



DIVERSITY AND  
INCLUSION  
REPORT  
**2023**



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**6** | Main diversity and inclusion milestones in 2023

**Our 4 goals:**

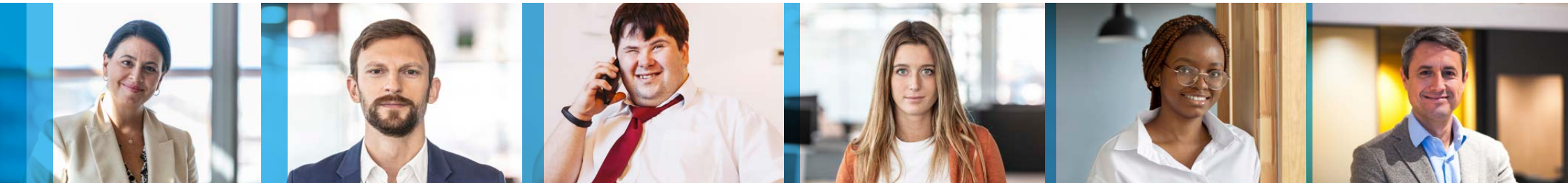
- |           |            |    |  |
|-----------|------------|----|--|
| <b>7</b>  | Internally | #1 | To consolidate gender diversity in management and pre-management positions and to continue promoting female leadership in the organisation |
|           |            | #2 | To strengthen our inclusive and diverse culture (beyond gender), and to ensure equal pay for everyone in the company                       |
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# 2022-24 Diversity and Inclusion Plan

**Diversity, equality and inclusion** are part of the culture of CaixaBank and have been one of our strongest priorities in our recent strategic plans. We have been working for years to be a **leading company for our people**, by promoting diversity in all its dimensions through the creation of **diverse, equal and inclusive teams**, recognising the individuality and heterogeneity of people and eliminating excluding and discriminatory conduct. In 2018 we created our **Wengage programme**, which was developed by people from all parts of CaixaBank, where we promote and highlight **meritocracy, equal opportunities, inclusion and diversity**. **This programme** includes all the diversity and inclusion projects of the CaixaBank Group.



» During this time we have **increased the percentage of women in management positions by 8.5%** since the start of 2015, to 43% in 2023, thanks to the commitment of senior management to diversity and equal opportunities.

» Currently **40% of the board of directors are women**, one of the highest percentages in the sector.

» In total, we have developed **more than 50 initiatives**, both internal and external, related to the various aspects of diversity: gender, functional, generational and LGBTIQ+. And, as recognition of our commitment, we were ranked third in the 2023 Bloomberg Gender-Equality Index. But we want to go further.

## 2022-24 Diversity and Inclusion Plan

» These are the **four major goals** that the plan covers and **that we are working on**:

- » One: **to strengthen gender diversity in management and pre-management positions, with a special focus on senior management.**
- » Two: **to continue promoting our inclusive and diverse culture (beyond gender), to ensure equal pay for everyone in the company.**
- » Three: **to work in order to continue to be the leading financial institution in terms of diversity and inclusion for our customers and to support business segments with differential proposals.**
- » And our fourth and final goal: **to continue promoting diversity and equal opportunities so that we can continue to be leaders in society too.**

» During these last two years of the plan, we have made a lot of progress and, although there's still a lot of work ahead, **we know that we will make it happen, thanks to the commitment of all the people that make up the CaixaBank Group and the inspiration that our customers give us every day.**

***Because our differences are never as big as our similarities.***



## 2022-24 Diversity and Inclusion Plan

- » At CaixaBank we have a **diversity team** composed of the Culture and Diversity manager, three full-time employees specialising in promoting specific initiatives and 24 diversity and inclusion officers who are responsible for guiding diversity policies in the commercial network and in CaixaBank Group companies.
- » We also have a **Diversity Committee**, made up of members of the Management Committee and senior management:
  - **David López**, Chief Human Resources Officer.
  - **Jaume Masana**, Head of Business Banking.
  - **Matthias Bulach**, Head of Financial Accounting, Control and Capital.
  - **Luis Javier Blas**, Director of Resources.
  - **María Luisa Retamosa**, Head of Internal Audit.
  - **María Luisa Martínez**, Head of Communications and Institutional Relations.
  - **Mariona Vicens**, Head of Digital Transformation and Advanced Analytics.
  - **Carmen Gimeno**, Assistant General Manager of VidaCaixa.
  - **Anna Quirós**, Director of Culture and Selection.
- » Objectives of the committee:
  - » **To drive change and promote diversity.**
  - » **To facilitate the implementation of defined initiatives.**
  - » **To ensure the progress of projects through associated indicators.**

### CHARACTERISTICS OF THE DIVERSITY COMMITTEE

- A first-level committee
- Required minimum attendance: simple majority of members
- Presence: may not be delegated
- Attendance: in person or electronically
- Frequency of meetings: quarterly

## We continue to make progress on the road to diversity and equality



Through the publication of this *Diversity and Inclusion Report*, we present the projects carried out and progress made during **2023** as part of our Wengage diversity programme. All of them enable us to continue working on the diversity and inclusion goals that accompany the **2022-24 Strategic Plan**.



## 2023: a year in figures

» **57.4%** **Women** in the workforce

» **427** Employees with **disabilities**

» **43%** Women in **management positions\***  
 ✓ The strategic KPI defined as an **objective for 2024** has been achieved

» **36,225** Employees from **4 generations**  
 Generation Z (after 1992): **3%**  
 Generation Y (millennials, born between 1982 and 1992): **16%**  
 Generation X (born between 1971 and 1981): **68%**  
 Baby Boomers (before 1971): **13%**

» **51.6%** **Women** of all people that have moved into management positions for the first time

» **955** People of **79 nationalities** other than Spanish

## Main diversity and inclusion milestones in 2023



**In the global Top 3** in the 2021 Bloomberg Gender-Equality Index



**Awarded the Spanish Association for Standardisation (AENOR) certification** for the **excellence** of the CaixaBank **mentoring** process



**1,006 participants** in the **6th year** of the WONNOW Awards for female excellence in STEM careers



**More than 800 women** in mentoring programmes for women since 2017, with the **promotion of 57.6% of participants**



**7th year** of the Women in Business Award and **3rd year** of the Self-Employed Professional Women Award



**External Diversity and Inclusion Advisory Committee** that helps CaixaBank in its **strategic decisions** in this field

\*A and B branch assistant management upwards.



Internal goal

#1

To strengthen gender diversity in **management and pre-management positions** and to continue promoting female leadership in the organisation

***Profound changes are only possible if we start from within.***



## External Diversity and Inclusion Advisory Committee

A committee created to receive advice on strategic decisions in these two fields. This way, we gain new perspectives based on the experiences and knowledge of outstanding professionals.

The **Diversity Advisory Committee is composed of five members** and meets every four months (in 2023 it held two meetings). All members work for leading national or international companies.

- **Koro Castellano**, member of the CaixaBank Diversity Advisory Committee.
- **Vanina Farber**, economist and political scientist who teaches Social Innovation at the Swiss business school IMD.
- **Carmina Ganayet**, Corporate General Manager at Colonial.
- **Therese Jamaa**, Global Executive of Openchip & Software Technologies of Huawei Spain.
- **Teresa Sanjurjo**, Director of the Princess of Asturias Foundation.



## Promoting the culture of mentoring at CaixaBank

Focused on helping **women in management** in the company to **support, advise and inspire other women** in the development of their careers.

### » 3rd edition of the internal certification programme in mentoring – Best in Class

In 2023 there were two editions of the programme, **taught jointly by CaixaBank and IMS-International Mentoring School**. In total, there have been three editions with more than 200 participants.

### » Mentoring programme for women

**Mentoring started at the company in 2017** as part of the Wengage programme, to raise the percentage of women in management positions and help them pass on their experience to other female employees. **It has been a success in terms of participation and results. In fact, there is a need to promote a new mentoring initiative in all territories.**

> Over **800 participants**.

> **57.6%** of participants have been **promoted**.

> **2023 calendar**



**CaixaBank Castilla-La Mancha:**  
July 2022 – February 2023



**Madrid:** June – December 2023



**CaixaBank Castilla and León:**  
July 2022 – February 2023



**Barcelona:** October 2023 – May 2024



**CaixaBank Andalusia:**  
February – July 2023



**Balearic Islands:** October 2023 – May 2024



**Barcelona and Madrid segments:**  
March – September 2023



**North:** November 2023 – May 2024



**Valencia Community and Murcia:**  
June – December 2023





## Promoting the culture of mentoring at CaixaBank

### » Certificat AENOR

CaixaBank was the **first company in Spain to obtain AENOR certification for the Best in Class** mentoring programme. This recognition accredits the commitment to the highest standards of excellence in the mentoring programmes.



### » 4th Women Cross Mentoring with the AED (Association of Spanish Directors)

We organised the 4th year of this online programme, which promotes the presence of women directors at leading companies in Spain using the mentoring methodology. Our objective is to create a **space for learning and the exchange of experiences between people from different companies and sectors**.



22  
companies



96 participants  
48 pairs

### » ClosinGap cross mentoring programme

We participated in this programme aimed at women who work in organisations that form part of the **ClosinGap association, a benchmark platform that analyses the economic impact of gender inequality** and initiatives to reduce it. The close collaboration between public and private sectors to develop joint mentoring programmes enables the exchange of experiences and learning between member companies.



## Meritocracy and equal opportunities in leading positions

### » We improved the shortlisting in internal promotion processes:

one in three pre-candidates have to be a person from the least represented sex. We also promote diversity on the Talent Committee and in the publication of vacancies for management positions.





Internal goal

#2



To strengthen our inclusive and diverse culture (beyond gender), and to ensure equal pay for everyone in the company

***We can only let our talent shine in places that genuinely value us for who we are.***



## GENDER DIVERSITY



### 2023 Equality Week

We carried out lots of actions around **8th March, International Women's Day**.

#### » Internal actions:

- › Participative dynamics: we celebrated #EqualityWeek, during which teams uploaded photos in the PeopleNow communities, raising the visibility of female talent in the company.
- › Reports by all territorial management teams to raise the visibility of leading women and the diversity actions being carried out.
- › In-person meeting with the Network of Diversity and Inclusion Officers team.
- › STEM ROOM workshop at Madrid and Barcelona Central Services: an initiative led by WONNOW winners to promote STEM vocations among children between 10 and 13 years old through an escape room activity.

#### » External actions:

- › Customisation of the All in One offices in Madrid, Barcelona, Valencia and Ibiza on 8th March.
- › CaixaBank Talks for customers in Barcelona (Biola Javierre, researcher from the Josep Carreras Leukaemia Foundation) and Madrid (Laura Santolaya, illustrator and communicator).
- › Event in the Valencia Community and Murcia Territorial: "Compromiso con nosotras" (Commit to Us), which was attended by the Chairman of CaixaBank (José Ignacio Goirigolzarri).
- › #EqualityWeek social media content and posts on the company blog: "How to Build a Diversity Programme".



## GENDER DIVERSITY



### 2023 Equality Week

#### » At PeopleNow

- › More than 400 posts with photos of teams at PeopleNow.
- › More than 16,000 likes in the news section and posts on the PeopleNow channel and more than 350 comments.
- › More than 40 news items published across all channels.
- › More than 19 interviews with leading women.

#### » STEM ROOM workshops: 67 employees' children participated.

#### » Internal events:

- › Over 17 events to raise the visibility of female talent.

#### » External events:

- › 2 CaixaBank Talks: Barcelona and Madrid.
- › 5 external events with female employees and customers.

#### » External communication campaign:

- › 3.7 M views on social media.
- › Potential audience of 1.22 M people.



### Equality Plan

#### » We adapted the CaixaBank Equality Plan, signed in 2020 with all trade unions, to comply with new legislation

On 7th February 2023 the adaptation of the Equality Plan to aspects included in Royal Decree 901/2020 of 13th October, regulating equality plans and their registration, and Royal Decree 902/2020 of 13th October on equal pay between men and women, especially regarding its inclusion in the salary register and salary audit was signed with the Legal Representation of Employees (RLT), in accordance with the provisions of Order PCM/1047/2022 of 1st November which approved it, and the job evaluation procedure was published.



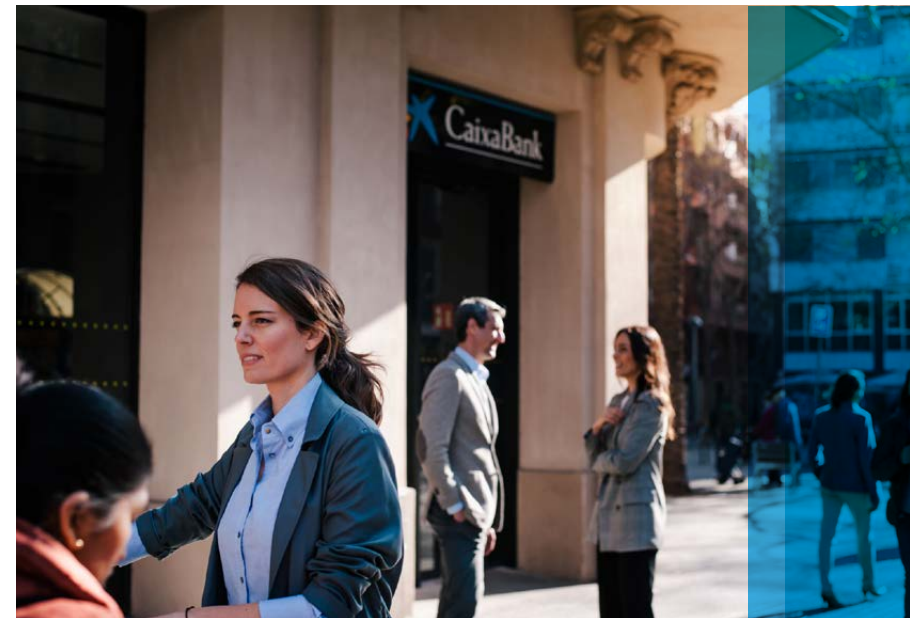


## GENDER DIVERSITY



### Equal pay and diversity in human resources processes

- » We carried out a **study on equal pay** between men and women, fulfilling our obligation to adapt the Equality Plan to comply with new legislation.
- » In 2023, we prepared the **salary register** for 2022, **using the same methodology** as the previous year.
- » We studied **professional careers to identify differences** between men and women and propose actions to reduce the gender gap.
- » **The adjusted gender pay gap**, which makes it possible to compare similar jobs and is calculated by comparing salaries between male and female employees with the same years of service with the company, that carry out the same duties and from the same professional level, **was 0.7% in 2023**. The salary calculation includes fixed and variable remuneration and company benefits: savings and risk contributions to the pension fund, financial aid for courses studied by employees and their children, health insurance and other perks (subsidised meals, vehicle rentals, etc.).
- » **The gross pay gap** (a comparison of remunerations calculated by subtracting the average remuneration for women from the average remuneration for men and dividing the result by the average remuneration for men) **was 16% in 2023**.
- » Although it is not necessary to adopt action plans if the pay gap does not exceed 25%, the Equality Plan Monitoring Committee studies potential action plans that could be adopted to reduce the pay gap in pay bands with the same value as required.
- » We ensure that CaixaBank managers have annual goals and targets that are connected to gender equality, diversity and inclusion. Also, the whole Management Committee has objectives connected to the improvement of employee commitment, and therefore connected to the overall action plan to improve this commitment with specific actions for areas.



## GENDER DIVERSITY



### Protocol for the prevention, handling and elimination of harassment

» As part of the Equality Plan, **this protocol regulates the mediation process**, including **an external mediator** as an additional measure for the resolution of disputes. It also introduces **additional confidentiality guarantees**.



**Download our protocol for the prevention, handling and elimination of harassment**

- » The harassment management protocol begins when the external body determines that there are signs of harassment. The company then begins an internal investigation procedure involving legal/employment advice and will issue a conclusion. If the conclusion states that there has been harassment, the case will be sent to the company's Incident Committee, which will decide on the disciplinary sanctions to be imposed on the people involved.
- » **CaixaBank staff must take the mandatory Code of Conduct course, which includes training regarding sexual harassment.**
- » **Our Ethical Code of Conduct shows part of the course content (page 7). You can view the content by clicking [here](#).**



## GENDER DIVERSITY



### Support for victims of gender-related violence

- » We have a compendium of **recognised employment rights** for victims of gender-related violence.
- » We have a **confidential centralised mailbox** so that CaixaBank employees who could be victims of gender-related violence have the chance to report their situation. This means that we can manage the case in house, recognise their situation and provide them with all existing rights and resources legally and internally.
- » We share **awareness content** on the PeopleNow internal channel.



## AWARENESS AND TRAINING



### Unconscious bias training classes

Aimed at human resources employees and the workforce as a whole.

- » **Training of human resources employees.** We have carried out four online courses, composed of three 90-minute modules, to raise awareness about stereotypes that could have an influence when selecting, preparing or receiving promotions within teams.



**106**  
participants

- » **Training for the whole workforce.** We started a new course on Virtaula, our e-learning platform, which deepens understanding of unconscious biases, stereotypes and prejudices and chains of discrimination, in order to raise awareness about what we can do to promote an inclusive and fair organisation.



Over  
**50** participants



Average score:  
**4.6** (out of 5)

## AWARENESS AND TRAINING



### Network of Diversity and Inclusion Officers

- » An improved **Network of Diversity and Inclusion Officers**, which ensures that the Wengage programme reaches all territories and the whole workforce, as well as promoting its own initiatives.
- » We have **24 CaixaBank Group employees specialising in diversity and inclusion: 16 CaixaBank officers for territories and Central Services, and 8 officers for Group companies.**



**24** officers in the  
CaixaBank Group

- » In March 2023 we held the first in-person meeting of the entire network, the aim of which was to continue to develop its role and duties, co-create new goals and study new ways to manage diversity in all its dimensions.



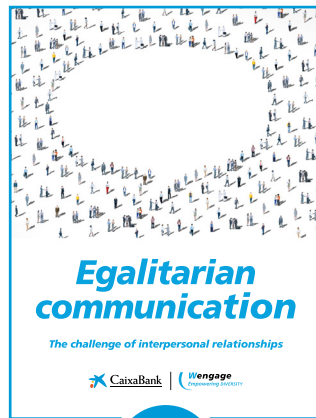


## AWARENESS AND TRAINING



### Other actions

- » We provide **courses** on diversity and inclusion on Virtaula and internal CaixaBank Talks.
- » We develop **communication and awareness campaigns** on PeopleNow, our intranet.
- » We promote our **Egalitarian Communication Guide**, a guide to promote more empathetic and egalitarian communication among the workforce and with customers.



- » We provided the **gender test**, a tool that any CaixaBank employee can use to check that communication campaigns, both internal and external, are free of gender stereotypes.

## WORK-FAMILY BALANCE AND FLEXIBILITY



### EFR certification

- » The **EFR (Family Responsible Company) certification**, awarded by the Más Familia Foundation, has recognised our management model for work-family balance and equality since 2010. In 2021, we were the first Spanish financial institution to reach the **A Level of Excellence**.



- » In January 2022 we were awarded EFR (Family Responsible Company) certification again, after passing **2 audits**, one internal and one external, **retaining our A Level of Excellence**. And in 2023 we continued working to improve our management of work-family balance and wellbeing with new training initiatives and by retaining all existing ones.

## WORK-FAMILY BALANCE AND FLEXIBILITY



### EFR certification

- » New EFR course on the Virtaula platform: **flexible and responsible leadership**, for managers but available to the whole workforce, which is an educational course about the policies, measures and initiatives that support work-family balance at CaixaBank in order to keep improving our management of work-family balance and wellbeing.



### Strategic EFR orientation:

Our **strategic orientation** regarding the EFR certification seeks:

- » To promote talent, diversity and meritocracy.
- » To define and implement the best value proposition for the workforce.
- » To promote the attributes of flexibility and cooperation.
- » To encourage leadership that facilitates the wellbeing of people.
- » To ensure a high level of commitment and satisfaction among people.



WORK-FAMILY BALANCE AND FLEXIBILITY



EFR certification

» A wide range of measures included in a catalogue

We currently have a total of **156 flexibility and well-being measures** that we define within the EFR model, of which **148 are above those in the collective bargaining agreement**. All of them are included in the catalogue posted and shared on the PeopleNow internal channel, on the Wengage portal.

Distribution of measures by category	No.
Job quality	46
Temporal and spatial flexibility	19
Family support	39
Personal and professional development	20
Equal opportunities	32
<b>EFR TOTAL</b>	<b>148</b>
<b>Agreement total</b>	<b>8</b>
<b>Work-family balance total</b>	<b>156</b>

» We invest in work-family balance

Every year, in order to maintain the EFR certification, we analyse 12 indicators related to well-being, flexibility and equality. We also submit our investment in work-family balance\*. In 2022, this indicator represented 16% of the payroll, which reaffirmed us as an EFR company with a level of excellence.

\*This percentage is calculated based on the investment made in the management and range of work-family balance options (healthcare insurance, financial study aid, pension plan, maternity/paternity allowance) as a part of the total gross payroll, excluding social security.

» Our commitment to the EFR initiative continues to grow in:

- › The new culture and leadership model.
- › New ways of working on diversity, inclusion and sustainability.
- › The model for the development of people.
- › The employee experience.
- › Raising awareness about the EFR model, especially among managers.
- › Awareness of the flexibility measures throughout the workforce.
- › The expansion of the EFR model to the value chain.

The measures that guarantee equal opportunities, contribute towards gender equality and facilitate work-family balance are included in the Work-Family Balance Protocol as an annex to the Equality Plan.

This plan was negotiated and agreed with 100% of the workers' legal representation in January 2020, and was updated in February 2023. The measures can be consulted by the entire workforce on the corporate intranet.



## WORK-FAMILY BALANCE AND FLEXIBILITY



### Assistance plan for families

#### » Availability of nursing rooms in company buildings.

There are three nursing rooms at company offices in Barcelona and two in Madrid, and we are currently carrying out a study with the aim of providing a nursing room at all offices with more than 50 employees.



5 nursing rooms



#### » A support campaign for every birth in the workforce.

When human resources is notified of the birth of an employee's child, a gift is sent, consisting of a basket that includes gifts for the baby and a reminder of all the benefits available when having a child.

## FUNCTIONAL DIVERSITY



### 2022-24 Plan

» We want to continue making progress so that everyone will have the same opportunities and will be able to develop their talent within our organisation, and continue promoting what unites us and raising awareness about differences. That is why in 2022 we designed the Functional Diversity Plan focusing on integration and support for employees with disabilities and to raise awareness throughout the organisation, which we continued to develop during 2023.

» Our actions are part of three main objectives:

- 1 We include and integrate people with disabilities
- 2 We promote equal opportunities
- 3 We raise awareness throughout the organisation

Inclusive policy for people with disabilities, a pioneering initiative in the banking sector.

Promoted since 2020, this policy includes:

- » Commitments so that each year there are more people with disabilities in our company, by encouraging their employment and inclusion.
- » Measures such as:
  - > Adapting the workplace for people.
  - > One day of paid leave to attend to medical needs.
  - > Free advice service for legal affairs.

### PRINCIPLES OF THE POLICY



Non-discrimination



Promotion of open attitudes



Fighting against stereotypes and prejudices



Recognition of abilities, achievements and skills



Inclusion



Accessibility

## FUNCTIONAL DIVERSITY

### 2022-24 Plan



#### 1 We include and integrate people with disabilities

» We analysed the present disability situation in the company in 2022 and the first quarter of 2023. We organised a focus group with human resources professionals from all territories and the recruitment team, plus in-depth interviews with employees with disabilities and managers of employees with functional diversity.

› 427 cases of recognised disabilities.

» We included the conclusions in a report. After the analysis phase, we determined CaixaBank's degree of maturity in relation to disability and suggested areas for improvement with a positive impact on the employee experience for people with disabilities.

» **Functional Diversity Action Plan.** We submitted the action plan to the Diversity Committee for its approval and included new ideas and contributions.

» We promoted the Aflora Plan with the Vivofácil home care organisation. We promoted an internal campaign to raise the visibility of employees with disabilities in the company and we raised awareness throughout the organisation in terms of inclusion and diversity.



› 3 Aflora cases in 2023.

» We included and integrated the Family Plan with the Adecco Foundation. This is a programme of care, guidance and intervention for children of employees with a disability equal to or greater than 33%. The Family Plan is aimed at promoting competencies and skills to improve personal autonomy, as well as to provide greater possibilities for future employment.



326 beneficiaries



## FUNCTIONAL DIVERSITY

### 2022-24 Plan



### 2 We promote equal opportunities

» We incorporated three employees with ASD (Autistic Spectrum Disorder) in the IT Service and Quality Control team (Resources Area) for software revision projects through the SPECIALISTERNE Foundation.



» **Teresa (TEchnology REsearch for Social Advance) Project.** The organisation Tasubinsa, which supports the employment of people with disabilities, collaborates with the IT Service and Quality Control team (Resources Area) at CaixaBank on the management of compliance with closure of incidents commitments, by identifying tasks and services that could be carried out by people with intellectual disabilities.



### 3 We raise awareness throughout the organisation

And we do this based on:

- » **International Day of People with Disabilities (3rd December).** We joined the celebration of the Adecco Foundation's Ability Week with the following initiatives:
  - » Virtual reality experience "Realidades Diferentes" (Different Realities) at Barcelona and Madrid Central Services. Over 130 participants.
  - » News items on PeopleNow with educational content, such as "Rosco de la inclusión" (Wheel of Inclusion) to test people's knowledge about disability and the campaign "Romparamos silencios incómodos" (Let's Break Awkward Silences).
- » **A guidance and advice service on disability and dependence** for employees and their families. With Vivofácil, we guide and advise our staff in any situation or reality related to functional diversity through a service that is anonymous and free of charge.
- » **"Diversity, Disability and Appropriate Treatment" training course on Virtaula.** A voluntary online course provided by the Adecco Foundation to discover the reality of people with disabilities without stereotypes or biases, and how these people enrich companies and society.
- » **Recurrent communications on PeopleNow,** such as the celebration of International Disability Day and other content with families that are part of the Family Plan on PeopleNow.



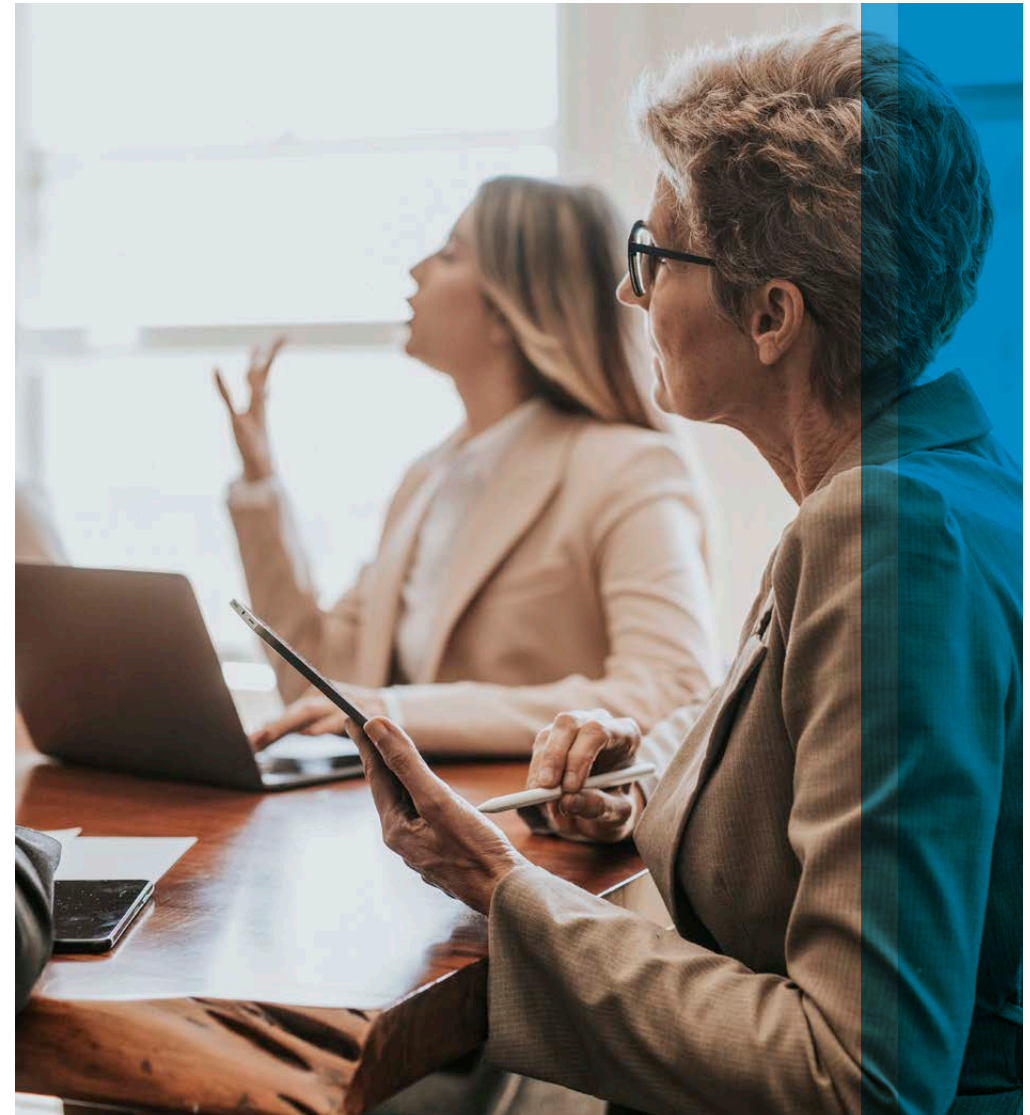
## GENERATIONAL DIVERSITY



### Goals

Every generation contributes different lessons, knowledge and intuition. That is why we work internally to create mixed teams and **promote the value of generational diversity**. And we do so specifically through a programme based on a diagnosis of the situation in the company, analysing demographic changes and the impact on structural indicators.

- » The **objectives of the generational diversity programme** are as follows:
- › To integrate generational diversity into the corporate strategy and the employee experience.
  - › To anticipate problems resulting from the workforce ageing.
  - › To identify actions that improve the coexistence of different generations in the organisation.
  - › To take advantage of the knowledge of each generation to drive and guide the company's strategy.





## GENERATIONAL DIVERSITY



### New initiatives to incentivise generational diversity

- » **Somos Saludables (We Are Healthy) programme** with a generational approach that includes content and articles of interest, workshops, webinars, challenges and healthy routines.
- » **Ongoing training** and healthy ageing plan, to support the employability of people throughout their professional career.
- » **Raising the awareness of everyone** through specific content on diversity and inclusion and unconscious biases to combat prejudices and eliminate the labels given to each generation.



- » **Participation in working groups** to promote the value of talent without age barriers:

- › We are partners of the **GT (Generation and Talent) Observatory**, which promotes generational diversity and the value of senior talent in organisations.
- › **SERES Foundation**. Its mission is to encourage and promote strategic business actions that contribute to the overall improvement of social reality and for said actions to create value for both companies and society as a whole.
- › **Aon/enClave de Personas** working group to find out more about the challenges and opportunities of senior talent and factors to improve their management.
- › The second most transparent company and with the best practices for senior employees on the IBEX 35 according to the **Haz Foundation ranking**.

**ObservatorioGT**  
Generación y Talento

**Seres**  
fundación sociedad  
y empresa responsable

**enClave  
de Personas**

**haz**  
FUNDACIÓN

## LGBTIQ+ DIVERSITY



### LGBTIQ+ 2023-24 Plan

At CaixaBank we promote LGBTIQ+ diversity because we believe that people must be able to be themselves in both their private and professional lives. And because we believe that, when people can show who they are, their talent flourishes in an organisation, their well-being improves and they feel more committed and pride in belonging.

As a result, in 2023 we promoted a new LGBTIQ+ Diversity Plan at CaixaBank, the objectives of which are:

- 1 To make progress in our promotion of an inclusive culture that respects people from the LGBTIQ+ community within the organisation.
- 2 To raise awareness throughout the workforce about LGBTIQ+ diversity, normalising it, raising its visibility and providing valuable information about the reality of this community.



Since 2020, we have followed the United Nations standards of conduct to combat discrimination against LGBTIQ+ people (Global LGBTI Standards for Business).



The strategy to make these objectives a reality has been as follows:

#### A Active listening

In May 2023 we held online sessions to find out more about the experiences and opinions of CaixaBank people who form part of the LGBTIQ+ community and of allied people:



#### B Action plan

A set of initiatives has been designed in order to meet the plan's objectives, based on the information gathered in the listening sessions. Some of the plan's actions carried out in 2023 were:

- » LGBTIQ+ diversity training by the REDI association for the entire team of people (170 participants).
- » The creation of a group of LGBTIQ+ experts, made up of participants from the focus groups.
- » The updating of the protocol for the prevention, handling and elimination of harassment, adding the LGBTIQ+ community.
- » Benchmark best practices in LGBTIQ+ diversity at benchmark companies.
- » Content on PeopleNow, our intranet, to raise awareness about LGBTIQ+ diversity: International LGBTIQ+ Pride Day.
- » Raising awareness and the visibility of LGBTIQ+ diversity with content on company social media.





## Certifications, indexes, seals of excellence and awards

CaixaBank has been recognised with the following certifications and indices for its work on diversity:



» For the sixth consecutive year, CaixaBank has been included in the **Bloomberg Gender Equality Index**, the international index that recognises work on transparency and on ensuring that women advance in the corporate world, being ranked as the third highest company in the world in gender equality.



» We have been awarded, for the thirteenth consecutive year, our **Family-Responsible Company (EFR) certification, retaining our A Level of Excellence**. This is a certificate awarded by the Más Familia Foundation in recognition of the promotion of a balance between business, work and family through the implementation of policies and measures that support it.



» We have renewed the **Equality in the Company label** awarded by the Institute of Women. This is a mark of excellence awarded by the Ministry of Equality to companies and other organisations that are outstanding in the development of equality policies between men and women in the employment field, through the implementation of equality plans and measures.



» Silver award and fourth ranked company in 2023 in the **1st Ranking of Companies for Gender Equality** of the Woman Forward Foundation, the objective of which is to promote female leadership in the corporate world. The Ranking of Companies for Equality assesses companies qualitatively and quantitatively through six priority areas of gender equality.



» Since 2022 we have held the Diversity Leading Company seal **by Equipos & Talento**, in recognition of our commitment to female leadership and talent, and our promotion and management of diversity.



» 2023 included the obtaining of the **Empowering Women's Talent** seal of excellence for our commitment to the development of female talent.



» Inclusion in the **Top 30 Diversity Company** index of Intrama, which includes the 30 companies in Spain with the best practices in diversity and inclusion.



» **Best Women Talent Company certification**, by Intrama. This is a recognition awarded to the Top 30 companies in Spain with the best practices in the implementation of equality and inclusion policies, focused on raising the visibility of and generating the promotion of women in organisations.



External goal

#3

To be the leading financial institution in terms of diversity and inclusion for our customers and business segments

***Embracing inclusion enables us to understand and provide solutions for the people of today and the modern world.***



## CaixaBank companies

We redoubled our efforts to recognise the talent of leading entrepreneurs.

### » CaixaBank Women in Business Award

In 2023, we held the 7th year of these awards, which recognise the talent and professional excellence of 13 leading businesswomen in Spain, **renowned for their career, strategic vision, capacity for innovation and transformational leadership**. We promoted their visibility and participation in national and international networks (IWEF).



92 territorial winners between 2017 and 2023

### » CaixaBank Women in Business Award Community

This community, created in 2020, is a virtual network that brings together the winners of all the years of the awards in Spain, and is used as a **platform and a forum for the exchange of knowledge, ideas and experiences** between award-winning female executives.

» Media campaign featuring the national winner, Maria José Cascajo.



### » IWEF Turin 2023



The 16th IWEF Annual Conference was held from 5th to 7th November 2023 in Turin, Italy, with the slogan "The Transformational Power of Women in Business". This is an annual, international event that **brings together women entrepreneurs from around the world with the aim of increasing the visibility, credibility and accountability of women in business** in the development of the global economy of the 21st century. María José Cascajo, winner of the first CaixaBank Women in Business Award, was one of the award-winning Spanish female entrepreneurs. CaixaBank is the founding sponsor with IESE Business School.



## Businesses

### » A - Self-Employed Professional Woman Award

The third year of these awards acknowledging the leadership and talent of self-employed professional Spanish women.

The national winner was **Elena Moreno, the founder of Saygom**, an automation, robotics and industrial digitalisation company that provides customised solutions to improve the efficiency, quality and safety at work of production processes in the manufacturing industry. She was selected by the Territorial Management of Ebro.



### » CaixaBank Hotels & Tourism Awards

We held the sixth year of these awards, which recognise **business excellence** in the tourism sector. 12 prizes were awarded to business women, one from each region.



13 regional winners  
and 1 national winner



1,023 candidates



## AgroBank, with rural women

### » We promoted the empowerment of women in places with great inequality

» We renewed our **membership of strategic alliances with the main associations** supporting women in rural areas: FADEMUR (Federation of Rural Women’s Associations), AFAMMER (Association of Rural Families and Women) and Spanish agri-food cooperatives.

» We launched the **4th AgroBank Chair Award**, which recognises the best final master’s degree project by women, in partnership with the University of Lleida.

» We **attended events in the sector**: Rural Environment Conferences and Excellence Awards for innovation by rural women.

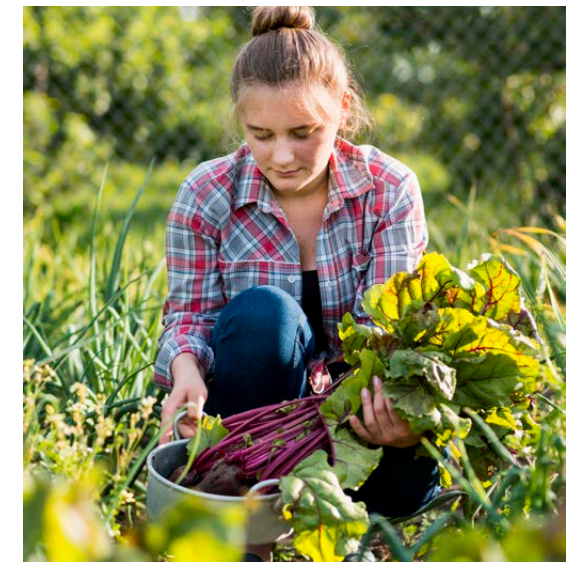
» **CaixaBank Women, Business and the Rural World chair.** AgroBank worked with the University of Castilla-La Mancha (UCLM) on this chair, which was created in order to better fulfil and develop objectives in the field of equality and the rural world, by facilitating the transparency of applied scientific knowledge and practice through research, training and the promotion of entrepreneurship in rural areas.

# AgroBank

» We held our first meeting with MAPA (The Ministry of Agriculture, Fisheries and Food) about the agreement signed between us, with a specific line for the development of activities for the incorporation of women into the agrifood sector. The lines to be developed in 2023 were focused on five areas:

- Mentoring programme
- A study on the impact of the Act on Shared Ownership
- Seminars, speeches and round tables
- Microcredit programme
- ClostinGap rural gender gap report

» **The rural mentors programme “Crecemos juntas” (We Grow Together)** (MAPA mentoring) is a professional development programme available to rural business women. The first meeting took place at CaixaForum Seville on 7th November 2023.





## CaixaBank Seniors

We analysed and adapted the value proposition for customers, and our relationship with them, to make it as diverse and inclusive as possible. In this regard, we developed actions to improve customer service processes and commercial systems, and made customers aware of CaixaBank's commitment and track record.

This is a value proposition aimed at the senior sector with a relationship model based on financial advantages and added value services.

» We created the figure of the **Senior Manager**, who are people committed to providing care and service to the senior group, with specific training in gerontology, products and the relational model, with the dual objective of profitability and engagement. They carry out the comprehensive management of a portfolio of customers and support them in their daily operations, helping them to use the appropriate tools to encourage their autonomy. They also support those who have not adapted to the digital banking transformation process. Their training combines a theoretical part developed by professionals who specialise in the field of care for the elderly, with participatory sessions in which the managers themselves share their experiences and best practices.


















## CaixaBank Seniors

- » We provide an **ecosystem of services beyond the financial**, with specific products and services for any point in the lives of these customers.
- » **We improve the senior customer experience:** we develop and implement measures both in branches and through other channels to improve the customer's experience with the bank.
- » CaixaBank Seniors has a **presence in the media**, as well as in the main **opinion forums** on the Senior segment: The Senior Economic-Forum, its own category in EXXI and the UB Longevity Institute chair.
- » We strengthened our commitment to the segment by **signing the Financial Inclusion Protocol for the Elderly (23-02-2022)**.
- » We have **renewed our AENOR certification as an Organisation Committed to the Elderly**. AENOR identified our prioritised customer service in branches, the high involvement of our employees with senior customers and the training of specialist managers, among others, as strong points of value.



-  +1,600 exclusively specialised professionals
-  Personal support in using cash machines
-  Support at branches for personal service
-  The bringing forward of the monthly payment of pensions to the 24th of each month
-  User-friendly cash machines adapted for account books
-  Personal service by telephone and WhatsApp
-  +6,000 face-to-face training sessions
-  We do not abandon towns and we are extending the ofibus service (currently in 687 towns)
-  The most extensive network of branches and cash machines in Spain (+2,200 towns and cities)
-  Voluntary activities to help elderly people
-  Unlimited cashier hours



## Value proposition for customers with disabilities

We created initiatives to improve the experience and accessibility of customers with functional diversity.

- › Addressing their multiple realities
- › Researching and understanding their experiences and needs
- › Developing customer-centred solutions

### To achieve this, we developed the following innovative actions:

- ›› **Accessible CaixaBank branches** for people with functional diversity. The 24-hour accessibility of CaixaBank branches is now a reality, with branches adapted to include access ramps or lifts. So is the accessibility model based on the Apsis4All programme, which makes it possible to overcome problems in accessing and using cash machines.
- ›› **A website** with an AA standard of accessibility (in accordance with the Web Content Accessibility Guidelines).
- ›› **A new project** to improve **service for customers with hearing disabilities**. We want to learn about their needs, expectations and use of banking (face-to-face and digital), with the aim of guaranteeing their inclusion by improving interaction, their experience and the resources available to managers.
- ›› **Accessibility app**. This is an accessible native app for people with different abilities, designed based on mobile accessibility standards and using all the technical possibilities that the IOS and Android operating systems offer nowadays.

- ›› **Braille pack: an accessible experience for all our customers**. We are the first financial institution in Spain that offers the entire contracting process of a card in an accessible way. In partnership with the ONCE Foundation and with CaixaBank Payments & Consumer, any CaixaBank card (credit, debit, and prepaid) can now be contracted in Braille code. Any customer who wishes to have a card adapted to the Braille system can request the pack at any branch. Customers receive the pack composed of two cards, along with a welcome card in Braille and ink with instructions for use and activation.

The pack consists of two cards:

- › **Financial card** printed in Braille to make payments at physical shops and cash machines. There are several accessible activation options available and there is a voice-guided menu (2222) at cash machines.
- › **ECommerce card** that includes, in Braille, the information required to carry out any online transaction, such as the PAN, the expiry date and the CVV number.



- ›› CaixaBank promotes, in partnership with ONCE, a social, employment and financial inclusion plan for people with disabilities, through an agreement that is split into three clauses, thereby accepting various commitments for the promotion of joint actions.



## Plan for equal treatment and non-discrimination in the provision of financial services to CaixaBank customers

In 2023, CaixaBank developed a **plan for equal treatment and non-discrimination in the provision of financial services to CaixaBank customers**, in order to comply with the requirements of the 15/2022 Act of 12th July, on equal treatment and non-discrimination, which seeks to prevent and, where necessary, rectify situations of discrimination that could arise in various areas and, in particular, in the presentation, access to and provision of services by companies, and comply with regulations on the protection of vulnerable consumers.

However, CaixaBank already had a series of measures implemented in the organisation, such as its network of senior advisers, meeters and greeters, its protocol for the design of inclusive products, its adaptation of automatic cash machines, web pages and apps for various customer needs (visual disabilities, reduced mobility), its digital guide, the setup of social accounts and actions against rural depopulation, among others.

### » Phases of the plan

- 1 Identify the main groups of vulnerable customers, as the target audience for our actions.
- 2 Detect barriers that each of the identified groups might encounter in the operation and services that the organisation offers.
- 3 Propose and implement action protocols including corrective actions for the identified barriers.

### » Identification of vulnerable groups

In 2023 we identified groups of consumers who were especially vulnerable: **individuals** who, alone or in a group, because of their characteristics, needs or personal, financial, educational or social circumstances are, by region, sector or age, in a **special situation of subordination, defencelessness or lack of protection that stops them from exercising their rights as consumers** in equal conditions.

### » Priority groups:

1. Minors
2. Elderly people (senior group)
3. People residing in rural areas
4. People with physical disabilities (sensory or motor)
5. People with intellectual disabilities
6. Migrants, refugees and temporary workers
7. People with few financial resources
8. Incarcerated people (including people on day release)
9. People who are victims of gender-related violence





Plan for equal treatment and non-discrimination in the provision of financial services to CaixaBank customers

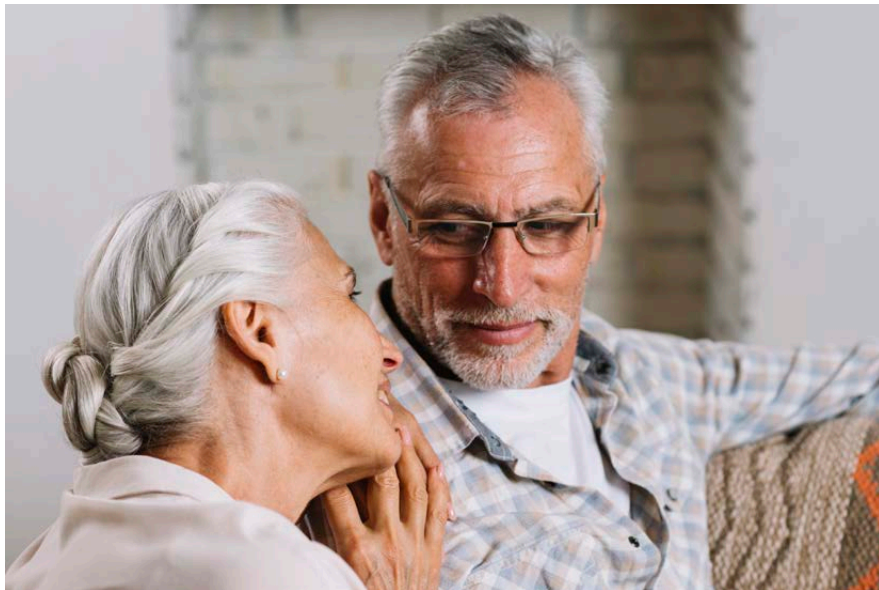
» In 2023, we approved the following protocols:

» Protocol to support victims of gender-based violence

Objective: personal support for victims of gender-based violence, management of their personal data and guidance regarding the financial products and services they have contracted with or might be offered by CaixaBank.

» Protocol for the asset protection of vulnerable groups

Objective: to provide protection of the assets of vulnerable customers against possible situations of their use by third parties. A framework collaboration agreement has been signed with the Spanish Public Prosecutor's Office and banking associations, with the supervision of the Bank of Spain.



32,865 attendees



91.86% of employees have completed training



Course rating: 4.6 (out of 5)



External goal

#4



To continue promoting diversity and equal opportunities in society through awareness initiatives and strategic alliances

***We share the same goal: to ensure the inclusion of everyone and make a positive impact on society.***



## Leadership, entrepreneurship and business initiatives

### » ClosinGap alliance

We participated in this cluster that analyses the economic and social opportunities of gender gaps and that includes 12 major business organisations: Merck, MAPFRE, Repsol, Meliá Hotels International, BMW Group, Mahou San Miguel y Solán de Cabras, PriceWaterhouseCoopers, CaixaBank, the ONCE charity, KREAB, the CEOE Foundation and Telefónica.

- » We held business awareness seminars for Spanish companies: **Boosting Economic Growth through Gender Equality.**
- » We held the **5th Economic Equality Summit** annual event on the economy and women. This is a forum for debate and reflection on how female talent is a springboard for economic growth. The ClosinGap awards were presented during the event (social transformation, creation of economic growth and innovation, and a career connected to innovation in equal opportunities).



### » WIB. Women in Banking

This is an initiative promoted by several networks of women in the banking sector, which seeks to promote equality, diversity and gender inclusion to overcome barriers that limit the participation of women. We held **the first WIB meeting in Barcelona**, with CaixaBank being one of the hosts, with working and networking sessions with the companies that are members of the initiative and a round table concerning the future of the Spanish economy.



### » Sponsors of the IWF Spain 20th anniversary

The International Women's Forum (IWF) is a global network founded in 1974 that promotes women's leadership and equality worldwide. It is present in 33 countries globally and its purpose is to **promote women's leadership and advance equality worldwide.**



## Innovation and education initiatives

We continue to stress the importance of promoting careers in science, technology and mathematics through the **WONNOW Awards and other initiatives**.

» We held the **6th WONNOW Awards** with Microsoft Iberica. Through these awards we recognise the academic excellence and talent of STEM (science, technology, engineering and mathematics) degree students. The 15 winners of the scholarship in these latest awards joined the CaixaBank Group (CaixaBank, CaixaBank Tech and CaixaBank Business Intelligence) on 3rd October 2023 and began the mentoring programme with Microsoft in the following months. As well as promoting gender equality in STEM professions, through this initiative we promote the **increase in hiring women with these profiles as part of the CaixaBank workforce**.



**1,006**  
registered candidates  
for the 6th year



Promotion and  
follow-up through  
**WONNOW  
Community**  
on LinkedIn



» We continue to support the **STEM ROOM project**, an initiative co-created with the WONNOW winners to inspire scientific-technological vocations in children of 12 and 13 years of age, breaking gender stereotypes and providing role models. There are activities such as an escape room that sets a puzzle that the youngsters have to solve by putting into practice various STEM-related skills. The **WONNOW winners play the role of STEM MASTERS**, and are responsible for setting the puzzle and guiding the teams through the activities, sharing information about their professional careers and personal stories to create role models. In 2023 they were held in **Madrid, Barcelona and Valencia** with employees' children and had more than 100 participants.



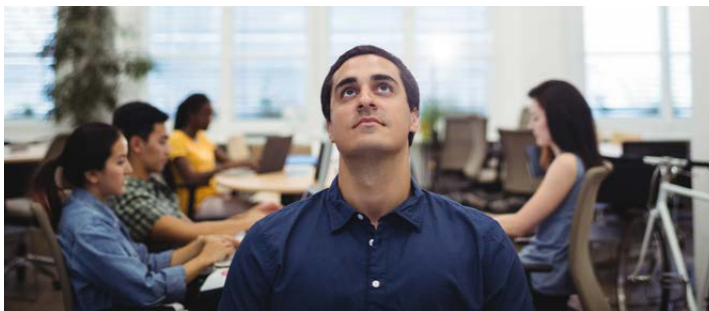
## Innovation and education initiatives

» We participated in the fourth year of **#ChicasImparables**, a leadership training programmes for young women aged between 15 and 18 with teaching staff from the IE University and promoted by CaixaBank.



» We financed **scholarships for young people with disabilities** in partnership with the Randstad Foundation, the Prevent Foundation and the Eurofirms Foundation.

» **Evaluation and social and employment assistance project for young people with ASD (Autistic Spectrum Disorder)**, which consists of a course that assesses skills and provides occupational guidance, led by the SPECIALISTERNE international organisation through its team of occupational coaches.



» Our team of volunteers also promotes the inclusion of people with disabilities. During 2022 these are the figures related to **our activity connected with functional diversity**:

- » **Activities:** 614
- » **Volunteers:** 1,844
- » **Hours of voluntary work:** 6,903
- » **Beneficiaries:** 10,472







## Sport initiatives

We continued to strongly support **women's sport**, a sector where there is still some way to go to achieve gender equality. Therefore, we continued with sponsorships and initiatives to reach as many people as possible, **including sport adapted for people with disabilities**.

- » We are the **official sponsor of the Spanish women's national football and basketball teams**, as well as of several women's football teams (Liga F - Professional Women's Football).
- » We sponsor **other sports** with strong local roots and with significant female participation.
- » We promote **reports and content** on gender equality in sport.
- » We support **adapted sport** with the sponsorship of the Spanish Paralympic Committee (CPE) and collaborate with the Spanish Federation of Sports for People with Physical Disabilities (FEDDF) to promote **wheelchair basketball**. All of this with the aim of supporting our athletes on the road to achieving their goal, a road full of shared values such as effort, dedication and self-improvement.
- » We promote #INCONFORMISTASDELDEPORTE (#NONCONFORMISTSINSPORT).

**#INCONFORMISTAS  
DEL DEPORTE**





## Awareness-raising and empowerment content and projects

- » We participated in **diversity events in all territorial offices**, at ImaginCafé and CaixaBank Talks for customers.



Over **700** participants  
(1 quarterly talk)

- » We share **recurrent content on diversity and inclusion on social media and the CaixaBank blog**.
- » We sponsored the **European Diversity Month in Spain** for the third consecutive year, which is held in Barcelona in May. This European Commission initiative involves more than 26 countries from the European Union, and its objective is to promote diversity and inclusion in companies and society by:



- » Celebrating and promoting diversity and inclusion.
- » Raising awareness of its benefits.
- » Motivating companies and organisations to give visibility to their actions and commitments.

- » Focusing on building bridges between organisations and policy areas of diversity and inclusion.

The Diversidad Foundation, which is in charge of coordinating this European initiative in Spain, helps to disseminate our commitment at a national and international level, positioning us as a leading organisation in diversity and inclusion.



- » We collaborated in the **8M Challenge** of the Eurofirms Foundation, which is a **job placement project for women with disabilities**. Its goal is to place 1,000 women with disabilities in the labour market in one year. Thanks to CaixaBank's human resources volunteers with previous training, four women have been coached and trained.



## Awareness-raising and empowerment content and projects

### » We held three “Triunfa en tu entrevista” (Succeed in Your Interview) programmes

This project was launched last year with the first programme and we held three more in 2023. Wengage, together with the Quiero Trabajo Foundation and with the support of CaixaBank’s volunteers, has promoted this **initiative, which was created to help women at risk of exclusion find work**. We financed this project, which was supported by 20 CaixaBank volunteers, who gave 2 individual mentoring sessions to the female participants. To do this, the volunteers received prior training to be able to guide the participants, highlighting their skills and talents and empowering them to feel ready to re-enter the labour market. As well as the mentoring, the programme has various learning methods, such as a **training platform** where the participants were able to acquire new knowledge, and **group training sessions** in which everything they learned was reviewed and improved.



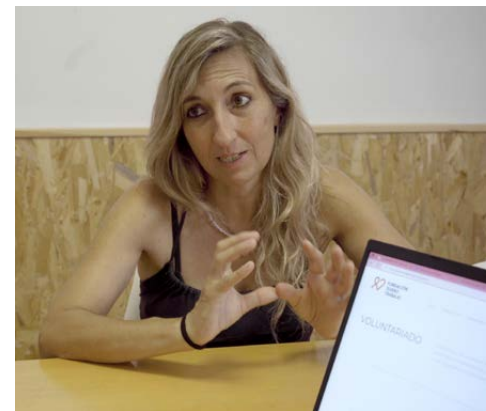
**68.3%** of beneficiaries that have completed the programme have obtained employment



More than **70** women have participated



**36** CaixaBank volunteers





## Membership of organisations and adherence to initiatives that promote diversity



» Adherence to the Code of Good Practices for Talent Management and the Improvement of Business Competitiveness.

In support of

**WOMEN'S EMPOWERMENT PRINCIPLES**

Established by UN Women and the UN Global Compact Office

» Adherence to the UN Women initiative and the UN Global Compact, through which we make a public commitment to align with its policies to advance gender equality.



» Adherence to the United Nations Global Compact initiative to accelerate women's representation and leadership in business.



» Adherence to the STEAM Alliance for female talent "Niñas en pie de ciencia" (Girls in Science) of the Ministry of Education and Vocational Training, with the aim of promoting scientific vocations in female children and youngsters.



» A voluntary agreement with the Institute of Women, which promotes greater representation of women in management. This initiative seeks to promote a balanced participation of men and women in decision-making in the business and economic field.



» A Diversity Charter signed in 2011, which represents a voluntary commitment at a European level, to promote equal opportunities and the adoption of anti-discrimination measures.



» Adhesion to the CEO Alliance for Diversity, the first European alliance to unite CEOs around innovation in diversity, equity and inclusion. This alliance was founded in 2019 and is promoted by the CEOE Foundation and the Adecco Foundation. It is currently made up of 75 companies.



» Adhesion to this alliance of companies that acts as a cluster of reference, in close collaboration between the public and private sectors, and analyses the economic and social opportunity cost of gender gaps.



» This is an initiative promoted by several networks of women in the Spanish banking sector and has the support and strategic orientation of the Spanish Banking Association (AEB), and its purpose is to lead and drive informed change about the value of women in decision-making positions in banking in Spain.



» Since May 2022 we have been a member of REDI, the Spanish non-profit association that fosters an inclusive and respectful environment for LGBTIQ+ diversity in the workplace.

Together we  
are stronger

Grup  CaixaBank

As the CaixaBank Group,  
we also promote  
diversity and inclusion  
in all group companies

***Because we always travel further  
as a team.***

W

Wengage group companies  
2023

» International Day of Women and Girls  
in Science

10th February - Making of a **video** featuring three women leaders in group companies with a **scientific-technological profile** (VidaCaixa, CaixaBank Tech and CaixaBank Advanced Business Analytics). An empowering message about their careers. **Internal education** through an engagement action (a competition with a prize draw of books for employees' female children). VidaCaixa also carried out an external action.



» 2023 Equality Week

First week in March - A conversation between the **directors of human resources of group companies** and the illustrator Raquel Riba Rossy about gender diversity, generational diversity and functional diversity. An **internal education** campaign including videos and participation of employees (book prize draw). Adaptation of **corporate communications** about Wengage.

» 4th inclusive women's mentoring programme

End of May - As a new feature, this year **both men and women were included in the mentor roles** to guide the participating mentees, from different companies in the CaixaBank Group. In total there were **32 people** (16 pairs).



» 1st inclusive reverse mentoring programme

End of May - A group of **young professionals with a new vision** of digital culture acted as mentors, to convey their vision to **senior managers (mentees)** from various CaixaBank Group companies. It was held with the participation of the members of the board of directors of VidaCaixa and CaixaBank Facilities Management.





## Wengage group companies 2023

### » Agreement with REDI covering the whole group

*June* - The agreement that CaixaBank had with the non-profit association REDI was renewed, including all group companies for the first time. A communication action was carried out for integration in all group companies, along with education about sexual diversity.



### » International Day for the Elimination of Violence Against Women

*25th November* - An internal communication action to give information about violence against women and remind people of the support channel available through the human resources teams of CaixaBank Group companies.

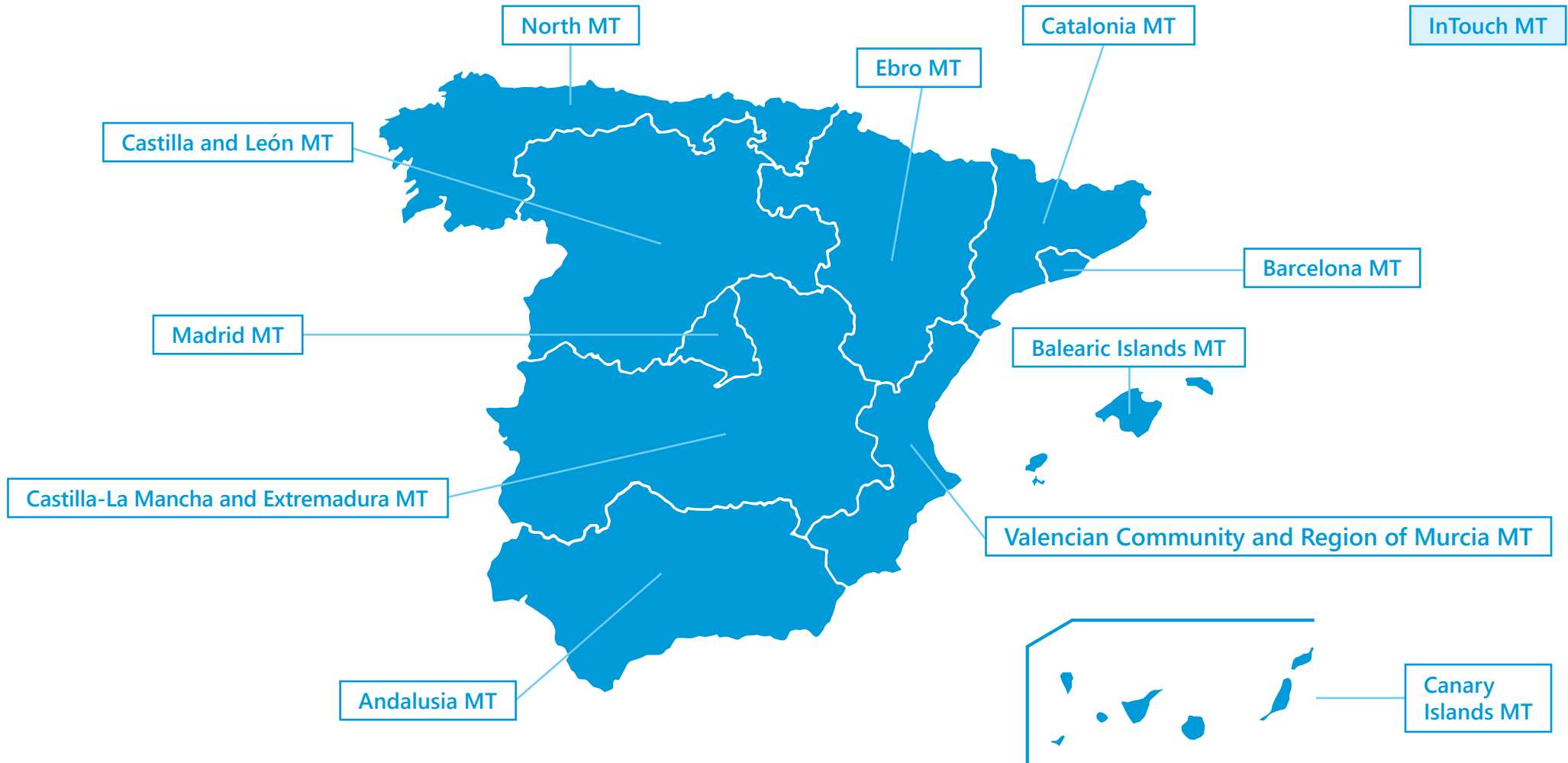


### » International Day of People with Disabilities

*3rd December* - An internal communication action to give information about the day and about functional diversity. People were reminded of the specific course available online for all employees of the CaixaBank Group.



## Diversity in CaixaBank territorial management teams





## Territorial actions



## ANDALUSIA

- » **Mentoring for development.** A programme through which 20 professionals were able to find professional development tools based on interpersonal learning, in order to, among other things, facilitate the transfer of knowledge and accumulated experiences, thereby accelerating professional development and growth.
- » **Women's talent breakfast** with professionals from a variety of positions who presented their experiences about how they see the guidance provided by the organisation for the development of women's talent.
- » **Extraordinary women:** an action for the recognition of women who are an example for everyone and who stand out because of their achievement, hard work, commitment and for sustaining a successful professional and personal life.
- » Participation in the **conference at the School of Engineering of Malaga** for the presentation and promotion of the WONNOW Awards for young women who are studying STEM courses.
- » **16th Santiveri trophy in Sierra Nevada.** A conference sponsored by CaixaBank, where sportspeople with disabilities showed that they are true **#InconformistasDelDeporte (#NonconformistsInSport)**.



## Territorial actions



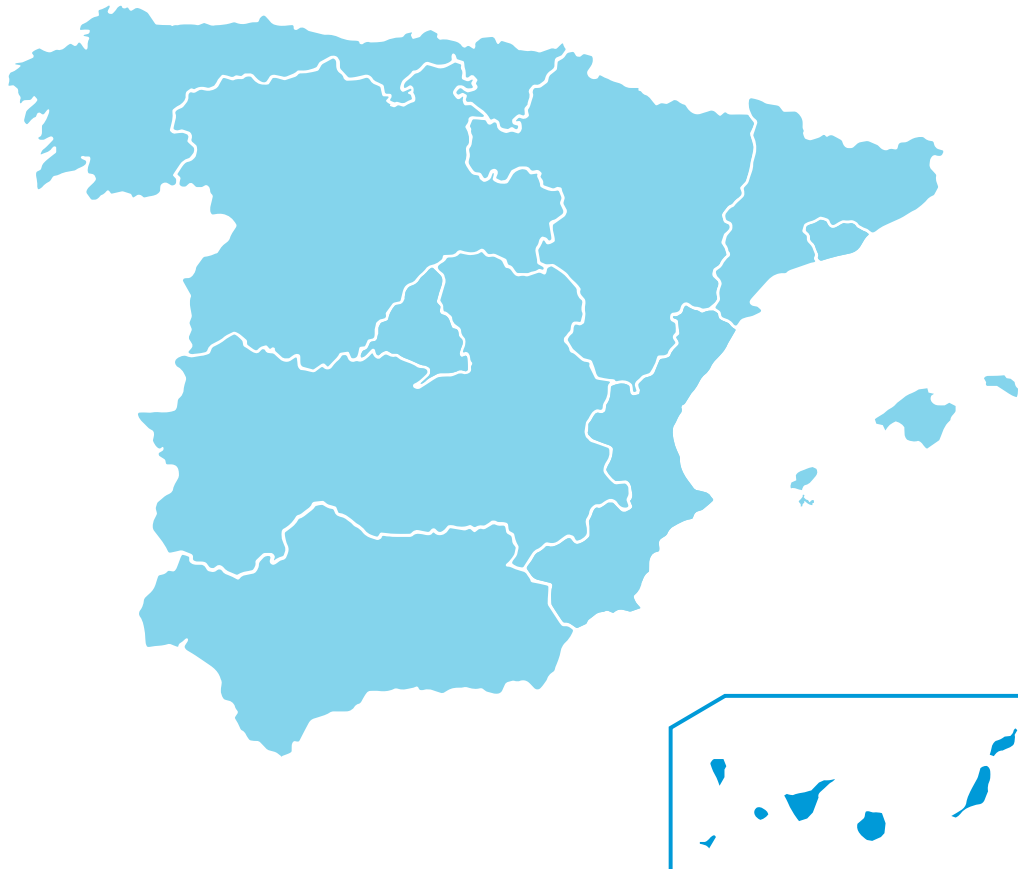
### BARCELONA

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- » **STEM ROOM.** A workshop co-created and organised by WONNOW Award winners to inspire scientific-technological vocations in children of 12 and 13 years of age, breaking gender stereotypes. 35 employees' children participated.



## Territorial actions



## CANARY ISLANDS

- » **Direct dialogues for women.** One meeting in Gran Canaria and another in Tenerife, moderated by Mercedes Ballester, the commercial director of Red, and José Domingo Pinto, director of human resources, in which working and retired colleagues generously shared their experiences. This was an all-female, intergenerational meeting that clearly showed how far women have come in the sphere of equality and diversity in recent years.
- » **Chicas Imparables (Unstoppable Girls).** The closing event of this women's training and leadership programme, in which 50 young women aged between 15 and 18 from 20 different schools participated, was held in Tenerife.
- » Sixth year of the **CaixaBank Hotels & Tourism Awards.** With the slogan *Empresarias con Estrellas* (Star Female Entrepreneurs), the awards held a special event this year that recognised women in management in the hotel and tourist accommodation sector for their careers and their leadership in projects that have helped to improve tourism. CaixaBank presented an award to Alicia Martínón for her career on the Canary Islands.
- » The **6th Meeting for People with Disabilities** was held in Corralejo, with the help of CaixaBank volunteers.
- » **Presentation of the Women's Football Grand.** The women's football team El Costa Adeje Tenerife Egatesa played against the Liga F and Champions League champions, FC Barcelona, at the Heliodoro Rodríguez López stadium. This was a charity match that included a collection of toys around the city's stadium, in support of families in a situation of vulnerability, thanks to the cooperation of the "la Caixa" Foundation, through CaixaBank, and Adeje Town Council.

## Territorial actions

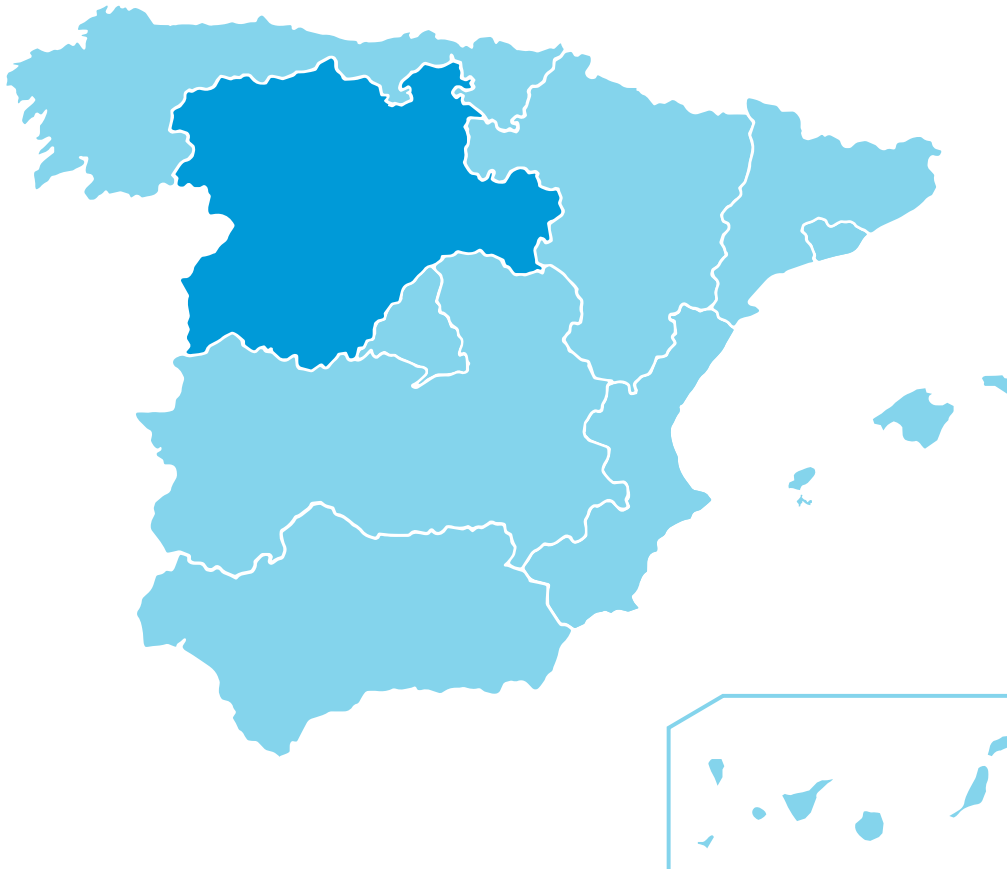


### CASTILLA-LA MANCHA AND EXTREMADURA

» **Women-Women mentoring.** The closing event of this mentoring programme was held in Toledo in February 2023, attended by 22 participants, the most talented and promising managers and assistant managers in the Territorial Management. Its main objective was to improve the development and growth of these professionals, based around the AHEAD leadership model.



## Territorial actions



### CASTILLA AND LEÓN

- » **Coffee events.** 9 were organised, one for each province, featuring 9 leading women in various fields in society: business, sport, culture, disabilities, etc. These talks, about their careers and good practices, have given visibility to the role of women in society, supporting diversity and promoting equality.
- » **Diversity is a positive force.** Interviews to raise the visibility of the disabled.
- » **Protocol for collaboration with the Ministry of Family and Equal Opportunities** of the Regional Government of Castilla and León regarding equality.
- » **Mentoring with an M for Mujer.** The closing event of this mentoring programme was held in Valladolid, where 19 mentors and 19 mentees who had participated got together to talk about their impressions and what they had learned, and to share the best practices of the initiative.
- » **E-Woman Awards**, held in Zamora. An award recognising careers presented annually by CaixaBank, that was attended by the director of human resources of the territory, Elisa Barrio.
- » Elisa Barrio attended the **2nd Women's Conference** in Salamanca.



## Territorial actions



## VALENCIAN COMMUNITY AND REGION OF MURCIA

- » **STEM ROOM.** A workshop co-created and organised by WONNOW Award winners to inspire scientific-technological vocations in children of 12 and 13 years of age, breaking gender stereotypes. 41 employees' children participated.
- » **The Compromiso con nosotras (Committed to Us) programme in Valencia and Alicante,** a forum for diversity leaders and inspirational unique women's voices from different generations and professional sectors. Customers, managers and colleagues from commercial management were also invited.
- » **Female talent breakfast meetings,** held regularly.
- » **Mentoring for Development.** The first programme that 16 women who hold management positions participated in. Mentoring is an essential springboard to promote talent and accelerate professional growth and development, with mentors using their knowledge and experience to guide mentees.
- » **Woman Entrepreneur and Manager chair.** Meetings and activities held in the city of Murcia, where CaixaBank participates as a sponsor, along with CROEM (the Regional Confederation of Business Organisations of Murcia).
- » **Extraordinary Women Forum.** The annual meeting "Extraordinary Women in Murcia", organised by the *La Verdad* newspaper and sponsored by Murcia City Council and CaixaBank was held in order to raise the visibility of female leadership.



## Territorial actions



### EBRO

- » **Presentation of the Driving Female Leadership Awards.**  
The aim of these awards is to recognise and raise the visibility of women entrepreneurs, managers and professionals in the region's business sector.
- » **eWoman Zaragoza.** We attended the event "Diversity, a Business Opportunity", held on 14th June.
- » **Women in Business, Management and Entrepreneurship Awards of Navarra,** promoted by the Association of Women Entrepreneurs and Directors of Navarra (AMEDNA) and sponsored by CaixaBank.
- » **Social action initiatives:**

  - » A monitoring programme for women at risk of exclusion.
  - » Training workshops for Romani girls and teenagers.



## Territorial actions



### MADRID

- » **STEM ROOM.** A workshop co-created and organised by WONNOW Award winners to inspire scientific-technological vocations in children of 12 and 13 years of age, breaking gender stereotypes. 32 employees' children participated.
- » **Women who inspire.** A talk for teenagers given by Irene Schiavon Matteo, former Olympian rugby 15s and 7s player.





