

Balance of Volunteering Work by "la Caixa" in 2019

Over 20,000 "la Caixa" volunteers take part in 11,400 activities throughout the country

- ***Last year, "la Caixa" volunteering work benefitted more than 350,000 vulnerable people, seeking to generate a positive impact on society through various social causes, addressing areas such as child poverty and social exclusion, health and senior care, employability and labour integration, financial education, the environment and diverse local actions.***
- ***The "la Caixa" Association of Volunteers is the entity that drives the corporate volunteering work by CaixaBank and the "la Caixa" Foundation and it has become established as one of the most active associations in Spain. The number of volunteering activities has risen by more than 14% in the last year.***
- ***In addition to providing human capital, in the last year the "la Caixa" Foundation allocated more than €44.5 million to supporting local projects through the network of CaixaBank branches across the country.***

Barcelona, 16 March 2020.

Corporate volunteering is one of the main tools used by companies to create positive social change through the charitable commitment of its employees. Spain, according to data from the *Voluntare* network, is one of the world's leading countries in terms of corporate volunteering. The "la Caixa" Association of Volunteers is the entity that drives the corporate volunteering work by CaixaBank and the "la Caixa" Foundation and it has become established as one of the most active associations in Spain. The number of volunteering activities undertaken by the Association has risen by more than 14% in the last year.

The "la Caixa" Association of Volunteers mobilised 20,068 volunteers last year, who took part in 11,400 activities throughout the country. This volunteering work benefitted more than 350,000 vulnerable people, seeking to generate a positive impact on society.

In addition to providing human capital, in the last year the "la Caixa" Foundation allocated more than €44.5 million to supporting local projects through the network of CaixaBank branches across the country.

The Association channels corporate volunteering programmes by CaixaBank and the "la Caixa" Foundation. It comprises current and retired employees, those who have taken pre-retirement, customers, and friends and relatives of the employees at both entities. The work

of the **"la Caixa" volunteers** is selflessly and charitably focused on various social causes, providing crucial help to the most vulnerable.

Throughout 2019 the volunteers performed around 180,000 hours of charity work. Their goal is to make a positive social impact in the following key areas:

Child poverty and social exclusion, to facilitate comprehensive development and social integration of vulnerable people, with special emphasis placed on children. One of the central actions is curbing poverty through the distribution of food and educational support.

Healthcare and seniors, focused on the areas of disabilities and mental health, and accompanying seniors. The activities are focused on hospital assistance, active-ageing activities, support to chronically ill patients, and activities for people with functional diversity.

Employability and workforce integration for people with a higher risk of social exclusion. The goal is to re-socialise excluded adults through employment and the reintegration of prisoners.

Financial education, to help people to gain basic knowledge of finance and financial self-management.

The environment, in line with our commitment to drive change towards a more sustainable society.

Various local actions, depending on the social needs detected in each region and which are not included in the previous four areas, such as recreational, environmental, sporting and cultural activities.

The volunteers are organised through 31 regional delegations.

The "la Caixa" Association of Volunteers

The "la Caixa" volunteering programme, comprising current and retired employees, and those who have taken pre-retirement from both entities, as well as customers, friends and relatives, has celebrated its fifteenth anniversary of charity work. The "la Caixa" Association of Volunteers supports its charity concerns with activities chiefly intended for vulnerable collectives and those at risk of social exclusion.

Social Action, one of the key pillars of the CaixaBank CSR Plan

Thanks to its regional diffusion, the CaixaBank branch network can support Obra Social "la Caixa" in its social work, detecting the needs of local social entities and channelling part of its social work. The collaboration between both institutions enables thousands of small and medium-sized charities to access aid from Obra Social 'la Caixa'.

Social Action is one of the key pillars of CaixaBank's Corporate Social Responsibility (RSC) Plan within its socially responsible banking model. In addition to the distribution of financial aid from Obra Social 'la Caixa', Social Action champions the volunteering work of CaixaBank

employees by holding Social Weeks, which are attended by close to half of the workforce; fostering their involvement in hundreds of financial education workshops; and organising the yearly collection of millions of litres of milk in conjunction with Obra Social 'la Caixa' and intended for food banks.

CaixaBank is an entity with a far-reaching social vocation. As a result of its legacy, it promotes an attitude of serving society and its customers. For this reason, it upholds a firm commitment to financial inclusion, and it is the sole entity present in 100% of towns and cities with over 10,000 inhabitants and in 94% of those with over 5,000 people.

It is also the sole entity to offer unsecured micro-loans to entrepreneurs and micro-enterprises through MicroBank, to support them in achieving their personal and professional objectives. It upholds a commitment to advancing financial culture through several initiatives, to help people to make better decisions when managing their household finances.

CaixaBank is committed to responsible action and has been recognised for this by the main international bodies. The Dow Jones Sustainability Index ranks it among the world's best banks in terms of corporate responsibility. The international organisation CDP has included CaixaBank as the leading company that combats climate change. Furthermore, the United Nations has awarded the entity – through its subsidiaries VidaCaixa and CaixaBank Asset Management – the highest sustainable investment rating (A+).