluation of psychosocial factors.
Occupational Medicine	It documents the steps taken by the Health Surveillance Service (Quirón Prevención).

1.2 Company information

Company	CaixaBank
Registered office	C. Pintor Sorolla, 2-4 46002 Valencia
CIF	A-08663619
C.N.A.E. (National Classification of Economic Activities)	6419 – Other monetary intermediation
Employees (annual average)	36,731

CaixaBank has an extensive network of centres throughout Spain and representative offices abroad. Most of the centres are bank branches, although there are other types of centres in which specialised activities are carried out: corporate centres, business centres, institutional centres, private banking, etc.

1.3 Preventive modality

Under the provisions of the Occupational Risk Prevention Act 31/1995 (art. 31) and the Prevention Services Regulation (art. 10), CaixaBank opts for the following preventive modality:

- Constitution and membership of the SPMGLC

Specialties
Safety at Work
Industrial Hygiene
Ergonomics
Applied Psychosociology

- Agreement with the External Prevention Service (QuirónPrevención)

Specialty
Occupational Medicine (Health Surveillance)

2. OCCUPATIONAL RISK PREVENTION MANAGEMENT



Since 2005, CaixaBank has established its preventive management system in accordance with international standard OSHAS 18001, which is currently in the migration stage to ISO 45001 standards.

2.1 Preparation / Review of documentation

The following documentation has been prepared / reviewed:

- Activity report 2021 (SPMGLC)
- Health Surveillance report 2021
- Occupational accident report 2021
- Annual preventive planning 2022
- Protocol of action against the risk of contagion of COVID
- Protocol for the resumption of face-to-face activity (COVID)
- Coordination of business activities in the Network of Corporate Offices and Centres: Communication to suppliers on COVID prevention
- Specific training in remote work

2.2 Training / Information

With the aim of continuing to improve the workforce's health and safety, the following training courses have been carried out in the field of occupational risk prevention during 2022:

Training	Objective	Employees/Trained/Employees
Physical Safety	Raising the awareness of employees on the risks concerning physical safety and its preventive measures	400
Safety, Health, and Wellbeing for Directors	Integration of occupational risk prevention through the director's post	376
Basic Level Course for prevention delegates	Training for the performance of basic functions in the field of OHS	34
OHS training in remote work	Raising the awareness of employees on the risks arising from teleworking	1809
Training on occupational health and safety	Raising the awareness of employees concerning occupational health and safety	281

2.3 Coordination of business activities

In order to comply with the requirements established in terms of coordination of business activities, CaixaBank has the IPRL03 procedure in place, which governs the document management required carrying out according to the contracted activity.

All the contracts reported in the database of managed suppliers and contracts have been processed.

The documentation used in the exchange of coordination of business activities in the Singular Buildings has been updated.

2.4 Occupational risk prevention audit

Since 2005, CaixaBank's occupational health and safety management system has been based on the OHSAS 18001 standard. The certified auditing entity Audelco, S.A. supervises and renews the entity's certification in the times established by regulations and based on the chosen management system, valid until 30/09/2021. On that date, a process of transitioning to the ISO 45001 standards was initiated.

2.5 CUSSL (Single Committee on Occupational Health and Safety) meetings and participation

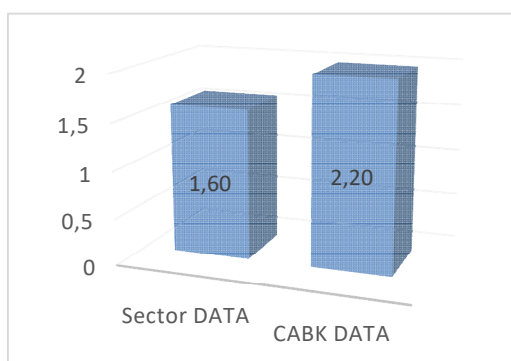
Regular meetings are held quarterly within the scope of the CUSSL, and extraordinary meetings are held at the request of either party to discuss specific issues that may be of interest.

The following table shows the dates on which the regular and extraordinary meetings were held in 2022:

Month	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Day	X	X	13	5	26	X	X	X	16	X	2	X
Day	X	X	3	X	X	X	X	X	X	X	X	X
Day	X	X	X	X	5	X	21	X	X	20	2	X
No.	0	0	2	1	2	0	1	0	1	1	2	0

Total, psychosocial follow-up meetings	5
Total, special meetings	1
Total, regular meetings	4

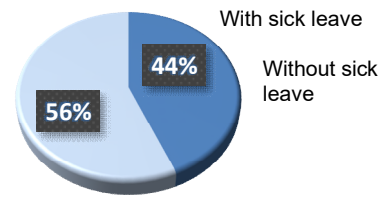
2.6 Accident rate



CaixaBank's Annual Incident Rate* stands at 2.20. The index is higher than the sectoral index (1.60 according to the latest data provided by the Ministry of Labour for 2021). This increase is due to the economic recovery, since it compares us with the year 2021, in the context of a COVID-19 health crisis, during which the entire economy slowed down. (*) *Annual Incident Rate (excluding in itinere)*

In 2022 a total of 350 accidents have been recorded, with the following distribution:

Accidents in 2022	Number
With sick leave	153
Without sick leave	197
TOTAL	350



*1 fatal accident in itinere

56% of the accidents recorded in 2022 have been classified as "accidents without sick leave", whereas 44% involved sick leave. We can observe a slight decrease in the total number of accidents compared to 2021.

The mutual accident society classifies accidents according to severity: minor, serious, very serious or fatal accidents. According to this classification, the following results have been obtained for 2022:

SEVERITY OF ACCIDENTS	
Minor accidents	152
Serious accidents	0
Very serious accidents	0
Fatal accidents*	1
TOTAL	153

* Accident in itinere

No occupational diseases have been recorded during the period 2022.

3. SAFETY AT WORK

Risk assessment is a dynamic process geared towards estimating the magnitude of the risks that could not be avoided and obtaining the necessary information to adopt the corresponding preventive measures.

At CaixaBank, the occupational risk assessments are carried out in accordance with the criteria and frequency established in its management system and based on the legally established requirements.

3.1 Risk assessment / Planning and monitoring of preventive measures

RISK ASSESSMENT	
Corporate Centres *	8
Network / Store branches	655
TOTAL	663

* The following corporate centres were assessed:

- Experience HUB 1 (BARCELONA)
- SSCC Torre I y II (BARCELONA)
- Casa Cordón (BURGOS)
- Las Rozas (MADRID)

- Plaza Castilla Tower (MADRID)
- San Máximo (MADRID)
- Painter Sorolla (VALENCIA)

As a result of the risk assessments, the required preventive measures are planned in order to eliminate or reduce the detected risks and the corresponding monitoring is carried out to ensure their correct implementation.

3.2 Emergency-related activities

The following emergency-related activities have been carried out:

- Review of emergency measures or self-protection plans (according to applicable local legislation): 34
- Emergency drills conducted: 34
- Periodic maintenance of the Corporate Centres' facilities: 41
- EESS emergency training: 44

The emergency-related activities have been carried out at the following centres:

Centre Name	Address	PC	City
ALL IN ONE BARCELONA	Plaza Francesc Macia, 10	8036	BARCELONA
ALL IN ONE IBIZA	C/ Joan Xicó, 2	7800	IBIZA
ALL IN ONE MADRID	Plaza de Colón, 1	28001	MADRID
ALL IN ONE VALENCIA	Town Hall Square	46002	VALENCIA
BCN CAMBRA BUILDING	Diagonal 452	8006	BARCELONA
BCN DAU BUILDING	Diagonal 609 - 615	8028	BARCELONA
BCN TRAINING SCHOOL	Carlos III	8028	BARCELONA
BCN HUB01	Gran Vía de Les Corts Catalanes, 159	8014	BARCELONA
BCN HUB02	C/ de l'Estany 1-11	8038	BARCELONA
BCN SABINO ARANA	WISE ARANA 52-54	8028	BARCELONA
BCN CENTRAL SERVICES	Diagonal 621	8028	BARCELONA
BILBAO SOTA BUILDING	Gran Vía Lopez Haro 45, floor 2	48011	BILBAO
DT WESTERN ANDALUSIA	C/ Sierpes, 85	41004	SEVILLE
DT ANDALUCIA ORIENTAL	C/ Liborio García, 10	29002	MALAGA
DT BALEARES	Alejandro Rosselló, 40	7002	PALMA DE MALLORCA
DT CANARIAS (LPGC)	C/ Mayor Triana 83	35002	LAS PALMAS
DT CASTILLA LA MANCHA	General Villalba, 3	45003	TOLEDO
DT CATALUNYA	Science Square 1	8243	MANRESA
DT VALENCIAN COMMUNITY	C/ Pintor Sorolla, 2	46002	VALENCIA

Centre Name	Address	PC	City
DT EBRO	Avda. Carlos III, 8	31002	PAMPLONA
DT MURCIA	Gran Vía by the sculptor Francisco Salzillo, 23	30005	MURCIA
DT NORTHWEST	C. Santander-CASA CORDON, 2	9004	BURGOS
DT NORTH	Gran Vía Lopez Haro, 23	48008	BILBAO
CAVALLERS BUILDING	C/Cavallers, 2	12001	CASTELLÓN
EL CUBO BUILDING	Av. Fernández de los Ríos, 6	18006	GRANADA
- GALICIAN BUILDING	C. SANCHEZ BREGUA, 5 PL.1	15004	LA CORUÑA
GIRONA BUILDING (LA CREU)	C. DE LA CREU, 31 PL.2	17002	GIRONA
JUAN CARLOS, I BUILDING	C/Deportista Jesús Hernández Tito, S/N	30100	MURCIA
LLEIDA BUILDING	Plza La Sal 4	25007	LLEIDA
MIGUEL VILLANUEVA BUILDING	C/Miguel Villanueva,9	26001	LOGROÑO
PATRIOTISM BUILDING	Plaza Patriotismo, 1	38002	SANTA CRUZ DE TENERIFE
PINTOR SOROLLA BUILDING	C/Pintor Sorolla, 8	46002	VALENCIA
SANTA TERESA BUILDING	Plaza de Santa Teresa, 10	5001	AVILA
SEGOVIA BUILDING	Av. del Acueducto, 8	40001	SEGOVIA
SEVILLE TOWER BUILDING	Gonzalo Jimenez de Quesada	41092	SEVILLE
TRIANA BUILDING	C/Mayor de Triana, 20	35002	LAS PALMAS
ZARAGOZA BUILDING (COSO)	C/ Coso 47	50004	ZARAGOZA
INTOUCH GUADALAJARA	C/ Eduardo Guitián, 11	19002	GUADALAJARA
INTOUCH SAN MAXIMO	C/San Maximo, 11	28041	MADRID
MAD BUILDING MANOTERAS PARIS	Manoteras, 20	28050	MADRID
MAD MANOTERAS BUILDING SYDNEY	Manoteras, 20	28050	MADRID
MAD LAS ROZAS	C/Gabriel García Márquez, 1	28832	LAS ROZAS
MAD SANTA LEONOR	C/Santa Leonor, 32	28037	MADRID
MAD TOWER PLAZA CASTILLA	Paseo de la Castellana, 189	28046	MADRID

In addition, measures are taken to contribute to the prevention of assaults and threats. During 2022, 35 awareness campaigns have been carried out against these risks.

MEASURES TAKEN

Online training sessions for employees of centres
 Face-to-face training sessions for new employees
 News published on PeopleNOW
 Tweets on PeopleNOW
 Emails to branch mailboxes and to each employee in affected areas or areas with a risk of robbery

TOTAL

35

3.3 Activities related to the maintenance and overhaul of centres and branches

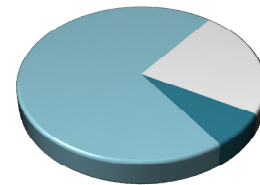
The periodic maintenance and overhaul of equipment in CaixaBank's centres and branches is carried out by companies contracted for this purpose.

Maintenance / overhaul actions	Number
Legal overhaul of equipment subject to industry and health regulations	578
Maintenance of facilities, climate, grounding, etc. in branches	10170
Lighting improvements in branches	303
Air conditioning equipment fleet – Adaptation due to technical obsolescence	682
Resolution of incidents from Risk Assessment	561
Accessibility improvements – Removal of architectural barriers	23
Quarterly maintenance of fire protection installations and equipment in buildings	166
TOTAL	12483

3.4 Request management and incident tracking

The SPMGLC manages requests for incidents in the field of Occupational Health and Safety in the workplaces and monitors these. The following has been managed in the year 2022:

CONTROL AND MONITORING (according to origin)	
Employees	58
Labour representation	569
Other	185
TOTAL	812



4. INDUSTRIAL HYGIENE

Environmental factors that may affect the health of the workforce are periodically reviewed. To this end, the environmental conditions are assessed and measurements of carbon dioxide (CO₂) levels, temperature, relative humidity, lighting, air velocity and noise are carried out.

Furthermore, specific studies are carried out in particular cases where the conditions of the centre require it. Specifically, and as a consequence of the health emergency arising from COVID-19, the risk of exposure to the virus in the work environment has been assessed. In the analysis and assessment of the risk exposure, the "Action Procedure for Occupational Risk Prevention Services against Exposure to SARS-CoV-2" has been considered. The specific assessment of COVID-19 concludes that there is a low probability of exposure due to the work activity carried out in CaixaBank work centres.

The information relating to the pandemic's management is detailed in section 9 of this document.

5. ERGONOMICS

In accordance with the principles of ergonomics, workstations are adapted to the physical needs of individuals. The valuation and supply of the following equipment has been managed:

EQUIPMENT	
Footrest	
PC Display	
Chair	
Mouse	
Mouse wrist rest	
Zoom text	
Keyboard wrist rest	
Other	
TOTAL	791

6. PSYCHOSOCIOLOGY

In 2022, continuing with the objective of promoting well-being at work by means of psychosocial prevention, a reassessment of psychosocial risk factors was carried out, considering the inclusion of all the company's employees.

In agreement with the workers' representatives, this assessment was carried out using F-Psico, a tool created by the INSST (National Institute of Health and Safety in the Workplace), after consulting the assessment process and its monitoring. The prevention delegates were present as observers in the second phase of the process, during the execution of the working groups that were created and that enjoyed the participation of the employees to understand the exposure of psychosocial risk situations, their nature and their causes, reflecting together on the lines of action and initiatives for the improvement of psychosocial factors.

After analysing the results obtained from the 13,591 questionnaires and the qualitative analysis of the employees, which were compiled in the working groups, aspects that could be improved have been observed. It is considered relevant to integrate them into action plans designed by the different directorates involved, each of them in their field of responsibility and within a corporate psychosocial preventive strategy.

7. OCCUPATIONAL MEDICINE

Occupational medicine is performed through the External Prevention Service, which by means of health surveillance, assesses the possible effects of work on the workforce's health.

QuirónPrevención prepares the report on the activities carried out in 2022, which includes a list of the actions carried out in this specialty.

7.1 Particularly sensitive employees

CaixaBank considers PSE those people who have limitations or pathologies that affect their work activity. Interested parties have at their disposal the request for a PSE evaluation in the internal instruction established in the management system. Subsequently, the Health Surveillance Service carries out the corresponding medical assessment.

During 2022, the Health Surveillance Service has analysed, on an individual basis, the requests of particularly sensitive employees (cases of individual susceptibility, pregnancy and lactation). The requests resolved in 2022 amount to 158.

7.2 Medical examinations

In accordance with article 22 of Occupational Risk Prevention Act 31/1995, all employees are offered annually the possibility of carrying out a medical examination through the health surveillance service, with the aim of detecting early any sign of suffering or a predisposition to develop work-related diseases.

Health surveillance is carried out in line with the medical protocols associated with the inherent risks of the jobs, according to the occupational risk assessment. During the study period, 1571 health examinations were carried out.

HEALTH EXAMINATION (BY TYPOLOGY)

Periodical	1410
Initial	12
After prolonged absence	148
Persistent COVID	1
TOTAL	1571

8. CORPORATE HEALTH AND WELLBEING

8.1 Health promotion campaigns

CaixaBank's Management, which is conscious of encouraging all initiatives and actions that promote and favour adequate working conditions, as well as the health and wellbeing of the workforce, has organised the following campaigns:

CAMPAIGNS

Meditation

Diets that don't work

Outdoor sports

Back

Tobacco cessation	
Food waste	
Nutrition and emotionality in spring	
Food and Sport	
Hormones and emotions	
Walking is not easy	
Turn around. The elderly	
Safety in the mountains with the family	
Physical activity in the water	
Carbohydrates truths and myths	
Take care of your core	
Social communication	
New routines in sport	
New routines for emotional wellbeing	
New healthy habits	
Diet and overweight	
Mindfulness	
Balanced diet	
Emotionality at Christmas	
Christmas Food	
Conflict management	
Photography workshop	
TOTAL	27

9. PREVENTIVE MANAGEMENT OF COVID

The evolution of the health crisis has made it necessary to continuously adjust the adopted measures and the different management procedures in accordance with the epidemiological situation, health recommendations and applicable regulations. The Business Continuity Monitoring Committee has always defined the different policies for both prevention and health and safety.

In March, the Ministry of Health updated the surveillance and control strategy against COVID-19, based on a favourable evolution of the pandemic for the elapsed period of 2022.

Given the new epidemiological context, CaixaBank continued with the review and adaptation of all the preventive measures it had implemented and gradually began to deactivate them in several phases.

In June, CaixaBank decided to close the COVID-19 incident, following internal consensus between the parties involved in the different decision-making processes and the coordination of activities related to the pandemic. Subsequently, a new prevention and hygiene protocol against COVID-19 came into force, with permanent measures. This protocol is subject to any possible modifications or updates by the competent health authorities at any time.

From the SPMGLC, we would like to thank the facilities provided by all CaixaBank's interlocutors and external collaborators that have enabled the preparation of this report.

In Barcelona, on 2 February 2023

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