

## **CaixaBank becomes the first company in Spain to obtain the AENOR certification for its mentoring programme**

- **An exhaustive audit process culminated in CaixaBank obtaining this seal, which recognises the bank's commitment to the highest standards of excellence in its mentoring and development programmes.**
- **The audit analysed the process, programme structure, supplier and participant selection, communications, training content, materials and guides, programme evaluations, attendance and benefits, analysis of results, mentoring community, post-programme offering and HR team, among other areas.**
- **CaixaBank has launched 495 mentoring programmes since it began its commitment to this tool, with special emphasis on programmes for women's development.**

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CaixaBank has become the first Spanish company to obtain the AENOR certification for its mentoring programme. The leading trust-building institution has carried out an exhaustive audit process that has culminated in CaixaBank obtaining this seal, which accredits the bank's commitment to the highest standards of excellence in its mentoring and development programmes.

The Director of AENOR's Mediterranean Region, Ángel Luis Sánchez Cerón, presented the certificate to CaixaBank's Director of Culture and Selection, Anna Quirós, at a ceremony held at the bank's corporate headquarters in Barcelona, which was also attended by the Director of AENOR in Catalonia, Jordi Martín.

Throughout the audit, AENOR analysed the process, programme structure, selection of providers and participants, communications, training content, materials, and guides, as well as the mentoring module for the management and recording of the process in the HR information system, progress monitoring, incident resolution, programme evaluations, attendance and usage, analysis of results, mentoring community, post-programme offering and the HR team.

Through this support tool, CaixaBank seeks to develop its workforce, paying special attention to critical groups. This mentoring also aims to help people adapt during key moments, whether they relate to integration into the workplace or transition periods. It also helps boost the development of the bank's strategic challenges.

CaixaBank's commitment to mentoring as a support tool began in 2017 as a result of the bank's desire to take action throughout different points in people's employment cycle and support them in their professional development.

Since then, CaixaBank has launched 495 mentoring programmes, with a special focus on those relating to gender diversity. During this chapter, CaixaBank aims to increase the percentage of women in management and/or key positions and identifies those who are highly skilled in order to support them in their professional development, providing them with a female mentor who acts as a point of reference and who shares her real-life experience with them.

### **Professionalisation in processes and tools**

CaixaBank has professionalised the process and tools for mentoring and currently has a network of certified mentors who provide an excellent experience in each edition of every programme.

The bank is committed to the personal and professional development and growth of its employees, as the mentoring programmes are offered throughout their professional careers.

The mentoring programmes also contribute to mutual learning, accelerating development and achieving new strategic challenges. With its diversity mentoring programmes, CaixaBank contributes to building a better, more diverse, and inclusive society.

### **Wengage, CaixaBank's commitment to equality**

Diversity, meritocracy, equal opportunity, and talent recognition are some of the pillars of CaixaBank's corporate culture. Under these premises, it works with a commitment to be a pacesetter for its workforce, promoting inclusion and participation and bolstering projects that promote equality, both within the company and across the whole of society. In fact, women hold 43% of managerial positions at CaixaBank, and 40% of the Board of Directors is comprised of women.

CaixaBank a diversity programme called Wengage, a Group-wide project developed by people from every area of the company. Based on meritocracy and on promoting equal opportunity, it works to encourage and implement every aspect of diversity: gender, functional, generational, LGBTI, cultural and more. Wengage counts with both internal and external measures.

### **About AENOR**

AENOR contributes to the transformation of society by building trust between organisations and people through the assessment of conformity (certification, inspection and tests), training and information. It is the leading trust-building entity in Spain; more than 85,000 work centres worldwide have an AENOR certification in areas such as Quality Management Sustainability, Non-Financial Information Verification, Animal Welfare, Occupational Health and Safety, Digitalisation and Compliance.

AENOR's competitive advantages include the highest brand recognition among both companies (B2B) and consumers (B2C); having its own staff, which allows it to manage the accumulated knowledge for the benefit of its clients; innovating to resolve new competitive gaps through its proximity to sources of knowledge; and its geographical and sectoral diversity.

AENOR is a global company with operations in 87 countries. It has 19 offices in Spain, with in-house auditors, across all the autonomous communities, and a continued presence in 12 other countries, mainly in Latin America and Europe.