

INCLUSIVE POLICY FOR PEOPLE WITH DISABILITIES

In Barcelona, on 24 January 2020

BETWEEN

The business representatives:

- Mr. Francesc Xavier Coll
- Ms. Ana Quirós
- Ms. Irene Mariegas
- Mr. Francisco Javier Rojas
- Ms. Núria Escolà

The workers' representatives:

CCOO Workers' Committees

SECB

U.G.T.

SIB

FEC

CGT

CIC

LAB-ELA

AGREEMENTS

This Protocol **will apply, from its signing, to employees** with a disability of 33% or higher, recognised by the competent official body.

The **documentation needed** for this protocol to apply will be the administrative recognition by the competent body of the already referred to degree of disability.

Employment and people selection commitments:

1. An active policy will be adopted to annually improve the presence of people with disabilities at the Bank.
2. The inclusion and incorporation of employees with disabilities will be promoted. The rights of people with disabilities will be protected in equal conditions with the remaining employees, in particular, with respect to equal

- opportunities and remuneration for work of the same value, and healthy and safe working conditions, including protection against harassment of any type.
3. It will be guaranteed that people with disabilities can exercise their employment and trade union rights, in the same conditions as all other employees.
 4. The job opportunities and professional promotions of people with disabilities will be encouraged and they will be supported to conserve their posts and return to them.
 5. Mechanisms will be established to help people with disabilities to comply with their family obligations. In this regard, the parties agree to set a series of principles and measures aimed at the inclusion of new employees and at visibilising the current workforce that is affected by any type of physical or mental disability.
 6. Partnership agreements will be established with different foundations or bodies to promote the employability of people with legally recognised disabilities.

CaixaBank will be governed by the following principles:

1. Non-discrimination and the avoidance of discrimination with respect to any type of disability.
2. Promote the availability and use of new technologies, which help to remove the obstacles that may prevent people with legally recognised disability from providing their services in equal conditions.
3. Fight against stereotypes, prejudice and harmful practices with respect to people with disabilities and eliminate inadequate terminology in any type of internal or external communication promoted by CaixaBank.
4. Encourage receptive attitudes with respect to the rights of people with disabilities.
5. Promote the recognition of the capacities, merits and skills of people with disabilities and their contributions.
6. Implement a plan to provide universal access to CaixaBank's work centres.

Measures for employees affected by the protocol:

Adaptation of the post:

The assessment of each work centre will include the existence of stairs, barriers and other physical items, etc., so that we know beforehand whether the post that the employee will hold has been adapted. The adaptations required to avoid damage to the health of the workforce will be identified and established.

The adaptation of the work post will have the supervision of the Prevention Service officials and the prevention representatives.

This adaptation will include a training and/or vocational retraining phase and adequate adaptation to the work post and, whenever possible, the person will participate in the design and set-up of the work post. It will be endeavoured to ensure that the adaptation takes place prior to the assumption of the post, avoiding a worsening of the personal situation. It will be considered whether paid leave may be granted until the adaptation, provided that a health monitoring recommendation report has been published in this regard.

Also:

1. One day's paid leave to deal with any medical matters, reviews or relapses of employees or medical queries related with their disabilities and/or illness.
2. The company will provide a free advisory service for the legal procedures and/or procedures related with the administrative recognition process of the degree of disability.
3. When the disability so requires, assistance animals are allowed to accompany them to their work posts.
4. The Bank will facilitate the use of sign language, Braille, augmentative and alternative communication channels, means and formats, and all other accessible communication channels, means and formats.
5. It will be endeavoured to provide information and services in formats that people with disabilities can use and to which they have access.
6. Health care and medical reviews will be adapted to people with disabilities and also to swift detection and intervention, aimed at preventing the aggravation of the degree of disability recognised.
7. In the event temporary medical treatment must be provided, requiring the relocation of their work post in another town, when possible, on an organisational basis, a service commission will be provided while the treatment is required, in line with the adaptation requirements of the new work post. This petition must be made by the employee upon their sole request.
8. It will be endeavoured to ensure that employees with a degree of disability of 65% or more will not be affected by geographical mobility. If unavoidable, alternative solutions will be sought, always with the prior adaptation of their work post.
9. Remote or home working will be encouraged in the terms stipulated by the Bank when organisationally possible, when necessary to avoid displacement to a work centre. It will also be permitted in the event of relapses of the pathology suffered.
10. Timetable flexibility will be encouraged and facilitated, provided that it is possible on an organisational basis.
11. Any negotiation, including that in which improved financial conditions are envisaged, will be taken into account for this group to establish more beneficial

conditions, as in the case of meeting home adaptation expenses of the affected workforce or access to aid equipment or items.

12. Obligatory training will be adapted for people with disabilities, especially taking into account mental disorders.

This protocol will be included in CaixaBank's preventive planning, with the collaboration of the Legal Workers' Representatives, both in terms of equality and occupational health, in which new measures can be analysed and established aimed at making more visible and favouring the inclusion of this group.

ADDITIONAL PROVISION ONE:

A Parity Monitoring Committee is established for this agreement, which will be formed by a representative of the Bank's Management and by a representative of the trade unions that have signed or are included in this agreement (for the motives included in section Nine. Negotiation Processes, letter d) of the agreement of 3 December 2009), with each trade union representative counting for all purposes the relative percentage with respect to the remaining trade union organisations, taking as a reference the representativeness of each trade union organisation at all times at CaixaBank.

The number of Committee representatives with regard to social aspects will be established based on the following three criteria:

1. All trade unions that have signed or are included in this employment agreement will be represented by a person appointed for this purpose.
2. The trade unions deemed to be the most represented in the State or at the Bank (more than 10% of global representation) will be represented by one extra person.
3. The trade unions with representation at the company exceeding 20% will attend with one extra person for each 10% or fraction, from that 20% onwards.

This Committee will meet at the request of CaixaBank's Management or of 50% (expressed in terms of representation) of the Committee's full trade union representatives, at least once a semester.

The Committee will self-regulate its functioning and will have the information required to carry out its tasks.

Such tasks will include overseeing compliance with the agreement and rectification of incidents or complaints that may occur.