

INTEGRATED  
CORPORATE  
REPORT

[2015]

*APPENDIX: GRI CONTENT INDEX*





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# 1 MATERIALITY STUDY

## *Scope and content of this report*

This appendix is a supplement to the 2015 CaixaBank Integrated Corporate Report, providing an overview of the bank's position, its management model and strategies.

In preparing the report, the guidelines set under the Global Reporting Initiative (GRI, Version G4) have been taken into account, under the comprehensive option. Further details on the information set out herein can be found on the website [www.CaixaBank.com](http://www.CaixaBank.com) and in the Management Report attached to the Consolidated Financial Statements, which are also available on the corporate website.

## **Scope**

This report refers to CaixaBank and its financial, insurance and support subsidiaries. The economic and financial information disclosed has been taken from the consolidated financial statements of the CaixaBank Group and subsidiaries<sup>1</sup>.

Where deemed appropriate, information on other entities in the supply chain and on other "la Caixa" Group companies was included if available.

1. The consolidated financial statements and management report for 2015, together with the auditors' report dated 26 February 2016, which contains an unqualified opinion, may be consulted on the website of the Spanish National Securities Market Commission ([www.cnmv.es](http://www.cnmv.es)).

For the GRI indicators, express indication is given regarding the specific CaixaBank Group company, or other entity in the supply chain, to which the information relates.

## **Methodology to determine content**

This report aims to address those topics influencing CaixaBank's ability to create value in the short, medium and long term, which are also of interest to the bank's stakeholder groups.

To identify which topics to include and in accordance with AccountAbility's AA1000 standard, the bank has carried out a process involving CaixaBank's stakeholders, taking into consideration direct and indirect sources of information.

Upon completion of the process and once the topics to be included and their degree of relevance were determined, the bank decided to report on all those topics that are highly relevant both for the entity and for its stakeholders.



### Identification of topics

1. Starting point: the 2015-2018 Strategic Plan and relevant topics included in the previous report.
2. Analysis of:
  - Questionnaires and recommendations of the main sustainability indices
  - IRC publications
  - Relevant topics for the financial sector, as per the GRI document *Sustainability Topics for Sectors: What do stakeholders want to know?*

#### List of relevant topics classified by category

- Economic and strategic management
- Ethics and corporate governance
- Responsible financing
- Employee responsibility
- Social contribution
- Customer responsibility
- Environment

### Evaluation and prioritisation

Determine the degree of relevance and the order of priority, based on a quantitative and qualitative analysis of internal and external sources.

#### Relevance for stakeholders

#### Relevance for the business

- Review of **national and international press publications** from 2015 in order to identify the main issues covered in connection with the bank and with the sector at large.

- Analysis of documents prepared by **national and international benchmark organisations**, both at sector level and in terms of sustainability.

- Analysis of the results of 500 online interviews and several focus groups with 36 bank **customers**, within the framework of the RepTrack study.

- **Surveys** among groups representing **shareholders and employees**.
  - 900 telephone surveys of shareholders and customers to ascertain their opinion on the bank's performance and areas for improvement.
  - Over 19,200 online workplace environment surveys filled out by employees.

- **Quantification**, through questionnaires, of the relevance of the topics, according to managers of areas having the closest relationships with stakeholders.

- Analysis of the **2015-2018 Strategic Plan**, given that it sets out the issues of greatest importance to CaixaBank.

- **Comparison against the integrated reports** of benchmark companies in the sector in order to identify those topics most commonly reported.

- **Internal validation** with the areas responsible for coordinating and preparing the report, based on their experience and on the 2015-2018 Strategic Plan.

### Putting the degree of importance into context

**Interviews with experts** in sustainability and in the banking sector, and with stakeholder representatives:

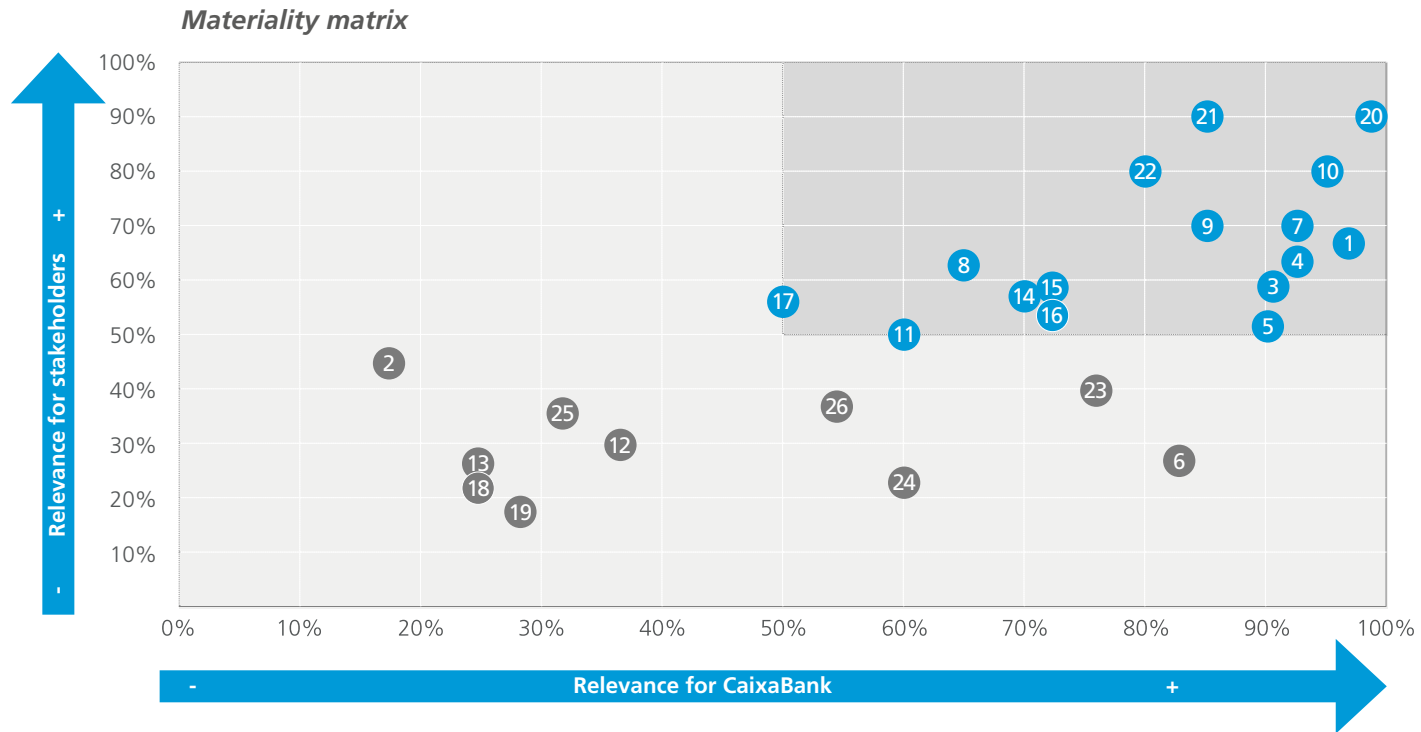
- The heads of several organisations related to sustainability and the financial sector, including investors and financial and sustainability analysts: representatives of WBCSD (World Business Council for Sustainable Development), ESADE – Institute for Social Innovation, Fundación Compromiso y Transparencia (the Commitment and Transparency Foundation), Spainsif, the European Banking Federation / AEB (Spanish Banking Association) or ECODES (Ecology and Development Foundation) / Vigeo-IRIS. The purpose is to

obtain their opinion on sustainability priorities and challenges for the banking sector and, specifically, for CaixaBank, on the bank's performance and on areas for improvement.

- An internal panel of experts from PwC with extensive knowledge of the banking sector in order to determine the challenges and relevant topics for the financial sector and CaixaBank.

### Classification of topics by importance, depending on their materiality

The upper right-hand portion of the matrix on the following page shows sixteen significant topics for CaixaBank classified by importance for external stakeholders and the bank.



**List of topics analysed**

**Strategic and business management**

- 1 Financial results
- 2 Organisational structure
- 3 Business strategy
- 4 Risk control and management
- 5 Inclusion of good governance, social and environmental aspects in investing, divesting and financing policies
- 6 Microcredits and other financial inclusion measures
- 7 Support for entrepreneurship, SMEs and self-employed workers

**Ethics and corporate governance**

- 8 Active dialogue with stakeholders (customers, employees, shareholders, the media, etc.)
  - 9 Ethics / Code of conduct / Prevention of corruption, bribery and money laundering, etc
  - 10 Compliance with laws and regulations
  - 11 Information transparency
  - 12 Responsible management of the supply chain
- Employee responsibility**
- 13 Occupational health and safety
  - 14 Diversity, equal opportunities and work/life balance
  - 15 Professional training and development
  - 16 Attracting and retaining talent

**Social contribution**

- 17 Local development - social action and sponsorships
  - 18 Job creation
  - 19 Corporate volunteering
- Customer responsibility**
- 20 Quality of customer service (multi-channel approach, accessibility and satisfaction)
  - 21 Transparency and clarity in contracts and responsible marketing
  - 22 IT security and data protection
  - 23 Innovative commercial offer
  - 24 Financial education for the public
- Environment**
- 25 Efficient resource and waste management
  - 26 Climate change and CO<sub>2</sub> emissions



**Summary of material topics, GRI aspects, impact in the supply chain and location in the report**

**Impact in the supply chain:**

- "la Caixa" Group / Controlling shareholder
- CaixaBank
- Subsidiaries (scope of consolidation)
- Other investees
- Financial investees
- Industrial investees
- Suppliers and partners

Material topics identified	Related GRI aspects	GRI indicators (version G4)	Relevant impact in the supply chain	ICR chapter/section
Financial results	Strategy and analysis Economic performance Indirect economic impacts	DMA <sup>1</sup> Economic G4-1-2, G4-EC1-2-3-4, G4-EC7-8	• • • • • • •	6 Key strategies (lines 2 and 3) 7 Active risk management
Business strategy	Strategy and analysis Economic performance	Business model and strategy G4-1-2, G4-EC1-2-3-4	• • • • • • •	3 About us (Shareholder structure) 5 Business model 6 Key strategies 8 Giving back to society GRI Content Index (2: Commitments in 2015)
Risk control and management	Strategy and analysis	Main risks and risk management and control mechanisms G4-1-2	• • • • • • •	6 Key strategies 7 Active risk management
Inclusion of good governance, social and environmental aspects in investing, divesting and customer financing policies	Economic performance Product portfolio Audit Active management of shareholding rights Investment	DMA: Financing policies and social and environmental risk management G4-EC1-2-3-4, G4-HR1-2, FS6-7-8, FS10-11	• • • • • • •	6 Key strategies (line 1) 7 Active risk management 8 Giving back to society GRI Content Index (2: Commitments in 2015)
Support for entrepreneurship, SMEs and self-employed workers	Market presence Indirect economic impacts Product portfolio Local communities	G4-EC5-6, G4-EC7-8, FS6-7-8, FS13-14	• • • •	5 Business model 8 Giving back to society GRI Content Index (2: Commitments in 2015)
Active dialogue with stakeholders (customers, employees, shareholders, the media, etc.)	Stakeholder engagement Labour/Management relations Compliance	G4-18, G4-24-26, G4-53, G4-58, G4-LA4, G4-LA16, G4-HR12, G4-PR5, G4-EN29, G4-SO11	• • • • • • •	3 About us (Shareholder structure - Minority shareholders) 4 Corporate governance 6 Key strategies (line 1) Appendix 1: Materiality study

1. DMA = Disclosure on Management Approach



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Material topics identified	Related GRI aspects	GRI indicators (version G4)	Relevant impact in the supply chain	ICR chapter/section
Ethics / Code of conduct / Prevention of corruption, bribery and money laundering, etc.	Ethics and integrity Anti-corruption Public policy Anti-competitive behaviour	DMA: Anti-corruption policy and prevention of money laundering G4-56-58, G4-SO3-4-5-6-7	● ● ● ● ● ● ●	4 Corporate governance GRI Content Index (2: Commitments in 2015)
Compliance with laws and regulations	Compliance	DMA: Risks DMA: Product and social responsibility G4-PR9, G4-SO8	● ● ● ● ● ● ●	7 Active risk management
Information transparency	Economic performance	Risks and business model, regulatory compliance (information provided to regulators and markets) G4-EC1-2-3-4	● ● ● ● ● ●	3 About us (Shareholder structure) 7 Active risk management
Diversity, equal opportunities and work/life balance	Diversity and equal opportunity Equal remuneration for women and men	G4-LA12-13	● ● ●	6 Key strategies (line 5) GRI Content Index (2: Commitments in 2015) GRI Content Index (3: GRI Content Index)
Professional training and development	Training and education	G4-LA9-10-11	● ● ●	6 Key strategies (line 5) GRI Content Index (2: Commitments in 2015) GRI Content Index (3: GRI Content Index)
Attracting and retaining talent	Employment	G4-LA1-2-3, G4-LA6	● ● ●	6 Key strategies (line 5) GRI Content Index (2: Commitments in 2015) GRI Content Index (3: GRI Content Index)



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<i>Material topics identified</i>	<i>Related GRI aspects</i>	<i>GRI indicators (version G4)</i>	<i>Relevant impact in the supply chain</i>	<i>ICR chapter/section</i>
Local development - social action and sponsorships	Local communities	DMA: Strategy for investing in the community (including volunteering) G4-SO1-2, FS13-14	• • •	6 Key strategies (line 1) 8 Giving back to society
Quality of customer service (multi-channels approach, accessibility and satisfaction)	Product portfolio Product and service labelling Compliance	Business model. Strategy and management and analysis DMA: Customers G4-PR3-4-5, FS6-7-8	• • •	6 Key strategies (line 1) 7 Active risk management 8 Giving back to society
Transparency and clarity on products and services, commercial practices and responsible marketing	Customer health and safety Marketing communications Compliance	DMA: Product responsibility G4-PR1-2, G4-PR6-7, G4-PR9	• • •	6 Key strategies (line 1) 7 Active risk management
IT security and data protection	Customer health and safety Compliance	DMA: Product responsibility G4-PR8	• • •	6 Key strategies 7 Active risk management GRI Content Index (2: Commitments in 2015) GRI Content Index (3: GRI Content Index)





## 2 COMMITMENTS IN 2015

This section sets out the challenges published in the 2014 Integrated Corporate Report, all of which are addressed in the 2015-2018 Strategic Plan, and describes the degree of completion thereof. Unlike in previous years, there are no specific challenges for 2016: CaixaBank has defined a 2015-2018 Strategic Plan with certain targets, metrics and priorities for the bank, which are detailed in the 2015 Integrated Corporate Report.

In addition, CaixaBank's website includes specific challenges relating to the environment and MicroBank's website includes those challenges relating to microfinancing and financial inclusion.

For additional information:

- Section 6 of the 2015 Integrated Corporate Report "2015-2018 Strategic Plan"
- Environmental management at the corporate website (CSR section)
- MicroBank 2015 Annual Report

<i>Corporate governance and business model</i>	<i>Challenges set for 2015</i>	<i>Progress during 2015</i>	<i>Degree of completion</i>
<b>Commercial activity</b>	<ul style="list-style-type: none"> <li>• Continue to stimulate lending through the Investment Stimulus Plan (ISP) to help companies meet their investment needs to grow and expand internationally.</li> </ul>	<ul style="list-style-type: none"> <li>• Within the framework of these commercial activities, numerous transactions were successfully carried out with 7,273 companies.</li> <li>• The number of asset proposals in the last quarter increased by 17.30% from 11,004 to 12,908.</li> </ul>	
	<ul style="list-style-type: none"> <li>• Increase the features offered on the Business Wall as an online customer relations channel, including videocalls.</li> </ul>	<ul style="list-style-type: none"> <li>• Various improvements envisaged are under way, such as the incorporation of push notifications to customers and managers when requesting videoconferences or sending messages. The number of files and the capacity of the messages sent by the bank to customers has also been expanded.</li> <li>• 27% of customer businesses activated their Wall.</li> </ul>	
	<ul style="list-style-type: none"> <li>• Incorporate specialised technicians (in transactional banking: foreign trade, financing and cash management services) in the Business Centres to support managers in their duties.</li> </ul>	<ul style="list-style-type: none"> <li>• Incorporation in January 2015 of 167 specialists.</li> </ul>	



Corporate governance and business model	Challenges set for 2015	Progress during 2015	Degree of completion
<b>Ramp up remote banking and multi-channel offering</b>	<ul style="list-style-type: none"> <li>Maximise the quality of the online services available to customers.</li> </ul>	<ul style="list-style-type: none"> <li>CaixaBank obtained several external awards: leader in the Aqmetrix quality ranking for the 6th year in a row; its mobile banking is considered the best in the world according to Forrester, and it was the "Country Winner" in the "Best Consumer Digital Bank" category at the Global Finance Awards. In addition, various services (<i>En familia</i>, CardBox, the contactless bracelets and the new <i>línea abierta</i> tablet) were also awarded or finalists at several international awards.</li> <li>The Línea Abierta service obtained an 8.41 out of 10 and mobile services a 7.7 out of 10 in the customer surveys carried out.</li> </ul>	
	<ul style="list-style-type: none"> <li>Boost commercial activities through digital channels, consolidating them as a sales channel.</li> </ul>	<ul style="list-style-type: none"> <li>Sales made through electronic channels grew by 37% on 2014, reaching 912,000 units of products and services sold.</li> <li>€4,621 million captured (+39% vs. 2014).</li> </ul>	
	<ul style="list-style-type: none"> <li>Boost the use of digital channels.</li> </ul>	<ul style="list-style-type: none"> <li>The percentage of transactions carried out using digital channels increased to 76.6% for individuals (+3 points vs. 2014) and 84.4% (+1.5 points vs. 2014) for companies.</li> </ul>	
	<ul style="list-style-type: none"> <li>Maintain leadership in services offered to customers through CaixaMóvil.</li> </ul>	<ul style="list-style-type: none"> <li>Incorporation of new functionalities: CaixaBank Pay (mobile payment) and wearables (branch locator for the Apple Watch and Bolsa Abierta for Android Wear).</li> </ul>	
<b>Technological infrastructure and organisation</b>	<ul style="list-style-type: none"> <li>Security: maintain an efficient defence against computer attacks.</li> </ul>	<ul style="list-style-type: none"> <li>Perimeter controls and specific anti-malware controls have been strengthened.</li> </ul>	
	<ul style="list-style-type: none"> <li>Mobility: increase the bank's capacity to perform transactions outside the branch and using digital signatures.</li> </ul>	<ul style="list-style-type: none"> <li>21,890 smartphones and 13,100 SmartPCs delivered.</li> <li>More than 75% of customer signatures are digital.</li> </ul>	
	<ul style="list-style-type: none"> <li>Big Data: increase digital management of processes.</li> </ul>	<ul style="list-style-type: none"> <li>80% of branch processes are digital.</li> </ul>	
	<ul style="list-style-type: none"> <li>Quality: continue to enhance the quality of IT services, staying at the forefront in terms of availability of digital channels and reducing the number of incidents.</li> </ul>	<ul style="list-style-type: none"> <li>12.7% reduction in relevant incidents, which are understood to be those that generate ten or more calls to the Call Centre or that the Service Control area considers to be important.</li> </ul>	
	<ul style="list-style-type: none"> <li>Carry out the technological integration of Barclays' banking business, without adversely impacting new customers.</li> </ul>	<ul style="list-style-type: none"> <li>The technological integration was carried out within the stipulated deadlines and without incident.</li> </ul>	



<i>Corporate governance and business model</i>	<i>Challenges set for 2015</i>	<i>Progress during 2015</i>	<i>Degree of completion</i>
<b>Good governance</b>	<ul style="list-style-type: none"> <li>Adhere to the code of best tax practices.</li> </ul>	<ul style="list-style-type: none"> <li>Adhered.</li> </ul>	
	<ul style="list-style-type: none"> <li>Raise employee awareness on regulatory compliance through intranet memorandums.</li> </ul>	<ul style="list-style-type: none"> <li>Various notices were published on the intranet.</li> <li>An internal awareness raising campaign is ready to be launched.</li> </ul>	
	<ul style="list-style-type: none"> <li>Update the Regulatory Compliance section on the intranet.</li> </ul>	<ul style="list-style-type: none"> <li>The regulatory compliance website was redesigned.</li> </ul>	
<b>Efficient supplier management</b>	<ul style="list-style-type: none"> <li>Include all suppliers billing CaixaBank in the Suppliers' Portal to create better and more advanced responsible supply chain management.</li> </ul>	<ul style="list-style-type: none"> <li>82.6% of strategic suppliers are registered in the portal.</li> </ul>	
<i>Shareholders</i>	<i>Challenges set for 2015</i>	<i>Progress during 2015</i>	<i>Degree of completion</i>
<b>Effective communication with shareholders</b>	<ul style="list-style-type: none"> <li>Promote digitalisation of content.</li> </ul>	<ul style="list-style-type: none"> <li>Launch of a new monthly digital newsletter.</li> </ul>	
	<ul style="list-style-type: none"> <li>Redesign information to better fit communication needs, both in terms of format and contents/channels.</li> </ul>	<ul style="list-style-type: none"> <li>Improvements have been made to the shareholders' Twitter profile: use of graphs, videos and images.</li> <li>New multimedia gallery in the Shareholder Services section.</li> </ul>	
	<ul style="list-style-type: none"> <li>Encourage direct communication with shareholders, through various event formats.</li> </ul>	<ul style="list-style-type: none"> <li>12 corporate events were held with 1,089 shareholders attending, verses 8 events held with 660 attendees in 2014.</li> </ul>	
	<ul style="list-style-type: none"> <li>Strengthen communication with shareholders through the branch network.</li> </ul>	<ul style="list-style-type: none"> <li>144% increase vs. 2014 in the number of connections to videoconferences for results presentations. This internal communication action takes place after the results presentations (one per quarter), and is aimed at branch managers and premier banking managers to reinforce messages to shareholders and customers.</li> </ul>	
<i>Corporate culture</i>	<i>Challenges set for 2015</i>	<i>Progress during 2015</i>	<i>Degree of completion</i>
<b>Service excellence</b>	<ul style="list-style-type: none"> <li>Improve the Customer Satisfaction Index score to 8.6 (on a scale of 1 to 10).</li> </ul>	<ul style="list-style-type: none"> <li>The Customer Satisfaction Index reached a score of 8.63.</li> </ul>	
	<ul style="list-style-type: none"> <li>Reduce the number of customer claims by over 5%.</li> </ul>	<ul style="list-style-type: none"> <li>Customer claims were reduced by 1%, reaching 11% in 2015, if the claims linked to Barclays Bank, SAU and one-off claims relating to the political climate during the year are not taken into consideration.</li> </ul>	









Corporate culture	Challenges set for 2015	Progress during 2015	Degree of completion
<b>Cultivating talent</b>	<ul style="list-style-type: none"> <li>Adapt training to the particular needs of the different business segments: develop training programmes to meet the needs detected in the Business and Sales Network areas.</li> </ul>	<ul style="list-style-type: none"> <li>The training activities set out in the 2015 Training Plan were carried out. These activities included offering six training sessions for the 2015 sales campaigns.</li> </ul>	●
	<ul style="list-style-type: none"> <li>Enhance training aimed at developing critical skills: emphasise key skills and segments defined in the Strategic Plan, increasing the number of certified professionals in business banking, individual banking and risks.</li> </ul>	<ul style="list-style-type: none"> <li>More than 7,000 professionals certified in financial advisory services.</li> </ul>	●
	<ul style="list-style-type: none"> <li>Build up the programmes for rewarding the attitudes and achievements of individuals and teams:               <ul style="list-style-type: none"> <li>Promote and organise events for recognising the Best Sales Team (BST) in 2014 in order to collectively and individually award the best retail banking sellers in the previous year.</li> <li>Obtain external certification through universities and business schools as a means of recognition and developing skills.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>15 BST events were held with more than 11,700 attendees, 150 team awards and 60 individual awards, with a total of 753 people recognised.</li> <li>Launch of the Risk School, with more than 2,000 professional signed up in the first year.</li> </ul>	●
<b>Decentralised management model</b>	<ul style="list-style-type: none"> <li>Shore up the transformational leadership model through management development programmes and encourage empowerment and delegation of responsibilities: continue to develop the Valor Programme which focuses on branch managers, strengthening the relationship between business and people.</li> </ul>	<ul style="list-style-type: none"> <li>The Leadership Transformational Model was incorporated in all training and development programmes.</li> </ul>	●
	<ul style="list-style-type: none"> <li>Boost interdepartmental mobility and a transversal vision of the business:               <ul style="list-style-type: none"> <li>Ensure that employees are aware of vacancies to promote functional mobility and internal promotion as a distinguishing feature in the growth and development of the bank's professionals.</li> <li>Facilitate access to information on vacant positions, projects in the various areas and segments, as well as participation in internal opportunities through calls for projects.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>More than 5,000 vacancies were published internally.</li> </ul>	●
	<ul style="list-style-type: none"> <li>Review assessment models to integrate all desired conduct: review all skills assessment questionnaires and incorporate the Leadership Transformational Model.</li> </ul>	<ul style="list-style-type: none"> <li>The competency-based profiles envisaged were reviewed. All assessments planned for the year were also performed.</li> </ul>	●
<b>Compensation and career paths</b>	<ul style="list-style-type: none"> <li>Increase the weight of earnings-linked variable remuneration: implement a long-term incentive linked to CaixaBank shares.</li> </ul>	<ul style="list-style-type: none"> <li>An incentive linked to the results of the Strategic Plan was implemented for key executives and professionals.</li> </ul>	●
	<ul style="list-style-type: none"> <li>Adapt remuneration and promotion models to the needs of each segment:               <ul style="list-style-type: none"> <li>Implement a long-term incentive in CaixaBank shares.</li> <li>Review the quantitative and qualitative indicators associated with the various bonus schemes.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>The bonus schemes of the business segments were reviewed.</li> </ul>	●



<i>Corporate culture</i>	<i>Challenges set for 2015</i>	<i>Progress during 2015</i>	<i>Degree of completion</i>
<b>Merit-based system and diversity</b>	<ul style="list-style-type: none"> <li>Shore up the performance-based assessment culture: strengthen communication in relation to the fact that all employees have certain targets (objectives) agreed upon with their immediate supervisor, establishing a dialogue between managers and collaborators in order to bring their performance into line with their supervisor's expectations.</li> </ul>	<ul style="list-style-type: none"> <li>Employees have agreed to certain targets (objectives) with their immediate supervisor.</li> </ul>	●
	<ul style="list-style-type: none"> <li>Carry out the Equality Plan commitments:               <ul style="list-style-type: none"> <li>Family-responsible company certification.</li> <li>45% of management positions at the bank are held by women, including deputy branch managers and 2nd GC supervisors.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Family-responsible company certification was maintained.</li> <li>Target rate reached.</li> </ul>	●
	<ul style="list-style-type: none"> <li>Incorporate management of diversity in all human resources policies: review the human resource policies and processes that have the greatest impact on merit-based advancement and diversity.</li> </ul>	<ul style="list-style-type: none"> <li>The talent, assessment, development, remuneration and selection policies were reviewed.</li> </ul>	●
<i>Commitment to people and society</i>	<i>Challenges set for 2015</i>	<i>Progress during 2015</i>	<i>Degree of completion</i>
<b>MicroBank</b>	<ul style="list-style-type: none"> <li>Award microcredits amounting to €471.2 million.</li> </ul>	<ul style="list-style-type: none"> <li>€588 million granted in 2015.</li> </ul>	●
	<ul style="list-style-type: none"> <li>Achieve an outstanding microcredit book of €790.3 million.</li> </ul>	<ul style="list-style-type: none"> <li>Outstanding microcredit book of €872.7 million.</li> </ul>	●
	<ul style="list-style-type: none"> <li>Shore up and carry out activities that have a greater contribution to society.</li> </ul>	<ul style="list-style-type: none"> <li>22% increase in social microcredits</li> <li>New Máster Erasmus+ loan.</li> </ul>	●
	<ul style="list-style-type: none"> <li>Develop a financial education programme that helps improve the financial situation of individuals and families in vulnerable situations.</li> </ul>	<ul style="list-style-type: none"> <li>100 financial education workshops held; participation of 1,642 students.</li> </ul>	●
<b>Support for the community</b>	<ul style="list-style-type: none"> <li>Continue supporting the Business Alliance for Child Vaccination by organising a public event.</li> </ul>	<ul style="list-style-type: none"> <li>A specific event was held in the Canary Islands to present the Alliance to the business sector.</li> <li>UNICEF granted the UNICEF Emprende award to the Alliance at a public event.</li> </ul>	●



Commitment to people and society	Challenges set for 2015	Progress during 2015	Degree of completion
<b>Sustainable products and services</b>	<ul style="list-style-type: none"> <li>Adherence of CaixaBank to the Green Bond Principles.</li> </ul>	<ul style="list-style-type: none"> <li>In February CaixaBank adhered to and participated as the placement agent in a transaction in 2015.</li> </ul>	
	<ul style="list-style-type: none"> <li>Increase the scope of social and environmental risk management in project finance.</li> </ul>	<ul style="list-style-type: none"> <li>The management perimeter for social and environmental risks was extended to financing transactions for projects (of medium and large enterprises) greater than €5 million.</li> </ul>	
	<ul style="list-style-type: none"> <li>Enlarge the sustainable commercial offer with a new eco-product.</li> </ul>	<ul style="list-style-type: none"> <li>A new agreement was entered into with Iberdrola to exclusively finance facilities with energy efficiency measures for agricultural facilities.</li> <li>Launch of specific loans to alleviate the effects of certain catastrophes (forest fires in Catalonia and floods in Navarra, Aragón and La Rioja).</li> </ul>	
	<ul style="list-style-type: none"> <li>Reduce energy consumption by 2%.</li> </ul>	<ul style="list-style-type: none"> <li>Consumption remained relatively stable (+0.02%). The target was not met due to the extraordinary air-conditioning needs as a result of the extremely high temperatures recorded in July and August (July was the hottest month in recorded history according to the Ministry of Agriculture, Food and Environment). Stripping out the difference caused by the heatwave and using as a reference the consumption during the three summer months in 2014, the annual reduction would have been 2.65% and the target would have been reached.</li> </ul>	
	<ul style="list-style-type: none"> <li>Cut paper consumption in the branch network by 5%.</li> </ul>	<ul style="list-style-type: none"> <li>Reduction of 10.1% in consumption by central services and 5.1% in the total consumption of the branch network. Consumption per employee dropped by 8.17%.</li> </ul>	
<ul style="list-style-type: none"> <li>Increase use of virtual meetings by 10%.</li> </ul>	<ul style="list-style-type: none"> <li>Increase of 8.1%.</li> </ul>		

## 3 GRI CONTENT INDEX

### G4 Guidelines comprehensive "in accordance" option\*

#### General standard disclosures

Indicator	Description	Page/direct response	External assurance
<b>Strategy and analysis</b>			
G4-1	Statement from the Chairman.	2; 19	✓
G4-2	Description of key impacts, risks and opportunities.	18; 48; 49; 50; 51 <a href="#">GRI Content Index</a> (1. Materiality study).	✓
<b>Organisational profile</b>			
G4-3	Name of the organisation.	Back cover	✓
G4-4	Primary brands, products, and services.	13; 14; 15; 16; 43	✓
G4-5	Location of the organisation's headquarters.	Back cover See Note 1 to the <a href="#">2015 Consolidated Financial Statements</a> .	✓
G4-6	Names of countries and location where the company has significant operations or that are especially relevant.	17; 22	✓
G4-7	Nature of ownership and legal form.	5 See Note 1 to the <a href="#">2015 Consolidated Financial Statements</a> .	✓
G4-8	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	13; 17; 22 CaixaBank operates in the Spanish market, and virtually all its income and expenses are generated in this market. Over 13.8 million customers are served in the bank's markets.	✓
G4-9	Scale of the organisation: number of employees, number of operations, net sales, capitalisation and quantity of products or services provided.	4; 13; 14; 15; 16; 46	✓

\* The content of this Summary of indicators is also considered part of the CaixaBank progress report.

Click here for the [Memorandum of Understanding between the GRI and the UN Global Compact](#), which details the connections between the indicators and the 10 Global Compact principles.

As a result of the materiality study, certain indicators have been considered immaterial/irrelevant for CaixaBank. A list of omitted indicators is provided at the end of this appendix, along with the reason for the omission and a brief explanation.



Indicator	Description	Page/direct response	External assurance
G4-10	Number of employees by employment contract and gender.	46 <a href="#">See the table</a> showing “Breakdown of workforce by gender and employment contract”.	✓ Information is provided exclusively on own personnel.
G4-11	Percentage of employees covered by collective bargaining agreements.	100% of employees at CaixaBank and its subsidiaries are covered by the collective bargaining agreement applicable to them.	✓
G4-12	Description of the organisation’s supply chain.	52 CaixaBank is an integrated banking and insurance group. The supply chain comprises those goods and services that allow the Group’s professionals to perform their work. Suppliers include companies providing rents, office and advertising materials, IT equipment, technological and telecommunications services, security services and other professional services. 97% of CaixaBank’s procurement volume is purchased from Spanish suppliers. The Group bases its actions on the values of quality, trust and social commitment. In line with these values, when acquiring products and services CaixaBank aims to work with suppliers that guarantee high standards of quality and security and that are socially and environmentally responsible. Click here for the <a href="#">Supplier Portal</a> . Click here for the <a href="#">“la Caixa” Group’s ethical, social and environmental standards for suppliers</a> .	✓
G4-13	Significant changes during the reporting period regarding the organisation’s size, structure, ownership or supply chain.	5; 17; 22 See Notes 1 and 7 to the 2015 Consolidated Financial Statements. See pages 4 and 5 of the Management Report attached to the <a href="#">2015 Consolidated Financial Statements</a> .	✓
G4-14	Information on how the precautionary approach or principle is addressed by the organisation, where applicable.	48-51 See the CDP report, which may be consulted on the <a href="#">CDP website</a> .	✓
G4-15	Externally developed economic, environmental and social charters, principles, or other initiatives to which the organisation subscribes or which it endorses.	4; 7; 25; 47; 48; 52; 54 See the <a href="#">2015 Socio-economic Impact Report</a> .	✓
G4-16	Memberships in associations and national or international advocacy organisations.	CaixaBank is an active member of the Spanish Confederation of Savings Banks (CECA), chaired by the chairman of CaixaBank.	✓
<b>Material aspects and boundaries</b>			
G4-17	Entities included in the organisation’s consolidated financial statements or equivalent documents.	<a href="#">GRI Content Index</a> (1. Materiality study). For further information, see Note 1 and Appendices 1, 2 and 3 to the <a href="#">2015 Consolidated Financial Statements</a> .	✓
G4-18	Process for defining the report content and the aspect boundaries, and how the organisation has implemented the reporting principles for defining report content.	<a href="#">GRI Content Index</a> (1. Materiality study).	✓
G4-19	List of the material aspects identified in the process for defining report content.	<a href="#">GRI Content Index</a> (1. Materiality study).	✓





<i>Indicator</i>	<i>Description</i>	<i>Page/direct response</i>	<i>External assurance</i>
G4-20	Aspect boundary within the organisation for each material aspect.	The information set out in the tables under the “CaixaBank Group” refers to CaixaBank as an individual entity and to the following subsidiaries and investees: CaixaRenting, e-laCaixa, CaixaBank Asset Management, GDS Cusa, CaixaBank Consumer Finance, Nuevo MicroBank, PromoCaixa, Silk aplicaciones, Sumasa and VidaCaixa (including, within its group, VidaCaixa Mediació and AgenCaixa). This scope covers approximately 98.8% of the CaixaBank Group’s staff. The remaining 1.2% mainly corresponds to the subsidiaries incorporated into the Group through the merger with Banca Cívica. Only economic and financial information is provided on these companies.	✓
G4-21	Aspect boundary outside the organisation for each material aspect.	<a href="#">GRI Content Index</a> (1. Materiality study).	✓
G4-22	Effect of any restatements of information provided in previous reports, and the reasons for such restatements.	There were no restatements in 2015.	✓
G4-23	Significant changes in the scope and aspect boundaries from previous reporting periods.	In 2015, there were no significant changes in the scope, the aspect boundaries or the valuation methods applied in the report with respect to previous periods.	✓
<b>Stakeholder engagement</b>			
G4-24	List of stakeholder groups engaged by the organisation.	<a href="#">GRI Content Index</a> (1 “Materiality study”). CaixaBank’s main stakeholders are its customers, employees, shareholders and investors, society in general, public administrations and regulators, and its suppliers and partners. See CaixaBank’s <a href="#">Corporate Social Responsibility Policy</a> .	✓
G4-25	Basis for identification and selection of stakeholders with whom to engage.	<a href="#">GRI Content Index</a> (1. Materiality study). Stakeholders are identified and selected through an internal reflection process by the executive team. Once stakeholders are selected, the processes and channels required to ascertain and meet their expectations and CaixaBank’s needs are established. The Corporate Social Responsibility and Reputation area continually reviews the stakeholders identified and establishes the necessary processes to identify their needs.	✓
G4-26	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	6; 23; 24; 25; 41; 46 <a href="#">GRI Content Index</a> (1. Materiality study). See CaixaBank’s <a href="#">Corporate Social Responsibility Policy</a> .	✓
G4-27	Key topics and concerns that have been raised through stakeholder engagement and description of how the organisation has responded to those key topics and concerns, including through its reporting.	6; 23; 24; 25; 41; 46 <a href="#">GRI Content Index</a> (1. Materiality study).	✓
<b>Report profile</b>			
G4-28	Reporting period.	2015 calendar year.	✓
G4-29	Date of most recent previous report (if any).	The 2014 Integrated Corporate Report was published in April 2015.	✓
G4-30	Reporting cycle.	Annual.	✓



<i>Indicator</i>	<i>Description</i>	<i>Page/direct response</i>	<i>External assurance</i>
G4-31	Contact point for questions regarding the report or its contents.	Back cover	✓
G4-32	The 'in accordance' option the organisation has chosen, the GRI content index for the chosen option, and reference to the external assurance report.	<a href="#">GRI Content Index</a> (1. Materiality study).	✓
G4-33	The organisation's policy and current practice with regard to seeking external assurance for the report.	<a href="#">GRI Content Index</a> (4. Independent Assurance report).	✓
<b>Governance</b>			
G4-34	Governance structure of the organisation.	7-9 See the <a href="#">2015 Annual Corporate Governance Report</a> .	✓
G4-35	Description of the process for delegating authority for economic, environmental and social topics from the highest governance body to senior executives and other employees.	7 According to article 4.2 of the Regulations of the Board of Directors, the Board should ensure that CaixaBank abides by current law in its dealings with stakeholders; fulfils its explicit and implicit contracts and obligations in good faith; respects the customs and good practices of the sectors and territories in which it does business; and upholds any additional social responsibility principles the Company has subscribed to voluntarily. In addition, in accordance with the above-referenced article, among other duties the Board may not delegate, the Board is solely entrusted with approving the corporate social responsibility policy. Article 14 of the Regulations states that the Appointments Committee is responsible for supervising the bank's actions in respect of corporate social responsibility and submitting to the Board any proposals deemed pertinent in that regard. In addition, the Corporate Division of Communication, Institutional Relations, Brand and CSR is entrusted with environmental and social matters, and reports directly to the bank's CEO. The bank's Risks Committee supervises, among other aspects, the management of reputation risk. For further information, see the <a href="#">2015 Annual Corporate Governance Report</a> and CaixaBank's <a href="#">Corporate Social Responsibility Policy</a> .	✓
G4-36	Executive-level position or positions with responsibility for economic, environmental and social topics, and whether post holders report directly to the highest governance body.	11 CaixaBank's Management Committee represents all business areas and lines. The committee meets weekly in order to resolve matters relating to implementation of the annual operating plan and organisation of the Group. This includes approving structural changes, appointments, expense lines and business strategies. Occasionally and on a limited basis, the Chairman of the Board of Directors attends CaixaBank Management Committee meetings. In addition, CaixaBank has a Corporate Division of Communication, Institutional Relations, Brand and CSR, which reports directly to the bank's CEO. For further information, see CaixaBank's <a href="#">Corporate Social Responsibility Policy</a> .	✓



<i>Indicator</i>	<i>Description</i>	<i>Page/direct response</i>	<i>External assurance</i>
G4-37	Processes for consultation between stakeholders and the highest governance body on economic, environmental and social topics.	See the <a href="#">Regulations of the Board of Directors</a> (articles 33, 34, 35, 36). In accordance with these articles, the Board of Directors will provide suitable channels to familiarise itself with any proposals formulated by shareholders with regard to the management of CaixaBank. It will also establish adequate mechanisms for the regular sharing of information with institutional investors who are among the Company's shareholders. For further information, see CaixaBank's <a href="#">Corporate Social Responsibility Policy</a> .	✓
G4-38	Composition of the highest governance body and its committees.	7-9 Limitations have been placed on the number of other boards on which the members of the Board of Directors may serve, in compliance with the Law on the regulation, supervision and solvency of credit institutions. For further information, see the <a href="#">2015 Annual Corporate Governance Report</a> (sections C.1.11, C.1.12, C.1.2 and C.1.3).	✓
G4-39	Information on whether the chair of the highest governance body is also an executive officer.	7 At CaixaBank, the functions of Chairman and CEO are different and complementary, and there is a clear division of responsibility between the two. The Chairman is the highest representative of the bank and the head of the Board of Directors. Additionally and complementarily, the CEO is the chief executive entrusted with implementing the Group's strategy, always within the mandate established by the governing bodies. For further information, see the <a href="#">2015 Annual Corporate Governance Report</a> (section C).	✓
G4-40	Nomination and selection processes for the highest governance body and its committees, and the criteria used for nominating and selecting highest governance body members.	The Appointments Committee analyses and proposes candidates to fill positions on the Board of Directors and to ensure that candidates are suitable for such position in a credit institution. The committee therefore shall at all times bear in mind the principle of diversity of knowledge, gender and experience. The process of selecting directors shall also uphold the principle of non-discrimination and equal treatment. All resolutions adopted within the framework of this "Policy" shall at all times respect applicable legislation, CaixaBank's corporate governance system and standards and all good governance recommendations and standards adhered to by the bank. Directors must have the skills, knowledge and experience necessary to discharge their duties. For further information on the appointment and selection process, see the 2015 Annual Corporate Governance Report (section C.1.19). It should be noted that on 19 November 2015, the Board of Directors approved the CaixaBank Director Selection Policy, which is part of the Company's corporate governance system and which outlines the key aspects and commitments followed by the Company and Group when nominating and appointing directors. The procedure for selecting directors established in the Policy shall be complemented, for those applicable aspects, by that set forth in the Protocol on Procedures for Selecting and Assessing the Suitability of Posts or any equivalent internal regulation in force at that moment.	✓
G4-41	Processes for the highest governance body to ensure conflicts of interest are avoided and managed.	For further information, see the <a href="#">2015 Annual Corporate Governance Report</a> (section D.6).	✓



Indicator	Description	Page/direct response	External assurance
G4-42	Highest governance body's and senior executives' roles in the development, approval, and updating of the organisation's purpose, value or mission statements, strategies, policies, and goals related to economic, environmental and social impacts.	In 2014, the Management Committee and the Board of Directors approved CaixaBank's 2015-2018 Strategic Plan. In September 2015 the Board of Directors also approved CaixaBank's Corporate Social Responsibility Policy. For further information, see the <a href="#">2015 Annual Corporate Governance Report</a> (section C) and CaixaBank's <a href="#">Corporate Social Responsibility Policy</a> .	✓
G4-43	Measures taken to develop and enhance the highest governance body's collective knowledge of economic, environmental and social topics.	Prior to each Board meeting, the directors receive information on the main issues to be discussed and on any economic, environmental and social matters coming before the Board. In 2015, the bank continued with the training programme for directors launched in 2014, carried out by independent external trainers. The training courses for members of the Management Committee, Audit and Control Committee and Appointments Committee were given by an audit and consultancy firm. The 12 sessions of 2 hours each covered, among others, risk management, internal and external audit, capital instruments, the stock market and banking.	✓
G4-44	Processes for evaluation of the highest governance body's performance with respect to governance of economic, environmental and social topics.	CaixaBank's directors perform a self-assessment of the performance of the Board. For further information, see the <a href="#">2015 Annual Corporate Governance Report</a> (section C.1.20).	✓
G4-45	Highest governance body's role in the identification and management of economic, environmental and social impacts, risks, and opportunities.	The structure of the CaixaBank Board of Directors is described under indicator G4-34. The Board committees perform a supervisory role in respect of economic, environmental and social issues. This includes supervision of risks and opportunities, as well as compliance with international agreements, codes of conduct and guiding principles. In carrying out these duties, the Board committees may avail themselves of independent external advisers, as well as in-house information gathered from meetings held with different company executives. For further information, see the <a href="#">2015 Annual Corporate Governance Report</a> (sections C and E) and CaixaBank's <a href="#">Corporate Social Responsibility Policy</a> .	✓
G4-46	Highest governance body's role in reviewing the effectiveness of the organisation's risk management processes for economic, environmental and social topics.	48; 49 CaixaBank's Risks Committee is entrusted with overseeing and examining the processes of reporting and controlling the Group's risks, including non-financial risks. For further information, see the <a href="#">2015 Annual Corporate Governance Report</a> (sections C and E) and CaixaBank's <a href="#">Corporate Social Responsibility Policy</a> .	✓
G4-47	Frequency of the highest governance body's review of economic, environmental and social impacts, risks, and opportunities.	These risks are reviewed at least once a quarter. CaixaBank has a Risks Committee, a committee of the Board. For further information, see the <a href="#">2015 Annual Corporate Governance Report</a> (sections C and E) and CaixaBank's <a href="#">Corporate Social Responsibility Policy</a> .	✓
G4-48	Highest committee or position that formally reviews and approves the organisation's sustainability report.	The Corporate Division of Communication, Institutional Relations, Brand and CSR is entrusted with the preparation and coordination of the Integrated Corporate Report. The report is subsequently reviewed by the Management Committee. Lastly, the Appointments Committee is responsible for supervising the bank's actions in respect of corporate social responsibility and submitting to the Board any proposals deemed pertinent in that regard.	✓



Indicator	Description	Page/direct response	External assurance
G4-49	Process for communicating critical concerns to the highest governance body.	The Management Committee is entrusted with informing the Board of Directors about the annual operating plan, including any critical aspect considered relevant and appropriate. This committee meets weekly. For further information, see the <a href="#">2015 Annual Corporate Governance Report</a> and CaixaBank's <a href="#">Corporate Social Responsibility Policy</a> .	✓
G4-50	Nature and total number of critical concerns that were communicated to the highest governance body and the mechanism(s) used to address and resolve them.	Critical concerns of any nature (economic, financial, environmental, social, etc.) are communicated to the Board of Directors on a regular basis, and whenever this is deemed necessary. The bank's progress in the strategic plan and its economic, social and environmental results are evaluated at both the Management Committee's weekly meetings and at Board of Directors meetings. Based on the evaluation, a decision is made to either maintain or modify the strategy.	✓ Qualitative information is provided.
G4-51	Remuneration policies for the highest governance body and senior executives.	See the <a href="#">2015 Annual Report on Remuneration of Members of the Board of Directors</a> and the <a href="#">2015 Annual Corporate Governance Report</a> (section C).	✓
G4-52	Process for determining remuneration.	The amounts receivable are determined in accordance with the criteria set out in the Remuneration Policy. For further information, see the <a href="#">2015 Annual Report on Remuneration of Members of the Board of Directors</a> .	✓
G4-53	How stakeholders' views are sought and taken into account regarding remuneration, including the results of votes on remuneration policies and proposals, if applicable.	The 2015 Annual Report on Remuneration of Members of the Board of Directors will be submitted to the shareholders for a consultative vote at the Annual General Meeting. With respect to the advisory vote on the Annual Remuneration Report, at the Annual General Meeting held on 23 April 2015, the proposal made garnered 98.68% votes in favour, 1.25% votes against and 0.07% abstentions. For further information, consult the documentation posted on the corporate website regarding the <a href="#">Annual General Meeting</a> . For further information, see the <a href="#">2015 Annual Report on Remuneration of Members of the Board of Directors</a> (section D.3).	✓
G4-54	Ratio of the annual total compensation for the organisation's highest-paid individual in each country of significant operations to the median annual total compensation for all employees (excluding the highest-paid individual) in the same country.	See the <a href="#">2015 Annual Report on Remuneration of Members of the Board of Directors</a> . See Note 35 to the <a href="#">2015 Consolidated Financial Statements</a> .	✓ No information on the ratio is provided.
G4-55	Ratio of percentage increase in annual total compensation for the organisation's highest-paid individual in each country of significant operations to the median percentage increase in annual total compensation for all employees (excluding the highest-paid individual) in the same country.	See the <a href="#">2015 Annual Report on Remuneration of Members of the Board of Directors</a> . See Note 35 to the <a href="#">2015 Consolidated Financial Statements</a> .	✓ No information on the ratio is provided.



<i>Indicator</i>	<i>Description</i>	<i>Page/direct response</i>	<i>External assurance</i>
<b>Ethics and integrity</b>			
G4-56	The organisation's values, principles, standards and norms of behaviour such as codes of conduct and codes of ethics.	25 See the CaixaBank <a href="#">Code of Ethics</a> .	✓
G4-57	Internal and external mechanisms for seeking advice on ethical and lawful behaviour, and matters related to organisational integrity, such as helplines or advice lines.	7; 24; 25 See section 12 of the <a href="#">Management Report attached to the 2015 Consolidated Financial Statements</a> (p. 64).	✓
G4-58	Internal and external mechanisms for reporting concerns about unethical or unlawful behaviour, and matters related to organisational integrity, such as escalation through line management, whistle-blowing mechanisms or hotlines.	24; 25 See section 12 of the <a href="#">Management Report attached to the 2015 Consolidated Financial Statements</a> (p. 64).	✓

**Specific standard disclosures**

Indicator	Description	Page/direct response	External assurance
<b>Category: Economic</b>			
<b>Economic performance</b>			
G4-DMA	Disclosure on management approach.	2; 3; 26; 27	✓
G4-EC1	Direct economic value generated and distributed.	4; 28; 29; 30; 52; 53; 54 <a href="#">See table</a> "EC1. Economic value generated, distributed and retained by the CaixaBank Group" in the Appendix. Data concerning the economic value generated and distributed were obtained from the 2015 Consolidated Financial Statements of the CaixaBank Group and subsidiaries. The country breakdown is not relevant to CaixaBank since Spain is the bank's main country of operation.	✓
G4-EC2	Financial implications and other risks and opportunities for the organisation's activities due to climate change.	CaixaBank considers the impact of this risk to be minimal. Risks and opportunities are disclosed in the Carbon Disclosure Project report, which is publicly available on the CDP website. Information for 2015 will be made available during 2016.	✓
G4-EC3	Coverage of the organisation's defined benefit plan obligations.	CaixaBank's defined benefit plan commitments are externalised and are implemented through a pensions plan and additional policies taken out with several insurance companies. CaixaBank's employee pension plan is operated in addition to the public pensions system (Social Security), and is a combined defined-contribution plan (defined contribution for retirement and defined benefit for disability and death). The plan meets the bank's commitments as initially established in the "la Caixa" Labour Agreement on pension provisions of July 2000 which, subsequently and due to the Group's business reorganisation process, were set forth in the Labour Agreement of July 2011 whereby the "la Caixa" Pensions Plan was transformed into the "la Caixa"/CaixaBank Combined-Promotion Pensions Plan. During 2015, CaixaBank contributed over €110 million to pension plans and €89 million in other social benefits for its employees, including health plans, education grants, life and accident insurance and advantageous borrowing terms. Lastly, the number of days' leave for maternity leave (one or more children in single birth), paternity leave and breast-feeding time are those set forth by law and applicable as per the corresponding labour agreements. At CaixaBank (individual) this leave amounts to 122, 17 and 10 days, respectively. Employees of e-la Caixa, GDS Cusa, MicroBank, PromoCaixa and VidaCaixa are also entitled to 15 days paternity leave. At CaixaBank, 768 employees took some form of leave (779 in the Group) and 1,011 employees opted to work part-time or to reduce their hours, representing 3.4% of the workforce (1,037 employees in the Group). See Note 24.1 to the <a href="#">2015 Consolidated Financial Statements</a> .	✓
G4-EC4	Financial assistance received from government.	See Note 6 to the <a href="#">2015 Consolidated Financial Statements</a> .	✓



<i>Indicator</i>	<i>Description</i>	<i>Page/direct response</i>	<i>External assurance</i>
<b>Indirect economic impacts</b>			
G4-DMA	Disclosure on management approach.	52; 53; 54	✓
G4-EC7	Development and impact of infrastructure investments and services supported.	52; 53; 54	✓
G4-EC8	Significant indirect economic impacts, including the extent of impacts.	52; 53; 54 See the <a href="#">2015 Socio-economic Impact Report</a> .	✓
<b>Category: Environmental</b>			
<b>Products and services</b>			
G4-DMA	Disclosure on management approach.	25	✓
G4-EN27	Impact mitigation of environmental impacts of products and services.	4; 25 See the Corporate Responsibility section on the website ( <a href="#">Environmental sustainability</a> ). See section 11 of the Management Report attached to the <a href="#">2015 Consolidated Financial Statements</a> .	✓ Qualitative information is provided.
<b>Compliance</b>			
G4-DMA	Disclosure on management approach.	7; 25; 48; 49; 51	✓
G4-EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	CaixaBank did not receive any major fines or sanctions in relation to compliance with environmental regulations.	✓
<b>Sub-category: Labour practices and decent work</b>			
<b>Employment</b>			
G4-DMA	Disclosure on management approach.	44-47 See section 13 of the Management Report attached to the <a href="#">2015 Consolidated Financial Statements</a> .	✓
G4-LA1	Total number and rates of new employee hires and employee turnover by age group, gender, and region.	Appendix 3. GRI Content Index: <a href="#">see table</a> "G4-LA1 Total number and rates of new employee hires and employee turnover by age group, gender, and region" (CaixaBank data). CaixaBank's main country of operations is Spain.	✓ Information relates to CaixaBank.





<i>Indicator</i>	<i>Description</i>	<i>Page/direct response</i>	<i>External assurance</i>
G4-LA2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation.	Benefits do not vary from one work centre to the next. Pension plans are not offered to temporary staff at CaixaBank. At CaixaBank Consumer Finance, life insurance and advantageous borrowing terms are not offered to employees on this type of contract. Pension plans, education grants and healthcare benefits are not provided at GDS Cusa. The latter two concepts are not offered at Silk or at Sumasa, where life insurance is also not provided. VidaCaixa offers the same social benefits to permanent and temporary staff. At e-la Caixa, CaixaRenting, Nuevo MicroBank, PromoCaixa and CaixaBank Asset Management all employees have permanent contracts. Part-time employees receive benefits in proportion to hours worked.	✓
G4-LA3	Return to work and retention rates after parental leave, by gender.	At CaixaBank, 2,289 employees (1,509 women) took maternity/paternity leave in 2015. At CaixaBank, all employees return to work after their leave, unless they request voluntary redundancy or unpaid leave, and therefore no reincorporation rates are disclosed. In 2015, 768 employees applied for leave to care for dependants (family members, children or other dependants).	✓ Information referring to CaixaBank.
<b>Labour/Management relations</b>			
G4-DMA	Disclosure on management approach.	46	✓
G4-LA4	Minimum notice periods regarding operational changes, including whether these are specified in collective agreements.	The minimum period of notice is the same as that generally established in common employment legislation (Workers' Statute and other legislation applicable), namely 45 days.	✓
<b>Occupational health and safety</b>			
G4-DMA	Disclosure on management approach.	46	✓
G4-LA6	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities, by region and by gender.	<a href="#">See table</a> "G4-LA6 Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender".	✓ Information is provided exclusively on own personnel.
<b>Training and education</b>			
G4-DMA	Disclosure on management approach.	44; 45; 46	✓
G4-LA9	Average hours of training per year per employee by gender, and by employee category.	<a href="#">See table</a> "G4-LA9 Average hours of training per year per employee by gender, and by employee category".	✓
G4-LA10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	15; 19; 44; 45; 46 See the <a href="#">2015 Socio-economic Impact Report</a> .	✓
G4-LA11	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category.	45 The performance of 77% of employees is assessed on a regular basis.	✓



<i>Indicator</i>	<i>Description</i>	<i>Page/direct response</i>	<i>External assurance</i>
<b>Diversity and equal opportunity</b>			
G4-DMA	Disclosure on management approach.	44-47 See section 13 of the Management Report attached to the <a href="#">2015 Consolidated Financial Statements</a> .	✓
G4-LA12	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	8; 9; 11 <a href="#">See table</a> "G4-LA1 Total number and rates of new employee hires and employee turnover by age group, gender, and region" (CaixaBank data).	✓ No information on minority group membership is provided.
<b>Equal remuneration for women and men</b>			
G4-DMA	Disclosure on management approach.	44-47	✓
G4-LA13	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation.	The Group's employees are paid in accordance with their professional status and the functions performed, regardless of their gender or origins. In equal categories and seniority, the basic wage is the same for all employment categories. While remuneration is increasingly performance-based, changes in employee category due to seniority and the three-year wage rises laid down in the collective labour agreement lead to salary differences by gender (average seniority: 16 years for men and 14 years for women). Thus, the ratio of basic salary (calculated based on the median) of men with respect to that of women at senior management level (Branch manager or higher) is 94%, at middle-management level, 113%, and for the rest of the workforce, 116%. This ratio is 86% for those under 30 years old.	✓ Information referring to CaixaBank.
<b>Labour practices grievance mechanisms</b>			
G4-DMA	Disclosure on management approach.	46	✓
G4-LA16	Number of grievances about labour practices filed, addressed and resolved through formal grievance mechanisms.	CaixaBank has a Protocol for the Prevention, Management and Elimination of Sexual and Workplace Harassment. In 2015, four measures were taken through independent mediators to address cases of potential workplace harassment. As set forth in the protocol, the mediators prepared a report on the formal complaints.	✓ Information referring to CaixaBank Only information on queries and complaints in relation to the Code of Ethics is provided.



<i>Indicator</i>	<i>Description</i>	<i>Page/direct response</i>	<i>External assurance</i>
<b>Sub-category: Human rights</b>			
<b>Investment</b>			
G4-DMA	Disclosure on management approach.	7; 25 Click here for the <a href="#">"la Caixa" Group's Ethical, social and environmental standards for suppliers.</a>	✓
G4-HR1	Total number and percentage of significant investment agreements that include human rights clauses or that underwent human rights screening.	In 2015, no significant investment agreements including human rights clauses existed because it is felt there are no risks that make them necessary.	✓
G4-HR2	Total hours of employee training on human rights policies or procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	26,209 hours of training regarding the anti-corruption policy and the code of ethics in 2015, with 94% of the employees trained in 2014 and 2015.	✓ Information referring to CaixaBank.
<b>Human rights grievance mechanisms</b>			
G4-DMA	Disclosure on management approach.	In view of CaixaBank's area of activity, no risk activities or operations have been identified in this regard. Nevertheless, CaixaBank undertakes to analyse any grievances that may be filed in connection with human rights.	✓
G4-HR12	Number of grievances about human rights impacts filed, addressed and resolved through formal grievance mechanisms.	In 2015, CaixaBank received no significant human rights grievances.	✓
<b>Sub-category: Society</b>			
<b>Local communities</b>			
G4-DMA	Disclosure on management approach.	52; 53; 54	✓
G4-SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programmes.	52; 53; 54	✓ Qualitative information is provided.
G4-SO2	Operations with significant actual and potential negative impacts on local communities.	52; 53; 54	✓ Qualitative information is provided.
FS13	Access points in low-populated or economically disadvantaged areas.	22; 43 <a href="#">See the 2015 Socio-economic Impact Report.</a>	✓
FS14	Initiatives to improve access to financial services for disadvantaged people.	25; 53; 54	✓



<i>Indicator</i>	<i>Description</i>	<i>Page/direct response</i>	<i>External assurance</i>
<b>Anti-corruption</b>			
G4-DMA	Disclosure on management approach.	7; 25 See CaixaBank's <a href="#">Policy in Anti-corruption matters</a>	✓
G4-SO3	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified.	49 This information is not available as no specific analysis has been performed. In 2013, the bank's anti-corruption policy was updated, and it is envisaged that the associated risk will be analysed in the future.	✓ Qualitative information is provided.
G4-SO4	Communication and training on anti-corruption policies and procedures.	7; 25; 48; 49	✓
G4-SO5	Confirmed incidents of corruption and actions taken.	In cases where employees engaged in behaviour that could be classified as fraud/corruption in the exercise of their functions, it may be considered that they have committed a very serious misdemeanour pursuant to the collective agreement, and a number of the sanctions envisaged in the agreement may be applied depending on the specific circumstances of each case. In that regard, some of the sanctions foreseen for very serious misdemeanours in section 2.3 of article 81 of the subject agreement could apply: total loss of seniority for the purposes of promotion; definitive disqualification from promotions; demotion (one level); suspension without pay (between three and six months); or disciplinary dismissal.	✓ Information is provided exclusively in relation to the present policies.
<b>Public policy</b>			
G4-DMA	Disclosure on management approach.	48; 49	✓
G4-SO6	Value of political contributions, by country and recipient/beneficiary.	CaixaBank's anti-corruption policy establishes that "donations to political parties and related foundations are prohibited. Debt forgiveness agreements may be arranged with political parties and their related foundations where so permitted by law and providing the agreement does not contravene the bank's general risk criteria."	✓ Information is provided exclusively in relation to the present policies.
<b>Anti-competitive behaviour</b>			
G4-DMA	Disclosure on management approach.	7; 25; 48; 49 In accordance with its Code of Ethics, CaixaBank undertakes to compete honestly and fairly in markets. CaixaBank also undertakes to contract suppliers based on free competition and disregard any relationship or interference outside its interests.	✓
G4-SO7	Total number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes.	There were no legal actions of this nature in 2015 that significantly affected the bank's business.	✓

Indicator	Description	Page/direct response	External assurance
<b>Compliance</b>			
G4-DMA	Disclosure on management approach.	7; 25; 48; 49; 51	✓
G4-SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	Any obligations that could arise from administrative and legal proceedings in the normal course of business are prudently estimated using reasonable provisions, as disclosed in Note 24.2 to the bank's annual financial statements and management report. None of these potential obligations are significant in relation to the financial statements.	✓
<b>Grievance mechanisms for impacts on society</b>			
G4-DMA	Disclosure on management approach.	In view of CaixaBank's area of activity, no risk activities or operations have been identified in this regard. Nevertheless, CaixaBank undertakes to analyse any grievances that may be filed in connection with impacts on society.	✓
G4-SO11	Number of grievances about impacts on society filed, addressed and resolved through formal grievance mechanisms.	In 2015, CaixaBank received no significant grievances about impacts on society.	✓
<b>Sub-category: Product responsibility</b>			
<b>Customer health and safety</b>			
G4-DMA	Disclosure on management approach.	38 See the <a href="#">2015 Socio-economic Impact Report</a> .	✓
G4-PR1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement.	38	✓ Qualitative information is provided.
G4-PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	There were no such significant incidents in 2015.	✓
<b>Product and service labelling</b>			
G4-DMA	Disclosure on management approach.	4; 25; 48	✓
G4-PR3	Type of product and service information required by the organisation's procedures for product and service information and labelling, and percentage of significant product and service categories subject to such information requirements.	48 CaixaBank applies the Markets in Financial Instruments Directive (MiFID), an EU directive governing the provision of investment services, and thus this directly affects the way in which the bank informs customers or potential customers, advises or sells such products to them. Order ECC/2316/2015, on disclosure obligations and the classification of financial products is also applicable.	✓ Qualitative information is provided.



<i>Indicator</i>	<i>Description</i>	<i>Page/direct response</i>	<i>External assurance</i>
G4-PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes.	No significant sanctions or adverse rulings were received in 2015 with respect to non-compliance with regulations or voluntary codes concerning published product information. The obligations that could arise from administrative and legal proceedings are prudently estimated using reasonable provisions, as disclosed in Note 24.2 to the bank's 2015 Consolidated financial statements and management report.	✓
G4-PR5	Results of surveys measuring customer satisfaction.	4; 21; 24	✓ Information referring to CaixaBank.
<b>Marketing communications</b>			
G4-DMA	Disclosure on management approach.	24 See CaixaBank's <a href="#">Corporate Social Responsibility Policy</a> .	✓
G4-PR6	Sale of banned or disputed products.	24 See CaixaBank's <a href="#">Corporate Social Responsibility Policy</a> .	✓ Information is provided exclusively in relation to the present policies.
G4-PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, by type of outcomes.	There were no incidents of non-compliance in 2015 that gave rise to outright significant sanctions in this connection.	✓
<b>Customer privacy</b>			
G4-DMA	Disclosure on management approach.	CaixaBank has the duty to protect the personal and private information of its customers and employees to the maximum the extent possible, as set forth in its Code of Ethics and prevailing legislation on privacy, data protection and bank confidentiality. Data protection and the right to privacy are considered in all aspects of the bank's management. Strict internal rules are in place and staff are provided with specific training on this matter. CaixaBank also enters all files containing personal data it handles in the General Data Protection Register, and all staff have access to a security document setting forth the necessary measures for ensuring the security of files containing personal data and data processing centres. Furthermore, personnel are not provided access to consult customer data unless this information is strictly necessary for the task at hand. Any employee gaining such unnecessary access would be subject to sanctions, even if the information was not disclosed outside the bank.	✓
G4-PR8	Number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	In 2015, CaixaBank did not receive any significant sanctions in this regard.	✓
<b>Compliance</b>			
G4-DMA	Disclosure on management approach.	7; 25; 48; 49; 51	✓



<i>Indicator</i>	<i>Description</i>	<i>Page/direct response</i>	<i>External assurance</i>
G4-PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	No significant outright fines arising from non-compliance with regulations concerning the provision and use of the bank's products and services were incurred in 2015. The bank did receive fines for non-material amounts in relation to the financial statements. See Note 24 to the <a href="#">2015 Consolidated Financial Statements</a> .	✓
<b>Financial services sector disclosures</b>			
<b>Product portfolio</b>			
G4-DMA	Disclosure on management approach.	13; 14; 15; 16; 25; 53; 54 See the Corporate Responsibility section on the website ( <a href="#">Environmental sustainability</a> ).	✓
FS6	Percentage of the portfolio for business lines by specific region, size (e.g. micro/SME/large) and by sector.	13; 14; 15; 16; 53; 54	✓
FS7	Monetary value of products and services designed to deliver a specific social benefit for each business line, by purposes.	25; 53; 54 See the <a href="#">2015 Socio-economic Impact Report</a> .	✓
FS8	Monetary value of products and services designed to deliver a specific environmental benefit for each business line, by purposes.	25; 53; 54	✓
<b>Audit</b>			
G4-DMA	Disclosure on management approach.	25 See CaixaBank's <a href="#">Corporate Social Responsibility Policy</a> . See the Corporate Responsibility section on the website ( <a href="#">Environmental sustainability</a> ).	✓
<b>Active ownership</b>			
G4-DMA	Disclosure on management approach.	25 See CaixaBank's <a href="#">Corporate Social Responsibility Policy</a> . See the Corporate Responsibility section on the website ( <a href="#">Environmental and Social risk management – Equator Principles</a> ).	✓
FS10	Percentage and number of companies held in the portfolio with which the reporting organisation has interacted on environmental or social issues.	25; 54 See the Corporate Responsibility section on the website ( <a href="#">Environmental and Social risk management – Equator Principles</a> ).	✓ Qualitative information is provided.
FS11	Percentage of assets subject to positive and negative environmental or social screening.	25; 54 CaixaBank's <a href="#">2015 Socio-economic Impact Report</a> . See the Corporate Responsibility section on the website ( <a href="#">Environmental and Social risk management – Equator Principles</a> ).	✓ Qualitative information is provided.

✓: Revised content. The review report can be found in section 4 of this document, on pages 38-39.

–: Unrevised.

**EC1 Direct economic value generated, distributed and retained by the CaixaBank Group  
(€ thousands)**

	2013	2014	2015
<b>How much have we generated?</b>	<b>6,388,830</b>	<b>6,602,479</b>	<b>7,480,781</b>
Gross income	6,631,756	6,939,605	7,725,618
Gains on disposal of assets not classified as non-current assets held for sale	363,377	(28,149)	33,795
Profit / (losses) on non-current assets held for sale	(606,303)	(308,977)	(278,632)
<b>How have we distributed it?</b>	<b>3,157,368</b>	<b>3,133,305</b>	<b>4,529,143</b>
Other general administrative expenses (excluding tax)	897,871	811,170	1,020,720
Personnel expenses	3,421,549	2,577,893	3,178,805
Income tax and taxes included in other general administrative expenses	(1,162,052)	(383,373)	(140,491)
Dividends	68,391 <sup>(1)</sup>	127,615 <sup>(2)</sup>	470,109
<b>How much have we retained?</b>	<b>3,231,462</b>	<b>3,469,174</b>	<b>2,951,638</b>

1. This amount of 2013 dividends corresponds entirely to the estimated acquisition of bonus subscription rights from shareholders under the Scrip Dividend programme. Total dividends associated with 2013, including cash paid to shareholders and the fair value of the deliverable shares, total €991,770 thousand.

2. This amount of 2014 dividends corresponds entirely to the estimated acquisition of bonus subscription rights from shareholders under the Scrip Dividend programme.

**G4-10 Breakdown of workforce by gender  
and employment contract**

	2013		2014		2015		2015	
	Total	Female	Total	Female	Total	Female	Total	Female
Total number of employees on payroll	29,780	50.71%	28,984	51.42%	29,972	52.33%	31,893	55.17%
% of employees with a fixed or indefinite-term contract (as a % of total workforce)	99.90%	50.70%	99.72%	51.29%	97.32%	50.90%	97.05%	47.91%
<i>Full-time, fixed or indefinite-term contract</i>	99.87%	50.69%	99.59%	51.23%	97.20%	52.34%	96.71%	52.50%
<i>Part-time, fixed or indefinite-term contract</i>	0.13%	56.90%	0.13%	48.65%	0.12%	41.67%	0.23%	68.49%
% of employees with a temporary contract	0.10%	61.30%	0.28%	46.34%	2.68%	51.18%	2.61%	51.26%
Total number of interns	18		28		22		39	



**G4-LA1 Total number and rates of new employee hires and employee turnover by age group, gender, and region (CaixaBank data)**

<b>Distribution of employees by region</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>
Spain	29,724	28,927	29,892
Rest of Europe	27	21	32
South America	3	6	7
Africa	17	19	22
Asia	9	11	14
<b>TOTAL</b>	<b>29,780</b>	<b>28,984</b>	<b>29,972</b>

<b>Employees by age group</b>	<b>2014</b>					<b>2015</b>				
	<b>Less than 30 years</b>	<b>30 to 39 years</b>	<b>40 to 49 years</b>	<b>50 to 59 years</b>	<b>Over 60 years</b>	<b>Less than 30 years</b>	<b>30 to 39 years</b>	<b>40 to 49 years</b>	<b>50 to 59 years</b>	<b>Over 60 years</b>
Total workforce (% of total workforce)	386 (1.33%)	12,671 (43.72%)	10,997 (37.94%)	4,896 (16.89%)	34 (0.12%)	840 (2.80%)	11,502 (38.38%)	12,729 (42.47%)	4,867 (16.24%)	34 (0.11%)
Total number of employee hires (% of total employee hires)	51 (43.22%)	47 (39.83%)	18 (15.25%)	2 (1.69%)	0.00	721 (73.57%)	207 (21.12%)	45 (4.59%)	7 (0.71%)	0
Employee hires through selection process	51	47	18	2	0	721	207	45	7	0
Total number of employees leaving CaixaBank (% of total employees leaving) <sup>(1)</sup>	2 (0.23%)	56 (6.32%)	68 (7.67%)	759 (85.67%)	1 (0.11%)	41 (2.85%)	160 (11.10%)	209 (14.50%)	1,027 (71.27%)	4 (0.28%)
Average employee turnover	0.52%	0.50%	0.60%	15.50%	2.90%	9.4%	1.0%	0.8%	19.3%	14.7%

<b>Employee turnover</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>
Global	6.42%	3.10%	4.30%
Average (men)	9.04%	4.80%	5.90%
Average (women)	3.87%	1.50%	2.50%

<b>Employee hires</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>
Total hires	931	118	980 <sup>(1)</sup>
<i>Men (% of total)</i>	48.00%	38.98%	50.31%
<i>Women (% of total)</i>	52.00%	61.02%	49.69%
Employee hires through selection process	44	118	980 <sup>(2)</sup>
<i>Men (% of total)</i>	31.80%	38.98%	50.31%
<i>Women (% of total)</i>	68.20%	61.02%	49.69%

1. In 2013, a restructuring plan was agreed with all workers' representation unions.

2. All new hires refer to hires made through selection processes.



**G4-LA6 Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender**

		CaixaBank		CaixaBank Group
<b>Absenteeism due to accidents in the workplace</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2015<sup>(1)</sup></b>
Total number of days lost due to accidents	6,892	6,896	6,536	6,536
Total number of accidents	379	402	436	444
Accidents with sick leave	172	148	158	158
<i>Accidents in transit with sick leave</i>	<i>92</i>	<i>81</i>	<i>90</i>	<i>92</i>
Accidents without sick leave	207	254	277	285
<i>Accidents in transit without sick leave</i>	<i>66</i>	<i>68</i>	<i>107</i>	<i>107<sup>(2)</sup></i>
<b>Absenteeism due to common illnesses</b>				
Total number of days of leave due to common illnesses	7,586	7,505	8,113	8,113
Total number of days lost due to common illnesses	276,541	293,077	302,017	302,017

1. Data not available for GDS Cusa, e-la Caixa, MicroBank, PromoCaixa, Sumasa and VidaCaixa.

2. Only available for CaixaBank.

*G4-LA9 Average hours of training per year per employee by gender, and by employee category*

Hours of training per employee by gender at CaixaBank	Male	Female		
	52.70	45.60		
Hours of training per employee by employee category at CaixaBank	2013	2014	2015	
Senior management	25	27	42	
Middle management	61	73	65	
Other employees	47	32	39	
	CaixaBank			CaixaBank Group
	2013	2014	2015	2015 <sup>(1)</sup>
Total investment in personnel training (€)	10,213,663	8,794,896	11,388,230	11,609,575
Total grants received for personnel training (€) <sup>(1)</sup>	4,237,646	3,744,893	3,011,437	3,014,582
Total number of employees trained	29,621	28,943	29,972	30,589
Total number of training hours (% of online training hours)	1,529,665 (86.28%)	1,397,129 (89.84%)	1,468,200 (87.96%)	1,481,850 (87.57%)
Total number of employees receiving occupational risk prevention training	16,658	22,683	25,539	25,744

1. Data not available for GDS Cusa, e-la Caixa, MicroBank, PromoCaixa, Sumasa and VidaCaixa.

**Immaterial / irrelevant DMA and indicators**

<i>Category</i>	<i>Indicators</i>	<i>Explanation of the omission</i>
<b>Economy</b>		
<ul style="list-style-type: none"> <li>Market presence</li> </ul>	DMA EC5 EC6	<ul style="list-style-type: none"> <li>The aspect was not identified as material in the materiality study.</li> <li>The CaixaBank Group's main country of operations is Spain.</li> <li>It only has 80 employees (0.26% of the total workforce) working abroad.</li> <li>The initial salary of all employees, regardless of their geographic location, is greater than the legal minimum established in each country.</li> </ul>
<b>Environment</b>		
<ul style="list-style-type: none"> <li>Materials</li> <li>Energy</li> <li>Water</li> <li>Biodiversity</li> <li>Emissions</li> <li>Effluents and waste</li> <li>Products and services</li> <li>Transport</li> <li>Overall</li> <li>Environmental grievance mechanisms</li> </ul>	DMA G4-EN1-2 G4-EN3-4-5-6-7 G4-EN8-9-10 G4-EN11-12-13-14 G4-EN15-16-17-18-19-20-21 G4-EN22-23-24-25-26 G4-EN28 G4-EN30 G4-EN31 G4-EN34	<ul style="list-style-type: none"> <li>The aspect was not identified as material in the materiality study.</li> <li>Moreover, CaixaBank does not consider that it is a relevant aspect given the bank's sector of activity.</li> <li>In addition, CaixaBank holds EMAS and ISO14001 certifications and is a signatory to the Equator Principles.</li> </ul> <p>Further information:</p> <ul style="list-style-type: none"> <li><a href="#">CaixaBank's Environmental policy.</a></li> <li><a href="#">CaixaBank's 2012-2015 Environmental plan.</a></li> <li><a href="#">Carbon footprint on the corporate website.</a></li> <li><a href="#">CaixaBank's 2015 Socio-economic Impact Report.</a></li> </ul>
<b>Sub-category: Labour practices and decent work</b>		
<ul style="list-style-type: none"> <li>Occupational health and safety</li> </ul>	DMA G4-LA5-7-8	<ul style="list-style-type: none"> <li>The aspect was not identified as material in the materiality study.</li> </ul>

Category	Indicators	Explanation of the omission
<b>Sub-category: Human rights</b>		
<ul style="list-style-type: none"> <li>• Non-discrimination</li> <li>• Freedom of association and collective bargaining</li> <li>• Child labour</li> <li>• Forced or compulsory labour</li> <li>• Security practices</li> <li>• Indigenous rights</li> <li>• Assessment</li> </ul>	DMA G4-HR3 G4-HR4 G4-HR5 G4-HR6 G4-HR7 G4-HR8 G4-HR9	<ul style="list-style-type: none"> <li>• The aspect was not identified as material in the materiality study.</li> <li>• These risks are not considered significant, given that CaixaBank carries out the bulk of its business in Spain, and 97% of the invoicing volume corresponds to Spanish suppliers. Prevailing legislation applicable to these suppliers foresees these aspects, and no breaches thereof have been detected (legal sanctions).</li> <li>• In addition, on-site audits have been carried out for those suppliers located in areas with greater potential risk (China and Bangladesh), who prepare CaixaBank advertising material. The purchasing volume and the number of these suppliers is not significant.</li> <li>• Compliance with CaixaBank's Code of Business Conduct and Ethics is mandatory for all employees, the management team and the members of the managing bodies, all of whom are called to respect the values, principles and standards set out therein and apply them to their professional activity and their internal and external relations. The bank has an internal confidential consultation and whistle-blowing channel in connection with its codes of conduct. Customers can submit their consultations or claims to the Customer Service Office and the official channels. CaixaBank is also a signatory to international ethical standards such as the United Nations Global Compact and the Equator Principles in the field of project financing. The Corporate Social Responsibility Policy was also published in 2015.</li> <li>• All Group companies include a binding clause in their contracts by which suppliers warranty awareness and observation of the United Nations Global Compact Principles and the bank's environmental policy.</li> </ul> <p>Click here for the:</p> <ul style="list-style-type: none"> <li>• <a href="#">Suppliers portal</a>.</li> <li>• <a href="#">The "la Caixa" Group's Ethical, social and environmental standards for suppliers</a>.</li> <li>• <a href="#">CaixaBank's CSR policy</a>.</li> </ul>
<b>Economy, environment and social performance</b>		
<ul style="list-style-type: none"> <li>• Procurement practices</li> <li>• Supplier environmental assessment</li> <li>• Supplier assessment for labour practices</li> <li>• Supplier human rights assessment</li> <li>• Supplier assessment for impacts on society</li> </ul>	DMA G4-EC9 G4-EN32-33 G4-LA14-15 G4-HR10-11 G4-SO9-10	<ul style="list-style-type: none"> <li>• The aspect was not identified as material in the materiality study.</li> <li>• CaixaBank carries out the bulk of its business in Spain, and 97% of the invoicing volume corresponds to Spanish suppliers.</li> <li>• New suppliers must be registered in the Suppliers Portal, citing their credentials and certifications. The qualification system is unified, and takes into account technical and solvency aspects as well as safety, health and environmental issues.</li> <li>• Activities involving suppliers with a greater potential environmental risk include those associated with construction works carried out by Sumasa. The bank considers that no significant risks derive therefrom, given the environmental management system in place.</li> <li>• Activities involving suppliers with a greater potential social risk include those associated with PromoCaixa suppliers located outside the European Union. These suppliers are subject to specific audits (giving rise, where necessary, to corrective action plans).</li> </ul> <p>Further information:</p> <ul style="list-style-type: none"> <li>• <a href="#">Suppliers portal</a>.</li> <li>• <a href="#">The "la Caixa" Group's Ethical, social and environmental standards for suppliers</a>.</li> <li>• <a href="#">Sumasa's Corporate Responsibility report</a>.</li> <li>• <a href="#">PromoCaixa's Corporate Responsibility report</a>.</li> <li>• <a href="#">CaixaBank's 2015 Socio-economic Impact Report</a>.</li> </ul>

## 4 ASSURANCE LETTER



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*Translation of a report originally issued in Spanish. In the event of a discrepancy, the Spanish-language version prevails.*

### Independent Assurance Report on the Corporate Responsibility information of the 2015 Integrated Corporate Report of CaixaBank

To the Board of Directors of CaixaBank:

#### Scope of our work

We have performed an assurance engagement, with a reasonable level of assurance of the Corporate Responsibility (CR) information included in the 2015 Integrated Corporate Report (ICR) of CaixaBank, the scope of which is defined in the section "Summary of GRI indicators" and covers CaixaBank and its main subsidiaries. Our work consisted of the review of:

- The adherence of the content of the CR information in the ICR to the GRI Sustainability Reporting Guidelines version 4 (hereinafter, G4 Guidelines) and the performance indicators and the financial services sector supplement proposed in the aforementioned guidelines.
- The CR information included in the ICR relating to the application of the principles of inclusivity, materiality and responsiveness set out in the AccountAbility's AA1000 AccountAbility Principles Standard 2008 (AA1000APS).

#### Assurance standards and procedures

We conducted our assurance engagement in accordance with International Standard on Assurance Engagements Other than Audits or Reviews of Historical Financial Information (ISAE 3000) issued by the International Auditing and Assurance Standards Board (IAASB) of the International Federation of Accountants (IFAC) in order to obtain reasonable assurance. Also, we have applied AccountAbility's 1000 Assurance Standard (2008) (AA1000AS) to provide high level of assurance on the application of the principles established in standard AA1000APS and on the sustainability performance indicators (type 2 high assurance).

Our work consisted of the application of the necessary procedures to provide a basis for our conclusions and reduce the risk of error to an acceptably low level. These procedures are the following:

- Meetings with the personnel in CaixaBank and its subsidiaries that have taken part in the ICR preparation, in order to ascertain the principles, systems and management approaches applied.
- Analysis of the processes of gathering and validating the CR information presented in the ICR, including the review and testing of the effectiveness of the controls implemented in the systems used to gather, load and process the information.
- Review of the security and completeness of the CR information gathering system used by CaixaBank for the ICR.
- Review of the steps taken in relation to the identification and consideration of the stakeholders during the year and of the stakeholder group participation processes, through the analysis of the available internal information and third-party reports.
- Analysis of the coverage, materiality and completeness of the CR information included in the ICR on the basis of CaixaBank's understanding of its stakeholder groups' requirements regarding the relevant issues identified by the organisation, described in Appendix 1 "Materiality study".
- Review of the information regarding the management approaches of each aspect.
- Review of the 2015 meeting minutes of CaixaBank's Board of Directors, its Commissions and the Reputation Committee.
- Analysis of the adherence of the content in the ICR to the G4 Guidelines recommendations. Verification that the content concurs with the content recommended by the G4 Guidelines applicable to the financial services sector.
- Review, by means of specific samplings tests, of the quantitative and qualitative information relating to the GRI indicators described in Appendix 2 "Summary of GRI contents" and of the adequate compilation thereof based on the data provided by CaixaBank and its subsidiaries' sources of information.

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#### Responsibilities of CaixaBank and of Deloitte

- The preparation and contents of the ICR is the responsibility of the Communication, Institutional Relations, Brand and CSR of CaixaBank, which is also responsible for defining, adapting and maintaining the management and internal control systems from which the information is reported.
- Our responsibility is to issue an independent report based on the procedures applied in our assurance engagement.
- This report has been prepared in the interests of CaixaBank in accordance with the terms and conditions of our Engagement Letter.
- We have complied with the independence and other ethical requirements of the Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants, which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.
- Deloitte maintains, in accordance with the International Standard on Quality Control 1 (ISQC1), a global system of quality control including policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.
- Our team consisted of a combination of professionals with assurance qualifications in economic, social and environmental area.

## Conclusions

Based on the work performed we conclude that, except for the limitations on the scope of the ICR or on the coverage of the review described in the document "Summary of GRI contents":

- The Corporate Responsibility Information included in the 2015 ICR was prepared, in all material respects, in accordance with the guidelines of the Global Reporting Initiative Sustainability Reporting Guidelines version 4.
- The 2015 Corporate Responsibility Information included in the ICR was prepared, in all material respects, in accordance with the principles of inclusivity, materiality and responsiveness set out in the AA1000 APS 2008:
  - Inclusivity: CaixaBank has developed a participation process for stakeholders that facilitates their involvement in the development of a responsible approach, as described in the sections "Materiality study" of the chapter "Appendix".
  - Materiality: the process of determining materiality requires an understanding of important or relevant issues for CaixaBank and its stakeholders, as described in the section "Materiality study" of the chapter "Appendix".
  - Responsiveness: CaixaBank responds with specific actions and commitments to the material matters identified, and monitors its progress, as described in the section "Commitments in 2015".

## Observations and recommendations

In addition, we presented to the management of CaixaBank our recommendations relating to the areas for improvement in Corporate Responsibility and in the application of the principles of inclusivity, materiality and responsiveness. Following is the summary of the most significant recommendations, which do not modify the conclusions presented in this report.

### Inclusivity and materiality

As in previous years, CaixaBank has carried out a materiality study which includes internal and external analysis, based on the methodology which consists of carrying out specific consultations to different stakeholder groups (shareholders, employees, clients and experts) and on the analysis of public information relevant to CaixaBank and the financial sector. With the objective of improving the process of identifying material aspects throughout the entire value chain, it would be convenient to broaden the analysis of the main CSR impacts outside of the Group, reviewing the thresholds in order to define the relevance of the defined impacts.

### Responsiveness

Following the Good Governance Code for Listed Companies, in 2015 CaixaBank's Board of Directors assigned to the Appointments Committee the responsibility of reviewing and monitoring the CSR policy and strategy. Furthermore, in September 2015, the Board ratified the updated Corporate Social Responsibility Policy, which includes the Entity's main commitments in this matter, and establishes and defines the functions and responsibilities of the Company's various organs and directors implicated in the follow-up and supervision of CSR actions. In order to fulfil said commitments, CaixaBank has continued to work towards the alignment of the lines of work, objectives and CSR indicators defined in the 2015-2018 Business Strategy Plan. To ensure adequate fulfillment of commitments, and of the monitoring and supervision responsibilities, it would be convenient to review the structure and periodicity of reporting regarding CSR performance, adjusting it to new needs and requirements.

Regarding the integration of financial and non-financial information, CaixaBank has carried out an analysis of the annual corporate information published in previous years, as well as the Company's level of response to its stakeholders' needs. As a result of said analysis, in 2015 the Company has prepared a Socioeconomic Impact Report which comprises, in a single document, information regarding the Group's main socio-economic impacts which were previously published in various chapters in the ICR and other documents. In this sense, CaixaBank must continue working in the alignment of impact indicators and the material aspects identified, as well as with its commitments in CSR, as well as in the measurement criterion, so that this Report accurately reflects the Company's contribution and the creation of value for its stakeholders.

Deloitte Advisory, S.L.

Helena Redondo

Barcelona, March 7th, 2016



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