

# 2023 REPORT ON PREVENTIVE ACTIVITIES CAIXABANK



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## 1. INTRODUCTION

The Activity Report is the document that covers all the preventive processes carried out in CaixaBank in 2023.

The preventive activities carried out are determined as part of the annual prevention planning and are developed in keeping with:

- The requirements established in the management system based on the ISO 45001 certification standards.

The CaixaBank Group's Joint Prevention Service (hereinafter SPMGC) serves the CaixaBank Group and manages prevention both in CaixaBank and its subsidiaries. Its main mission is to provide technical guidance in order to ensure the proper safety, health, and well-being of the workforce, and to reduce the accident rate.

The SPMGC falls under the Department of Well-being and Occupational Risk Prevention. It participates actively in the Committee to Coordinate Occupational Risk Prevention (CCPRL) and the Single Occupational Health and Safety Committee (CUSSL).

The technical specialities (Safety, Industrial Hygiene and Ergonomics-Applied Psychosociology) are handled by the SPMCB. For the Occupational Medicine (Health Monitoring) speciality, CaixaBank opted to contract the Quirón Prevención External Prevention Service.

The preventive activities detailed in this report are divided into the following chapters:

PREVENTIVE ACTIVITIES	
<b>Management</b>	This details the management of prevention, derived from the annual plan, carried out during the study period.
<b>Safety in the workplace</b>	This chapter describes the actions carried out in the technical speciality of Occupational Safety. The activities were carried out through the risk assessment, planning and follow-up of preventive measures. This includes emergency-related activity.
<b>Industrial Hygiene</b>	This includes preventive activities related to the area of Industrial Hygiene, focusing on environmental and specific evaluations.
<b>Ergonomics</b>	This includes activities related to the ergonomics of the workplace and equipment provided to the workforce.
<b>Applied Psychology</b>	This compiles information on the actions taken involving psychosociology, based on the preventive programme that stems from the assessment of psychosocial factors.
<b>Occupational Medicine</b>	This documents the processes carried out by the Health Monitoring Service (Quirón Prevención).

### 1.2 Details of the company

CAIXABANK	
Registered office	C. Pintor Sorolla, 2-4 46002 Valencia
Tax ID (CIF)	A-08663619
C.N.A.E.	6419 – Other monetary intermediation
Staff (annual average)	35,871

CaixaBank has an extensive network of centres throughout Spain, and representative offices abroad. The majority of centres are bank branches, although there are other types of centres where specialised activities take place: corporate centres, business centres, institution centres, private banking, etc.

### 1.3 Preventive modality

By virtue of the provisions of the Occupational Risk Prevention Act 31/1995 (Art. 31) and in the regulation on Prevention Services (Art. 10), CaixaBank opts for the following preventive modality:

- Internal Joint Prevention Service (SPMCB).

SPECIALITIES
Safety in the workplace
Industrial Hygiene
Ergonomics and Applied Psychosociology

- Collaboration with the External Prevention Service (Quirón Prevención).

SPECIALITY
Occupational Medicine (Health Monitoring)

## 2. MANAGEMENT OF OCCUPATIONAL RISK PREVENTION



Since 2005, CaixaBank has operated a preventive management system in accordance with the international standard OSHAS 18001. 2022 saw the start of a period of transition towards the standards of the ISO 45001 international standard, with the certification being achieved in 2023.

### 2.1 Preparation/review of documentation

The following documentation has been prepared/reviewed.

Reviewed:

- 2022 Activities Report.
- 2022 Health Monitoring Report.
- 2022 Work Accident Rate Report.
- 2022 Absenteeism Report.
- 2022 Annual Preventive Planning (PAP).
- 2023 Annual Preventive Proposal.

Prepared:

- MSST - Handbook of the Occupational Health and Safety Management System
- PSST-01 Documented information procedure.
- PSST-02 Communication, enquiry and participation procedure.
- PSST-03 Procedure to identify dangers and evaluate and control operational risks.
- PSST-04 Information, training and competency procedure.
- PSST-05 Procedure to monitor, measure, analyse and evaluate performance.
- PSST-06 Health monitoring procedure.
- PSST-07 Procedure to research accidents and incidents.
- PSST-08 Procedure on incidents, non-conformities, corrective actions and opportunities for improvement.
- ISST-01 Instruction to coordinate corporate OHS activities.
- ISST-02 Instruction to resume activity in centres affected by emergency situations.
- ISST-03 Instruction on actions in response to the risk of robbery, aggression or threat.
- ISST-04 Instruction for informing the staff of a bank branch in construction.

## 2.2 Training/information

In order to continue improving the health and safety of the workforce, in 2023, the following training courses were provided in the area of occupational risk prevention:

TRAINING	OBJECTIVE	STAFF TRAINED
Physical security	Inform the workforce about security risks and preventive measures.	379
Health, Safety and Well-being for Directors	Integration of occupational risk prevention through the Director's post.	293
Basic course for prevention specialists	Training to perform basic OHS functions.	36
OHS training in remote work	Familiarise the workforce with the risks associated with telework.	687
Training in occupational health and safety.	Inform the workforce about occupational health and safety.	820
Security training in buildings	Inform the workforce about security in buildings and information security.	6,579
Security training in branches	Inform the workforce of the actions to take in case of emergencies, robbery, theft and threats.	26,258

## 2.3 Coordination of business activities

To meet the requirements established in terms of coordinating business activities, CaixaBank has internal procedures, instructions and rules that regulate the document processing that has to be done based on the activity contracted.

These rules are used to manage all the contracts performed in 2023 and update the preventive documentation that is the subject of exchange in the coordination of business activities.

#### 2.4 Occupational risk prevention audit

Since 2005, the CaixaBank occupational health and safety management system has been based on the OHSAS 18001 standard. The accredited auditor, Audelco, S.A., monitors and renews the entity's accreditation in the periods established by regulations, valid through 30/09/2021. On this date, a process was started to migrate to the standards of ISO 45001, which required undergoing both internal and external audits, and which concluded with receiving the certification in October 2023. During the period of transition between the two international standards, the management system was controlled by, and fell under the legal umbrella of, the statutory Occupational Risk Prevention audit established in the national standard.

#### 2.5 CUSSL meetings and participation

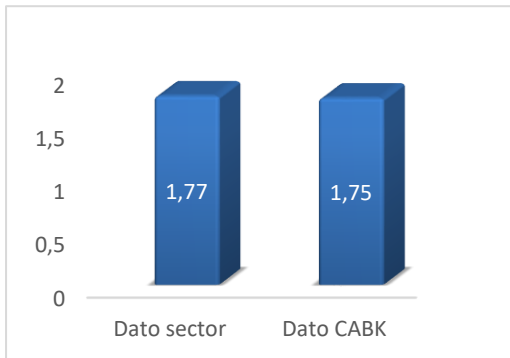
The Single Occupational Health and Safety Committee (CUSSL) holds ordinary meetings quarterly, and there are a further 4 extraordinary meetings, held as part of the Subcommittee on Psychosocial Risks, to address the results of the evaluation, and another 2 to plan and prepare the annual activities report and the new governance framework of the CUSSL.

The following table indicates the dates on which the ordinary and extraordinary meetings were held in 2023:

JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
X	X	X	-	-	X	-	-	X	-	X	-
-	-	X	-	-	-	-	-	X	-	-	-
-	X	-	X	-	-	X	-	-	-	X	-
1	2	2	1	0	1	1	0	2	0	2	0

Total, psychosocial monitoring meetings	6
Total, extraordinary meetings	2
Total, regular meetings	4

#### 2.6 Accident rate

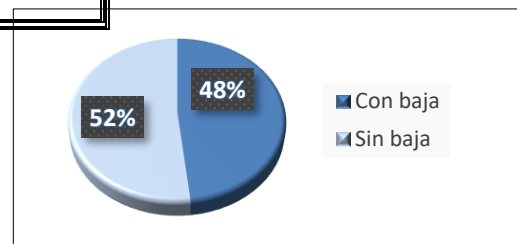


CaixaBank's annual incidence rate stands at 1.75. This rate is slightly lower than the sector index (1.77, based on the latest data from the Ministry of Labour for 2022). An analysis of this rate in recent years shows a slight rise compared to the valley period we experienced due to the COVID-19 health crisis, which saw the entire economy slow down, but which is still well below the values of the pre-pandemic years.

A total of 367 accidents occurred in 2023, distributed

as follows:

ACCIDENTS IN 2023	NUMBER
Lost-time	177
Non-lost time	190
<b>TOTAL</b>	<b>367</b>



52% of the accidents recorded in 2023 were classified as accidents with no lost time, whilst 48% required medical leave. There was a slight increase in the number of total accidents with respect to the year 2022.

The accidents mutual company classifies accidents according to their severity: mild, serious, very serious and fatal accidents. In 2023, these were the results:

SEVERITY OF ACCIDENTS	
Mild accidents	177
Serious accidents	0
Very serious accidents	0
Fatal accidents	0
<b>TOTAL</b>	<b>177</b>

No occupational illnesses were recorded in 2023.

### 3. WORKPLACE SAFETY

The risk assessment is a dynamic process that aims to estimate the magnitude of risks that could not be avoided and obtain the information needed to adopt the corresponding preventive measures.

In CaixaBank, occupational risk assessments are conducted according to the criteria and timeframes established in its management system, and based on legally established requirements.

#### 3.1 Risk assessment/Planning and monitoring of preventive measures

RISK ASSESSMENT	
Corporate centres*	10
Network branches / Stores	1,000
<b>TOTAL</b>	<b>1,010</b>

\*The Corporate Centres evaluated were:

SSCC Barcelona	Diego de León	Serrano 53
Las Rozas	Santa Leonor	Torres Madrid
Edificio Segovia	Edificio Plaza Santa Teresa	Edificio Castellón
Edificio Granada		

As a result of the risk assessments, the preventive measures needed to eliminate or reduce the risks detected were also planned, and the relevant follow-up was set up to ensure their proper implementation.

#### 3.2 Specific risk assessments

After the publication of Organic Law 10/2022, on inclusive guarantees of sexual freedom, an assessment was conducted of the risk of exposure to sexual violence in the workplace for the entire staff in both the commercial network and in corporate centres.

#### 3.3 Activities related to emergencies

The following emergency-related activities were carried out:

- Review of emergency measures and self-protection plans (as per applicable local legislation) 40
- Emergency drills carried out: 38
- Regular maintenance of facilities in Corporate Centres: 41
- Training in EESS emergencies: 41



The centres in which emergency activities were carried out are:

NAME OF CENTRE	ADDRESS	CITY
ALL IN ONE BARCELONA	Plaza Francesc Macia, 10	BARCELONA
ALL IN ONE IBIZA	C/ Joan Xicó, 2	IBIZA
ALL IN ONE MADRID	Plaza De Colón, 1	MADRID
EDIFICIO CAMBRA	Diagonal, 452	BARCELONA
ALL IN ONE VALENCIA	Plaza Del Ayuntamiento	VALENCIA
EDIFICIO DAU	Diagonal 609 - 615	BARCELONA
ESCUELA FORMACION	Carlos III	BARCELONA
HUB 01	Gran Vía de les Corts Catalanes, 159	BARCELONA
HUB 02	C/ De L'Estany 1-11	BARCELONA
SABINO ARANA	Sabino Arana 52-54	BARCELONA
HEAD OFFICE SERVICES	Diagonal, 621	BARCELONA
EDIFICIO SOTA	Gran Vía Lopez Haro 45, planta 2	BILBAO
DT ANDALUCIA	C/ Sierpes, 85	SEVILLE
DT BALEARES	Alejandro Rosselló, 40	MALLORCA
DT C.VALENCIANA Y R.MURCIA	C/ Pintor Sorolla, 2	VALENCIA
DT CANARIAS	Plaza Patriotismo, 1	TENERIFE
DT CASTILLA LA MANCHA - EXTREMADURA	Avda. General Villalba, 3	TOLEDO
DT CASTILLA Y LEON	C. Santander-Casa Cordón, 2	BURGOS
DT CATALUNYA	Plaza De La Ciencia 1	MANRESA
DT EBRO	Avda. Carlos III, 8	PAMPLONA
DT NORTE	Gran Vía López Haro, 23	BILBAO
EDIFICIO CAVALLERS	C/Cavallers, 2	CASTELLÓN
EDIFICIO EL CUBO	Av. Fernández de los Ríos, 6	GRENADA
EDIFICIO GALICIA	C/. Sánchez Bregua, 5 pl.1	LA CORUÑA
EDIFICIO GIRONA (LA CREU)	C/. De La Creu, 31	GIRONA
EDIFICIO GRAN VIA	Gran Vía del Escultor Francisco Salzillo, 23	MURCIA
EDIFICIO JUAN CARLOS I	C/Deportista Jesús Hernández Tito, S/N	MURCIA
EDIFICIO LIBORIO GARCIA	C/ Liborio García, 10	MALAGA
EDIFICIO LLEIDA	Plza. la Sal 4	LLEIDA
EDIFICIO MIGUEL VILLANUEVA	C/Miguel Villanueva,9	LOGROÑO
EDIFICIO PINTOR SOROLLA	C/Pintor Sorolla, 8	VALENCIA
EDIFICIO SANTA TERESA	Plaza de Santa Teresa, 10	ÁVILA
EDIFICIO SEGOVIA	Av. del Acueducto, 8	SEGOVIA
EDIFICIO TORRE SEVILLA	C/Gonzalo Jiménez de Quesada	SEVILLE
EDIFICIO TRIANA 20	C/Mayor de Triana, 20	LAS PALMAS
EDIFICIO TRIANA 83	C/ Mayor Triana 83	LAS PALMAS
EDIFICIO ZARAGOZA	C/ Coso 47	ZARAGOZA
INTOUCH GUADALAJARA	C/ Eduardo Guitián, 11	GUADALAJARA
INTOUCH PALMA	C/Velazquez,14	MALLORCA
INTOUCH SAN MAXIMO	C/San Máximo, 11	MADRID
DIEGO DE LEON	C/Diego de León, 21	MADRID
EDIFICIO MANOTERAS PARIS	Manoteras, 20	MADRID
EDIFICIO MANOTERAS SIDNEY	Manoteras, 20	MADRID
LAS ROZAS	C/Gabriel García Márquez, 1	LAS ROZAS
SANTA LEONOR	C/Santa Leonor, 32	MADRID
TORRE PLAZA CASTILLA	Paseo de la Castellana, 189	MADRID

Additionally, measures were taken to help prevent robberies, aggressions and threats. In 2023, 63 awareness campaigns were carried out to raise awareness of the risk of robberies, threats and aggressions.

MEASURES TAKEN	
Online training sessions for employees of the network. In-person training sessions for new employees. News published in PeopleNOW. Tweets in PeopleNOW. Emails to inboxes of the branches and of each employee in areas affected by or at high-risk of robberies.	
<b>TOTAL</b>	<b>63</b>

### 3.4 Activities related to the maintenance and review of centres and branches

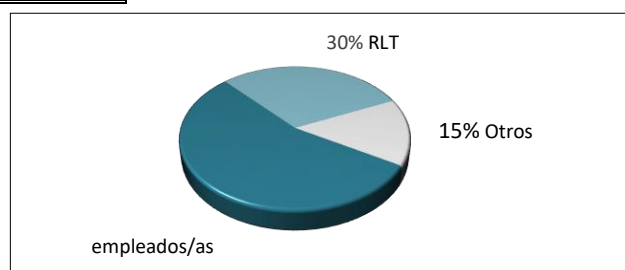
The periodic maintenance and review of equipment in CaixaBank centres and branches is carried out by firms contracted for this purpose.

MAINTENANCE/REVIEW ACTIVITIES	NUMBER
Certificate of low-voltage installation No of OCA certifications.	1196
Maintenance of facilities, temperature, ground connection, etc. in branches.	11550
Lighting improvements in branches.	231
Air conditioning equipment - Changes due to technical obsolescence.	522
Resolution of incidents identified by the Risk Assessment.	686
Accessibility improvements - Removal of architectural barriers.	44
Quarterly maintenance of fire safety facilities and equipment in buildings.	164
<b>TOTAL</b>	<b>14,393</b>

### 3.5 Management of requests and incident monitoring

The SPMCB manages incident requests involving Occupational Health and Safety in work centres and monitors them. The following aspects were managed in 2023:

CONTROL AND FOLLOW-UP (by origin)	
Employees	1319
Worker representation	727
Other	363
<b>TOTAL</b>	<b>2,409</b>



#### 4. INDUSTRIAL HYGIENE

Periodically, and during visits to evaluate risks, the environmental factors that could affect employee health are reviewed. Environmental conditions are assessed, and measurements taken of carbon dioxide (CO<sub>2</sub>) levels, temperature, relative humidity, lighting, and, if needed, air velocity and noise levels. Additionally, in 2023, ten checks were made of conditions in CaixaBank work centres.

Similarly, in particular cases where the conditions in the centre required it, specific studies were conducted for:

SPECIFIC STUDIES	
Electromagnetic fields	1
Chemical pollutants	4
<b>TOTAL</b>	<b>5</b>

#### 5. ERGONOMICS

Workstations are adapted to individuals' physical needs in accordance with the principles of ergonomics. In 2023, 123 ergonomic workstations were adapted.

In addition, the following devices were supplied and transferred as needed:

DEVICE	
PC screen	
Chair	
Mouse	
Zoom text	
Other	
<b>TOTAL</b>	<b>894</b>

Foot rests, keyboard and mouse pads were also made available to employees who requested them.

#### 6. PSYCHOSOCIOLOGY

2023 saw the beginning of the organisational development and implementation of the psychosocial prevention strategy, a result of the evaluation process conducted in 2022 and which consisted of two separate phases. An initial quantitative phase based on the application of the F-PSICO 4.0 evaluation, and a second, qualitative phase that resulted from the implementation of a focus group to describe and thoroughly understand the situations perceived as most unfavorable, in an effort to optimise and improve them as part of a constant improvement process.

A cross-cutting approach led to the definition of three priority areas of action. This generated 41 actions involving business development, process support and organisation, as well as personnel management and development.

Of these, 34 actions have a direct impact on the priority psychosocial factors to optimise, and a further 7 initiatives help to leverage them.



## 7. OCCUPATIONAL MEDICINE

Health Monitoring is provided by an External Prevention Service (Quirón Prevention), which periodically evaluates the health status of the workforce based on the risks inherent to the work. As a result, the potential effects of the work on the staff's health are evaluated.

Quirón Prevención prepared the report on activities carried out in 2023, which shows the details of the preventive actions taken in this area.

### 7.1 Specially sensitive staff

The consideration of special sensitivity in relation to the occupational risks in the workplace is determined by the health monitoring service of the External Prevention Service, and relies on a medical examination.

Interested individuals can request a medical examination for health reasons. On the day of the examination, they will have to provide the relevant medical reports that certify the reason for their state of health.

In 2023, the Health Monitoring Service individually analysed the requests from specially sensitive staff (cases of individual susceptibility, pregnancy and breastfeeding). The number of applications resolved in 2023 was 141.

### 7.2 Medical examinations

In accordance with Article 22 of Act 31/1995 on Occupational Risk Prevention, each year the entire workforce is given the option to undergo a medical examination, through the health monitoring service, for the early detection of any sign of a condition or susceptibility to develop work-related illnesses.

Health monitoring is conducted based on medical protocols associated to the inherent risks of the workplace, according to the occupational risk assessment. There were 1,852 health examinations conducted during the study period.

<b>HEALTH EXAMINATIONS (by type)</b>	
Regular	1,561
Initial	78
After prolonged absence	209
Advisory report with RRMM	4
<b>TOTAL</b>	<b>1,852</b>







## 8. CORPORATE HEALTH AND WELL-BEING

CaixaBank has a corporate Health and Well-being Culture that puts people at the centre: it develops a preventive culture and undertakes multiple actions to foster health and well-being in safe and sustainable working environments.

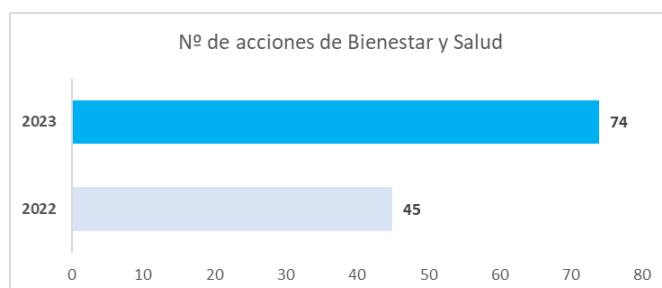
In 2023, an initiative begun in 2019 was consolidated with the launch of the Healthy Organisation project, and with the initial diagnosis done in 2021 which gave rise to the development of the 2022-2024 Strategic Plan for a Healthy Organisation, and the annual Action Plans developed as part of the We Are Healthy Programme, which is a driver for promoting the health and well-being of the entire company and the various stakeholders.

The 2022-2024 Strategic Plan for a Healthy Organisation considers six areas of Well-being, and establishes the following strategic lines:



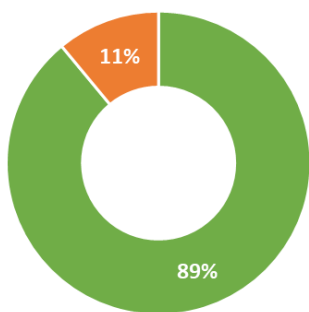
- 
  - Poner el foco del bienestar en la **salud mental y emocional**
  - Mejorar la identificación y actuación para la **prevención de riesgos psicosociales**
- 
  - **Prevenir y promocionar la salud y la seguridad** abordando las principales cuestiones de salud
  - Abordando la salud desde una perspectiva de **diversidad**
- 
  - Incorporar o incidir en aspectos relacionados con los **hábitos de alimentación**
- 
  - Mejorar el **confort** de los espacios de trabajo, y hacer que sean más **sostenibles**
  - Afrontar los retos que suponen las **nuevas formas de trabajo**
- 
  - Acciones que faciliten el adoptar **nuevos hábitos de actividad física**
- 
  - Incorporamos en 2023 a los pilares de Organización Saludable definidos inicialmente el **bienestar financiero** para ponerlo en valor ante la plantilla, como elemento que impacta en el bienestar global

In 2023, the Healthy Organisation Action Plan included a large number of actions, much higher than the number taken in 2022, making it a very ambitious and challenging plan:



A 2023 Healthy Organisation Action Plan Report was written with the key milestones reached, and by way of summary, the most notable results are detailed below.

Grado de ejecución de las acciones



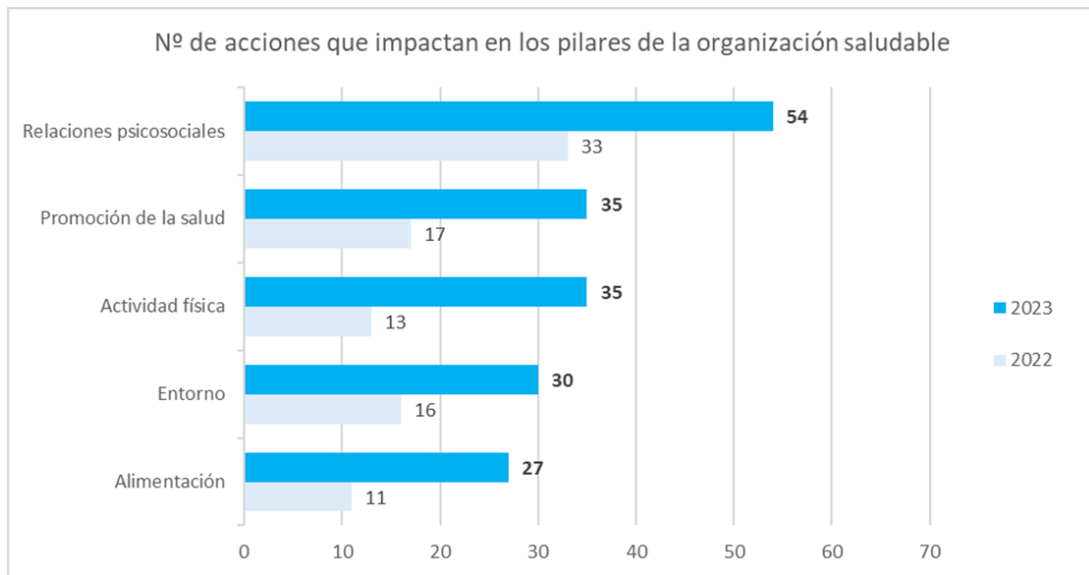
■ Ejecutado ■ Pendiente

89% of the actions planned were executed. The main drawback that impeded a higher level of execution was the delay in implementing the new We Are Healthy platform, since the new provider had to adapt its information management system to the information security requirements imposed by CaixaBank.

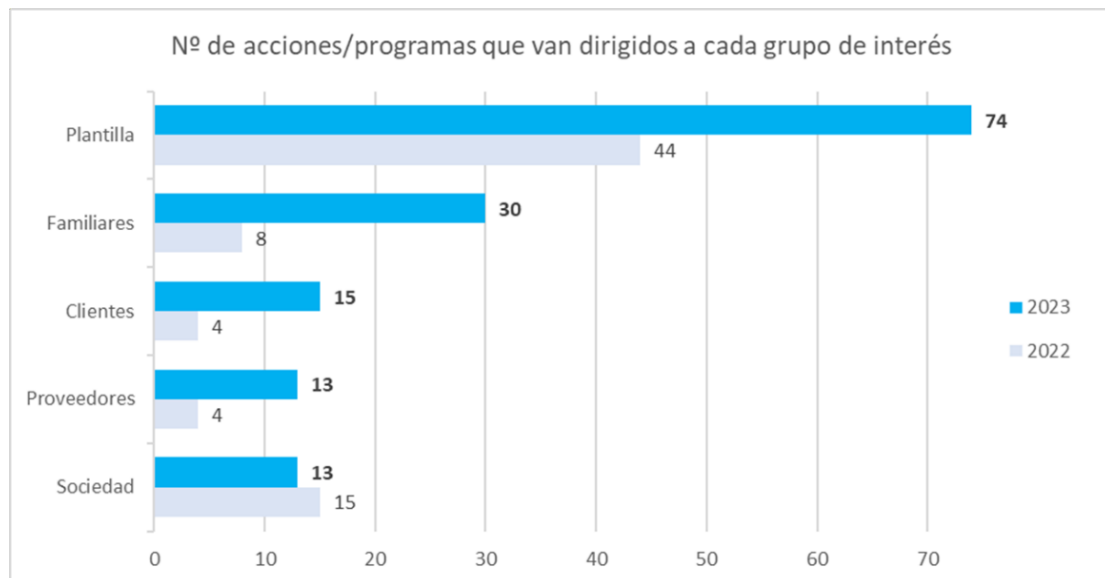
The actions that could not be carried out due to various reasons were postponed to 2024.

In terms of the volume of actions taken, special focus was placed on actions that have an impact on the psychosocial factor, which continues to be our top

priority:



The staff are the stakeholder on which the actions taken were focused, with their relatives being the second group with the most actions:



The SPMCB appreciates all the assistance provided by CaixaBank staff and external collaborators who made it possible to prepare this report.

**Joint Prevention Service of the CaixaBank Group**

Barcelona, 29 February 2024