



# 2021 REPORT ON PREVENTIVE ACTIVITIES CAIXABANK



Servicio de Prevención Mancomunado  
GRUPO "LA CAIXA"

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## 1. INTRODUCTION

The activity report is the document that compiles the preventive procedures carried out in CaixaBank in 2021.

The preventive activities carried out are determined in the annual planning of preventive activities and are developed in accordance with:

- the principles established in the Prevention Plan, which is considered the guiding document in terms of occupational risk prevention
- the requirements established in the management system based on the standards of the OHSAS 18001 certification. In the stage of migration to ISO 45001 standards

The Joint Prevention Service of 'la Caixa' Group (hereinafter, the SPMGLC) manages prevention within CaixaBank. Its main mission is to provide guidance in order to ensure the proper safety, health and well-being of the employees, as well as to reduce the accident rate.

The SPMGLC coordinates with CaixaBank through the Labour Relations department. It is supported by the Single Occupational Health and Safety Committee (hereinafter, the CUSSL).

The technical areas (safety, industrial hygiene and ergonomics and applied psycho-sociology) are handled by the SPMGLC. In the case of Occupational Medicine (Health Surveillance), CaixaBank has opted to collaborate with the Quirón Prevención External Prevention Service.

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

PREVENTIVE ACTIVITIES	
Management	Details the management of prevention, based on the annual plan, conducted during the study period.
Safety in the Workplace	Describes the actions carried out in the technical area of occupational safety. The activities were carried out through the risk assessment, planning and following up on the preventive measures. This includes the emergency-related activities.
Industrial Hygiene	Includes preventive activities related to the area of industrial hygiene, with a focus on environmental and specific evaluations.
Ergonomics	Includes activities related to the area of ergonomics in the workplace and the equipment provided to the employees.
Applied Psychology	Compiles information on the actions carried out in relation to psycho-sociology, according to the prevention plan based on the assessment of psycho-social factors.
Occupational Medicine	Documents the procedures carried out by the health surveillance service (Quirón Prevención).

### 1.2 Company information

Entity	CaixaBank
Registered office	C. Painter Sorolla, 2-4 46002 Valencia
CIF (Tax ID)	A-08663619
CNAE	6419 – Other Monetary Intermediation
Employees (annual average)	41,575

CaixaBank has an extensive network of centres throughout Spain, as well as representative offices abroad. The majority of the centres are bank branches, although there are also other types of centres where specialised activities are carried out: corporate centres, business centres, institutional centres, private banking, etc.

This year, 2021, we have observed a substantial increase in the annual average workforce when compared to 2020 due to Bankia's integration.

### 1.3 Preventive modality

By virtue of the provisions of the Occupational Risk Prevention Act 31/1995 (article 31) and the regulations of Prevention Services (article 10), CaixaBank opts for the following preventive modality:

- Constitution and adherence to the Joint Prevention Service of the 'la Caixa' Group (SPMGLC)

#### Specialist areas

Safety in the workplace

Industrial hygiene

Ergonomics and applied psycho-sociology

- Collaboration with the External Prevention Service (Quirón Prevención)

#### Specialist area

Occupational medicine (health surveillance)

## 2. MANAGEMENT OF OCCUPATIONAL RISK PREVENTION



Since 2005, CaixaBank has operated a preventive management system in accordance with international standard OSHAS 18001. Currently, in the stage of migration to ISO 45001 standards.

### 2.1 Documentation preparation/review

The following documentation has been prepared/reviewed:

- Preparation of 2020 Activities report (SPMGLC)
- Preparation of 2020 Health Surveillance report
- 2020 Work-related accident rate report
- 2021 Preventive Annual Planning (PAP)
- Protocol for action against the risk of COVID-19 infection
- Protocol for resuming face-to-face activities (COVID-19)
- Coordination of business activities in the branch network and corporate centres:  
Communication to suppliers regarding COVID-19 prevention
- Prevention information for employees regarding COVID-19
- COVID-19 Health and Safety course
- Specific training on remote working
- Specific assessment of remote working

### 2.2 Training/information

In order to continue improving the health and safety of employees, the training program on occupational health and safety was extended in 2021. The existing courses were supplemented with the following training content:

Training	Purpose	Employees trained
Physical safety	Raising employee awareness of the risk to physical safety and preventive measures.	40,451
Health, safety and well-being for directors	Integration of occupational risk prevention through Director position.	4,456
COVID-19 safety training	Raising employee awareness of the risks of COVID-19 infection.	40,418
OHS Training for remote working	Raising employee awareness of the risks of remote working.	87
Road Safety Training (self-training)	Raising employee awareness of road safety risks.	26,596

### 2.3 Coordination of business activities

To meet the requirements established in terms of the coordination of business activities, CaixaBank uses the IPRL03 procedure, which regulates the documentary management that must be carried out according to the activity being contracted.

The total number of contracts indicated in the database of suppliers and contracts has been managed.

The documentation used during the business activity coordination exchange in centres of the network and singular buildings has been updated.

#### 2.4 Occupational risk prevention audit

Since 2005, the CaixaBank occupational health and safety management system has been based on the OHSAS 18001 standard. The accredited auditor Audelco, S.A. monitors and renews the institution's accreditation in the periods established by regulations and on the basis of the management system selected, with validity up to 30/09/2021. As of that date, a process of transition to ISO 45001 standards will be initiated.

#### 2.5 CUSSL meetings and participation

Each quarter, ordinary meetings are held with the Single Occupational Health and Safety Committee, and extraordinary meetings are held at the request of any of the parties, to deal with specific issues that may be of interest.

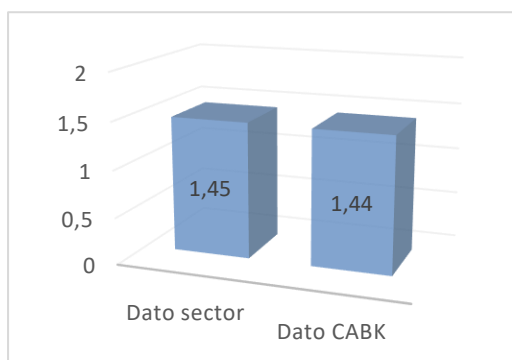
The following table indicates the dates on which the ordinary and extraordinary meetings were held in 2021:

Month	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Date	11/28	11										
Date		25	4		12					25/27		
Date				29								1/2
Number	2	2	1	1	1	0	0	0	0	2	0	2

Total COVID-19 monitoring meetings	3
Total COVID-19 extraordinary meetings	5
Total ordinary meetings*	3

\*THE FOURTH ORDINARY MEETING CORRESPONDING TO 2021 WAS HELD IN FEBRUARY 2022

#### 2.6 Accident rate

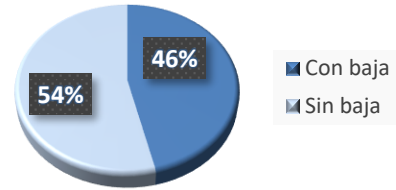


CaixaBank's Annual Incident Rate\* is 1.44. Following the trend of the previous years, this rate has remained below the sector rate (1.45 according to the last information provided by the Ministry of Employment for 2020).

(\* ) Annual Incident Rate (excluding commuting accidents)

A total of 363 accidents were recorded in 2021, distributed as follows:

Accidents in 2021	Number
With medical leave	168*
Without medical leave	195
<b>TOTAL</b>	<b>363</b>



\*1 fatal commuting accident

54% of accidents recorded in 2021 were categorised as "accidents without medical leave", while 46% required medical leave. We can see an increase in the total number of accidents with respect to 2020, which is due to the higher number of employees as a result of Bankia's integration.

The mutual accident insurance company classifies accidents according to their severity: mild, serious, very serious and fatal accidents. The results for the classifications in 2021 were as follows:

ACCIDENT SEVERITY	
Mild accidents	167
Serious accidents	0
Very serious accidents	0
Fatal accidents	1*
<b>TOTAL</b>	<b>168</b>

\*Commuting accidents

No occupational illnesses were recorded in 2021.

### 3. SAFETY IN THE WORKPLACE

Risk assessment is a dynamic process that aims to estimate the magnitude of risks that could not be avoided and to obtain the information needed to adopt the appropriate preventive measures.

At CaixaBank, the occupational risk assessments are carried out on the basis of the criteria and time frames established in its management system, and based on legally established requirements.

The activities planned in the centres at the beginning of 2021 and which involved physical attendance, were adapted to the indications established by the Health Authority at all times. It is for this reason that, for certain activities, the number of actions has decreased compared to the previous year.

### 3.1 Risk assessment/Planning and monitoring of preventive measures

RISK ASSESSMENT	
Corporate centres *	5
Network branches / Stores	478
<b>TOTAL</b>	<b>483</b>

\* The Corporate centres assessed are:

- Experience Hub 1 (BARCELONA)
- Experience Hub 2 (BARCELONA)
- Central Services (BARCELONA)
- Patriotismo (TENERIFE)
- Lopez de Haro (BILBAO)

As a result of the risk assessments, the preventive measures needed to eliminate or reduce the risks detected were also planned, and monitoring was carried out to ensure their proper implementation.

### 3.2 Emergency-related activities

The following emergency-related activities were carried out:

- Review of emergency measures and self-protection plans (in line with applicable local legislation): 18
- Emergency drills carried out: 17
- Corporate centres managed/maintained on a quarterly basis by CaixaBank: 36
- Medical emergency training: 42

The emergency-related activities were carried out in the following centres:

City	Building
BARCELONA	ALL IN ONE BARCELONA
MADRID	ALL IN ONE MADRID
VALENCIA	ALL IN ONE VALENCIA
BARCELONA	BCN EDIFICIO CAMBRA
BARCELONA	BCN EDIFICIO DAU
BARCELONA	BCN EDIFICIO O'BUILDING
BARCELONA	BCN EDIFICIO SERTRAM
BARCELONA	BCN ESCUELA FORMACION
BARCELONA	BCN SABINO ARANA
BARCELONA	BCN SERVICIOS CENTRALES
BILBAO	BILBAO EDIFICIO SOTA
SEVILLA	DT ANDALUCIA OCCIDENTAL
MALAGA	DT ANDALUCIA ORIENTAL - MURCIA
PALMA DE MALLORCA	DT BALEARES
LAS PALMAS	DT CANARIAS (LPGC)
MANRESA	DT CATALUNYA
VALENCIA	DT COMUNIDAD VALENCIANA



PAMPLONA	DT EBRO
BURGOS	DT NOROESTE
BILBAO	DT NORTE
CASTELLÓN	EDIFICIO CAVALLERS
GRANADA	EDIFICIO EL CUBO
GIRONA	EDIFICIO GIRONA (LA CREU)
MURCIA	EDIFICIO GRAN VÍA
LLEIDA	EDIFICIO LLEIDA
LOGROÑO	EDIFICIO MIGUEL VILLANUEVA
SANTA CRUZ DE TENERIFE	EDIFICIO PATRIOTISMO
VALENCIA	EDIFICIO PINTOR SOROLLA
ÁVILA	EDIFICIO SANTA TERESA
SEGOVIA	EDIFICIO SEGOVIA
PALMA DE MALLORCA	EDIFICIO SON FUSTER
SEVILLA	EDIFICIO TORRE SEVILLA
LAS PALMAS	EDIFICIO TRIANA
ZARAGOZA	EDIFICIO ZARAGOZA (COSO)
MADRID	MAD DT (CASTELLANA, 51)
MADRID	MAD EDIFICIO MANOTERAS PARIS
MADRID	MAD EDIFICIO MANOTERAS SIDNEY
MADRID	MAD JOSE ECHEGARY.LAS ROZAS BUSINESS CAMPUS
MADRID	MAD JULIÁN CAMARILLO-EDIFICIO II. BLOQUE B
MADRID	MAD LAS ROZAS
MADRID	MAD SANTA LEONOR
MADRID	MAD TORRE PLAZA CASTILLA
MADRID	MAD EDIFICIO RECOLETOS

Additional measures were also carried out to help prevent robberies. Two awareness campaigns related to the risk of robberies and the risk of attacks and threats were carried out in 2021.

#### MEASURES CARRIED OUT

Two campaigns (robberies video, attacks and threats video)

**TOTAL**

**2**

### 3.3 Activities related to maintaining and reviewing centres and branches

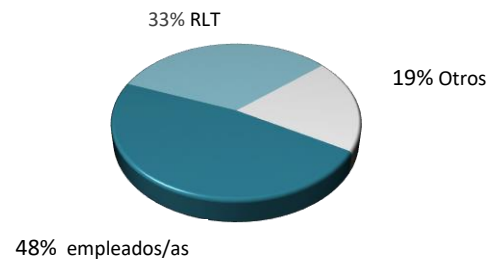
The regular maintenance and review of equipment in CaixaBank centres and branches is carried out by companies contracted for this purpose.

Maintenance/review activities	Number
Regulatory inspections of equipment subject to industry and health standards	553
Maintenance of facilities, temperature, ground connection, etc. in branches	3,800
Lighting improvements in branches	143
Air conditioning equipment - Changes due to technical obsolescence	236
Resolution of incidents derived from the Risk Assessment	257
Accessibility improvements - Removal of architectural barriers	11
Quarterly maintenance of fire safety facilities and equipment in buildings	36
<b>TOTAL</b>	<b>5,036</b>

### 3.4 Management of requests and incident monitoring

The SPMGLC manages and monitors the incident requests regarding occupational health and safety in the work centres. The following aspects were managed in 2021:

CONTROL AND MONITORING (by origin)	
Employees	459
Worker representation	318
Other	188
<b>TOTAL</b>	<b>968</b>



## 4. INDUSTRIAL HYGIENE

Regular reviews are carried out on the environmental factors that could affect employees' health. Environmental conditions are assessed and measurements are taken of carbon dioxide (CO2) levels, temperature, relative humidity, lighting, air velocity and, where applicable, noise levels.

Additionally, in individual cases where the centre's conditions allow for it, specific studies are conducted. Specifically, and as a consequence of the emergency situation caused by COVID-19, the risk of exposure to the virus in the workplace was assessed. For the analysis and assessment of the risk of exposure, the "Procedure for Occupational Risk Prevention Services regarding Exposure to SARS-CoV-2" was taken into account. The specific COVID-19 assessment concluded that, according to the work activity being carried out in the CaixaBank work centres, there is a low probability of exposure.

The information regarding the management of the pandemic is included in section 9 of this document.

## 5. ERGONOMICS

Work stations are adapted to individuals' physical needs in accordance with the principles of ergonomics. The assessment and provision of the following equipment was managed:

EQUIPMENT	
Footrests	
Headphones	
PC screen	
Chair	
Mouse	
Mouse pad	
Zoom text	
Keyboard wrist rest	
Other	
<b>TOTAL</b>	<b>275</b>

## 6. PSYCHO-SOCIOLOGY

Based on the identification of psycho-social factors carried out in the organisation in 2017-2018, and with the aim of improving the organisational conditions of the working environment, the content and execution of tasks and the work environment in which they are performed, the established programme is continued:



Psycho-social indicators and the implementation of preventive measures derived from the preventive planning were monitored throughout the year under review.

## 7. OCCUPATIONAL MEDICINE

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

Quirón Prevención prepares a report on the activities performed in 2021, which includes the details of the actions carried out for this specialist area.

### 7.1 Vulnerable employees

According to article 25 of the Occupational Risk Prevention Act, the following are considered Vulnerable Employees:

- Pregnant or breastfeeding women
- Minors
- People with a legally recognised disability

CaixaBank considers those who have limitations or pathologies that affect their work as vulnerable employees. Employees who wish to be designated as vulnerable have access Vulnerable Employee assessment application in the internal instructions established in the management system. The Health Surveillance Service then performs the corresponding medical assessment.

In 2021, the Health Surveillance Service individually analysed the vulnerable employee requests (cases of individual susceptibility, pregnancy and breastfeeding).

### 7.2 Medical examinations

In accordance with article 22 of Act 31/1995, on Occupational Risk Prevention, each year the full workforce is offered the possibility to undergo a medical examination, through the health surveillance service, for the early detection of any sign of a condition or susceptibility to develop occupational illnesses.

Health surveillance is conducted on the basis of medical protocols associated to the inherent risks of the workplace, according to the occupational risk assessment. There were 635 health examinations performed during the reporting period.

<b>HEALTH EXAMINATIONS (by type)</b>	
Periodic	554
Initial	5
After long absence	84
<b>TOTAL</b>	<b>635</b>

## 8. CORPORATE HEALTH AND WELL-BEING

### 8.1 Health promotion campaigns

CaixaBank's management, aware of the need to encourage all initiatives and actions to promote and benefit suitable working conditions, health and well-being for its employees, has organised the following campaigns:

<b>CAMPAIGNS</b>
Microbiota and health
Age, myths and truths
Nutrition in the different stages of life
Mindfulness
Emotions at Christmas

Nourish your Christmas	
Postural hygiene	
Healthy hydration	
Nutrition in summer	
Emotional well-being	
Sport and pregnancy	
Resume your routine	
Feed your heart	
Disconnect from work	
Food labelling	
Active breaks	
Get in shape	
Balanced diet	
Digital detox	
Emotions during pregnancy	
Resilience	
Healthy lunch box	
Sleep	
Time management	
<b>TOTAL</b>	<b>24</b>

## 9. COVID-19 PREVENTION MANAGEMENT

The development of the health crisis has required the continuous adjustment of the measures adopted according to the epidemiological situation, recommendations by the health authorities and applicable regulations. The Business Continuity Monitoring Committee has defined the various prevention and health and safety policies.

The COVID-19 Safety Protocol certification was renewed in all CaixaBank work centres in 2021, following a verification process conducted by specialised external consultants.



CaixaBank has adapted health and safety measures for the essential activities it carries out in society, in accordance with the recommendations given by the health authorities.

The Company carried out a specific COVID-19 assessment, which resulted in procedures and measures to reduce the transmission of the virus. The actions carried out included the following:

- Preparation of management procedures and their continuous review according to technical and health recommendations:

- Identification and management of cases of infection or contact with people who have tested positive that may occur in the workplace or personal context
- Protocol for resuming face-to-face activity in work centres throughout the company, both nationally and internationally
- Instructions for action in the event of outbreaks in the work centres

The protocols established, as well as the assessment on which they are based, are continuously reviewed in view of the epidemiological context.

- **Organisational measures:** aimed at minimising contact between the workforce and third parties, ensuring that a safe distance is maintained at all times and that essential business activity continues. Mobility restriction measures have been adopted, except for those cases where it is absolutely necessary. On the other hand, the emphasis has been placed on the use of video calls and other collaborative tools to avoid travel. Capacity is controlled according to the size of the corporate buildings. Priority is given to prior appointments in the branches as a control measure to ensure social distancing.
- **Hygiene measures:** aimed at both personal hygiene and the hygiene of the working environment and spaces. The provision of personal protective equipment has been included following the identification of specific situations in which its use is recommended, and always after having previously implemented collective protection measures. In the event a case of COVID-19 is detected in any of the work centres, this centre is closed and disinfected. Once the suitability of the actions carried out is verified, the SPMGLC draws up a report on the resumption of the activity.

Specific campaigns are carried out with the aim of benefiting the environmental conditions inside the work centres. Wherever possible, air recirculation is reduced and air renewal is increased, as well as the frequency of cleaning/replacement of grilles, diffusers, filters and coils in the air conditioning systems. In addition, regular indoor air quality checks are carried out and any incidents detected are managed.

- **Information and awareness-raising measures:** aimed at employees to inform them about COVID-19, its transmissibility and prevention measures. Internal communication is carried out through the various established corporate channels and is extended to both external partners and customers.
- **During the management of the health emergency,** communication and participation with the workers' legal representatives was maintained within the scope of the Single Occupational Health and Safety Committee.
- **Training measures:** a specific course on preventive measures to be taken against COVID-19 has been developed. This course, which is mandatory for all employees, was taught via the internal Virtaula platform with assisted tutorials. In addition,

recommendations on ergonomics for healthy working and psycho-social matters were provided, and indications were given on how to prevent and/or minimise the possible emotional impact of the health crisis.

- Measures for vulnerable employees: CaixaBank employees who state that they suffer from pathologies of particular vulnerability to COVID-19 are assessed by the Health Surveillance Service in accordance with the criteria of the health authorities.
- Medical follow-up: people who have had '*close contact*' with confirmed cases and those who have been diagnosed with a confirmed case of the infection have been followed up by the Health Surveillance Service. CaixaBank has carried out diagnostic tests aimed at preventing viral transmission among its employees, whenever feasible, prior to their return to work or following the detection of a positive case in the workplace.

In addition, preventive tests are conducted in areas where specific needs are identified.

- Medical, psychological and emotional health care: a free, unlimited and anonymous medical and psychological telephone counselling service is available to staff to support and help resolve any doubts or concerns that may arise as a result of the crisis caused by the pandemic.
- Technological application to control transmission: The corporate telephones of the CaixaBank workforce include a specific internal COVID-19 application for the purpose of periodically checking for symptoms compatible with the virus and possible contact with confirmed cases, receiving adapted notifications, and reporting the result of the tests taken and the vaccination status for purposes of monitoring and control by the Health Surveillance Service.
- In addition, the RadarCovid app from the health authorities is also enabled to foster community collaboration.

The SPMGLC is grateful for the facilities provided by all of CaixaBank's staff and its external partners who have made it possible to prepare this report.

#### **Joint Prevention Service of the 'la Caixa' Group**

In Barcelona, on 21 February 2022

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