

SOCIO-
ECONOMIC
IMPACT REPORT
2016



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INTRODUCTION TO THE REPORT

CaixaBank is the leading retail bank in Spain and one of the key agents in the country's economy. In addition to this leadership position, the bank's strong social commitment for more than a century and its desire to be recognised as a paradigm for social and responsible banking should also be taken into account.

This position and attitude entail adopting a proactive and decisive role in the sustainable development of our community. The bank therefore works to maximise its contribution to economic growth and respond to the most urgent social and environmental challenges.

CaixaBank is also firmly committed to working to achieve the United Nations Sustainable Development Goals to eradicate poverty, protect the planet, and ensure prosperity for everyone.

This report, which is CaixaBank's second impact report, provides a summary of the key indicators that support and quantify the bank's positive impact in the territories in which it has a presence.



ABOUT CAIXABANK

CaixaBank is the leading retail bank in Spain, and a benchmark for one out of every four people. CaixaBank, which has a 100-year-long financial and social tradition, has a distinctive management model that has made the bank a benchmark in the European banking industry.

LEADING BANK IN SPAIN

The bank, which is known for its financial strength, dedication to personal ties and its firm commitment to digitalisation, focuses on maximising quality of service and profitability by maintaining a prudent management model, with a long-term vision and a notable social commitment. The bank consistently strives to maximise its contribution to the country's economy, establish stable and trustworthy relationships with the environment and contribute to solving the most urgent social challenges and the transition to a low-carbon economy.

LEADING ENTITY IN THE SPANISH MARKET

13.8 million customers



1 in 4 banking customers
use CaixaBank as their go-to institution

32,403 employees



€347,927 million in total assets

The largest number of active digital customers in the country:

 **5.3 million Internet customers**

 **3.7 million mobile customers**

 **#1 in the penetration ratio in Spain and abroad in digital banking***

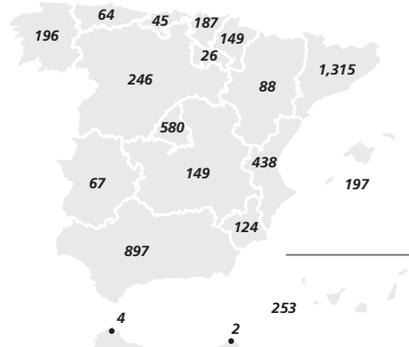
*Source: ComScore

The most extensive commercial network in the country

5,027 branches

Of which **4,851** are retail branches

85% of branches are accessible



90% of Spanish citizens have a CaixaBank branch in their municipality

100% presence in cities with more than 10,000 residents

93% presence in cities with more than 5,000 residents

9,479 ATMs

83% of ATMs are 100% accessible

99% of ATMs have sign language videos

With an excellent management model, externally evaluated



European Seal of Excellence +600 EFQM
European Foundation for Quality Management
(2014, renewed in 2016)

A bank with a social commitment, with a Corporate Social Responsibility (RSC) Master Plan in progress



It responds to the bank's strong social commitment, one of its corporate values along with quality and trust



It is in line with the bank's 2015-2018 Strategic Plan and has a cross-disciplinary nature



It highlights strengthening its social banking model and *consolidating its position as a responsible and sustainable reference bank*

INTERNATIONAL RECOGNITION



Bank of the year in Spain



Best digital retail bank in Western Europe



Best responsible bank in Europe

CONTENT AND SCOPE OF THE REPORT

This report provides a summary, through quantitative and qualitative information, of CaixaBank's positive impact on the territories in which it operates and its role as one of the key agents in the country's economy.

Unless indicated otherwise, the figures relate to 2016 and include the impact of CaixaBank and, when deemed appropriate and if the information was available, of its subsidiaries.

MAIN AREAS OF SOCIAL AND ECONOMIC IMPACT OF CAIXABANK



Contribute to the country's **economy**, employment and finances



Promote financial inclusion and retirement planning, and drive **social action** programmes in collaboration with the "la Caixa" Banking Foundation



Strengthen **trust** as a result of its financial strength, culture of integrity, its certified professionals and the security of its services, and promote financial education



Contribute to the transition to a low-carbon economy and environmental **sustainability**



External assurance

The indicators were collected based on in-house calculations using internal data and databases and external reports, which mention when this information is deemed relevant.

The non-financial information included in this report was verified by Deloitte, in accordance with the terms expressed in its independent assurance report. The economic and financial information was obtained from the CaixaBank Group's audited 2016 financial statements. Both documents are available on the company's website.



GENERATION OF WEALTH AND EMPLOYMENT

CaixaBank's financial strength is key in order to guarantee its future, drive economic and business activity in the territories in which it operates, contribute to the generation of employment and compensate its shareholders and institutional investors and, through CriteriaCaixa, thus contribute to the "la Caixa" Banking Foundation and its Welfare Projects.

CONTRIBUTION TO THE SPANISH ECONOMY

CaixaBank contributes to the country's economy through its financial activities. The bank also indirectly contributes through the effect of its expenditure on products and services, and through its employees when they spend their salaries, the dividends received by its shareholders and investors, the employees of its suppliers, and through the production activity of the self-employed professionals, businesses and companies it finances.

CONTRIBUTION TO SPANISH GROSS DOMESTIC PRODUCT (GDP)

€8,094 M
in direct and indirect contribution
by CaixaBank to Spanish GDP*

0.72% of GDP
14.7% of GDP
provided by the banking sector

* Source: CaixaBank Research, based on data from Spain's National Statistics Institute (with data from 3Q and an estimate for 4Q)

PURCHASES, DIVIDENDS AND INCOME

Over **€550 M**
distributed in dividends



Over **682,000**
minority shareholders

€1,850 M
paid in wages and salaries

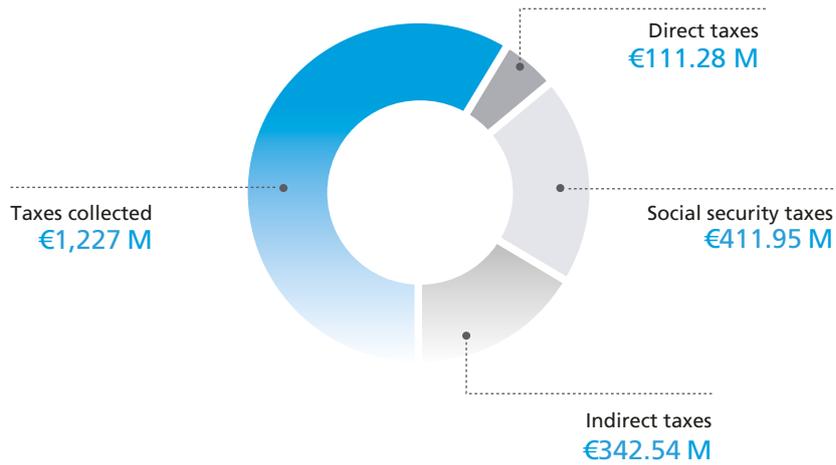
€1,788 M in purchases from suppliers
96% of CaixaBank's Spanish suppliers
92% of invoices paid within the stipulated period by CaixaBank



CONTRIBUTION TO PUBLIC FINANCES

The bank believes it is duty-bound to contribute to public finances, which provide infrastructure and essential public services so that society can effectively operate and enable social progress and development of our community.

€2,093 M in taxes paid and collected



The profit attributable to the Group amounted to **€1,047 M**

In 2016 the bank continued with its commitment to transparency, by voluntarily publishing its complete [tax risk management policy](#)

JOB CREATION

CaixaBank provides quality employment, with fixed and permanent contracts for the broad majority of its employees. The bank also contributes to generating employment and self-employment through customer financing, purchases from suppliers and the active dissemination among its customers of the "la Caixa" Foundation programmes.

32,403 people work for the CaixaBank Group

- 96% have permanent contracts at CaixaBank
- 98% of management positions at CaixaBank are covered internally
- 37% women in management at CaixaBank*



35,663 jobs generated indirectly
via purchases from suppliers**



24,935 jobs created thanks to the contribution of microcredits for entrepreneurs and businesses***

Active dissemination, through the branch network and customer company meetings, of the **Incorpora** job market inclusion programme of the "la Caixa" Foundation



Over **28,000** job opportunities generated during the year
Collaboration with more than **9,500** companies throughout Spain in 2016

A total of **382** social entities and **756** technicians, which applied various specialised inclusion processes

* Starting from deputy managers of branch A or B or higher.

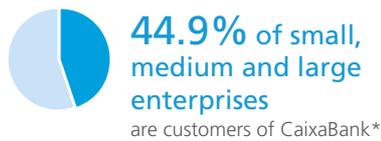
** Source: CaixaBank Research, based on the added value of the Group's activity, Spanish GDP, employment according to Spain's national accounts and figures on productivity per employee and based on the input-output tables of Spain's National Statistics Institute (INE), with data from the third quarter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

*** Source: Report on the social impact of microcredits 2016.

BOOSTING ECONOMIC ACTIVITY

CaixaBank, the leading bank in Spain, has maintained its service commitment to the country's business fabric and has several specialised value proposals depending on the type of company, sector and size. For self-employed professionals and businesses, CaixaBank Negocios; for the agricultural sector, AgroBank; for small, medium and large enterprises, Business Banking; and for large corporations and the public sector, Corporate and Investment Banking. The bank is also firmly committed to innovation, one of the pillars of the country's economic growth.

FINANCING FOR SELF-EMPLOYED PROFESSIONALS AND COMPANIES



231,596 new loans granted
 ↑ 9.7% vs. 2015



83,771 new loans granted
 ↑ 4.4% vs. 2015

18,608 microcredits granted to businesses and entrepreneurs

14.1% market share of loans to companies**



↑11% increase in new loans compared to 2015

87.3% of loans granted with regard to loan applications processed

The bank created the **University-Company Chair** between **AgroBank** and the University of Lleida with regard to **food and agricultural quality and innovation**, to promote the **transfer of scientific and technical** knowledge between the University and professionals and customers in the sector.



CaixaBank has **342,350** agrarian customers
 ↑ 2.7% vs. 2015

24.1% of agrarian self-employed professionals in Spain are CaixaBank customers

*Source: FRS Inmark 2015, for companies that bill €1 million - €100 million. Latest available data.
 ** Includes MicroBank figures.

COMMITMENT TO INNOVATION



€176.5 M invested in development and technology*



€84.1 M in R&D



The IBM Digital Innovation Centre, an alliance that CaixaBank formed with IBM, develops emerging technologies in the management of technological infrastructure



ImaginBank, was created, the first mobile only bank for the young sector

6th addition of the ImaginChallenge
a 24-hour hackathon for mobile app developers, marketers, designers and creators



10th anniversary of the EmprendedorXXI Awards, created to identify, recognise and assist newly-created and innovative Spanish businesses with high potential for growth

€4.28 M in awards and support activities

289 winners since its creation

87% of the companies awarded remain active

220 candidates received in the 2016 edition of the Business Character Awards, created in collaboration with the CEOE to recognise innovative Spanish companies that are committed to internationalisation



CaixaBank is once again recognised for its innovative character

- ✓ Award for the best global technological project, by *The Banker*
- ✓ Award for best European mobile bank, by *Forrester Research*
- ✓ Award for the World's Best Bank for Innovation, by *Retail Banker*
- ✓ Award for Disruptive Innovation and Innovation in Payments, by the Bank Administration Institute (BAI)
- ✓ Award for Best Digital Bank in Spain and Best Consumer Bank Western Europe for the third year in a row, by the North American Journal *Global Finance*

* Includes investment from CaixaBank and companies of the Silk Group, CaixaBank Digital Business and VidaCaixa.



A TRUSTWORTHY BANK

CaixaBank, which is known for its financial strength and management based on prudence and forethought, works to maintain a relationship with its customers and society in general that is based on trust. The bank therefore has a team of qualified professionals, reinforces the responsible management of its business and ethical culture, and maximizes the security of its services and involvement in the territory.

REFERENCE BANK IN SPAIN

13.8 million customers



1 in 4 families



1 in 3 young people
(between 18 and 25 years old)



Over 1 in 4 people over
the age of 65*

87% of our customers consider CaixaBank
their main bank*

€303,89 M in total customer funds

▲ +2.5% vs. 2015

1 in 4 people

who **directly deposit** their
wages do so through
an account at CaixaBank



CaixaBank is the leading financial institution
in terms of **overall satisfaction** with
the bank and **has more customers that
would recommend the bank** compared to
its main competitors***



1 in 5 senior citizens

collect their social **security pension**
through CaixaBank



The bank received **the second
best net promoter score (NPS)**
compared to its main
competitors***



CaixaBank **manages 23.8%****
of Spaniards' **savings insurance**
and **22.9%** of their pension plans

93.33% retention
of total customers
97.91% retention
of high-value customers

*Source: FRS Inmark 2015.

** Latest available data (September 2016).

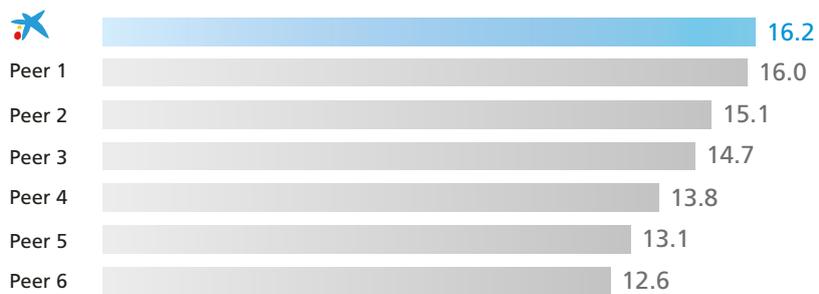
*** Source: BMKS FIN 2016 Report of Stiga. Includes Banco Santander, BBVA, Banco Sabadell, Banco Popular and Bankia

ROBUSTNESS

CaixaBank, which bases its management on **prudence and forethought**, is one of the most solvent Spanish banks.



Spanish banks: Total capital ratio for regulatory purposes
At 31 December 2016, in %*

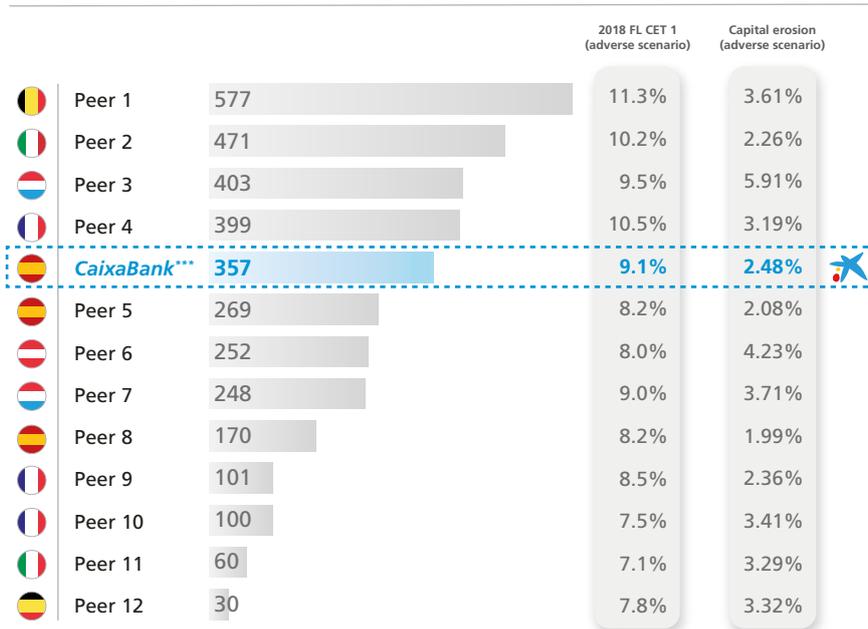


* A group of comparable companies includes Banco Santander, BBVA, Banco Sabadell, Bankia, Banco Popular and Bankinter. For CaixaBank, the regulatory total capital ratio, without including the purchase of the 84.51% interest in BPI post-takeover and the subordinated debt issued in February 2017.

CaixaBank is among the most solvent banks in the eurozone, according to the **stress test** carried out by European authorities in 2016.

2018 FL CET1 capital surplus, eurozone *

*Basis points of the difference between the FL CET1 ratio in an adverse scenario in 2018 and the required regulatory ratio ***



* The group of comparable companies includes the top fifteen banks in the eurozone according to stock market capitalisation in the Euro Stoxx Banks index at 30 June 2016, not including Banquea and Natixis, because the EBA publishes the results for BFA and BPCA, respectively.

** Minimum reference of the ECB of 5.5% plus the capital buffer applicable to G-SIBs.

*** The methodology of the EBA's stress test was applied to CaixaBank in an internal exercise, resulting in a ratio of 9.1% in an adverse scenario in December 2018, pro forma to the sale of the investees BEA/GFI to CriteriaCaixa. The exercise of the European authorities covers the entire CriteriaCaixa Group based on the highest level of prudential consolidation at 31 December 2015.

CaixaBank has a non-performing loans ratio that is lower than the sector average:

6.9% NPL ratio of CaixaBank vs. **9.23%**, average NPL ratio for the sector*

The NPL ratio fell **103** basis points compared to 2015



€50,408 M in liquid assets (14.5% of assets)



*Source: Bank of Spain (last available data, November 2016).

INTEGRITY



All people that form part of CaixaBank must base their actions on the **Code of Business Conduct and Ethics, the Anti-Corruption Policy, the Corporate Social Responsibility Policy** and other internal rules of conduct on specific areas (such as, for example, the securities market, the contribution to the Euribor, the prevention of corruption, and the prevention of money-laundering and of the financing of terrorism).

In **2016** the bank worked on drawing up a **Human Rights Policy**, which will be published in 2017.

In addition, a new project, which will be **implemented in 2017, was included in the Strategic Plan** to transform the control and compliance culture by integrating it into everyday activities, with the most stringent protection for customers and for CaixaBank.

A **whistle-blowing channel** has been set up to facilitate compliance with these rules. In the case of customers or other stakeholders, such matters will be handled through the normal customer service channels.



The bank integrates **ethical, social and environmental values** in its decision-making process. In this regard, the following are noteworthy of mention:

The bank's **Corporate Social Responsibility Policy** is set forth in the CSR Master Plan.



CaixaBank adheres to international initiatives regarding corporate responsibility, such as **the UN's Global Compact, the UN's Women's Empowerment Principles and the Equator Principles.**



The Group's asset manager, CaixaBank Asset Management (2016), and the pension plan manager, VidaCaixa (2009) are signatories to the **United Nations Principles for Responsible Investment.**

It has held the presidency of the **Spanish Network of the United Nations Global Compact** since 2012.

The contracts with the Group's suppliers include clauses relating to compliance with ethical, environmental and social standards.

It adheres to the **Code of Good Tax Practices of the Spanish government** and to the **Code of Good Practices for the viable restructuring of mortgage loans on primary residences**, among other codes.

CaixaBank **has a Defence Policy** approved by the Board of Directors in 2016.

10 years of the CaixaBank Chair for Corporate Social Responsibility, in collaboration with the IESE business school

The Chair **encourages, promotes and spreads new knowledge** about CSR in its academic approach and to executives and entrepreneurs



For CaixaBank, it is essential to bring the **products offered into line with the interests, goals and characteristics of its customers.**



The purpose of the **Transparency Committee** is to ensure transparency in the design and marketing of financial instruments, banking products, and investment and savings insurance plans

The **Product Committee**, created in 2016, is responsible for approving new products and services designed and/or marketed by the bank, after analysing the characteristics and associated risks, and their compliance with customer protection and transparency rules

83 products and/or services were **analysed**

52 meetings held

8 products and/or services were **denied**

The **Product Development Policy**, approved in 2016, sets out the principles for approving the design and marketing of new products and services, responding to the needs of customers and enhancing their protection

CaixaBank has a **Commercial Communication Policy** to ensure that its advertising activities are transparent, responsible and comply with current legislation.

↓ **68%** vs. 2015 in the **number of claims submitted to the Bank of Spain**, thanks to the complaints handling and resolution policy applied by the Customer Care Service, a policy that is in line with the supervisor's criteria

PROFESSIONAL MANAGEMENT

CaixaBank **shored up training in the team's key professional skills**, for the purpose of offering the best service possible.

COMMITMENT TO CERTIFIED ADVISORY SERVICES



For employees in key positions

1.5 employees certified for each branch in the commercial network

More than **7,000 employees** certified in financial advisory services

More than **6,000 executives** and premier banking managers have obtained the **postgraduate diploma in financial advisory services** from Pompeu Fabra University and the international certificate and wealth management from the Chartered Institute for Securities and Investment (CISI)

4,260 people certified in the **postgraduate savings and retirement planning** programme at Pompeu Fabra University and the Barcelona School of Management

1,300 employees obtained their Risk Analysis Certificate during the year

For the customer care and counselling model



AENOR (Spanish Standardisation and Certification Association) certificate for Premier Banking (2014, renewed in 2016), and for Business Banking (2015)



First bank in Europe to receive **AENOR quality certification for excellence in financial customer service** and attention in Individual and Business Banking (2016)

€10.9 M invested in training

49.1 hours of training per employee

100% of employees are trained in directly dealing with customers



99.2% of employees receive variable compensation tied to **quality of service**



Cegos award to the "CaixaBank Training Schools" for **best practices in digitalisation**

MAKING INFORMED DECISIONS

CaixaBank actively contributes to increasing the population's knowledge on basic economic and financial concepts.



68 basic workshops on personal finance for vulnerable groups, taught by previously trained volunteers, educators or social workers and organised with the support of MicroBank:

Over **1,100 attendees**

33 "la Caixa" volunteers participated

36 collaborating entities



192 "la Caixa" volunteers participated in the EFEC (Financial Education at Schools in Catalonia) programme for high school students

4th consecutive year of participation in the programme

CaixaBank, the entity that contributed the largest number of volunteers (**31% of total volunteers**)

1,275 people attended the **16 courses** on economy and finance for minority shareholders

The purpose of the bank's economic analysis and studies service, CaixaBank Research, is to create and disseminate knowledge relating to the economy and society in and outside of the bank

244,255 copies of the Monthly Report sent by mail

11,260 newsletters subscribers

994 articles published on the website

2,190 people attended the master classes and conferences of the "la Caixa" Chair of Economy and Society



Section on Financial culture at www.caixabank.es with materials for children, young people, adults and schools (in Spanish)



MAXIMUM SECURITY AND CUTTING-EDGE TECHNOLOGY

This protects the information of the bank, its customers and its employees from any type of internal or external security threat.

With a team of specialists certified as **CERT official**, trained and prepared **24 hours a day** to prevent, detect and take action when faced with any threat

The bank has a business continuity plan, which is **certified under international standard ISO 22301**, which ensures business continuity in the event of incidents with significant impact

The bank has an advanced cyber security model, certified under **international standard ISO 27001**, and a team of specialists that are trained and prepared 24 hours a day to prevent, detect and take action when faced with any cyber threat



CaixaBank's Data Processing Centres (DPC) are able to carry out more than **6,500** transactions per second

The data of the transactions processed would take up **16,000 TB** on magnetic disks (approximately **16,000** high-end **personal computers**)

2,346 million digital documents

Leading digital bank in Spain and abroad

#1 according to the penetration ratio for **digital banking** in Spain and abroad (considering Spain, Italy, Germany, France, the United Kingdom and the United States), according to **ComScore**



32.4% of Spanish online banking customers **customers of CaixaBank**

Mobile banking represents **22%** of **transactions** carried out by customers



Around **20.8 million SMS messages** are sent to customer mobiles



100% of customers with cards or línea abierta with CaixaProtect, the free online anti-fraud protection service



100% of employees in commercial roles have a **SmartPC**, enabling them to provide service to clients from **outside the branch**



SUPPORT FOR THE COMMUNITY

CaixaBank is characterised by its firm social commitment, which is reflected in its intent to contribute to solving the most urgent social challenges and to the sustainable development of the territories in which it has a presence. For the bank, its social commitment, along with quality and trust, is one of its corporate values and distinguishing features.

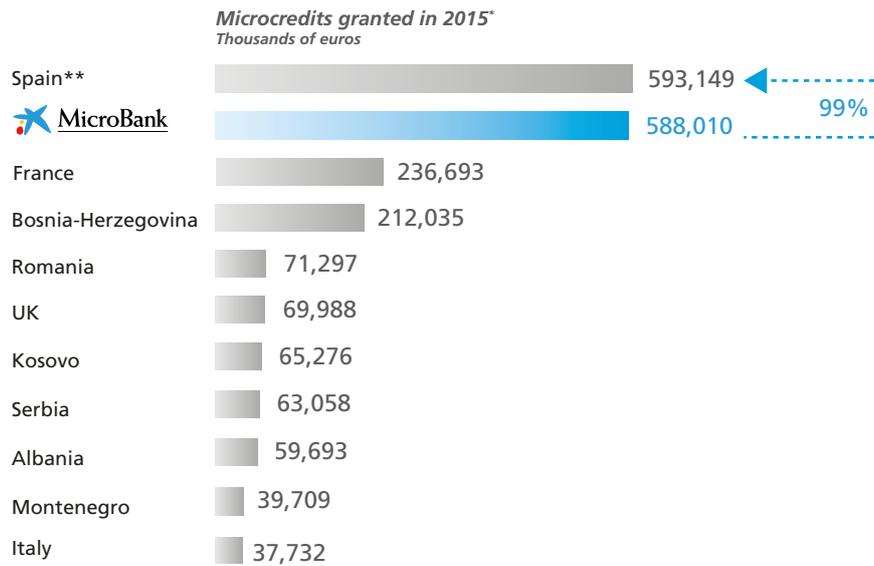
MICROFINANCE AND FINANCIAL INCLUSION



MicroBank, the social bank fully owned by CaixaBank, is Europe's largest microfinance institution

MicroBank has operated through CaixaBank's branch network since 2007, boosting economic activity, entrepreneurship, job creation, self-employment, personal and family development, and financial inclusion

MicroBank **leads the ranking** in terms of microcredits granted by European financial institutions



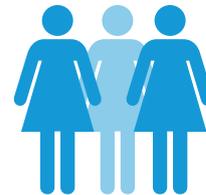
* Source: In-house preparation based on "Microfinance in Europe: A survey of EMN-MFC members. Report 2014-2015". European Microfinance Network (EMN). December 2016. Latest available data.
** Includes MicroBank data.

167,669 microcredits granted in 2016

€808.9 M in loans granted

€4,824 average volume of transactions

47% of microcredits are granted to women



Offering financial education:

With basic workshops on personal finance for vulnerable groups, attracting more than **1,100** people

With **9** workshops on business finance, aimed at self-employed professionals, with **139** attendees

PROMOTING LONG-TERM SAVINGS AND RETIREMENT

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



Through VidaCaixa, CaixaBank boasts the **largest number of people that have entrusted the bank with their retirement savings**

VidaCaixa pays almost one third of all private pensions in Spain*, with **€3,811 M in benefits paid**

VidaCaixa **pays out the largest number of pensions in Spain** after the social security system

All investments are managed in accordance with the United Nations **Principles for Responsible Investment** (UNPRI), managing **€75,897 M**

257,000 SMEs and self-employed professionals are covered by group pension plans managed by VidaCaixa

€8,755 M managed under group pension plans

22.9% market share in pension plans



1.4 million people have life-savings insurance through VidaCaixa

30 companies of the Ibex 35 are customers of VidaCaixa

Through the **CaixaBankFuturo Programme**, VidaCaixa promotes a culture of systematic savings and retirement planning

It holds **CaixaBankFuturo meetings**: conferences aimed mainly at customers that are retired or near retirement age, to help them plan and prepare for their retirement

In 2016:
236 meetings
with around **14,000 attendees**
in **79 different cities**



Since 2014:
943 meetings held
with **55,000 attendees**

It drives the publication of related studies: in 2016 the **VidaCaixa Barometer** was published, reporting on the savings habits of the millennial generation

* Latest available data (2015).

ACCESS TO HOUSING

For CaixaBank, facilitating access to housing is another one of its priorities, given its overriding importance for many citizens. With this objective, the bank has an **active policy of assisting people with problems obtaining a primary residence**. The "la Caixa" Group also has the largest private social housing park in the country.

CaixaBank has

1.5 million mortgages in its portfolio (individuals)

17.6%* share of the mortgage market

* September 2016



It works to provide solutions for people and families undergoing financial difficulties

First entity in the Spanish market to create a team specialised in offering solutions, tailored to best suit each situation, for customers that are having difficulties in making their mortgage payments for their primary residence

The **Mortgage Customer Advisory Service (SACH)**, which was created in 2013, has a toll-free customer service line for customers that have been sent a foreclosure notice in connection to their primary residence

30,949 calls handled (received and initiated)

550,605 assistance measures for families with mortgage loans and undergoing financial difficulties since 2009*

22,382 cumulative payments in kind since 2009:

932 payments in kind in 2016, **↓58%** vs. 2015

67% of the payments in kind for the year **with an associated lease agreement**

CaixaBank adheres to the **Code of Good Practices of the Spanish government** for the viable restructuring of mortgage loans on primary residences

The bank has been a signatory of the **mediation agreement with the Government of Catalonia** to avoid evictions since 2012



Over **33,000** housing units in the "la Caixa" Group's social housing park:

The housing units in the social housing park constitute the **largest volume of private social housing in Spain** (with rents below market levels)

These homes, with monthly **rents starting from €85**, are available all over Spain for people with very low incomes.

This figure includes, among others, the **3,310 housing units provided** to the government's **Social Housing Fund (FSV)**:

CaixaBank contributes the **largest number of housing units** (exceeding its initial commitment, 1,085 homes)

Over **10,000 of these housing units** are managed, in collaboration with the **"la Caixa" Foundation**, within the framework of two specific programmes:

- **The Alquiler Solidario (centralised) programme**, an affordable housing initiative for people whose income has been affected by the current crisis, launched in 2011
- **The Alquiler Solidario (decentralised) programme**, an affordable housing initiative for people that have had to reach an accord and satisfaction or payment in kind, created in 2012

* Number of current and cancelled actions, recalculated in 2015. A single contract may be subject to various actions. Therefore, there may be duplications.

SOCIAL ACTION

CaixaBank actively collaborates in the dissemination and promotion of the social welfare programmes and initiatives of the “la Caixa” Banking Foundation.



With **€510 million** budgeted for 2017, the “la Caixa” Banking Foundation is the largest foundation in Spain in terms of investment and the third largest in the world in terms of asset volume

Around **50,000** initiatives were carried out in 2016, benefiting upwards of **10.5 million people**

The protocol governing relations between CaixaBank, CriteriaCaixa and the “la Caixa” Banking Foundation, which describes the framework for collaboration between these entities, was updated in 2016.

In 2016 the “la Caixa” Foundation had a budget of **€44.3 M**, channelled through the CaixaBank commercial branch network to cover local social needs, within the collaboration framework between the bank, CriteriaCaixa and the “la Caixa” Banking Foundation.

↑ 2.3% vs. 2015

13,419 activities financed and developed in social, educational, scientific and cultural areas.

90% of the activities are included in the social arena. These include:

- 39%** dedicated to the fight against poverty (families, children and the elderly)
- 30%** are carried out in areas relating to healthcare, disability and addiction.

10,271 charities



CaixaBank collaborates with GAVI the Vaccine Alliance through the “la Caixa” Foundation, actively disseminating information among customers and employees

Customer companies can make contributions through the Alliance for childhood vaccination

Almost **€70,000** raised by more than **190** private banking customers

Around **€500,000** raised through **288** company contributions

Customers can channel their donations through the Microdonation Programme

Over **€131,000** contributed by around **75,700** individual customers



Espacio Solidario (Charity Corner) has been made available to Group employees that wish to contribute to the project

Over **€47,000** contributed by **756** Group employees

In 2016 more than **€747,000** were raised through CaixaBank.



Over **2.3 million** disadvantaged children in Africa and Latin America received vaccinations thanks to the contribution of the “la Caixa” Group

EMPLOYEE SOLIDARITY



The people that form part of CaixaBank have different ways of channelling their solidarity interests. These channels include the solidarity channel, for making donations to the programmes managed by the “la Caixa” Foundation, or participation in local volunteering actions in any autonomous community.

The “la Caixa” Volunteers Programme was launched in 2005

Over **15,000** volunteers
More than **1.2 million** people helped since the start of the programme



Current and retired employees, family members, friends and others that wish to show **their solidarity** participate in the programme

Around **5,000** of the participants are current CaixaBank Group **employees**

2,215 volunteer actions carried out in 2016

Around **9,000 employees** participated in the **bank’s Social Weeks** (38% of the workforce in the branch network)

Local volunteer activities related to charity organisations receiving aid from the **decentralised welfare fund**

13 Social Weeks held, with activities in **46** provinces and **2,491** municipalities in Spain

Over **4,500** activities carried out at **1,274** local charity organisations

97% of employees would participate again

CaixaBank professionals collaborate with the **“la Caixa” Foundation ProInfancia Programme**

Programme to combat childhood poverty through the socio-educational development of marginalised **children and families**

7,510 children received a gift through the Epiphany solidarity campaign:



Around **6,000 corporate toys** donated for children of employees

€19,820 raised to purchase toys for families without resources or at risk of exclusion

The **Personnel Association**, with **3,193 associates** has a social action plan:

694 beneficiaries

72 activities

€67,298 raised





TRANSITION TO A LOW-CARBON ECONOMY

CaixaBank carries out its business and offers its products and services in a way that respects the environment and with the utmost respect for people. It is firmly committed to supporting environmentally-friendly initiatives and projects that contribute to preventing, mitigating and combating climate change.

ALLIANCES AND ADHESION TO INITIATIVES

A signatory of the **Equator Principles** since 2007, to avoid, minimise, mitigate and remedy as much as possible any potential threats to the environment or the community in financing investment projects



In 2016 a total of **13 projects** were financed with a total investment of **€5,954 M**, with CaixaBank lending more than **€778 M**

11 were classified under **category B**, with potential adverse social or environmental impacts that were limited and could easily be mitigated

2 were classified under **category C**, with minimal potential impacts or without adverse impacts

CaixaBank has internal **procedures in place to apply a simplified procedure to transactions for financing** smaller projects, starting at **€5 M**

The bank is one of the leading entities in the fight against climate change at a global level:



For the third year in a row, the bank forms part of the "Climate A List", which includes 193 companies worldwide with the best assessments according to the CDP environmental organisation

Signatory since 2015 of the **Green Bond Principles**

It participates in the **Spanish Group for Green Growth**, which promotes economic growth tied to a low-carbon economy

It forms part of the **Forética Climate Change Cluster**, a forum for business dialogue and exchanging knowledge in relation to climate change

FINANCING, AND PRODUCTS AND SERVICES



3,081 MWh in installed capacity

in the **21** renewable energy projects financed in 2016

€882 M in financing granted in 2016

Over **15,350 MW** in installed capacity since 2011

24 eco-financing loans for sustainable development agricultural projects in connection with energy efficiency, efficient use of water, organic farming, renewable energies, waste management and development of rural communities

€874,200 granted

576 eco-loans and eco-microcredits financed

€2.56 M granted

For purchasing efficient vehicles and appliances, cars and home improvements to increase energy efficiency

For investments that improve efficiency in the consumption of resources, ecological products and services –such as ecotourism–, recycling and waste treatment, etc.

€7.94 M the volume of the MicroBank Ecological Fund, which invests in ecologically responsible funds in sectors such as renewable energy, organic food, recycling and water treatment

817 MicroBank green accounts, in collaboration with the WWF in the preservation of the environment and sustainable development

€10,000 allocated to the NGO's reforestation programme through the green accounts

1,000 trees planted



FIGHT AGAINST CLIMATE CHANGE



Plan launched to be carbon neutral in 2018

20,239 tn of CO₂ offset, corresponding to the use of fuel, refrigeration gases and electricity consumption at CaixaBank's branch network and central services in 2015 (according to the carbon footprint calculations)

These emissions were offset through the purchase of allowances in the voluntary emissions market project

- Approved by the Verified Carbon Standard (VCS)
- Allocated to curb the deforestation in the Amazon and promote economic development of farmers in the Madre de Dios area of Peru



Reduction in the emissions associated with energy consumption

99% of green energy consumed: virtually all of the energy consumed

First Spanish organisation to adhere to the RE100 initiative:

- This list includes world leaders committed to using green energies
- CaixaBank's goal: 100% electricity consumption from renewable sources in three years, coinciding with the completion of the Strategic Plan

22,220 SmartPCs deployed, with an energy consumption of less than **~25%**

6,695 MWh in estimated annual savings by **changing to LED lighting** for signs and areas with 24-hour lighting

LEED Gold Certificate (the most prestigious international certificate to identify sustainable buildings) obtained for the Cerdanyola CD2 Data Processing Centre



Paper use was reduced

↓ **11%** vs. 2015, in paper consumption

99%* of the paper we use is recycled

14.4 million digital documents in 2016

*Latest available data (3Q2016)

