

Contribution to the United Nations *SDGs*



2019

CAIXABANK GROUP
SOCIOECONOMIC IMPACT



CaixaBank
Listen Talk Act

**Socially responsible
banking**

Mission

TO CONTRIBUTE TO THE
FINANCIAL WELLBEING
OF OUR CUSTOMERS
AND THE PROGRESS OF
SOCIETY AS A WHOLE





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The indicators were compiled on the basis of in-house calculations using internal data alongside that from external databases and reports, which are referred to when this is deemed relevant.

A large number of the non-financial indicators included in this publication have been obtained from the "Statement of Non-Financial Information" section of the 2019 CaixaBank Group Consolidated Management Report. This section has been verified by an external expert, PwC, within the scope and terms set out in their corresponding independent Assurance Report. The economic and financial information was obtained from the CaixaBank Group's audited 2019 financial statements. Both documents are available at: www.CaixaBank.com.

CAIXABANK AT A GLANCE

1 Contribution to the economy



0.76%

contribution to Spanish GDP

0.37% to Portuguese GDP

9,468

million euros contributed to Spanish GDP

791 million euros to Portuguese GDP

2,633

million euros in taxes paid and collected

20,174

jobs created through microcredits

2 Close and accessible banking



91%

of Spanish citizens have a CaixaBank branch in their municipality

93%

accessible branches in Spain

99%

of ATMs are fully accessible

919

AgroBank offices

3 Our responsibility to stakeholders



Customers

The main bank for **24.4%** of Spanish citizens

Shareholders

€0.15 dividend/share

Employees

35,736 people work for the CaixaBank Group

Society

More than **15,000** Group employee volunteers



4 Adherences and alliances



724.8
million euros granted
in microcredits and
social impact finance

Adherence to the **UNEP
FI** global alliance and
the **Principles for
Responsible Banking**

A+
top SRI rating for
VidaCaixa and
CaixaBank AM

**Social
Bond**
issuance to support SDGs

5 Environmental responsibility



100%
Carbon Neutral

2,453
million euros granted
to renewable
energy projects

1,546
million dollars in
green loans

Signatory of the
Equator Principles

6 Innovation, technology and security



Leader
in digital banking
in Spain

Best
bank transformation
in Europe according
to *Euromoney*

931
million euros invested
in development
and technology

More than **50**
million euros invested
in information security

0.76%

CONTRIBUTION TO SPANISH GDP



CaixaB

9,468

million

euros contributed to
Spanish GDP

35,736

employees

CaixaBank Group

46,440

jobs

created indirectly



Economy

THE IMPACT OF THE BUSINESS

Bank

SUSTAINABLE DEVELOPMENT GOALS COVERED BY THIS CHAPTER



1- End poverty



8- Decent work and economic growth



10- Reduction of inequalities

CAIXABANK'S CONTRIBUTION

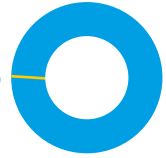
- Microfinance - jobs created
- "la Caixa" Incorpora programme
- Professional development of Group employees
- Direct and indirect contribution to Spanish and Portuguese GDP
- Jobs created indirectly through purchasing from suppliers
- Microfinance activities - MicroBank
- "la Caixa" Incorpora programme

CONTRIBUTION TO THE ECONOMY

9,468 million

euros in direct and indirect contribution to Spanish GDP*

.....> 0.76%



791 million euros in direct and indirect contribution by BPI to Portuguese GDP

.....> 0.37%



13.6% Gross Value Added by CaixaBank to the financial and insurance sector

6.1% Gross Value Added by BPI to the financial and insurance sector

TAXES PAID AND COLLECTED FROM THIRD PARTIES

2,633 million euros in taxes paid and collected from third parties

1,705 million

euros in profit attributable to the Group

€1,461 million taxes collected on behalf of third parties

• **€345 million contribution to the FGD** and FUR***.**
• **€15 million contribution to the banking sector (Portugal)**



€475 million indirect taxes

€466 million Social Security

€231 million Direct taxes

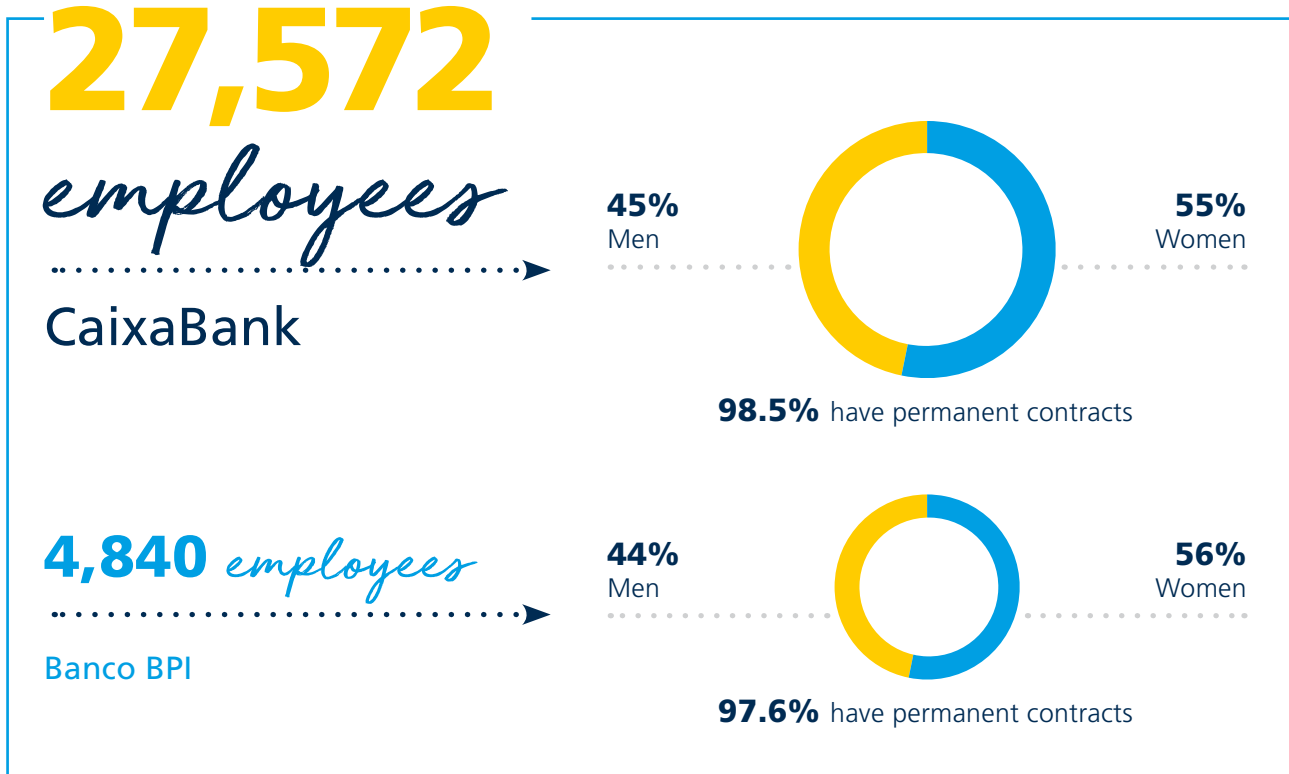
* Source: CaixaBank Research, based on data from National Statistics Institute (with 4Q data).

** Fondo de Garantía de Depósitos.

*** Fondo Único de Resolución.



COMMITTED TO EMPLOYMENT



46,440 jobs created indirectly through purchasing from suppliers* and 6,175 created by Banco BPI



20,174 jobs created thanks to the contribution of microcredits for entrepreneurs and businesses

9,002 new businesses started up with the support of microcredits



CaixaBank actively publicises the Incorpora labour market inclusion programme of "la Caixa", from its branch network and in meetings with corporate customers.

- **36,803** job opportunities generated during the year
- **13,613** companies taking part across Spain
- Participation of **482** social welfare organisations and **885** experts in labour market inclusion

* Source: CaixaBank Research, based on the Added Value of CaixaBank's activity, Spanish GDP, employment according to Spain's national accounts and figures on productivity per employee and based on the input-output tables of Spain's National Statistics Institute (INE), with data from the fourth quarter.



91%

of Spanish citizens have a
CaixaBank branch in their
municipality

93%

accessible
branches in Spain

99%

*fully
accessible*
ATMs in Spain



Market

CAIXABANK'S PRESENCE

94%

PRESENCE IN TOWNS AND CITIES WITH MORE THAN 5,000 INHABITANTS

SUSTAINABLE DEVELOPMENT GOALS COVERED BY THIS CHAPTER



1- End poverty



8- Decent work and economic growth



9- Industry, innovation and infrastructure



10- Reduction of inequalities



11- Sustainable cities and communities

CAIXABANK'S CONTRIBUTION

Proximity through the branch network
Accessibility of branches and ATMs
AgroBank

Financing for companies, the self-employed, businesses and entrepreneurs
Market and business shares
Spanish, international and specialised branch network

DayOne
Real Estate Hotels & Homes
CaixaBank Hotels & Tourism Awards

Accessibility of branches and ATMs
AgroBank

Accessibility of branches and ATMs
Spanish, international and specialised branch network

SPANISH BRANCH NETWORK

4,118

branches

in Spain

93%

accessible branches

91%

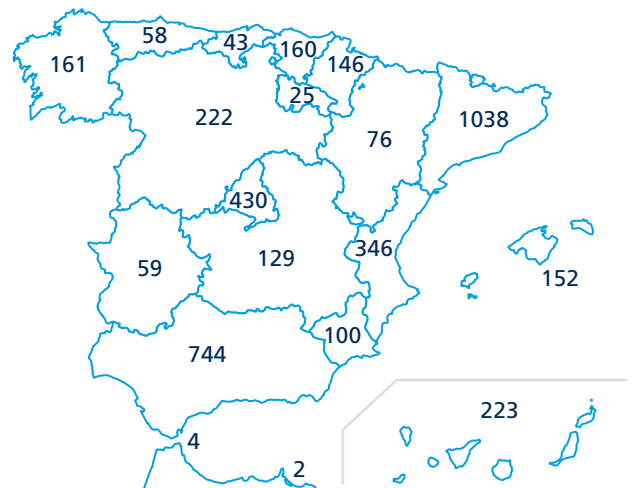
of Spanish citizens have a CaixaBank branch in their municipality

Present in **100%** of towns and cities with more than 10,000 inhabitants

Present in **94%** of towns and cities with more than 5,000 inhabitants

The only bank present in **229** towns and cities

64 branches made barrier-free in 2019



9,111

in Spain

ATMs

99%

of ATMs are fully accessible

1,380 *ATMs* in Portugal

100%

of ATMs have sign language video guides

The first bank in the world to use facial recognition at its ATMs for cash withdrawals



SPECIALISED BRANCH NETWORK

3,918 Retail Branches

- **458** Store Branches
- **42** BusinessBank Centres

125 Business Centres

53 Private Banking Centres

1 Corporate Banking Centre

15 Institutional Banking Centres

"All in one" space opened, Europe's largest financial experience hub

INTERNATIONAL BRANCH NETWORK

18

**Representative
offices**

Milan, Beijing, Shanghai, Dubai, New Delhi, Istanbul, Singapore, Cairo, Santiago de Chile, Bogota, New York, Johannesburg, São Paulo, Hong Kong, Lima, Algiers, Sydney, Toronto

2

**Spanish
Desks**

Mexico City, Vienna

5

**International
branches**

with 7 branches: Warsaw, Morocco (Casablanca, Tangiers, Agadir), London, Frankfurt, Paris

1

BPI

477 branches

Leading retail banking entity

MARKET AND BUSINESS SHARES

15.6 million
customers

391,414 million
euros in total assets

384,286 million
euros in customer funds

227,406 million
euros in loans and advances
to customers

Business shares in Spain

15.7%
credit

15.5%
deposits

27.1%
direct deposit
of salaries

20.0%
direct pensions
deposits

17.1%
mutual funds

25.5%
pension plans

28.0%
savings
insurance

20.3%
life-risk
insurance

15.9%
housing loans

23.5%
billing cards

27.5%
POS billing

BPI business shares

10.2%
credit

10.2%
deposits

9.4%
direct deposit
of salaries

20.3%
mutual funds

14.0%
consumer loans

11.1%
insurance



Retail banking

81,887 million euros in assets under management

92,911 million euros in investment

Premier Banking

134,651 million euros in assets and securities under management

2,596 specialised advisors

67% of customers advised

4,881 million euros in financing for companies and the self-employed

AgroBank

27.7% of self-employed farmers in Spain are CaixaBank customers

352,662 farming sector customers

919 AgroBank offices

1,000 million euros in new loan production specific to the farming sector

Training for women in rural areas

Launch of renewable energy farming investment

Private Banking

73,385 million euros in assets and securities under management

100% of managers accredited by the CNMV

94% of customers advised

Business Banking

44.4% of Spanish companies are CaixaBank clients*

40,969 million euros in investment

15.1% market share in business lending

125 Business Centres



Banking service specialising in startups, scaleups and their investors



Launch of Real Estate & Homes, offering products and services in the property development sector



Boosting and stimulating commercial activity in the sector

Awards for innovation and sustainability of tourism companies

CIB & International Banking

34,369 million euros in investment

1,600 agreements with correspondent banks

* Turnover of between 1 and 100 million euros. Source FRS Inmark.



15.6

million

CaixaBank Group
customers



More than

15,000

employees

of the Group
are volunteers



Culture Plan

Financial



Trust

STAKEHOLDERS

THE MAIN BANK FOR

24.4%

OF SPANISH CITIZENS

SUSTAINABLE DEVELOPMENT GOALS COVERED BY THIS CHAPTER



1- End poverty



3- Health and wellbeing



4- Quality education



5- Gender equality



8- Decent work and economic growth



17- Partnerships for the goals

CAIXABANK'S CONTRIBUTION

- Employee volunteers
- Financial Culture Plan
- Support for the community
- Active housing policy

- Collaboration with the GAVI Alliance through the "la Caixa"

- Financial Culture Plan
- Workforce training

- Wengage Programme
- Adherence to the United Nations Women's Empowerment Principles
- Sponsorship of women's sports

- Professional development of Group employees
- Jobs created through purchasing from suppliers
- Hiring via special employment centres

- Strategic alliance with "la Caixa"
- "la Caixa" Volunteer Association
- Adherence to the United Nations Women's Empowerment Principles
- CaixaBank Chair of CSR at IESE Business School



CUSTOMERS

LEADER IN RETAIL BANKING

15.6 million *customers*
of CaixaBank Group

13.7 million
customers of CaixaBank

1.9 million
customers of BPI



SATISFACTION

27.8% market penetration among individual customers in Spain

24.4% market share as the main bank among individual customers in Spain

86.3 Experience index*

35% Committed customers**

29.8% Net Promoter Score Retail***

87.7 qualidade de serviço index

QUALITY



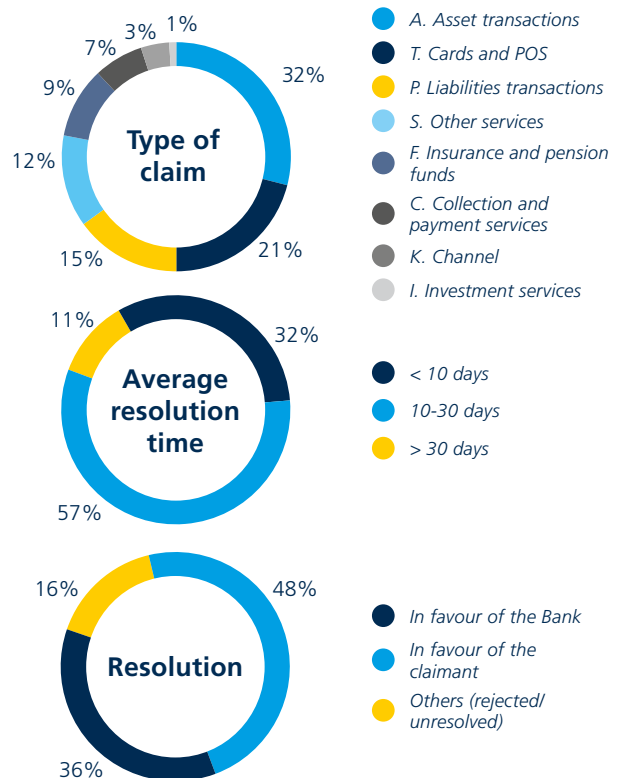
EFQM 500+ European Seal of Excellence

with a rating of over 650 points, for the management model

AENOR certification for specialist businesses

CaixaBank is the only Spanish bank with six business areas with AENOR Conform certification for its customer relationship model

CaixaBank Group complaints management****



* IEX Experience Index (scale 0-100).

**% of total customers surveyed who simultaneously give scores of 9 or 10 for the experience, loyalty and recommendation.

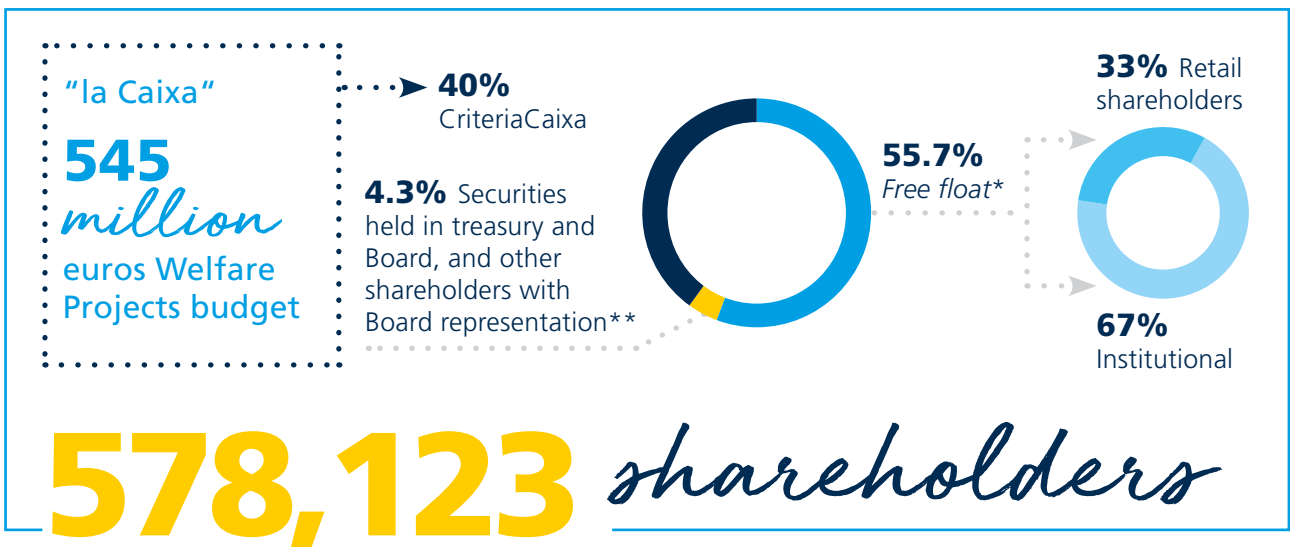
*** Measures the CaixaBank customer's recommendation on a scale of 0 to 10. The Index is found from the difference between the % of Promoter customers (9-10 scores) and Detractor customers (0-6 scores).

**** Does not include BPI.

SHAREHOLDERS AND INVESTORS



BREAKDOWN OF SHARE CAPITAL



* Number of shares issued less securities held in treasury, and the shares held by members of the Board of Directors and shareholders represented on the BoD.

** Board of Directors.



MARKET CAP AND REMUNERATION

16,727 million
euros of market capitalisation

€0.15 per share dividend 2019*

5.4% dividend yield 2019**

RETAIL INVESTORS

Information

More than **190,000** shareholders informed monthly via the Shareholder Newsletter

More than **10,000** new subscribers to the Weekly Share Price Report and new Monthly Report

3,154 Twitter followers

45 Corporate meetings

Innovative proposals such as the virtual shareholder office and launch of the first virtual corporate meeting

Shareholder Advisory Committee

Pioneering initiative in Spain

12 members

Participation in corporate volunteering programme

Aula

14 classroom-based courses, **16** webinars on matters of interest to shareholders

More than **2,500** shareholders attending in person and online

"Operation AulaBank" comic published

INSTITUTIONAL INVESTORS AND ANALYSTS

Investors

93% of the institutional free float is in the hands of foreign investors

More than **500** meetings with investors at roadshows and conferences

Analysts

32 analysts follow the CaixaBank share and receive personal attention

More than **300** analyst reports on CaixaBank published, including sector reports

* Board of Directors proposal pending approval at the Annual General Meeting.

** Dividend proposal of €0.15/share charged against fiscal year 2019 (pending approval at the Annual General Meeting) as a percentage of the share price at the close on 31/12/2019.

EMPLOYEES



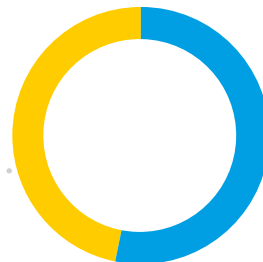
WORKFORCE

35,736

employees

CaixaBank Group*

45.6%
Men

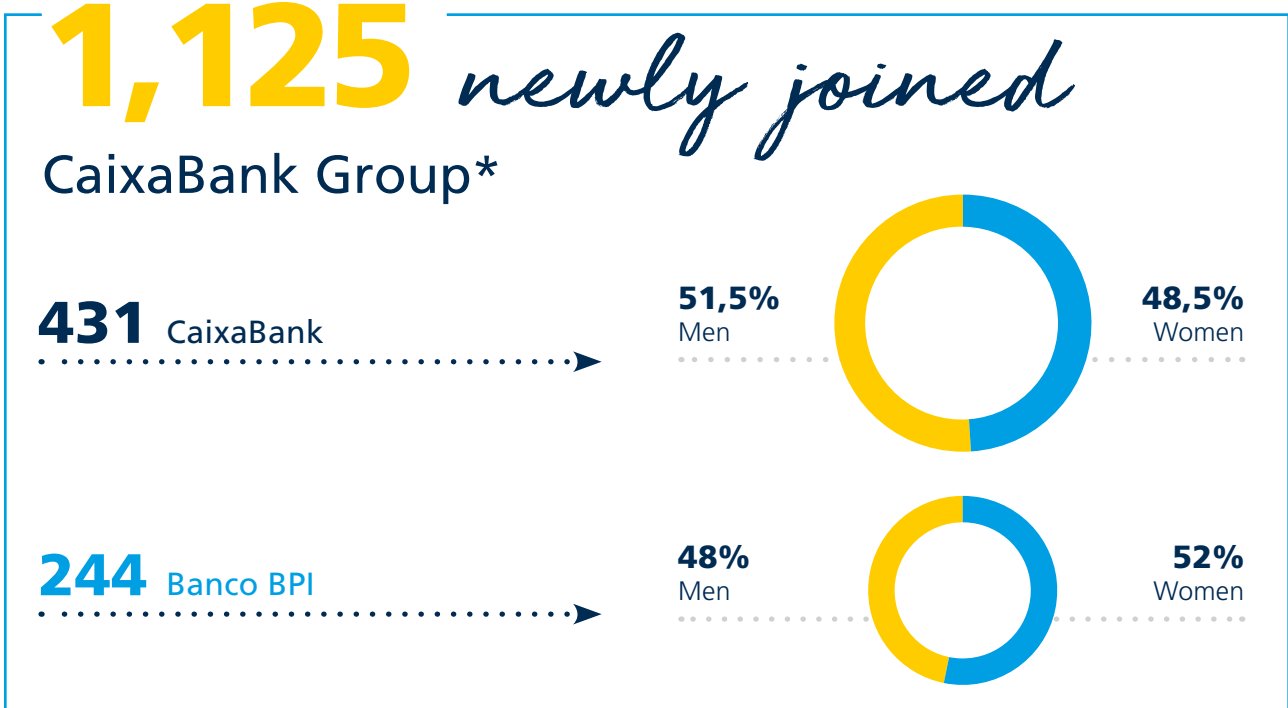


54.4%
Women

* Includes CaixaBank and subsidiaries in Spain as well as BPI, BPI Vida e Pensões and BPI Asset Management, following integration within VidaCaixa and CaixaBank Asset Management, respectively.



DIVERSE TEAM



99.3% executive positions filled internally at CaixaBank

15.3% Y generation at CaixaBank**

100% of CaixaBank Group staff adhered to a collective agreement

37.5% female Board members

41.3% women holding management positions at CaixaBank***

343 employees with disabilities at CaixaBank Group

REMUNERATION



* Includes CaixaBank and subsidiaries in Spain as well as BPI, BPI Vida e Pensões and BPI Asset Management, following integration within VidaCaixa and CaixaBank Asset Management, respectively.

** Millennial (1982-1992).

*** Management positions from branch manager A and B and above.

**** Including other employee benefits. Excluding Social Security contributions, which are included in tax contributions.

TRAINING

More than **13** million euros of training investment at CaixaBank

Qualified team

100% employees trained

Over **3** million training hours

95.4% training provided via the Virtaula online platform

111 hours of training per employee

More than **18,000** MIFID II certified CaixaBank employees*

9,863 CaixaBank employees certified in regulations of the new Mortgage Law

Launch of the virtual English academy, Education First, and training courses on Transformation in the Digital Era, coherent with the new Strategic Plan: digital environment, digital skills, data academy and agile work methodologies

Link to bonus

310,535 hours of bonus-linked regulatory training

12 bonus-linked courses

Bonus-linked courses

- Code of ethics, anti-corruption and conflicts of interest
- Investment products and services
- Anti-money laundering and counter terrorist financing
- European General Data Protection Regulation
- Internal Code of Conduct
- Internal Code of Conduct for specifically covered persons
- Banking products and services
- Crime risk prevention
- Solutions for mortgage arrears
- Customer protection and customer service office
- Insurance funds and pension plans
- Action in competition law



EMPLOYEE CHARITABLE ACTIONS

The people that form part of CaixaBank have different ways of channelling their charitable interests. These include participation in local volunteering actions, through the “la Caixa” Associations of Volunteers, led by CaixaBank, the “la Caixa” and the Fundación de la Esperanza (Hope Foundation).



Over **15,000** employees of CaixaBank Group are volunteers*

More than **20,000** volunteers with the “la Caixa” Volunteer Association*

Close to **2,500** volunteers took part in at least 4 activities during 2019**

Social Team Building

Commitment of a team of employees with a specific charity organisation through volunteering.

- **27** committed teams
- **23** beneficiary charity organisations
- **275** activities carried out

More than **11,400** charity activities carried out **

Collaborating with over **2,000** charity organisations**

CooperantesCaixa

An international corporate volunteering programme providing short-term technical assistance aimed at employees of “la Caixa” and the CaixaBank Group.

- **51** CaixaBank Group volunteers
- **8** projects supported
- **4** different countries

* Participate at least once a year in the programme, including Social Week.

** Includes Social Weeks.

SUPPLIERS



VALUE CHAIN

46,440 jobs

created through purchasing
from suppliers in Spain*

6,175 jobs
created in Portugal

* Source: CaixaBank Research, based on the added value of CaixaBank's activity, Spanish GDP, employment according to Spain's national accounts and figures on productivity per employee and based on the input-output tables of Spain's National Statistics Institute (INE), with data from the fourth quarter.



Suppliers managed

3,006 CaixaBank
Group suppliers*

2,183 million euros paid to
suppliers by CaixaBank Group*

More than **95%** are
local suppliers in Spain

22.5 days average payment period

**4.6 million euros in hiring via Special Employment Centres,
one of the largest contributors in Spain**

Responsible policies

- **Procurement Principles**

A balanced partnership framework between CaixaBank and its suppliers, fostering stable commercial relations that are coherent with CaixaBank's values

- **Supplier Code of Conduct**

Core values and principles that CaixaBank suppliers must adhere to

Electronic negotiation**

683 suppliers selected

574 million euros negotiated
via electronic negotiation

Suppliers

858 suppliers with certified environmental management systems or ISO 14001 certified

No suppliers that may potentially have a significant negative social or environmental impact have been identified

584 approved suppliers under the new approval process

12 audits performed including all procurement categories***

Corrective measures have been established

* Suppliers with turnover of over €30,000 in 2019. Applicable to CaixaBank suppliers and Group companies with which it shares a cost management model.

** Request for quote, request for proposal or auction (RFQ) (RFP).

*** Facilities & logistics, works, IT, professional services and marketing.



SOCIETY

FINANCIAL CULTURE

Consolidation of the CaixaBank for Financial Culture

Plan

1

Digital channel

Launch of CaixaBank's financial culture website

#FinanzasXaFollowers

- 3 new programmes on Twitter:
10.5 million views
- 12 Instagram stories with influencers:
440,000 views
- #DeTuaTu video campaign on YouTube:
1 million views

Economía cotidiana podcast

from CaixaBank on iVoox, iTunes, PodiumCast and Spotify

Aula Talks

Brief conferences and talks in video format*

More than **4,700** views

Webinars

Online seminars*

16 sessions

More than **1,700** participants

* Training programme on topics of interest to CaixaBank shareholders, as part of the Aula initiative.



2 Publications

Operation AulaBank comic


Revealing how a bank works



162,000 copies distributed to CaixaBank shareholders



Generating and extending knowledge through economic research and analysis.

- **654** articles published on the website
- **4,073** followers  @CABK_Research
- **84** economist conferences

CaixaBankFuturo

Talks aimed mainly at retired customers or those approaching retirement, to help them plan and prepare for their retirement.

- **308** sessions
- More than **6,400** attended

3 Classroom-based training

Aula

14 classroom-based courses

More than **800** participants in classroom courses

DialogA

Talks at Office Stores

62 sessions

More than **1,900** attended



128 basic finance workshops for people with disabilities

More than **1,600** attended

Chairs



Cátedra CaixaBank de Responsabilidad Social Corporativa

3 research papers published in 2019



“la Caixa” Chair
Economy and Society

SUPPORT FOR THE COMMUNITY

Decentralised Welfare Projects

44.7 million euros from the 2019 "la Caixa" budget reached a multitude of local social organisations thanks to the CaixaBank branch network

More than 10,600 activities aimed at local charity organisation projects

- **1,971** dedicated to tackling poverty
- **3,825** are carried out in areas relating to healthcare and disability
- **2,487** in interculturalism and social exclusion
- **2,407** action in other areas

Over 8,800 beneficiary charity organisations

Charity Crowdfunding

Collective fundraising (among customers and non-customers) to support a specific project with the backing of Decentralised Welfare Projects.

- **40** projects
- Over **140,000** euros raised
- More than **270,000** euros allocated from the Decentralised Welfare Projects budget

Social Weeks

Local volunteering activities related to charity organisations receiving aid from the Decentralised Welfare Projects fund.

- Over **16,800** participants
- Over **14,400** CaixaBank Group employees
- Close to **4,400** activities carried out at **1,800** local charity organisations
- **47** activities in international towns and cities
- More than **54,800** hours of volunteering
- **98%** of employees would participate again

Charity initiatives

***Ningún niño sin bigote* (A milk moustache for every kid)**

Campaign to collect milk in collaboration with food banks.

- Over **2.5** million litres of milk
- More than **1** million euros in financial donations
- Around **213,000** families provided with milk for 3 months

***Árbol de los Sueños* (Tree of Dreams)**

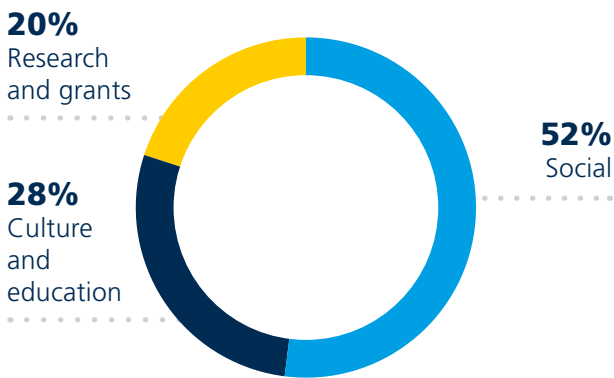
Customers and employees agree to give a vulnerable child the Christmas present they have asked for.

- **24,217** children received a toy in Spain
- **10,613** children received a toy in Portugal



“la Caixa” and BPI have run initiatives in the social, cultural, education and research fields.

21,7 million euros in grants



Launch of the BPI Infância and BPI Rural awards to support social institutions.

Renewed support for the country's most prestigious cultural institutions - Serralves, Casa de la Música and Gulbenkian.



CaixaBank actively collaborates in the dissemination and promotion of the programmes and initiatives driven by “la Caixa” Foundation.

“la Caixa” Banking Foundation, with a 545 million euros budget for 2019, is the largest such foundation in Spain and one of the biggest in the world

GAVI, the Vaccine Alliance

CaixaBank collaborates through “la Caixa”, actively spreading information among customers and employees

200,000 children vaccinated in 2019*

More than **4** million euros in donations and the “la Caixa” contribution in 2019

- **1.2** million euros raised through 818 client companies
- **0.7** million euros contributed by 2,660 Private Banking customers

Over **3.4** million disadvantaged children in Africa and Latin America vaccinated since 2008, thanks to the contribution of the “la Caixa” Group

FUNCTIONAL DIVERSITY

The nonconformists of sport

Launch of 20 challenges culminating at the Tokyo 2020 Paralympic Games, seeking to raise the profile of Spanish Paralympic sport.



ADOP
Patrocinador del Equipo Paralímpico Español

BPI “la Caixa” Capacitar Award

Improving quality of life for those with disabilities and their families.

PRÉMIOS BPI “la Caixa” | 2019

CAPACITAR

*Estimated figure.

GENDER DIVERSITY



Programme

which develops and promotes the value of **diversity** inside and outside of CaixaBank

Internal approach

Empowering women, engaging the entire workforce, support through procedures and diversity visualisation, with initiatives such as:

- **430** participants in the female mentoring program
- Extending the Wengage programme to group companies
- Talent breakfast meetings: Regular networking events for women
- More than **25** news items published to raise the profile of diversity and a redesign of the internal Wengage site

55.0% female employees

41.3% women managers

37.5% female Board members

Commitments and adherences



External approach

Raising the profile of diversity in 3 areas:

1. Leadership and entrepreneurship



Awards for the leading businesswomen in Spain



Sponsorship of awards recognising successful women in digital and technological entrepreneurship

2. Innovation and education



Alliance with Microsoft Ibérica to award prizes to the best students on STEM* university courses

Programming workshop for girls and young women to encourage careers in STEM*

3. Sport

Sponsorship of women's sport and content created to raise the profile of female athletes: Spanish women's football and basketball teams



Equality week

11 events, **4** cities and more than **20** speakers

Global Mentoring Walk: A pioneering global women's mentoring initiative

*Science, Technology, Engineering, Mathematics.



ACCESS TO HOUSING

Active policy to **support** those struggling to access primary homes

15.9% market share in mortgage lending

Close to **5,000** contracts managed in partnership with “la Caixa” under two specific programmes:

- **2,416 contracts - The centralised Social Rent Programme**, for people who have seen their income reduced
- **2,464 contracts - The decentralised Social Rent programme**, for people who have suffered a foreclosure or dation in payment.

Signatory, since 2012, of the mediation agreement with the Government of Catalonia to avoid evictions.

Adhered to the government-approved Code of Good Practice for the viable restructuring of mortgage loans on primary residences.

2,629 housing units provided to the Spanish government's State Social Housing Fund (FSVE):

981 dations in payment in 2019

First bank in the Spanish market to create a team specialised in offering solutions for customers that are having difficulties in making their mortgage payments for their primary residence

Mortgage Customer Service

Created in 2013. Providing a free customer service telephone helpline for customers whose homes are subject to a foreclosure notice.

4,119 calls managed in 2019

Commitment

RESPONSIBLE BUSINESS

.....

1ST

SPANISH BANK TO ISSUE A SOCIAL
BOND TO SUPPORT SDGS

724.8
million

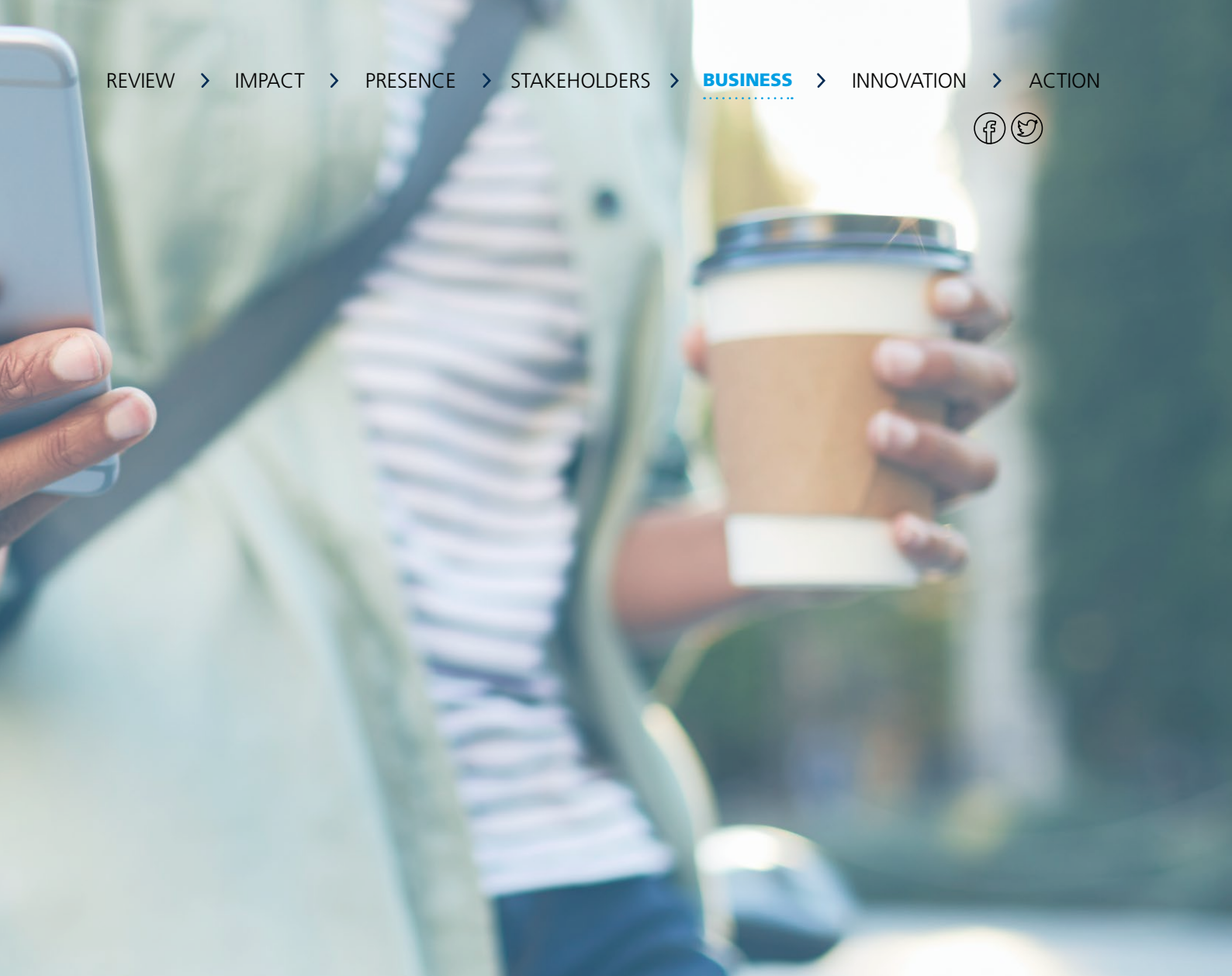
euros in microcredits
and other finance with
a social impact

Declaration

on climate change

Framework

for SDG-linked bond
issuances



SUSTAINABLE DEVELOPMENT GOALS COVERED BY THIS CHAPTER



1- End poverty



12- Responsible production and consumption



13- Climate action



17- Partnerships for the goals

CAIXABANK'S CONTRIBUTION

- Microcredits and other finance with a social impact
- Social Bond
- Socially Responsible Investment Project
- Adherence to the United Nations Principles for Responsible Investment
- EcoFinancing lines and financing for renewable energies
- 2019-2021 Environmental Management Plan
- Reduction and offsetting of CO₂ emissions
- Adherence to the UNEP FI global alliance and the Principles for Responsible Banking
- Member of the Board of the Spanish Green Growth Group
- Supports the work of the Task Force on Climate-Related Financial Disclosures
- Adherence to Climate Action 100+
- Funding for renewable energy projects
- Equator Principles
- 2019-2021 Environmental Management Plan
- Adherence to the UNEP FI global alliance and the Principles for Responsible Banking
- Member of the Board of the Spanish Green Growth Group
- Supports the work of the Task Force on Climate-Related Financial Disclosure
- Driving 100% renewable energy use as RE100 signatories
- Adherence to Climate Action 100+

MICROCREDITS AND OTHER FINANCE WITH A SOCIAL IMPACT



The social bank, fully owned by CaixaBank, considered a **benchmark microfinance provider**, has extended its operations into finance that has a social impact

MicroBank was founded in 2007 with the aim of covering the financial needs of groups that have limited resources, providing products tailored to their needs.

MicroBank

Value proposition

CaixaBank

Branch network operational support

Mission

To contribute to progress and the wellbeing of society by providing financing to groups and projects that have a positive social impact

- Supporting access to credit
- Driving financial inclusion
- Specialisation
- Partnerships with institutions
- Single shareholder and financial support

99,328 microcredits
and other finance with
a social impact granted

724.8 million
euros total

612 collaborating
entities

Support from leading European institutions



**MicroBank's strategic vision is to be the best bank in the
provision of finance with a social impact**



Main financing options



Microcredits

Families

Projects associated with personal and family development requested by account holders with a combined income equal to or less than €17,200.

- **79,789** loans granted
- **412.7** million euros total
- **5,172** euros average loan

Businesses

Unsecured loans of up to €25,000 to begin, extend or consolidate projects. Aimed at individuals, entrepreneurs and microenterprises that may struggle to access finance.

- **16,812** loans granted
- **203.6** million euros total
- **12,110** euros average loan

Economic development and job creation

20,174 jobs created with the support of microcredits

1.2 jobs created per microcredit

9,002 new businesses started up

Other finance with a social impact

Other finance with a social impact

2,727 loans granted

108.5 million euros total

39,802 euros average loan

Loans to entrepreneurs, microenterprises and innovative projects

Aimed at business projects that demonstrate innovation, whether in their products, services or management models.

EaSI Social Enterprise Loan

Aimed at social institutions and enterprises that have a measurable positive impact.





Erasmus + Master loan for FBLC* postgraduate studies

Aimed at students who intend to study a master's degree in another European country and outstanding students on the "la Caixa" grants programme.

Health loan

A personal loan to cover domestic costs associated with providing care to dependents in the home.

SOCIALLY RESPONSIBLE INVESTMENT

 VidaCaixa		<p>Recognised by the United Nations with the highest rating in Sustainable Investment (A+).</p>
 CaixaBank ASSET MANAGEMENT		<p>Adhered to the Climate Action 100+ initiative, which drives dialogue with the largest greenhouse gas emitting companies.</p>

Saving insurance and pension plans

CaixaBank inherited a 100-year-long tradition of managing family savings and promoting retirement planning, which began in 1904 with the creation of Caja de Pensiones para la Vejez y de Ahorros de Cataluña y Baleares.

VidaCaixa, the pension fund and insurance subsidiary, has factored ESG* criteria into investment decisions for more than 15 years, ensuring more robust risk management and generating sustainable long-term returns.

Leader in life insurance, pension plans and the insurance sector in Spain

28.1% market share in life insurance in Spain

25.5% market share in pension plans in Spain

100% of the portfolio subject to ESG analysis**

12,060 million euros in premiums and contributions marketed in 2019**

IPE Award won by Pensions Caixa 30 as the best European pension fund for results and responsible investment

ESG positioning of portfolio companies

- **Engagement *****
 - 10** companies subject to engagement procedures
 - 6** collective engagements through a group of investors
- **Proxy Voting******
 - 325** Annual General Meeting votes in the year
 - 67** votes in favour of shareholder proposals (on ESG grounds)
 - 13** votes against Board members (on ESG grounds)

* Environmental, Social and Governance.

** Includes information from BPI Vida e Pensões.

*** Dialogue and activities with portfolio companies to drive managerial ESG improvements and outreach on such matters.

**** Positioning on specific ESG-related issues in Annual General Meeting votes.



Sustainable investment solutions

CaixaBank Asset Management has been a signatory of the PRIs* since 2016

Socially responsible products

- **136.1** million euros in **CaixaBank Selección Futuro Sostenible, FI**

Based on ESG criteria, investing in internationally prestigious fund managers in environmentally sustainable investment

- **91.2** million euros in **MicroBank Fondo Ético, FI**

2018 best solidarity fund award from Allfunds and Expansión

An ethical solidarity fund that donates part of management fees and commissions to a selection of NGOs. "la Caixa" matches the amounts donated to each organisation

- **32.8** million euros in **MicroBank Fondo Ecológico, FI**

Selects and combines the best equity funds that aim to combat climate change

Leader in mutual funds in Spain for the last 5 years

17.1% market share of mutual funds in Spain

€68,584 million in assets under management

85.3% of assets analysed based on ESG criteria

ESG positioning of portfolio companies

Engagement**

- **4** companies subject to engagement procedures
- **2** collective engagements through a group of investors

Proxy Voting***

- **276** Annual General Meeting votes in the year
- **37** votes in favour of the company (on ESG grounds)
- **9** votes against Board members (on ESG grounds)

Socially Responsible Investment Project

A comprehensive solution that caters to the needs of Private Banking customers in SRI**** and philanthropy

1.1 million euros raised for social causes among Private Banking customers

501% increase in the average balance of Private Banking clients with investments in SRI funds

2nd Socially Responsible Investment Project Annual Report

2nd Private Banking Solidarity Awards

- **68** submissions
- **12** customer training and outreach sessions

Solidarity Dinner "Cinema night"

- More than **65,000** euros in donations
- **250** in attendance and charity donations

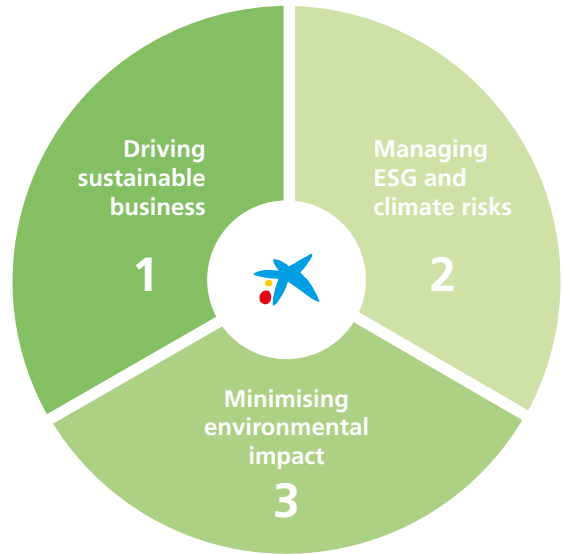
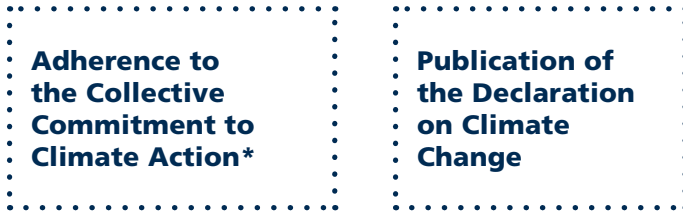
* Principles for Responsible Investment.

** Dialogue and activities with portfolio companies to drive managerial ESG improvements and outreach on such matters.

*** Positioning on specific ESG-related issues in Annual General Meeting votes.

**** Socially Responsible Investment

Environmental Strategy



1. SUSTAINABLE BUSINESS

Renewable energies Project Finance

8,322 MW of installed capacity

28 renewable energy projects

2,453 million euros in financing

Over **32,000** MW in installed capacity since 2011

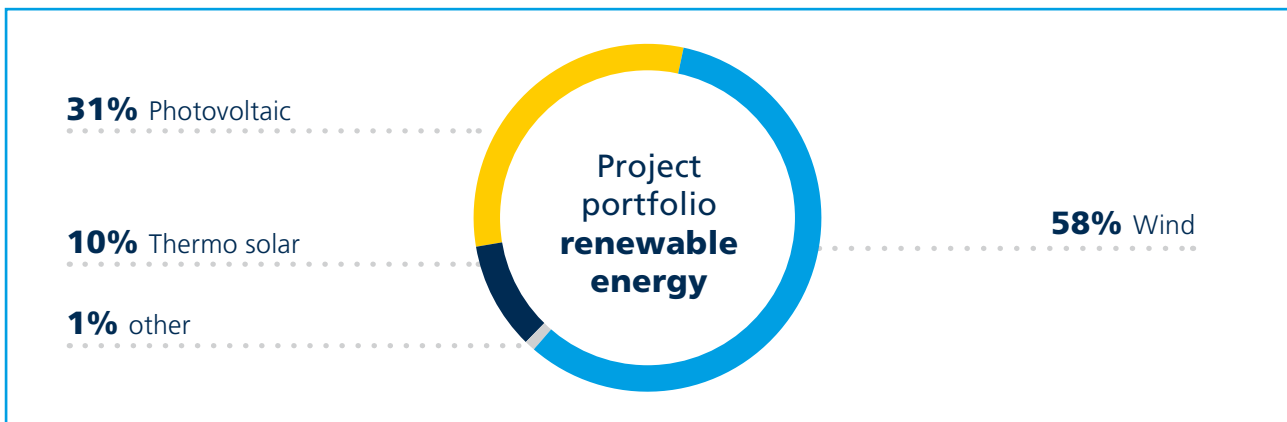
Green loans

1,546 million dollars in lending

11 loans granted

- **13** as Global Mandated Lead Arranger

All loans have secured the Green Certificate on the basis of The Green Bond Principles



The exposure of CaixaBank's energy portfolio accounts for **51%** of total project financing. Of these, 62% correspond to renewable energy projects.

* United Nations, CECA and AEB Environment Programme.



ESG financing

Finance operations with conditions linked to improvements in sustainability indexes or environmental indicators.

11 loans granted linked to ESG indexes or environmental indicators

919 million euros total

EcoFinancing

Specific lines of financing for:

- Purchase of efficient vehicles and domestic appliances
- Home improvements to increase energy efficiency
- Investments to improve resource efficiency or ensure a smaller environment impact
- Sustainable development farming projects associated with:
 - efficient water usage
 - organic farming
 - renewable energies
 - waste management
 - development of the rural environment

AgroBank

10.2 million euros in financing

505 loans granted

Financing of Energy Efficient Buildings

Operations for which documentary evidence of an A or B rating energy efficiency certificate is available are considered environmentally sustainable.

938 million euros in operations included as part of developments formalised during 2019

EIB climate action lines

In 2018 CaixaBank signed an agreement with the European Investment Bank (EIB)



- **30 million euros** of financing for current climate action initiatives



133 million euros of financing granted

- **38 million euros** financing for renewable energies
- **88 million euros** financing of urban rehabilitation
- **7 million euros** EIB - Energy efficiency companies

Bond market

Launch of a **Framework**
for bond issuances linked
to the **SDGs**



First Spanish bank to issue a social bond to support the United Nations Sustainable Development Goals

Objectives

Loan financing to combat poverty, support decent work and create employment in underprivileged areas of Spain

1,000
million
euros raised

5 years

**Participation in the social,
green and sustainable bond market**



Sustainable Bond

600 million euros
Maturity 2029
Joint Bookrunner



Sustainability-linked Bond

750 million euros
Maturity 2027
Joint Bookrunner



Medio Ambiente

Inaugural Green Bond

600 million euros
Maturity 2023
500 million euros
Maturity 2027
Joint Bookrunner



Green Bond

1,000 million euros
Maturity 2025
Joint Bookrunner



PROLOGIS™

Green Bond

450 million euros
Maturity 2029
Passive JLM

* The independent expert advisory firm Sustainalytics acted as Second Opinion Provider.



2. ESG AND CLIMATE RISK MANAGEMENT

Approval of the Environmental Risk Management **Policy** and establishment of the **CaixaBank Environmental Risk Management Committee**

Environmental Risk Management Policy

Sectors included:

- Energy
- Mining
- Infrastructure
- Farming, fishing, livestock and forestry

Operation evaluations:

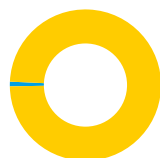
- **100** operations evaluated

Publication of the Action Principles for corporate policy regarding the defence sector

Portfolio exposure

~2%

Credit exposure to CO₂ emission intense businesses*



Signatory of the **Equator Principles** since 2007, aiming to manage social and environmental risk in investment project financing.

15 projects financed in 2019

16,190 million euros in global investment

1,412 million euros CaixaBank participation

2 project categorised as A, with potential significant social or environmental impacts which could be difficult to mitigate

13 projects categorised as B, with potential adverse social or environmental impacts that were limited and could easily be mitigated

CaixaBank follows a simplified procedure for smaller investment projects, starting at 5 million euros.

Working groups

Involvement in UNEP FI** working groups for the banking industry:

- Second pilot project to implement TCFD*** recommendations from the Financial Stability Board
- Adaptation to the European Union banking taxonomy****

* Definition based on TCFD recommendation.

** United Nations Environment Finance Initiative.

*** Task Force on Climate-related Financial Disclosures.

**** Definition of sustainable activities.

3. ENVIRONMENTAL IMPACT

Launch of CaixaBank 2019-2021 Environmental Management Plan



Plan

1

Carbon Neutral Strategy

Minimising and offsetting all CO₂ emissions

- **75%** reduction in our carbon footprint since 2009**
- **27,334** tonnes offset

First listed Spanish bank to offset 100% of CO₂ emissions

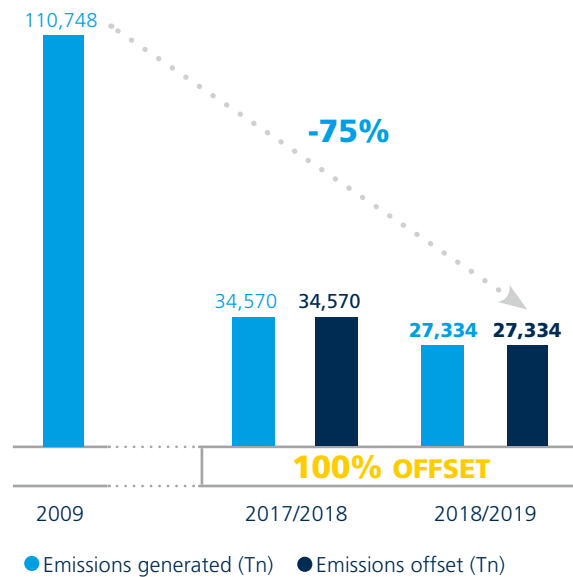
Carbon footprint verified according to ISO 14064



The only Spanish financial institution with the Calculo, Reduzco, Compenso seal, from the Ministry for Ecological Transition



Trend in emissions generated and offset



* Bureau Veritas certifies the carbon footprint under ISO 14064 criteria and the environmental energy management system under ISO 14001, ISO 50001 and EMA Regulations

** Baseline year recalculated to include theoretic emissions from Banca Cívica, Banco de Valencia and Barclays Bank.



2

Environmental efficiency measures and certifications

- **99.5%** of the energy consumed is from renewable sources*

First Spanish organisation to adhere to RE100, a global and collaborative initiative of companies committed to using 100% renewable energy

RE 100

- **-4.7%** vs. 2018 in energy consumption
- **97.2%** recycled paper consumed
- **-14.5%** vs. 2018 in paper consumption
- Scope of UNE ISO 14001 certification extended to the Valencia corporate centre



3

Environmental commitment extended to the value chain

Launch of **2019-2021 Environmental Procurement Plan**

4

Supporting sustainable mobility

Sustainable Mobility Plan

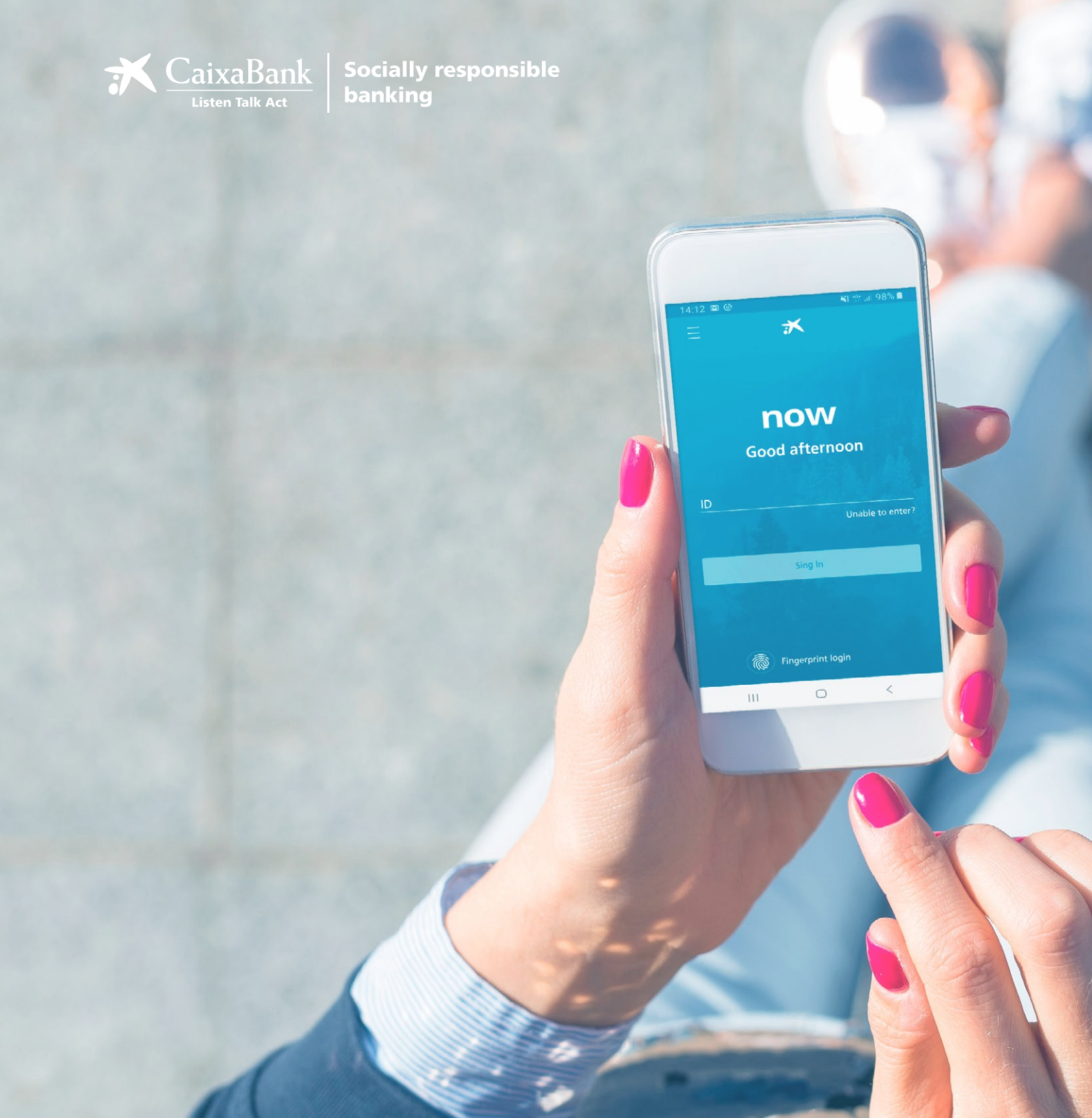
established. Driving use of low emissions transport and reducing travel requirements

5

Commitment, transparency and engagement

Engagement action with employees, strengthening commitment levels and public environmental information

* Pending CNMC certification on 100% renewable energy guarantees of origin for 2019. The latest certificate available is for 2018 consumption.



2019 Most
innovative
financial entity
in Western Europe



931
million
euros invested in
development and
technology



More than **50**
million
euros invested in
information security



Digital innovation

INNOVATION, TECHNOLOGY AND SECURITY

No. 1

LEADER IN DIGITAL BANKING IN SPAIN

SUSTAINABLE DEVELOPMENT GOALS COVERED BY THIS CHAPTER



8- Decent work and economic growth



9- Industry, innovation and infrastructure



16- Peace, justice and strong institutions

CAIXABANK'S CONTRIBUTION

Investment in development and technology
Investment in information security
Strategic Digitalisation Project

Investment in development and technology
Investment in information security
Strategic Digitalisation Project
Entrepreneur XXI

Investment in information security

INNOVATION AND TECHNOLOGY

931 million euros invested
in development and technology in the
CaixaBank Group

Digital relationship models

World's first bank to use
biometric identification via
proprietary applications and
facial recognition at ATMs

CaixaBankNow

Initiative to group all of the entity's digital services under a single concept.

- **26%** of customers are 100% digital
- **30%** penetration among digital clients in Spain*

inTouch

Remote service with personal manager

For customers with a digital profile, who have little available time and rarely use branches

- **1.3** million customers

imagin

First mobile only bank in Spain

Among the top rated financial apps, in line with the leading fintech solutions

- **1.4** million ImaginBank customers

Technological infrastructure

More than **14,000** transactions per second

89% of significant incidents resolved in less than 4 hours

400 applications managed in the internal cloud

Big Data

78% regulatory reports generated based on datapool

93% of areas are involved in big data projects

New technologies

66 robots in operation

3 cognitive assistants to provide support during administrative procedures

ENTREPRENEUR XXI AWARDS

Supporting the development of young innovative companies with strong growth potential.

- **0.8** million euros in prize money
- **854** participants in Spain
- **139** participants in Portugal



INFORMATION SECURITY

More than **50 million** euros invested in information security CaixaBank Group

Multi-site team

- 36** employees
- 35%** increase in workforce vs 2018
- +50** certifications
- 60%** outsourcing
- 24/7** external Security Operation Centre

Culture of security

- 98%** of workforce completed the security course in 2019
- 12** phishing simulations per employee per year
- 48%** 0-clickers in phishing campaigns
- Biweekly newsletter for employees and quarterly newsletter for customers



Brand integrating all security awareness initiatives aimed at employees and customers since 2015.

Active defence

- 6** simulations each year
- System robustness testing, running controlled attacks

Benchmarks

	CNPIC ¹	DJSI ²	INCIBE ³	BITSIGHT ⁴
CaixaBank	7.4	9.2	7.5	7.9
PEERS	7.2⁵	7.2	6.8	7.9



Advanced cybersecurity model, certified under international standard ISO 27001 and established as CERT official, through a team of specialists that are trained and prepared 24 hours a day

Certifications



1. 2019 Cyber Resilience Report
 2. 2019 Dow Jones Sustainability Index
 3. National Institute of Cybersecurity 2018 cyber exercises.
 4. Rating for Spanish financial institutions.
 5. Financial institutions.

DIGITAL TRANSACTIONS

.....

More than **61.7%**
of CaixaBank individual customers are
*digital customers**

Leader in digital banking in Spain

CaixaBankNow

imagin

Mobile

.....▶

38% mobile banking customers

More than **79** million purchases made using mobile phones

CaixaBank apps receive 4.6 stars in Android and iOS. ImaginBank continues to position itself as the benchmark Spanish financial app

- Biometric identification via proprietary applications
- Service and functionalities in constant development
- Sustained growth in mobile payments
- Cognitive assistants to provide support during administrative procedures

* Individual customers aged between 20 and 74 operating during the last 12 months, as a percentage of total customers.

** In Spain. Individual customers between 20-74 with at least one transaction in the last 12 months. 2021e target (Spain): c.70% digital customers



Internet

6.5 million digital customers (now)**

26% exclusively digital customers

30% penetration among digital clients in Spain

Nearly **1.8** million customers connect daily

Payment methods

Cards

23.5% card billing market share in Spain

20.50 million cards issued

More than **1.9** millions cards downloaded to mobile phones

53,465 million euros of sales

Launch of biodegradable cards

POS*

27.8% POS market share in Spain

477,651 POS terminals installed

56,909 million euros of sales

ATMs

9,111 ATMs in Spain

1,380 ATMs in Portugal

The world's first bank to use facial recognition at ATMs



Best technology project of the year for ATMs with facial recognition - *The Banker*

* Point of Sale.

Responsibility

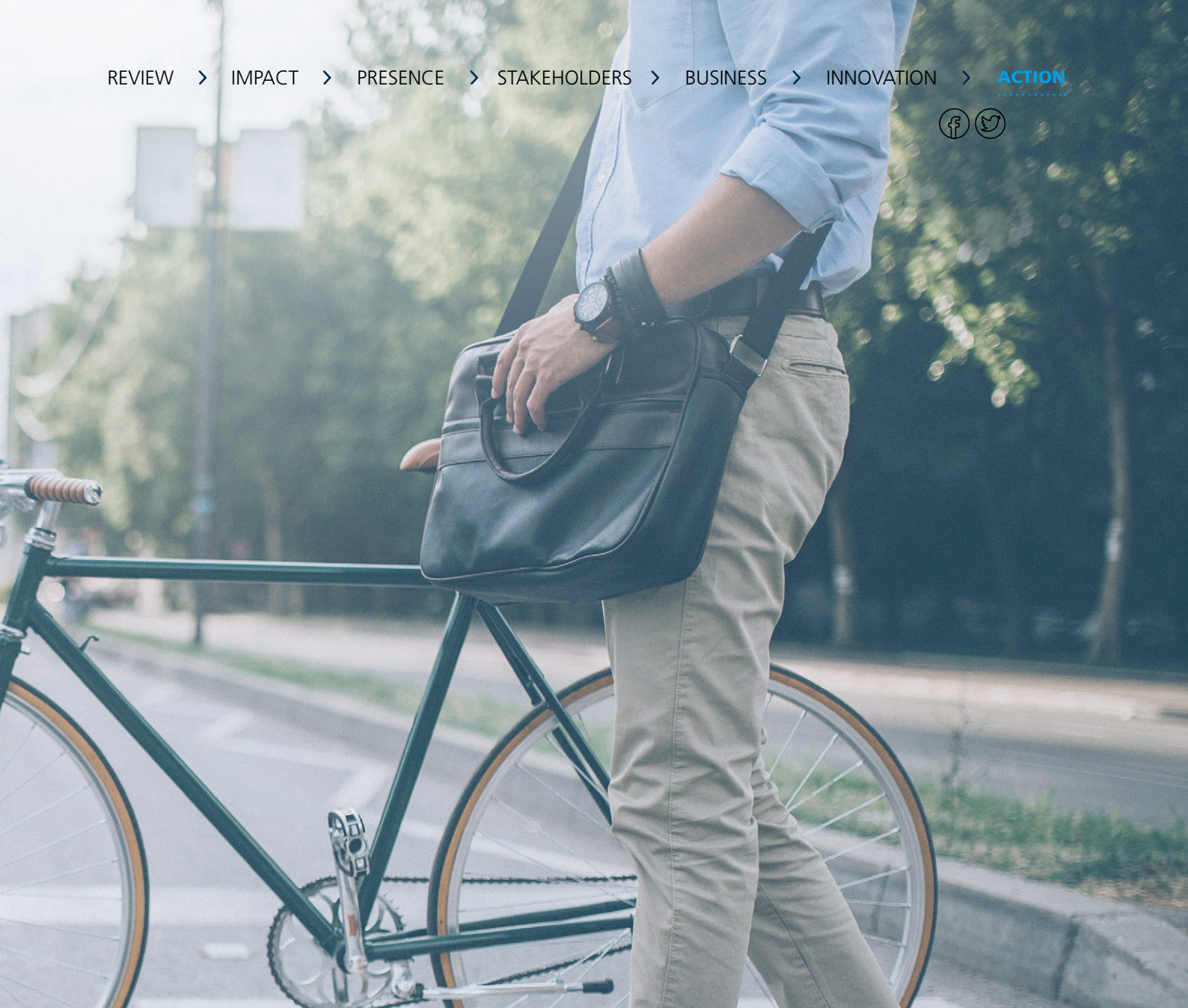
RESPONSIBLE BEHAVIOUR

.....
INTEGRATION OF SDGS INTO THE
STRATEGIC PLAN AND SOCIALLY
RESPONSIBLE BANKING PLAN

Presidency
of the Spanish Network
of the United Nations
Global Compact

Best
bank for corporate
responsibility in Western
Europe 2019

Adherence
to the UNEP FI Principles
for Responsible Banking



SUSTAINABLE DEVELOPMENT GOALS COVERED BY THIS CHAPTER



5- Gender equality



11- Sustainable cities and communities



12- Responsible production and consumption



16- Peace, justice and strong institutions



17- Partnerships for the goals

CAIXABANK'S CONTRIBUTION

Adherence to the United Nations Women's Empowerment Principles
Women in management positions

Adherence to Smart Cities IESE
Adherence to United Nations World Tourism Organization

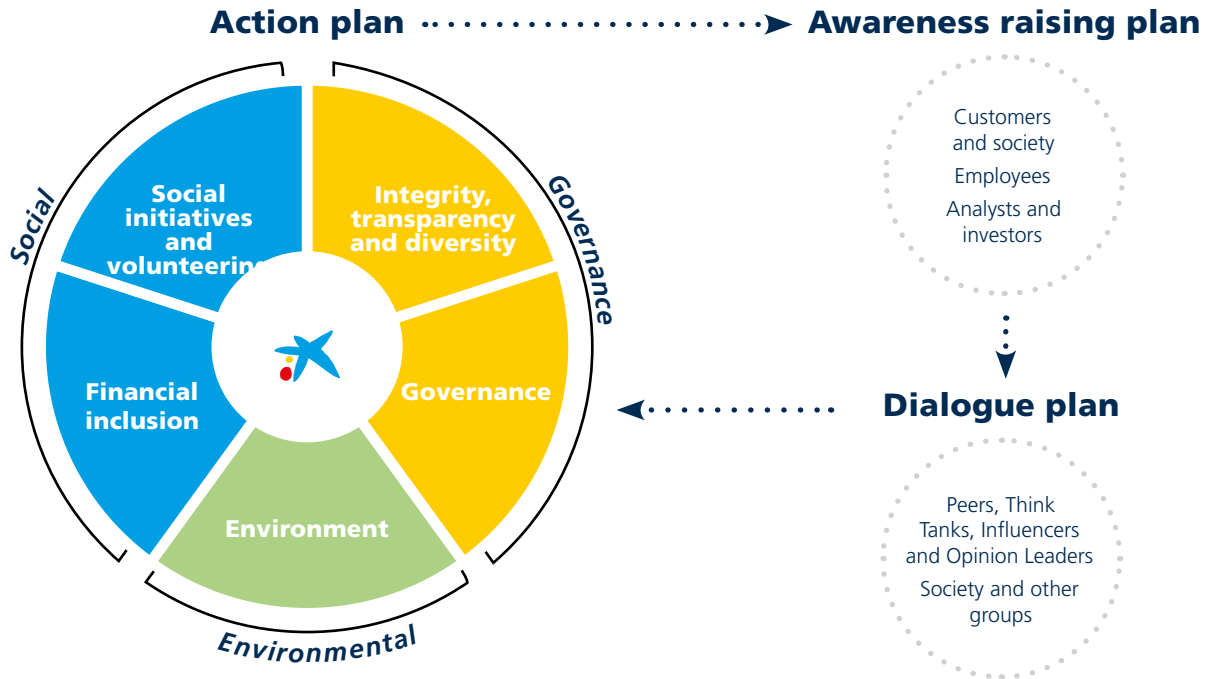
Presidency of the Spanish Network of the United Nations Global Compact
Adherence to the United Nations Principles for Responsible Investment
Inclusion in the Dow Jones Sustainability Index

Code of Business Conduct and Ethics
Responsible policies
Control and compliance through various committees

National and international adhesions

Socially Responsible Banking Plan

- In response to the Bank's firm **social commitment**, one of its corporate values along with quality and trust.
- In line with CaixaBank's **2019-2021 Strategic Plan**



RESPONSIBLE POLICIES

Everyone who works at CaixaBank must adhere to:

- Code of Business Conduct and Ethics
- Corporate Social Responsibility Policy
- Corporate Human Rights Policy
- Anti-Corruption Policy
- Corporate Defence Sector Policy
- Tax Risk Management and Control Policy
- Occupational Risk Prevention Policy
- Environmental Risk Management Policy
- Environmental and Energy Management Principles
- Principles of conduct on CaixaBank customer privacy and rights
- Procurement principles
- Supplier code of conduct

They must also comply with other internal codes of conduct on specific areas such as the security market, the contribution to Euribor, the prevention of corruption, anti-money laundering and counter terrorist financing.



RESPONSIBLE MANAGEMENT

Committees

- **Corporate Responsibility and Reputation Committee.** Establishes, implements and supervises corporate responsibility policies and procedures, among other matters.
- **Global Risk Committee.** Globally manages, controls and monitors risks inherent in the CaixaBank Group Corporate Risk Catalogue.
- **Environmental Risk Management Committee.** Evaluates and approves strategy proposals and the entity's strategic positioning in terms of environmental risk.
- **Risk Policies Committee.** Establishes, reviews and approves the policies and procedures governing actions linked to the approval of credit and market risks.
- **Transparency Committee.** Ensures transparency in the design and marketing of financial instruments, banking products, and investment and savings insurance plans.
- **Product Committee.** Approves new products or services designed and/or marketed by the Bank, after analysing the features and risks associated with each.
 - **218** products and/or services analysed
 - **12** products and/or services initially denied due to failure to comply with the agreed principles
- **Diversity Committee.** Establishes, promotes and ensures the implementation of initiatives aimed at driving diversity and inclusion at the Bank, seeking to develop talent, ensure a meritocracy and equal opportunities.

CaixaBank has been a signatory of the United Nations Principles for Responsible Banking since 2019

Whistle-blowing channels

- **Confidential internal channel** to ensure compliance with internal policies and rules.
- **The usual customer service channels** can be used by customers and other stakeholders for the purpose of whistle-blowing.

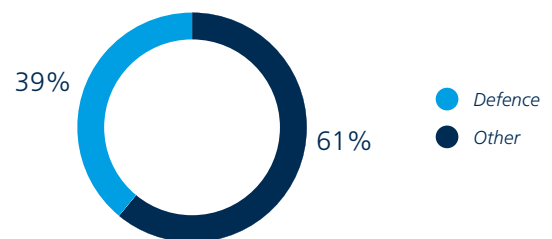
Reputational Risk Support Service

Service provided to the commercial branch network to channel queries regarding transactions with potential reputational risk.

310 queries resolved in 2019, of which

39 were queries regarding the Equator Principles

271 remaining operations:



Autocontrol

CaixaBank voluntarily adheres to Autocontrol, the Spanish Association for Commercial Self-Regulation, which promotes good advertising practices.

ADHERENCES AND ALLIANCES

International



Body responsible for promoting the United Nations principles. CaixaBank has held the presidency since 2012.



Promotes sustainable finance and the integration of environmental and social aspects in the business (2018).



PRINCIPLES FOR RESPONSIBLE BANKING

Defines the role and responsibilities of the financial sector to guarantee a sustainable future (2019).



The pension plans manager, VidaCaixa (2009), the Group's asset manager, CaixaBank Asset Management (2016), and BPI Gestão de Activos (2019), are signatories.



Drives progress towards SDGs by fostering impact investment. CaixaBank Asset Management holds the presidency of the Spanish National Advisory Board (2019).



Promotes microfinance as a means of combating social and financial exclusion in Europe through self-employment and the creation of microenterprises.



Entity representing savings banks and retail banks in Europe. CaixaBank teams are involved on various committees.



Public commitment to ensure that its policies promote gender equality (2013).



Principles that promote integrity in the green and social bonds market (2015).



Financial Stability Board initiative to encourage climate-related reporting from companies (2018).



An initiative that drives dialogue with the largest greenhouse gas emitting companies (2018).



Commitment to ESG* risk assessment in project financing of over 7 million euros (2007).



Global and collaborative initiative of companies committed to using 100% renewable energy (2016).



CaixaBank is an affiliated member of this United Nations body that promotes responsible, sustainable and accessible tourism for all (2019).

* Environmental Social Governance.










National

 <p><i>Alliance with "la Caixa" Foundation, the leading foundation in Spain and one of the biggest in the world.</i></p>	 <p><i>Commitment to foster, promote and spread new corporate social responsibility ideas (2008).</i></p>	   <p><i>Chair to support innovation and sustainability in the agribusiness industry (2016).</i></p>	
  <p><i>Monitors compliance with SDGs by Spanish companies. Set up by "la Caixa" in partnership with the ESADE Chair in Leadership and Democratic Governance (2017).</i></p>	 <p><i>Entity representing savings banks in Spain. CaixaBank teams are involved on various committees.</i></p>	 <p><i>Promotes economic growth linked to a low-carbon economy through public-private partnership. CaixaBank is a founding member (2016).</i></p>	
  <p><i>Seeks to ensure that sufficient private capital is allocated to sustainable investments. Adhered to the United Nations network of European financial centres for sustainability (2019).</i></p>	 <p><i>Promoting the commitment of companies to improve society via responsible initiatives. CaixaBank sits on the Board of Trustees and Advisory Committee (2011).</i></p>	 <p><i>Promotes the inclusion of social, environmental and governance aspects in company management (2010).</i></p>	
 <p><i>Defends CSR and supports efforts to combat corruption at Spanish companies (2019).</i></p>	 <p><i>Signatory to the Financial Literacy Plan run by the Bank of Spain and the Spanish Securities Market Regulator (CNMV), seeking to improve financial literacy among the general public (2010).</i></p>	 <p><i>Spanish Association of Social Responsibility Specialists. CaixaBank is a Board member (2011).</i></p>	 <p><i>Partnership agreement to develop specific proposals to fund and fully implement Smart City proposals: More inclusive and sustainable cities, both in social and environmental terms (2019).</i></p>

SUSTAINABILITY INDEXES AND RATINGS

Recognition by the main sustainability indexes and rating agencies

	 (0-100)	 2019 Constituent MSCI ESG Leaders Indexes (CCC-AAA)	 (0-100)	 (1-5)	 RATED BY ISS ESG (D-/A+)	 (D-/A)	 INDICES EUROZONE 120
2019	81	A	74	3,8	C	A-	Robust
2018	79	A	74	4	C	A-	Robust
	Only 25 banks included worldwide		Outperformer		Prime	Leadership	

PRINCIPLES FOR RESPONSIBLE BANKING

CaixaBank is a **signatory**
of the **UNEP FI* Principles for
Responsible Banking**



PRINCIPLES FOR
RESPONSIBLE
BANKING

PRINCIPLES FOR RESPONSIBLE BANKING COMPLIANCE INDICATORS

1

Alignment

**Aligning business
strategy with SDGs and
the Paris Agreement**

- Line 5 of the 2019-2021 Strategic Plan: "A benchmark in responsible banking and social commitment."
- Corporate Social Responsibility Master Plan approved by the Board of Directors
- Social commitment through MicroBank, a social bank fully owned by CaixaBank
- Environmental Strategy established and Declaration on Climate Change published
- Signed the Collective Commitment to Climate Action, a UNEP FI* initiative

2

Impact and target setting

**Setting goals to enhance the
positive impact on people
and the environment, while
reducing any negative impacts**

- 2019-2021 objectives:
 - 2,200 million euros approx. in cumulative new MicroBank loans
 - 43% women in management positions
 - 10% reduction in energy consumption (vs 2015)
 - 14.5% reduction in CO₂ emissions (vs 2015)
 - 70% of product/service procurement based on environmental criteria out of total procurement with a significant environmental impact
- Environmental Risk Management Policy
- Project to implement TFCD** recommendations
- Measurement of sustainable production (EU taxonomy)
- Contribution to job creation
- Implementation of accessibility measures
- Workforce with variable remuneration linked to quality of service
- Social housing programme

* United Nations Environment Programme Finance Initiative.

** Task Force on Climate-related Financial Disclosures.



This pledge means evaluating social and environmental impacts, establishing objectives aligned with the United Nations Sustainable Development Goals and the Paris Agreement, as well as reporting annually on compliance

PRINCIPLES FOR RESPONSIBLE BANKING COMPLIANCE INDICATORS

<p>3</p>	<p>Customers</p> <p>Fostering sustainable customer practices and supporting economic initiatives that create value</p>	<ul style="list-style-type: none"> Financial inclusion through MicroBank 2019-2021 Environmental Risks and Opportunities and Climate Change Management Plan Socially Responsible Investment Opportunities Financial Culture Plan
<p>4</p>	<p>Stakeholders</p> <p>Proactive consultancy and work with relevant stakeholders</p>	<ul style="list-style-type: none"> Annual materiality assessment included in the Group Management Report ESG* roadshows and conferences with investors Participation in CSR alliances and think tanks Strategic alliance with “la Caixa” and partnership with welfare organisations (MicroBank and “la Caixa” Volunteer Association) Supplier Code of Conduct
<p>5</p>	<p>Governance and culture</p> <p>Ensuring effective governance and a culture of responsible banking in order to implement the principles</p>	<ul style="list-style-type: none"> The Board of Directors and Board committees (Appointments, Risk) approve the CSR policy and strategy, as well as overseeing their implementation Corporate Social Responsibility Policy The Management Committee and subordinate committees oversee implementation of the CSR strategy Corporate Governance Policy CaixaBank Culture Programme
<p>6</p>	<p>Transparency & Accountability</p> <p>Periodic review of implementation of the Principles, their impact and their contribution to society</p>	<ul style="list-style-type: none"> ESG information included in the Group Management Report, which complies with the GRI** and is verified Annual publication of Socioeconomic Impact and Contribution to SDGs Annual publication of the environmental and carbon footprint declaration Internal working group to ensure alignment with TFCD*** recommendations

* Environmental, Social and Governance.

** Global Reporting Initiative.

*** Task Force on Climate-related Financial Disclosures.

SUSTAINABLE DEVELOPMENT GOALS

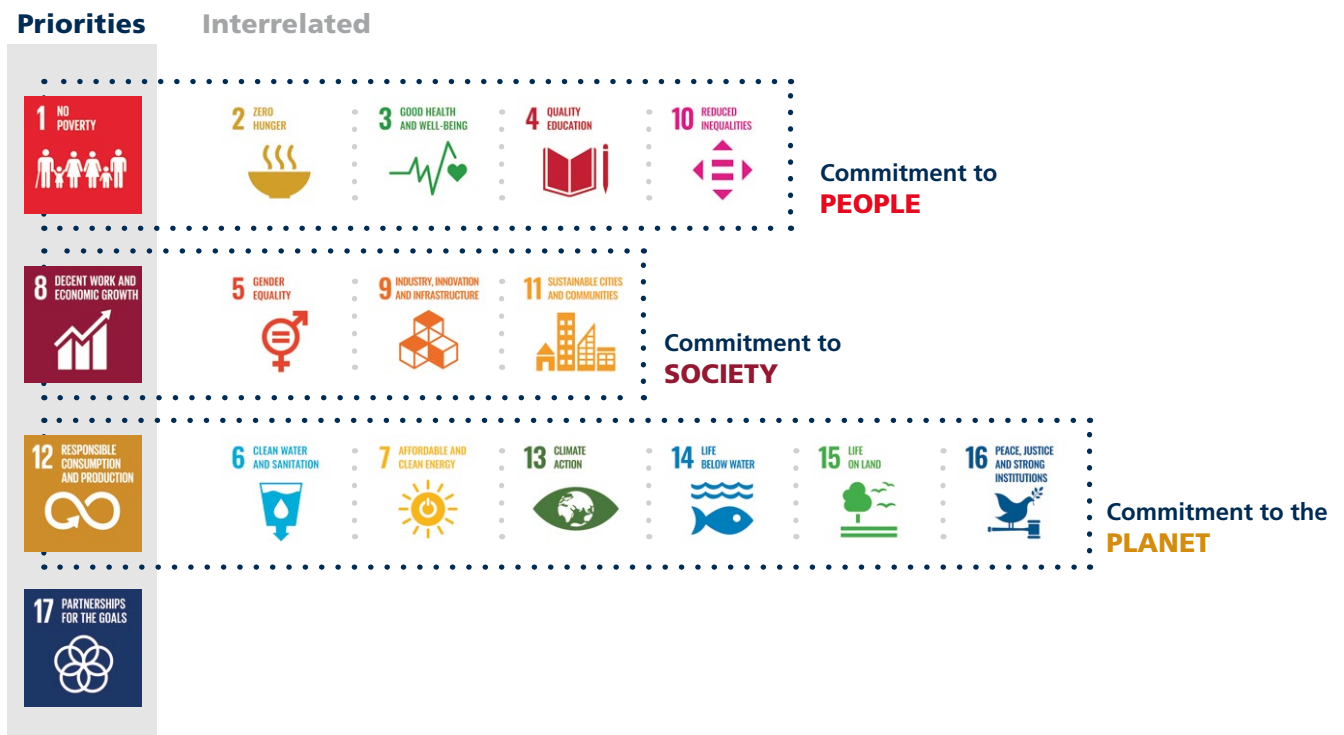
Given its size and social commitment, CaixaBank contributes to all SDGs through its activity, social initiatives and strategic alliances.

The entity integrates all 17 United Nations SDGs in its Strategic Plan and Socially Responsible Banking Plan, in addition to contributing transversally to all of them

CaixaBank Group contribution to SDGs

CaixaBank focuses chiefly on the 4 Priority SDGs that are central to the entity's mission: **To contribute to the financial wellbeing of our customers and the progress of society as a whole.**


The 4 Priority SDGs are interrelated with the remaining SDGs, with CaixaBank contributing to all of the goals thanks to its transversal nature.



CaixaBank has held the presidency of the Spanish Network of the United Nations Global Compact since 2012



Contribution to the progress and wellbeing of the most vulnerable groups through access to financial services, social initiatives and an active housing policy

PRIORITY SDGs	INTERRELATED SDGs
 <p>Microcredits Extensive reach Social Bond Social initiatives AgroBank Active housing policy</p>	<p>2 ZERO HUNGER</p> <ul style="list-style-type: none"> • Microcredits for families • Eco-loans to the farming sector • Decentralised Welfare Projects • Ningún niño sin bigote (A milk moustache for every kid) <p>3 GOOD HEALTH AND WELL-BEING</p> <ul style="list-style-type: none"> • SegurCaixa Adeslas • Health and wellbeing microcredits • Collaboration with GAVI, the Vaccine Alliance through “la Caixa” • Healthy team <p>4 QUALITY EDUCATION</p> <ul style="list-style-type: none"> • Financial Culture Plan • Aula Programme • Chairs* • CaixaBank Research • CaixaBank Futuro <p>10 REDUCED INEQUALITIES</p> <ul style="list-style-type: none"> • Microcredits • Decentralised Welfare Projects • Active housing policy • Financial Culture Plan

Driving economic activity by promoting investment in innovation, entrepreneurship and the growth of microenterprises and SMEs

PRIORITY SDGs	INTERRELATED SDGs
 <p>Financing for companies and the self-employed Microcredits for entrepreneurs and businesses Social bond Investment in R&D Job creation</p>	<p>5 GENDER EQUALITY</p> <ul style="list-style-type: none"> • Equality Plan • Wengage Programme • Adherence to the UN Women’s Empowerment Principles • IWEC Awards • Microsoft STEM studies alliance • Support to the leading women's associations** <p>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</p> <ul style="list-style-type: none"> • Support for start-ups (Day One) • Financing for companies with a social impact • Investment in R&D • Information security • Digitalisation plan <p>11 SUSTAINABLE CITIES AND COMMUNITIES</p> <ul style="list-style-type: none"> • Extensive reach • Active housing policy • Adherence to IESE Smart Cities • Adherence to UNWTO***

* CaixaBank Chair of CSR at IESE Business School, AgroBank Chair, “la Caixa” Chair of Economy and Society.

** Equality in the company, Diversity Charter, More women better companies, Eje&Con.

*** United Nations World Tourism Organisation.

Implementation of a socially responsible banking model based on sustainable and efficient management of natural resources

PRIORITY SDGs



Financing based on ESG criteria
Responsible policies
CSR governance framework
Adherence to the UNEP FI Principles for Responsible Banking**
VidaCaixa and AM adherence to the PRI**
Verified reporting

INTERRELATED SDGs



- AgroBank
- Issuance framework for sustainable, green and social bonds



- Renewable energy financing
- Adherence to RE100
- Reduction in energy consumption
- Consumption of renewable energy of guaranteed origin



- GECV members
- Equator Principles
- Use of renewable energy
- Offsetting CO₂ emissions
- Renewable energy financing



- AgroBank



- Issuance framework for sustainable, green and social bonds



- Code of ethics
- Responsible policies
- Information security
- Adherence to Autocontrol

Contribution to all SDGs through proprietary programmes and partnerships



Alliances directly associated with the SDGs***



The leading foundation in Spain and one of the biggest in the world. Strategic alliance to raise the profile of projects and actively engage in core programmes such as Incorpora, GAVI, the Vaccine Alliance and the “la Caixa” Associations of Volunteers



Body responsible for promoting the 10 United Nations Principles. Presidency of the Spanish Network of the United Nations Global Compact since 2012



ESADE Chair in Leadership and Democratic Governance Initiative in partnership with “la Caixa”

* United Nations Environment Programme Finance Initiative.
** UN Principles for Responsible Banking.
*** For more details see the Adherences and Alliances section.



Interrelated SDGs



Contribution to the progress and wellbeing of the most vulnerable groups through access to financial services, social initiatives and an active housing policy

	Area	Key indicators	2019	Page
	Microcredits	Total microcredits awarded to families (millions of €)	412.7	37
	AgroBank	New loan production specific to the farming sector (millions of €)	1,000	15
	Decentralised Welfare Projects	Number of initiatives aimed at local charity organisation projects	10,600	30
	Charity initiatives	Litres collected in the A Milk Moustache for Every Kid campaign (millions)	2.5	30
	Finance with a social impact	Health loan	√	37
	“la Caixa” Alliance	Collection for GAVI, the Vaccine Alliance, from 818 client companies (millions of €)	1.2	31
	Financial Culture Plan	FinanzasXaFollowers	√	28
	Aula Programme	Number of classroom-based courses and webinars	30	21
	CaixaBankFuturo	Number of sessions	308	29
	CaixaBank Research	Number of reports	654	29
	Academic	Chairs	√	29
	Microcredits and finance with a social impact	Total microcredits and financing with a social impact granted (millions of €)	724.8	36
		Number of microcredits and financing with a social impact granted	99,328	36
	Decentralised Welfare Projects	Number of initiatives aimed at local charity organisation projects	10,600	30
	Homes	Social housing stock	√	33
	Training	“la Caixa” Volunteer Association basic finance workshops for people with disabilities	128	29
	Accessibility	% fully accessible branches in Spain	93%	12



Interrelated SDGs

Driving economic activity by promoting investment in innovation, entrepreneurship and the growth of microenterprises and SMEs

	Area	Key indicators	2019	Page
	Wengage Programme	Management positions at CaixaBank held by women %	43.1	32
		Alliance with Microsoft to award prizes to the best students on STEM courses	√	32
	Adherences	Adherence to the United Nations Women's Empowerment Principles	√	32
	Sponsorships	Spanish women's football and basketball teams	√	32
	Entrepreneurship	21st Entrepreneur Awards	√	48
		Financing for companies and the self-employed (millions of €)	4,881	
	Microcredits	Total business microcredits (millions of €)	203.6	37
	Innovation	Investment in development and technology (millions of €)	931	48
	Information security	Investment in information security (millions of €)	50	49
	Digitalisation	Transactions per second	14,000	48
	Extensive reach	Branches fully accessible branches in Spain %	93%	12
	Homes	Social housing stock	√	33
	Adherences	IESE Smart Cities	√	57
		United Nations World Tourism Organisation	√	56



Interrelated SDGs

Implementation of a socially responsible banking model based on sustainable and efficient management of natural resources

	Area	Key indicators	2019	Page
	SDG Bond	SDG 6 included in the framework for bond issuances linked to the SDGs	√	42
	Sustainable financing	Total renewable energy financing (millions of €)	2,453	40
	Environmental Management Plan	CO ₂ emissions offset %	100	44
		Energy consumed from renewable sources %	99.5	45
	Adherences	RE100 Initiative	√	45
	Adherences	Member of the Spanish Green Growth Group	√	57
	Sustainable investment	Projects funded according to the Equator Principles	15	43
	Sustainable financing	Total renewable energy financing (millions of €)	2,453	40
	Environmental Management Plan	CO ₂ emissions offset %	100	44
		Energy consumed from renewable sources %	99.5	45
	AgroBank	EcoFinancing line for farming projects (efficient water use)	√	41
	SDG Bond	SDG 15 included in the framework for bonds linked to the SDGs	√	42
	Responsible behaviour	Responsible policies	√	54
	Information security	Investment in information security (millions of €)	50	49
	Adherence	Autocontrol, the Spanish Association for Commercial Self-Regulation for good advertising practices.	√	55

AWARDS AND RECOGNITION 2019

CaixaBank

Reputation as a premium brand



2019 Best Bank in Spain
2019 Western Europe's best bank for corporate responsibility
2019 Western Europe's best bank transformation
Euromoney



2019 Best Bank in Spain
2019 Western Europe's best bank
Global Finance



2019 Best Private Banking Operator in Spain
The Banker/PwM



MEMBER OF
Dow Jones Sustainability Indices
In collaboration with *RobecoSAM brand*
Among the world's top banks in CSR



Most responsible financial institution and best corporate governance
Merco

Widely recognised as the market leader in IT infrastructure



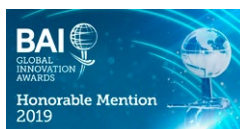
2019 World's best private banking entity for digital communication
PwM (FT Group)



2019 Most Innovative Bank in Western Europe
Global Finance



2019 Technological project of the year in the "Service delivery channels" category
The Banker



2019 Best Innovation in Marketing
BAI



2019 Best digital retail bank in Spain and Western Europe
2019 World's best retail mobile banking app
Global Finance

BPI

Recognition as a premium and innovative brand



Trusted brand in Portugal 2019
Reader's Digest



Best digital bank in Portugal 2019
5 stars



2019 Brand of Excellence
Superbrands



2019 Best private bank for digitally empowering relationship managers
PwM (FT Group)



2019 Best digital team
PayTech Digital Awards





CaixaBank
Listen Talk Act

**Socially responsible
banking**