



Sustainability information 2024

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”la Caixa” Foundation

”la Caixa” Foundation is a non-profit organisation founded in 1904, dedicated to the fulfilment of objectives of general interest, primarily the promotion and implementation of social, charitable, welfare, educational and/or cultural actions.

1.1. Mission, vision and values

MISSION

To help build a better and fairer society by providing opportunities to those who most need them.

VISION

To be a leading organisation in developing lasting solutions that meet the basic needs of people in vulnerable situations, that foster the progress of society by responding to new challenges in research and health and in good quality training and education, and that make science and culture more readily available to everyone.

VALORS

Responsibility, understood as our duty to guarantee that the Foundation’s actions and work are carried out following criteria of excellence in management and effectiveness in outcomes. **Trust**, understood as society’s recognition of the organisation’s activities and of the impact of its programmes; quality must be the hallmark of all the Foundation’s actions and work. **Social commitment**, understood as our undertaking to build a better society, paying particular attention to those who are most vulnerable and have fewer opportunities.



1.2. Governance

”la Caixa” Foundation’s highest governing and representative body is the Board of Trustees. This governing body is responsible for fulfilling the Foundation’s objectives and diligently administering its assets and rights. In addition to the Board of Trustees, the Foundation also has an Executive Committee, an Audit Commission and a General Manager.

”la Caixa” Foundation focuses on those programmes with the greatest impact and potential to transform the lives of the most vulnerable people.

1.3. Business model

”la Caixa” Foundation directly manages its work in society, focusing particularly on those programmes with the greatest impact and potential to transform the lives of the most vulnerable people, such as programmes to combat child poverty and marginalisation, to promote employment and to help improve living conditions. However, the Foundation’s work also focuses on other areas: medical research, high-quality training, culture and education - all fundamental to promoting progress and equal opportunities.

The Foundation manages its business assets through its subsidiary CriteriaCaixa, which is responsible for preserving and growing these assets in order to finance its social action and ensure the sustainability of its own social, welfare, cultural, research and educational initiatives. The management model is based on the principles of transparency and ethics and these govern the procedures at all times, underpinned by the values of trust, social commitment and responsibility, as well as respect for the natural environment.

1.4. Double materiality assessment

The Foundation has carried out a **double materiality assessment** to identify material sustainability issues, involving an assessment of how the organisation’s activity impacts people

and the environment (impact materiality) and, on the other hand, how sustainability issues may affect the organisation financially (financial materiality).



Environmental information

”la Caixa” Foundation is firmly committed to protecting the environment through responsible and efficient environmental management.

This approach is based on integrating sustainable practices within all its activities, ensuring the rational use of available resources and minimising their environmental impact.

2.1. Environmental and Energy Policy

The Foundation's **Environmental and Energy Policy** is established as a single framework for action that allows for a holistic approach to environmental management, addressing the following areas:

- Promoting **climate change mitigation** by reducing the impact of its activities through the sustainable use of natural resources and continuous improvement in environmental performance.
- Integrating **adaptation to climate change** by assessing climate risks and implementing specific actions.
- **Energy efficiency** is integrated through the incorporation of a management system based on the ISO 50001:2018 standard, which promotes the optimisation of energy consumption in facilities.
- In the field of **renewable energy** deployment, integration has been achieved through the exclusive use of 100% certified renewable energy since 2017, reflecting the Foundation's commitment to sustainability and energy transition towards clean sources.
- **Other relevant aspects:** including the continuous adaptation of management to the organisational context, encouraging the sustainable use of natural resources, efficient water management and the promotion of waste reduction practices. Emphasis is also placed on the importance of raising awareness and involving stakeholders in the implementation of the organisation's environmental and energy guidelines.
- In 2024, the Foundation upheld several **environmental certifications**, such as ISO 14001 for environmental management and ISO 50001 for energy management.

2.2. Energy management

The Foundation maintains a strong commitment to energy efficiency, integrating responsible practices within its operations to optimise the consumption of resources and reduce environmental impact by adopting a preventive and proactive approach, ensuring compliance with current regulations and promoting continuous improvement in its energy performance.

Energy management is comprehensive and adaptive, tackling energy efficiency in consumption with innovation in energy solutions.

- **91.5%** of the total energy consumed comes from renewable sources, with electricity from 100% renewable sources being the main source.
- **306 MWh of renewable energy** has been self-generated.



2.3. Emissions management

The overall objective set by the Foundation is to contribute towards mitigating climate change by reducing GHG emissions in its activities and operations by promoting actions that encourage energy efficiency, the use of renewable energies, the transition to sustainable mobility and the implementation of awareness-raising activities.

- **Investment in projects** to eliminate GHGs (greenhouse gases).
 - **The Envira Project**, a forest conservation programme aimed at restoring the Amazon rainforest, which has eliminated 968 tonnes of CO₂.
 - **The ReTree Project** to reforest woodland affected by fire in Tarragona, which will eliminate 647 tonnes of CO₂.

2.4. Waste management

The Foundation makes responsible use of different resources, minimising the production of waste and opting for treatment that prioritises recycling or reuse.

- **16% reduction** in paper consumption compared to the previous year.
- **65%** of the paper consumed is **recycled**.

2.5. Water management

The Foundation manages water resources responsibly, reducing consumption and promoting sustainable practices that ensure water is used efficiently.

- **10% reduction** in water consumption compared to the previous year.
- **3,173 m³** of **reclaimed water** used.

The Foundation is committed to the responsible use of resources, minimising the production of waste and prioritising recycling or reuse.

2.6. Biodiversity management

As part of the Foundation's firm commitment to protecting the environment, it highlights the importance of safeguarding biodiversity and ecosystems.

These are not only fundamental to environmental sustainability but also play an essential role in the resilience of natural environments and their ability to recover.

The Foundation owns an estate with gardens known as Cap Roig, which belong to the

protected area of the Baix Empordà coastline, in turn forming part of the Natura 2000 network. Conservation of this area is therefore a fundamental priority for the Foundation.

- **Forest Management Plan**, for the sustainable and efficient management of plant resources.
- **Conservation Plan** for the habitats and populations of plant species, aimed at establishing guidelines to conserve and improve the estate.





Personnel

The Foundation considers the people who work in the organisation to be its most valuable asset and has therefore developed an internal people management model that promotes professional development, inclusion and respect for fundamental rights, ensuring a fair and safe working environment.

3.1. Quality employment

3.1.1. Training and professional development

The Foundation is committed to the comprehensive development of its employees, promoting continuous training from the moment they join the company and fostering an environment that encourages learning and growth, ensuring that each employee has the necessary tools to advance in their professional career.

- **13,141 hours** of training provided in 2024.

The Foundation promotes policies to encourage a good work-life balance, such as flexi-time, working from home and leaves of absence.

3.1.2. Work-life balance

The Foundation promotes policies that help its employees to balance their professional and personal responsibilities, ensuring a flexible environment that respects the individual needs of each worker.

The Foundation has implemented several measures to foster a good work-life balance for its employees:

- Flexi-time
- Paid and unpaid leave
- Concentrated timetables
- Working from home
- Remote connections
- Leaves of absence

All these measures are included in the Foundation's 4th Collective Agreement, which is currently in force and applicable to all personnel.

The Foundation also recognises the right of employees to "go offline", respecting their rest time, leave and holidays, as well as their personal and family privacy, outside the working hours established by law or agreement.



3.1.3. Remuneration

The Foundation guarantees a fair, competitive salary structure that reflects the responsibilities of each position and complies with current regulations and legal principles, without any distinctions based on gender, race or any other personal factor.

It also offers a flexible remuneration plan that allows its employees, on a voluntary basis, to receive part of their gross pay in kind, via the purchase of a series of products or services, thereby increasing their net remuneration thanks to the tax breaks established in Spain's income tax legislation.

- In 2024, **53% of employees requested and received some form of flexible remuneration.**

Other company benefits are also available, such as:

- Meal allowance
- 100% supplement for temporary disability leave
- Pension plan
- Healthcare
- Bonus for 25 and 35 years of service in the company
- Group occupational accident insurance
- Assistance for professional studies and language courses for employees
- School assistance up to age 26
- Exceptional family assistance
- Assistance for the birth, fostering or legal adoption of children
- Assistance in the event of the death of a child, legal partner, father or mother
- Assistance for use of a private vehicle.

3.2. Diversity and inclusion

The Foundation actively strives to create a diverse, fair and inclusive environment with a focus on equal opportunities, promoting policies and practices that ensure the inclusion of all people regardless of gender, race, religion, sexual orientation or any other personal condition, committing to creating a workplace that fosters cooperation and respect, and where all employees have the same opportunities.

Within this framework, specific training and awareness programmes on diversity have been established, as well as protocols that guarantee respect and inclusion for all team members.

- Equality Plan
- Protocol for supporting the social transition of transgender people
- Good practices manual for addressing diversity issues related to sex, gender and family
- 72.1% of the employees are women
- 40% of the management team are women

The Foundation has received recognition and distinctions that endorse this commitment:

- **Family-Responsible Company (EFR in Spanish).** Recognition awarded by the Másfamilia Foundation to companies with an excellent management model in terms of work-life balance and the personal and professional development of their employees.



- **Company Equality Distinction (DIE in Spanish).** Awarded by Spain's Ministry of Health, Social Services and Equality, this recognises companies that promote excellence in equal opportunities between men and women.



- **BEQUAL plus seal.** Distinction in the field of disability that recognises the Foundation for its policy of inclusion and integration of people with disabilities within the workplace.



3.3. Labour rights

The Foundation is fully committed to respecting and protecting the rights of its personnel, ensuring that all its employment policies and practices are in line with current legislation and the principles of social justice.

It also strives to ensure its workers have the necessary resources to exercise their labour rights without hindrance, promoting an environment of trust in which they can raise concerns and be heard. It also encourages dialogue and open negotiation with the workers' representatives.

The internal management model is inclusive, encourages the development of professional skills and promotes satisfaction.

3.4. Health and safety

The health and safety of personnel is a fundamental priority for the Foundation and its Occupational Health and Safety Plan defines the preventive policy and procedures and serves to control workplace accidents and comply with current regulations.

The Foundation provides training for its workforce on the importance of health and safety and fosters the wellbeing of its staff by encouraging healthy habits, such as offering seasonal fruit every Monday at the office,

providing a course on breathing to learn different techniques and mindfulness to take care of the nervous system, reduce anxiety and stress, as well as the chance to take part in a "Health and Therapeutic Exercise" workshop, which focuses on mobility, stretching and re-educating balance.

- **100% of the employees** are covered by a health and safety management system.



Beneficiaries and end users

The Foundation works to develop lasting solutions that meet the basic needs of people in vulnerable situations, that foster the progress of society by responding to new challenges in research and health and in good quality training and education, and that make science and culture more readily available to everyone.

4.1. Social Programmes and Calls

The Foundation responds to the needs of people in vulnerable situations, promoting the transformation of society through its own programmes and also by working together with social projects, to improve the lives of the most vulnerable, foster social harmony and support initiatives by non-profit organisations.

The Foundation's main social programmes are:

- **CaixaProinfancia:** promoting the social and educational development of young children and teenagers aged 0 to 18 from families at risk of marginalisation by means of a model of comprehensive attention.



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- **Incorpora:** helping employment-vulnerable people find a job by working together with companies and social organisations, providing support and training to adjust the skills of the beneficiaries to the demands of the labour market.
 - **The Elderly:** promoting the personal growth and social integration of older people and preventing isolation through workshops and activities at its 60 centres and 575 facilities run in partnership with public administrations. In addition, through the Siempre Acompañados (Always Supported) programme, tackling loneliness by means of an individualised approach and the creation of support networks.
 - **Comprehensive Care for People with Advanced Diseases:** offering psychosocial and spiritual support for patients and their families, complementing healthcare in various settings. Also supporting initiatives such as the End of Life and Loneliness programme, which connects volunteers with sick people who are suffering from loneliness.
 - **Call for Social Projects:** encouraging initiatives by supporting and financing projects submitted by social organisations through competitive calls for proposals aimed particularly at people in socially vulnerable situations and whose objective is social inclusion, the promotion of equal opportunities and the improvement of quality of life.

The Foundation implements its programmes in collaboration with external agents who have expert knowledge of the needs of beneficiaries in each field and region.

The Foundation's social programmes focus on improving the lives of the most vulnerable people and on fostering social harmony.

4.2. Research and Health

The Foundation promotes research and innovation in biomedicine and health to drive social progress, and it does so by supporting cutting-edge research projects.

The Foundation's main research and health programmes are:

- **Health Research Calls:** supporting excellent scientific research that has an impact on society in order to promote transformative projects in biomedicine and health.
- **Health Innovation Calls:** fostering the transfer of cutting-edge research from the laboratory to patients by creating new products, services and companies in the life sciences and health sector.
- **Support for research institutions:** collaborating with research centres and hospitals to generate new biomedical knowledge and transfer it to society.
- **CaixaResearch Institute (currently under construction):** this will be Spain's first major centre for multi- and interdisciplinary research specialising in the immunology of diseases.

4.2.1. Policies

As a conceptual framework in research and innovation, the Foundation employs principles of responsibility contained in the following two policies:

- **Policy on the Management and Open Access of Research Results:** this seeks to make the results of the researched funded as readily accessible as possible by promoting open science. It's complemented by the **Data Management Plan Model**, which establishes a framework to support researchers in drawing up data management plans in accordance with the FAIR principles.
- **Research Integrity Policy:** based on the European Code of Conduct for Research Integrity, it guarantees high ethical and scientific standards.

The Foundation supports cutting-edge projects to promote research and innovation in biomedicine and health.



4.3. Culture and Science

In this area, the Foundation is committed to designing a wide range of products and events for all kinds of audiences that are related to the region in question. It is also committed to enhancing the transformative value of culture as a tool for inclusion, critical thinking and social cohesion. To this end:

- It creates links and establishes alliances with top national and international museums and institutions, such as the Prado Museum, the National Art Museum of Catalonia, the British Museum, the Centre Pompidou and the American Museum of Natural History.
- It encourages different kinds of people to meet up at the CaixaForum centres and the Science Museum CosmoCaixa.
- It fosters digital transformation through its CaixaForum+ platform, expanding the reach of culture and reducing inequalities in access.
- It organises exhibitions and travelling activities in Spain, Portugal and other countries.

9 CaixaForum centres and the Science Museum CosmoCaixa





4.4. Education and Fellowships

"la Caixa" Foundation supports good quality education and training as a driver of progress and social well-being.

The main programmes in this area are:

- **"la Caixa" Fellowships:** supporting students, including those with limited resources and also researchers, at all stages of university education so they can benefit from excellent education and training at the best universities and research centres in Spain and Portugal.
- **EduCaixa:** offering educational programmes, activities and resources with three key objectives: to promote the development of pupils' skills, to foster the professional development of teachers, and to produce and pass on evidence based on evaluation.
- **ProFuturo:** supporting digital education in vulnerable environments in Latin America, Africa and Asia, together with the Telefónica Foundation.

4.5. Data protection for beneficiaries and end users

The protection of personal data and information is a priority for "la Caixa" Foundation, particularly in the case of those who use and benefit from its programmes and activities, ensuring compliance with the General Data Protection Regulation (GDPR) and other regulations in force in the countries where it operates.

With the aim of further strengthening its commitment in this area, the Foundation has signed up to the Digital Pact for the Protection of People, an initiative promoted by the Spanish Data Protection Agency (AEPD) which seeks to firmly incorporate privacy within the sustainability policies and business models of organisations.

As part of this strategy, the Foundation has implemented the following policies:

- [Information Security Policy](#)
- [Personal Data Processing and Confidentiality Regulations](#)
- [Telematic Code of Conduct and Rules for the Use of ICT Resources](#)

The Foundation has the following structures:

- Executive Privacy Committee and Privacy Delegate Committee
- Data Protection Officer (DPO)
- Chief Information Security Officer (CISO)



The Foundation has signed up to the Digital Pact for the Protection of People promoted by the Spanish Data Protection Agency (AEPD).



Governance

”la Caixa” Foundation
bases its corporate culture
on the values of integrity,
ethics and social
commitment, principles
that are enshrined in its
Code of Ethics.

5.1. Corporate culture

“la Caixa” Foundation has implemented criminal prevention and control procedures aimed at minimising risks and ensuring regulatory compliance. It also has supervisory bodies that promote a culture of compliance at all levels.

It has also implemented systems to detect and report irregularities in order to foster transparency, organisational ethics and a zero-tolerance policy towards misconduct.

The Foundation believes that training in business conduct is key to ensuring compliance with the Code of Ethics and current legislation, which is why it combines compulsory courses with optional training.

The Foundation has a set of policies designed to ensure high ethical standards, transparency and regulatory compliance:

- **The Code of Ethics and Principles of Conduct** establish fundamental values and principles to guide the Foundation’s actions.
- **The Ethical Channel Policy** regulates the internal reporting system, establishing the principles for receiving, processing and responding to notifications regarding possible irregular conduct or infringements.
- **The Human Rights Policy** defines the Foundation’s principles and commitments to protect and respect human rights in its activities and in its relations with stakeholders.



5.2. Corruption and bribery

The fight against corruption, bribery and illegal practices represents an essential component of the business conduct model. This commitment not only reinforces the integrity and transparency of the organisation but also ensures compliance with regulations, guaranteeing zero tolerance for illegal practices.

Model

“la Caixa” Foundation has an Ethics Channel for reporting possible irregularities or regulatory violations, both by internal personnel and by third parties linked to the organisation.

This channel is designed to protect the confidentiality and identity of whistleblowers, ensuring they suffer no reprisals, in accordance with Directive (EU) 2019/1937 and Spanish Law 2/2023. There is also an internal system that redirects notifications to the relevant departments, always respecting confidentiality.

The communications received are analysed by an external provider, thereby ensuring independence, objectivity and impartiality.

The Foundation has several policies in place to ensure that all kinds of illegal practice are tackled effectively:

- **The Anti-Corruption Policy** establishes strict measures to prevent and manage corrupt conduct, prohibiting gifts, bribes and facilitation payments that may influence commercial or administrative decisions.
 - **The Criminal Compliance Policy** describes the criminal risks for individuals in Spain, focusing on sector-specific crimes and other relevant conduct for legal persons.
 - **The Crime Prevention and Response Manual** establishes controls to prevent and handle any criminal conduct within the organisation.
- **The General Policy on Anti-Money Laundering and Counter-Terrorist Financing** establishes the criteria by which regulated entities will be handled.

The Foundation has an Ethics Channel to report possible irregularities or regulatory violations by internal personnel or third parties.

PUBLISHED BY

ZetaCorp Unitat de Comunicació Corporativa, Grupo Zeta - Prensa Ibérica

TEXTS

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COVER PHOTOGRAPHY

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PHOTOGRAPHS

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End date: 31 December 2024

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