
CAIXA'S SOCIAL-ENVIRONMENTAL RESPONSIBILITY POLICY (PRSA)

1. Objective:

To ensure CAIXA and its subsidiaries' sustainable performance, by integrating social and environmental aspects in the company's strategy, thus assuring the principles and guidelines herein are incorporated in businesses, processes and stakeholder relations.

2. Principles:

Ethics, Compliance and Anti-Corruption

Operations considering ethics, respect to universal human rights and legislations in countries where CAIXA provides services, as well as intolerance towards any kind of illicit attitude in its operations and relations;

Participatory Management

Engagement and permanent dialogue with stakeholders in developing, implementing and monitoring policies, practices and businesses;

Promotion of Sustainable Development

Collaborative operation jointly with customers, suppliers, peers, government and other agents in the value chain, so as to promote, by means of our services and relations, a development that meets the needs of the present without compromising the ability of future generations to meet their own needs;

Social Inclusion

Promotion of citizenship and democratization of access to financial services, contributing to society's development and to a more equitable, inclusive economy;

Environmental Efficiency

Sustainable use of natural resources and materials in internal processes and contracting of goods and services;

Environmental Conservation and Protection

Respect for the environment and contribution to protecting and conserving ecosystems, water resources and biodiversity, as well as developing solutions which promote a low-carbon economy;

Transparency

Effective, precise disclosure of financial and non-financial information.

3. Guidelines

Governance

CAIXA maintains, perfects and implements policies and processes, aiming at:

- Having a governance structure and organizational architecture compatible with business size and nature, the complexity of activities, services and products offered, ensuring the PRSA coordination and operation taking other policies into consideration.
- Integrating Social and Environmental Responsibility into the company's governance, influencing the strategic planning and decision-making processes, management practices, the evaluation of opportunities and risks, stakeholders relations and targets.
- Having a governance structure capable of monitoring and assessing the execution of the PRSA, involving the Board of Directors and representatives of CAIXA's departments, the Conglomerate and stakeholders.
- Adopting high-standard corporate governance, following global development in best practices of governance, ensuring legal compliance in countries where CAIXA operates, in accordance with guidelines on treaties and other national and international agreements in which CAIXA takes part.
- Cooperating with sector entities and other institutions, as well as joining initiatives which promote sustainable development.

Stakeholders Engagement and Relations

CAIXA establishes transparent, ethical relations based on trust, promoting more sustainable operations in the company's value chain, aiming at:

- Treating stakeholders with justice, respect, courtesy, equity and dignity, rejecting any kind of prejudice and embarrassment, based on values established in CAIXA's codes of ethics and conduct.
- Promoting initiatives which appreciate diversity by offering equal opportunities.
- Permanently improving service rendering and in the offer of products for customers, ensuring that information provided is correct, clear and complete, promoting the proper use of financial services and products.
- Developing employees' required competences for implementing the principles and guidelines herein, promoting commitment to social-environmental matters and a cooperation culture.
- Including social-environmental criteria in promotion, assessment and remuneration, promoting development, acknowledgment and appreciation of employees and staff teams.

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- Maintaining high-standard mechanisms of consultation and dialogue with internal and external publics, by providing proper, accessible channels, organizing consultation processes in developing and reviewing products and services, improving processes and creating and revising policies, especially concerning the PRSA.
 - Engaging and establishing partnerships with civil society organizations, universities and research centers, valuing and promoting their expertise in various fields of knowledge.
 - Involving with governmental entities and regulators, consolidating CAIXA as one of the major financial agents and promoters of sustainable development public policies, with transparency, ethics and cooperation.
 - Fomenting employees voluntary participation in citizenship promotion and environmental protection activities.

Environmental and Social Risk Management

CAIXA adopts environmental and social risk assessment and management standards in its processes, products, business and services aiming at:

- Identifying, classifying, assessing, monitoring, mitigating and controlling environmental and social risks in its activities and operations.
- Implementing the Equator Principles and other international and national conventions, protocols and compacts, whenever applicable, in asset management (own and third party) in corporate operations and customer and project risk assessment.
- Keeping records related to material loss due to social and environmental damage.
- Adopting specific guidelines for sensitive sectors and activities with greater potentially negative social and environmental impact.
- Assessing potentially negative social and environmental impact throughout the development of new products and services in order to outline the social and environmental risk analysis process as well as identify opportunities in new products launching and/or repositioning.

Promoting Sustainable Development

CAIXA's management standards and relationship policies aim at:

- Continuously improving financial products and services targeted at supporting sustainable projects and activities and offering advantageous credit conditions to customers with sustainable practices.
- Developing and supporting good social and environmental practices in order to strengthen strategic sectors with which CAIXA is involved, enhancing competitiveness and minimizing social and environmental risks.

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- Promoting urban development sustainable actions towards more sustainable and humanized cities.
 - Promoting rural development sustainable actions towards strengthening CAIXA's social and environmental responsibility in agribusiness.
 - Consolidating and expanding CAIXA's financial investments in social and environmental projects towards sustainable development.
 - Offering financial education to customers in order to support their financial planning and investment or consumption decisions.
 - Providing low-income population with access to banking services and credit, fomenting financial and social inclusion.

Administrative Practices and Supply Chain Management

CAIXA is committed to developing and implementing measures for:

- Complying with social and environmental legislation, aligned with the principles and guidelines.
- Promoting accessibility to disabled people.
- Adopting procedures for maximizing efficiency in the use of natural resources and materials derived from them and minimizing negative social and environmental impact.
- Fostering continuous improvement and innovation for reducing and mitigating operations direct and indirect social and environmental impacts.
- Adopting social and environmental criteria in the procurement process, including and monitoring clauses relating to ethics, social and environmental responsibility, human rights and environmentally regular origin and destination of materials, aligned with CAIXA's Sustainable Procurement and Supplier Relationship Policy.
- Influencing suppliers so that CAIXA's internal policies inspire them to engage their own supply chain as well as to improve their operations towards a more sustainable production standard.

Information and Report

CAIXA continuously optimizes its communication and accountability processes, aiming at:

- Using communication and social and environmental marketing to sensitize inform and engage stakeholders with this policy's principles and guidelines.
- Reporting both internally and externally this policy's commitments, actions and outcomes.

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- Reporting and disclosing economic, social and environmental information in a clear, integrated, accurate and culturally adequate manner.
 - Ensuring the participation of stakeholders in evaluating and improving CAIXA's social and environmental performance.
 - Committing to the truth, ensuring that information regarding practices, products and services is clear.
 - Adopting internationally renowned monitoring and reporting tools, verified internally and externally.