



# Sustainability report 2023

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This report, which corresponds to the 2023 fiscal year, reflects "la Caixa" Foundation's intrinsic commitment to people, society and the environment for a more sustainable future.



# 1.1. Figures and achievements

## Results in 2023

Data 2023:



### Personnel

**459**  
PEOPLE  
EMPLOYED  
(447 in 2022)

**71%**  
of those  
employed are  
**WOMEN**  
(71 % in 2022)

**100%**  
of the employees  
are on a  
**PERMANENT  
CONTRACT**  
(99 % in 2022)

**13,920**  
HOURS OF  
TRAINING  
(17,943 hours  
in 2022)



### Activity

Active  
principally in  
**SPAIN AND  
PORTUGAL**

### Centres

- 9 CaixaForum centres
- Science Museum CosmoCaixa
- CaixaForum Macaya
- Cap Roig
- 60 centres for the elderly

### Buildings in progress

- CaixaResearch Institute



### Social investment

**537**  
million euros  
(508 million in 2022)

**Social programmes  
and calls**  
**€318 million**  
(€289 million in 2022)

**Culture and science**  
**€116 million**  
(€112 million in 2022)

**Education and  
fellowships**  
**€43 million**  
(€53 million in 2022)

**Research and health**  
**€60 million**  
(€54 million in 2022)



## *Environment*

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**64,997**

**GHG EMISSIONS** (tCo<sub>2</sub>)  
(62,332 in 2022)

**93%**

of the energy consumed  
comes from **RENEWABLE  
SOURCES**  
(89 % in 2022)

**186,861 kWh**

**IN ENERGY SAVED**  
(406,351 kWh in 2022)\*

We produced 409,673 kWh  
at our facilities through  
photovoltaic, solar thermal  
and geothermal energy.



## *Suppliers*

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**77%**

of our suppliers  
are **LOCAL**  
(79 % in 2022)

**203**

**THOUSAND EUROS**  
invoiced  
by suppliers  
(202 in 2022)



## *Revenue from own activity*

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**22,854**

**THOUSAND EUROS**  
(19,896 thousand euros  
in 2022)

\* The savings reported for 2022 were  
compared with 2019.

## 1.2. Profile of the organisation

”la Caixa” Foundation is a non-profit organisation founded in 1904. The Foundation carries out various activities and programmes for social, educational, cultural and scientific purposes, as well as supporting research and health, primarily

in Spain and Portugal. The Foundation acts as the parent company for the Criteria Group, which includes the banking portfolio, the industry and services portfolio, real estate business and other financial assets.

## 1.3. Philosophy and organisational culture: *mission, vision and values*

”la Caixa” Foundation’s philosophy and organisational culture provide a framework of reference that inspires and guides its approach, management and all its actions. This framework is made

up of the values and principles underlying the Foundation’s conduct, decisions and work, thereby defining its nature, character and commitment.

### **MISSION**

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Our mission is to build a better and fairer society, providing opportunities to the vulnerable people who most need them.

### **VISION**

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Our aim is to be a point of reference in developing lasting solutions that meet the basic needs of the most vulnerable people, that foster the progress of society by responding to new challenges in research and health, high-quality training and education, and that make science and culture more readily available to everyone.

### **VALUES**

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Responsibility, understood as our duty to guarantee that the Foundation’s actions and work are carried out in line with criteria of excellence in management and effectiveness in outcomes. Trust, understood as society’s recognition of the Foundation’s activities and 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.

## Strategic goals of "la Caixa" Foundation

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### SOCIAL PROGRAMMES AND CALLS

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*Transforming society* through programmes that help to improve the quality of life of the most vulnerable people and that encourage social harmony.

### CULTURE AND SCIENCE

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*Improving society* through culture and science as a means of personal growth and social cohesion.

### EDUCATION AND FELLOWSHIPS

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*Fostering education* and top-class training as drivers of progress and well-being in society.

### RESEARCH AND HEALTH

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*Promoting research* and encouraging innovation with the aim of achieving advances in health and other life sciences.

The Foundation focuses on programmes with the greatest impact and potential to transform; i.e. those that bring about changes that improve the situation of society in general. The Foundation

is also committed to other high priority areas: medical research, high quality training, culture and education, all key areas to promote progress and equal opportunities

*"la Caixa" Foundation's mission is to build a better and fairer society, providing opportunities for the vulnerable people who most need them.*

## 1.4. Contribution to the SDGs

“la Caixa” Foundation, Spain’s foremost private foundation and one of the largest in Europe, is a benchmark institution in terms of promoting the Sustainable Development Goals (SDGs).

Since the establishment of the 2030 Agenda, “la Caixa” Foundation has played an active role in promoting the need for a more sustainable planet and, from its office in Washington, D.C., it leads and participates in various forums and events to promote the role of philanthropy in achieving these goals.

With the aim of promoting sustainable economic and social development, and in accordance with its three core values (social commitment, trust and responsibility), in 2021 CaixaForum Macaya was designated as a UNESCO Centre for Social and Human Sciences, the first in this category. Through this involvement, it strongly supports the principles that underlie both conduct and action in the areas of human rights, employment, environment and anti-corruption, which are integrated within its day-to-day operations.

Additionally, in collaboration with a research team from the ESADE Chair in Leadership and Democratic Governance, the Foundation has set up the SDG Observatory, a centre for analysis based at CaixaForum Macaya, a site with more than one hundred years of history that works to foster a critical spirit and sense of social justice by spreading knowledge in the field of social sciences and humanities.

The main aim of the SDG Observatory is to facilitate and support private sector engagement with the 2030 Agenda for Sustainable Development, acting as a reference point and source of inspiration. It also promotes synergies between companies in Spain and Portugal and encourages social debate and public awareness of the relevance of the SDGs.



In short, the Foundation’s activities are aligned with the SDGs. Nevertheless, as a result of its desire to focus its actions in order to achieve the highest level of efficiency, its activities are not deployed throughout the 17 SDGs but concentrated on those in which the Foundation believes it can make the greatest impact on and contribution to society.



*”la Caixa” Foundation has been a member of the United Nations Global Compact and committed to the Sustainable Development Goals (SDGs) since 2005.*

## Main SDGs to which the Foundation contributes through its programmes and activities



■ The **CaixaProinfancia**, programme, which aims to break the cycle of poverty passed down from parents to children, offering young people the chance for a better future.

■ The **Fundación de la Esperanza**, the Foundation’s organisation for direct social action to combat poverty in the Ciutat Vella district of Barcelona.

■ ”la Caixa” Foundation’s **Espacio Fundación ”la Caixa” Francesc d’Assís**, a centre that offers comprehensive assistance to vulnerable children and their families in the city of Manresa.



■ Investment in **CaixaResearch Health Research**, holding the most important call in Spain and Portugal to promote transformational projects in biomedicine and health.

interdisciplinary research centre specialising in immunology. Work began in 2023 and the first module is expected to be completed by the end of 2025, which will house the first research groups.

palliative care and assistance for the critically ill.

■ **CaixaImpulse Health Innovation**, which accelerates projects from the laboratories to society and supports scientific entrepreneurs through innovation-based calls.

■ The programme for the **Comprehensive Care for People with Advanced Diseases**, endorsed by the World Health Organisation (WHO), with which the Foundation complements the work carried out by public services in the area of

■ The **International Cooperation** programme, which implements projects together with more than 850 organisations around the world with a common goal: to transform the lives of thousands of people.

■ The **CaixaResearch Institute** will be Spain’s first large transversal and

■ The programme for **The Elderly**, which aims to improve the quality of life of people over 60 by promoting active and healthy ageing and preventing isolation.



■ The **”la Caixa” Foundation Fellowship** programme fosters top-class training and research talent at the best national and international research centres and universities in the world.

■ The **EduCaixa** programme offers educational programmes, activities and resources with three key aims: to promote the development of pupils’ skills, foster the professional development of teachers, and generate and transfer

evidence based on evaluation.

■ Through the **ProFuturo Foundation**, ”la Caixa” Foundation boosts digital education in vulnerable environments in Latin America, Africa and Asia.

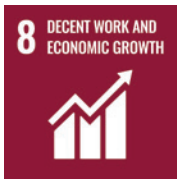


■ The Foundation works for equality in schools in order to break down stereotypes. In also helps to boost the

number of women in science and technology careers.

■ In 2022, the Foundation started up an **Action Plan**

**to integrate a gender perspective within its programmes** and this work continued in 2023.



- The **Incorpora, Empleo Joven** and **Más Empleo** programmes, the last two co-financed by the European Fund, help people at risk of marginalisation to find employment.

- The **Reincorpora** programme offers people who've been in prison the chance to build a different future, fully integrated within society.
- The **Work4Progress** programme supports

innovation to promote sustainable, good quality employment among women and young adults in India, Mozambique and Peru, with this programme also being implemented in Colombia in 2023.



- The Foundation works to ensure that society as a whole has access to culture and knowledge, reaching over 8 million visitors through its **CaixaForum** centres, the **Science Museum CosmoCaixa** and **travelling exhibitions**. In 2023, the

Foundation approved the construction of a new **CaixaForum** centre in the city of **Málaga**.

- In 2023, the Foundation presented its **project to refurbish and extend the ArtStudio CaixaForum**,

a leading centre in Spain for the investigation and conservation of works of art, as well as being a think tank with the mission of bringing together professionals in the fields of art, culture and thought at both a national and international level.



- The **Art for Change** programme uses art as a means to improve society.

- The **Social Calls** programme collaborates with non-profit organisations to promote initiatives aimed at social inclusion, the promotion

of equal opportunities and improving the quality of life of the most vulnerable people in society.



- Organisation of awareness-raising campaigns on climate change, its consequences and the strategies to mitigate it, through exhibitions and talks.

Pact promoted by the Spanish Association of Foundations (AEF) and the Daniel and Nina Carrasso Foundation, which aims to encourage Spain's philanthropic sector to take a decisive and collaborative step forward regarding climate action.

- Since 2021, the Foundation has been a signatory to the Foundations for the Climate

- The **Promove Program** in Portugal, through which innovative projects aimed at preventing natural hazards, strengthening resilience to climate change and efficient resource management have been funded.



- Aware of the importance of alliances to achieve its objectives, "la Caixa" Foundation enters strategic

agreements with leading organisations, as well as networking with local communities to tailor

initiatives to the needs of the beneficiaries and thereby ensure the greatest added value.

# 1.5. Governance

## Fighting corruption, money laundering and bribery

”la Caixa” Foundation has set up systems to supervise regulatory compliance and prevent unlawful behaviour. The main components of these systems are as follows:

- Code of Ethics.
- Ethics and Crime Prevention Committee.
- Anti-corruption policy.
- A prioritised catalogue of offences and conducts that entail risk.
- Channels for monitoring compliance with regulations to combat corruption, money laundering and bribery.
- Communication channels that enable the anonymous reporting of potential risks and failures of the body in charge of monitoring the functioning and observance of the crime prevention model.
- A disciplinary regime defining the criteria applied to penalise breaches of the crime prevention model.

Within the framework of crime prevention, the Foundation has also established the following:

- Criminal Compliance Policy.
- Crime Prevention and Response Manual.
- Ethical Channel.

During 2023, all ”la Caixa” Foundation employees received mandatory online training on the Code of Ethics, Principles of Action and Policy of Action regarding anti-corruption, as well as on the use of the Ethical Channel, due to the channel’s management procedures being updated, in compliance with Law 2/2023 of 20 February.

Additionally, ”la Caixa” Foundation also has various control mechanisms in place to prevent money laundering:

- General Policy on Anti-Money Laundering and Countering the Financing of Terrorism of the ”la Caixa” Foundation Group.
- Manual on Anti-Money Laundering and Countering the Financing of Terrorism.
- Internal Supervisory Body of the ”la Caixa” Foundation Group.
- Training in anti-money laundering and countering the financing of terrorism.

The Foundation carries out regular analyses to identify risks and ensure adequate follow-up.

## Respect for human rights

”la Caixa” Foundation is firmly committed to defending human rights and has therefore developed policies and documents of good practice that guide the conduct of people and the activities of the organisation, which are based on international standards such as the Universal

### Communication and training in anti-corruption policies and procedures

	2021	2022	2023
Hours of training	213	807	1,404

Declaration of Human Rights and the United Nations Global Compact.

The Foundation categorically prohibits discrimination, harassment and any inappropriate treatment on the grounds of gender, race or religion, both towards employees, managers and administrators and also towards clients, users and suppliers.

**Employee training in human rights**

	2021	2022	2023
Hours of training	1,341	3,206	3,654



## *"la Caixa" Foundation*

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### 1.5.1.

#### **Organisational structure and governance bodies**

The Board of Trustees is the highest governance and representative body of "la Caixa" Foundation. This governance body is responsible for fulfilling the founding aims of the Foundation, as well as diligently administering the assets and rights it holds. In addition to the Board of Trustees, the Foundation has an Executive Committee, an Audit Committee and a General Manager.

### 1.5.2.

#### **Excellence and commitment**

"la Caixa" Foundation manages its resources in an efficient, ethical and transparent manner, seeking to maximise impact with regard to its social commitment, as well as respecting the natural environment but without losing the quality and excellence that define it.

### 1.5.3.

#### **Financial information**

CriteriaCaixa is the holding that manages the business assets of "la Caixa" Foundation, with the dual mission of generating the resources needed to finance its social welfare projects as well as preserving and growing its assets by creating value.

Wealth management is carried out within the framework of prudent financial investment and risk policies. Criteria manages a portfolio of assets that combines significant shareholdings in strategic sectors with a growing portfolio of diversified investments. This portfolio includes both companies with an adequate shareholder remuneration policy aimed at generating recurring income, as well as those focused on growth whose shareholders are remunerated primarily through increases in value.

*"la Caixa" Foundation  
manages its resources  
efficiently, ethically and  
transparently in order to  
maximise its impact  
with regard to its  
social commitment.*

**Financial data**  
(in thousands of euros)

	2021	2022	2023
<b>Balance sheet:</b>			
Non-current assets	11,303,166	11,345,342	11,419,621
Current assets	258,238	226,719	233,786
Total assets	11,561,404	11,572,061	11,653,407
Equity and liabilities	11,279,372	11,303,222	11,322,572
Current and non-current liabilities	282,032	268,839	330,835
<b>Income statement:</b>			
Revenue from own activity	39,149	19,896	22,854

**"la Caixa" Foundation's investment in social action, as well as its revenue and the aid granted and allocated by beneficiary**

	2021	2022	2023
<b>Balance sheets:</b>			
<b>Non-monetary contributions</b>			
Amount (thousand euros)	771	695	669
Beneficiary	14	14	14
<b>Monetary contributions</b>			
Amount (thousand euros)	231,542	205,736	225,173
Beneficiary	11,187	7,792	8,261
<b>Total contribution (thousand euros)</b>	<b>232,313</b>	<b>206,431</b>	<b>225,842</b>
<b>Total number of beneficiaries</b>	<b>11,201</b>	<b>7,806</b>	<b>8,275</b>



*Commitment  
to people*

”la Caixa” Foundation is committed to people. Its approach to internal people management is inclusive, fostering the development of professional skills and promoting employee satisfaction. Similarly, since it was first set up in 1904, ”la Caixa” Foundation has always been one of the institutions most committed to local development, both in social and economic terms.

Data 2023:



### *Profile*

**459**  
EMPLOYEES

**71%**  
of the people  
employed are  
**WOMEN**

**22%**  
of the  
**MANAGEMENT  
TEAM** are  
**WOMEN**



### *Contracts*

**100%**  
of the employees are  
on a **PERMANENT  
CONTRACT**



### *Data*

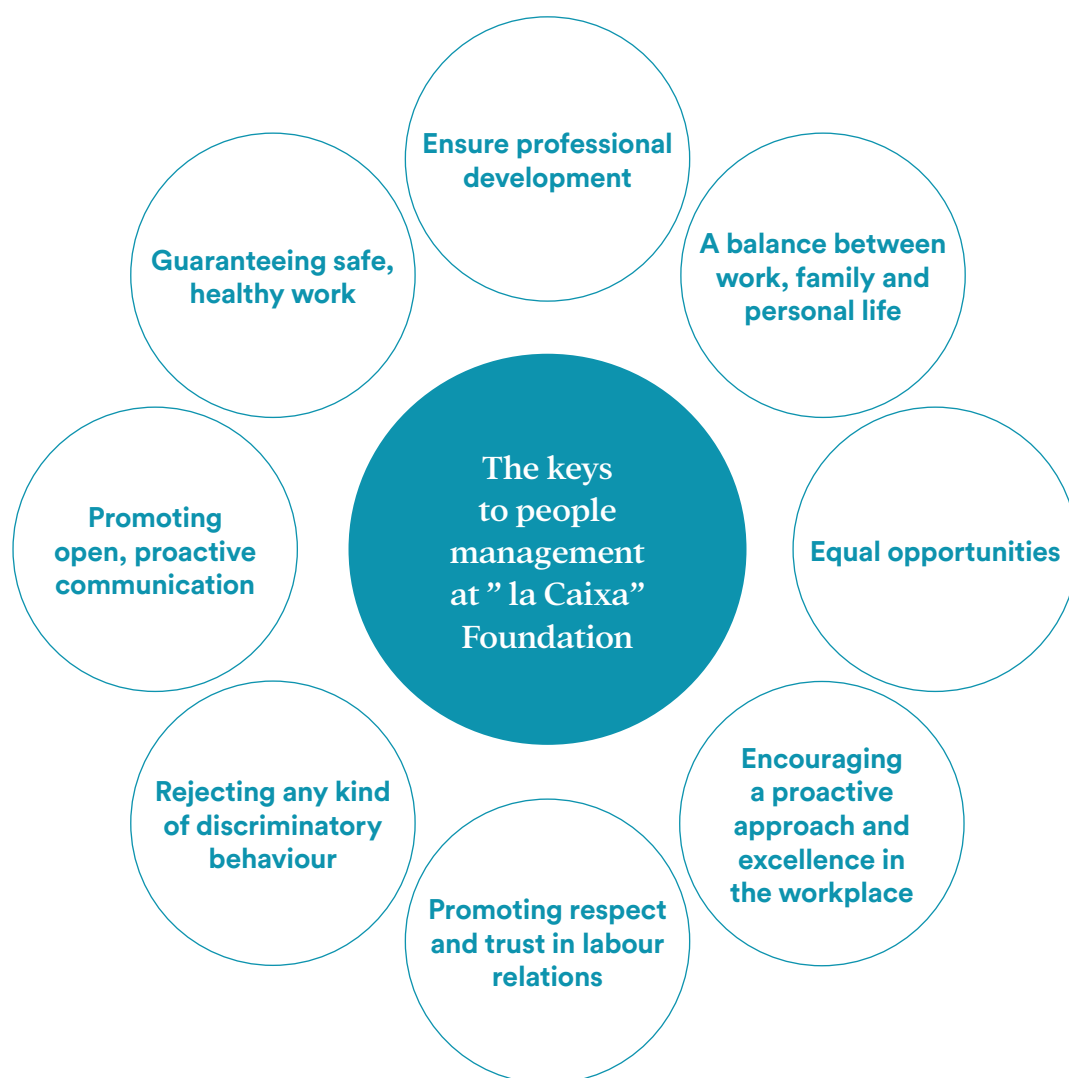
**13,920**  
**HOURS OF  
TRAINING**

## Commitment to people

### 2.1. The Foundation's *team*

"la Caixa" Foundation has defined and implemented an inclusive people management approach which fosters the development of professional skills and promotes employee satisfaction. As set out in the Foundation's human resources policies, the management and leadership principles describe the Foundation's management style and culture, particularly with regard to human relations.

In this sense, "la Caixa" Foundation considers the people who work for the organisation to be its most valuable asset and therefore provides the appropriate resources for the development of professional skills and knowledge, as well as promoting the satisfaction of each member of its workforce.



### 2.1.1.

## Well-being, health and safety at work

The promotion of employee health and safety is one of the most important issues within "la Caixa" Foundation. As specified in its Code of Ethics, the Foundation must provide training in preventing occupational risks and protecting health and safety for all its professionals and collaborators at the organisation's different operational sites, and must also provide the necessary equipment and means for them to carry out their functions correctly and safely.

The Foundation has a **Health and Safety at Work Plan** that includes, among others, the procedures, processes and resources necessary to identify and manage health and safety, by means of risk assessment, the planning of preventive action, the training, information and participation of workers, regular controls and monitoring of the accident rate.

"la Caixa" Foundation has a **Health and Safety Committee** which monitors issues relating to occupational health and safety (planning of preventive activities, coordination of business activities, occupational accidents, etc.), as well as monitoring emergency activities (training and drills). The Committee is made up of eight members, both prevention delegates and company representatives, representing 100% of "la Caixa" Foundation's workforce.

In addition, "la Caixa" Foundation offers its employees several corporate benefits, some of them related to healthcare. In 2023, all employees working for the company longer than 6 months benefitted from free and permanent SegurCaixa healthcare via Adeslas. The Foundation also offers group professional accident insurance cover for those employees who have to travel for work, as well as personalised counselling.

The workforce also has a service that offers advice on physiotherapy and physical activity, as well as online training to improve both mental and physical well-being and address topics such as mindfulness.



**1,646**

**HOURS OF TRAINING**

given in 2023  
on occupational  
health and safety

## Commitment to people

### 2.1.2.

## Respect for diversity and equal opportunities

"la Caixa" Foundation is committed to guaranteeing diversity, equal opportunities and the inclusion of all employees with the aim of promoting diversity, in line with the principles of its own Code of Ethics. During 2023, the Foundation did not detect any cases of discrimination.

In 2023, the total workforce of "la Caixa" Foundation was made up of 71% women, confirming its commitment to gender equality. Along the same lines, the Foundation also complied with Spain's General Law on the rights of persons with disabilities and their social inclusion, with 2.2% of direct hires in 2023 being people with some degree of disability.

The Foundation also promotes the hiring of service providers from Special Employment Centres (CET in Spanish), with invoicing for such suppliers totalling 1,028 thousand euros in 2023 (1,464 thousand euros in 2022). Furthermore, through its aid programme for the social integration of people with disabilities (intellectual, physical, sensory or multi-disability), it made financial contributions to 404 projects totalling 10,525 thousand euros (10,292 thousand euros in 2022).

In addition, the Foundation has **specific policies** regarding **equal opportunities**, as well as recruitment and promotion, extending its commitments and procedures related to professional development and equal opportunities. **Harassment protocols and equality plans** have also been drawn up, establishing general provisions for the prevention, treatment and elimination of sexual harassment, gender-based harassment, workplace harassment and cyberbullying, as well as other discriminatory behaviour.

Moreover, a telephone number and email address have been made available to all employees for any inquiries or complaints they may have regarding sexual and gender-based harassment, workplace harassment and cyberbullying. This consultation service is completely confidential. In the area of diversity and inclusion, "la Caixa" Foundation works actively and continuously to create an equal opportunity, diverse and inclusive work environment. These measures are included in the Foundation's own collective bargaining agreement. The Foundation's commitment in this area has been recognised by the following:

**Equality in the Company Award (DIE in Spanish).** An award given by Spain's Ministry of Health, Social Services and Equality that recognises companies which promote excellence in equal opportunities between men and women.

**BEQUAL.** The Bequal plus distinction recognises organisations for their policies to include and integrate people with disabilities in the workplace.



### Remuneration policy

In terms of its salary policy, "la Caixa" Foundation classifies the different professional levels in accordance with the provisions of the Foundation's own Third Collective Bargaining Agreement.

Employee remuneration is calculated and updated based on the performance appraisal, level of responsibility, market practice and the applicable collective bargaining agreement. When setting salaries, the Foundation takes into account the degree of autonomy and responsibility of each position, as well as labour market practices and professional performance.



*“la Caixa” Foundation has the “Equality in the Company Award (DIE)”, a mark of excellence that recognises the company as a leader in implementing male-female equality policies in the workplace.*

## Commitment to people



As part of its remuneration policy, "la Caixa" Foundation offers a flexible remuneration plan, which allows employees to voluntarily receive products or services as part of their gross salary.

These include:

- Childcare.
- Transport card.
- Health insurance.
- Training.

In 2023, 55% of "la Caixa" Foundation's employees requested and received some form of flexible remuneration.

### 2.1.3.

## Promoting good quality employment

"la Caixa" Foundation is committed to human relations and is constantly striving for the professional development of its workforce.

The company therefore offers its personnel a wide range of training in the areas of management development and leadership, competencies and skills, coaching, technical and regulatory issues, diversity and languages.

In 2023, "la Caixa" Foundation mainly focused its efforts on:

- Updating and providing the regulatory and mandatory training.

- Training in leadership and coaching for all people with new responsibilities or a change of a role.
- Training in digital transformation.
- Training of managers in the professional development of their collaborators.
- Actions aimed at teambuilding.
- Language training.
- Training in innovation and creativity, as well as in communication skills and influence.
- Work-related technical training.
- Promoting well-being in the Foundation, using the intranet to enhance internal communication, encouraging teamwork and providing training in mindfulness, positive thinking, etc., via the Virtaula e-learning platform. Voluntary collaborative actions have also been carried out to promote cohesion, cross-departmental relations and teamwork.

When a person joins "la Caixa" Foundation, they are offered a series of initiatives aimed at helping them integrate into their new job. These initiatives particularly include the following:

- **Training plan for new hires.** Firstly, for two days new recruits have a series of training meetings with all the areas in the organisation in order to learn how they work. Secondly, new employees also complete an online training plan via Virtaula that includes mandatory and particularly useful training for "la Caixa" Foundation.
- **Welcome Pack.** This material includes an information leaflet on the Foundation's main programmes and activities, the Collective Bargaining Agreement, the Good Practices Manual, the training schedule and corporate publications with information on the organisation, as well as its corporate goals.



**+13,920**  
**HOURS OF TRAINING** given to employees in 2023

### Work-life balance

"la Caixa" Foundation promotes flexibility and a good work-life balance. It also has a manual of good practices that help workers to fulfil the requirements of their job, encouraging them to carry out projects with anticipation and foresight, so that employees can organise their tasks within the scheduled working hours.

The following are the most important actions carried out by the Foundation to promote a good work-life balance:

- Flexible timetables.
- Digital disconnection for the entire workforce.
- Hour logs.
- Early finish from June to September and on Fridays all year round.
- Working from home one day per week.
- Paid and unpaid time off.
- Remote connection for people with reduced mobility and pregnant women.
- Leaves of absence.

In 2023, the Foundation renewed the following recognitions and certificates that endorse this commitment:

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

## Commitment to people

In relation to this recognition, "la Caixa" Foundation offers three new measures in its own collective bargaining agreement that ensure a better model of flexibility and compliance with working hours.

- Digital disconnection protocol for the entire workforce.
- Hour log model.
- Model to work one day a week from home for all personnel.



**24**  
CASES OF  
PARENTAL LEAVE

**100%**  
of employees  
**RETURNED** to work  
after parental leave

"la Caixa" Foundation also offers its employees the following corporate benefits:

- Food aid.
- Supplement of 100% salary for sick leave due to temporary disability (IT in Spanish).

- Pension plan.
- Risk allowance.
- Healthcare.
- Grants for professional studies and languages.
- Advances for a range of needs.
- Childcare assistance: P0, P1 and P2.
- School support from P3 and up to the age of 16.
- Family allowances under exceptional circumstances.
- Aid for birth, fostering and legal adoption.
- Support in the event of the death of a son or daughter, legal partner, father or mother.
- Gratuity for 25 years and 35 years of seniority in the company.
- Group occupational accident insurance.
- Aid for the use of a private vehicle.

### Communication and dialogue

Finally, "la Caixa" Foundation is aware of the importance of maintaining close, transparent relationships with its employees, always based on active listening. The organisation's corporate policies include communication mechanisms and channels, such as the intranet and suggestion box, available to the workforce and management to send notifications, queries and suggestions.

*"la Caixa" Foundation  
promotes flexibility and  
a good work-life balance.*



## Commitment to people

# 2.2. Committed to the community

“la Caixa” Foundation is firmly committed to maintaining fluid, transparent relations with its stakeholders, paying particular attention to the local communities where it carries out its initiatives.

Maintaining constant dialogue with stakeholders is a part of the work carried out by the Foundation’s different areas and departments.

### Direct and indirect community involvement

“la Caixa” Foundation realises how important it is for local communities to be involved in projects. As a result, attempts are made to adapt initiatives to the needs of the beneficiaries and to ensure the activity provides added value for the local community as a whole.

- More than 420 social organisations collaborate with the **CaixaProinfancia** programme in a network to directly assist families at risk of marginalisation.
- Over 1,000 volunteers are involved in the programme for the **Comprehensive Care for People with Advanced Diseases**. Such participation is considered a fundamental principle of our approach to palliative care as it adds human values and complements the other assistance provided.
- **The Elderly** programme encourages senior citizens to get involved, helping them to feel more an active part of the community, organising activities in which they can participate with others, transmitting and sharing their experiences whilst also helping the most vulnerable people to integrate better within society.
- Within the **Aid for Social Initiative Projects** programme, the Foundation collaborates with over 1,500 non-profit organisations to promote initiatives aimed at improving the quality of life of those most in need as well as supporting equal opportunities.

- The **Fundación de la Esperanza** works in collaboration with a wide network of organisations and agents in the neighbourhood, as well as with volunteers.
- The **Work4Progress (W4P)** programme supports the creation of open innovation platforms to promote the employment of women and young adults in Peru, India, Mozambique and Colombia by means of collaborative consortia between local civil society organisations, the private sector, public authorities, universities and Spanish NGOs.
- **Participatory Concerts** are another example of direct community participation, offering a unique experience for all fans of choral music.
- **EduCaixa** has maintained and established new alliances with the educational community, both nationally and internationally, to promote educational change in tune with the new needs of the 21st century. EduCaixa also supports schools that wish to evaluate educational interventions aimed at developing pupils’ skills, as well as sharing their best practices with the rest of the educational community.
- Through the **ProFuturo** educational project, together with Fundación Telefónica, “la Caixa” Foundation fights to reduce the educational gap in the world. This programme promotes local alliances with institutions, companies and international agents that wish to collaborate in bringing education to children, young people and teachers throughout the world.

### Protecting the health and safety of visitors to the centres and participants in the activities

“la Caixa” Foundation ensures the health and safety of its visitors and users by implementing self-protection and emergency plans at all its centres, so that people know how to act in the event of an emergency. In line with this undertaking, training is also provided every year for the

Foundation's employees as well as those of the contractors at the different centres, and emergency drills are held. A risk assessment of each centre is also carried out, reviewing the public areas of all buildings and related emergency actions.

The Foundation has set up protection measures such as semi-automatic external defibrillators (SAED), fire extinguishers and fire detection devices at its operational sites, all compliant with current legislation, to ensure the physical safety

*“la Caixa” Foundation is concerned with adapting initiatives to the needs of the beneficiaries and ensuring the activities provide added value for the local community.*



## Commitment to people

of its beneficiaries and users. It has also engaged the services of a private security firm to ensure the safety of visitors to its centres\*. This company is bound by the most relevant corporate policies of "la Caixa" Foundation and is subject to strict controls in terms of security, emergencies and occupational health and safety, among other concerns. Likewise, in terms of equal opportunities between men and women, the security firm undertakes to fully comply with the regulations in force.

The Foundation also has structures in place to protect the privacy of customer data, including the Executive Committee for Privacy and the Delegate Committee for Privacy, whose function is to ensure compliance with regulations concerning customer privacy and guarantee the security of information. The Data Protection Officer is in charge of managing communications relating to data protection passed on via the Foundation's privacy channel. A person has also been made responsible for Information Security, coordinating all the efforts made in this respect.

### User satisfaction and attention

"la Caixa" Foundation wants its users to be satisfied and duly attended and, to this end, has established the following means of communication with them:

- A corporate website ([www.fundacionlacaixa.org](http://www.fundacionlacaixa.org)) that provides information on the projects and initiatives, as well as corporate announcements. It also provides information on the structure, governance and corporate documents, with a user service section.
- A freephone number (900 223 040) available every day from 9am to 5pm.
- An email address ([info@contact.fundaciolacaixa.org](mailto:info@contact.fundaciolacaixa.org)).
- A Customer Service Office to resolve any complaints or grievances.
- Complaint forms are also available for users at all the centres, in addition to the official forms set up by the autonomous region in question. The most common grievances include minor complaints such as room temperature, noise or the language of the support material.



\* The centres using these security services are: CaixaForum Barcelona, CaixaForum Lleida, CaixaForum Tarragona, CaixaForum Girona, CaixaForum Macaya, CaixaForum Madrid, CaixaForum Palma, CaixaForum Seville, CaixaForum Valencia, CaixaForum Zaragoza, Cap Roig Gardens and the Science Museum CosmoCaixa.

## 2.3. The Foundation's suppliers

Since it was first set up in 1904, "la Caixa" Foundation has been one of the organisations most committed to local development, both in social and economic terms. In addition to its important role in hiring local workers, the Foundation is also committed to purchasing from local suppliers; i.e. those located in Spain. In 2023, 77% of the suppliers were domestic. As of 31 December, the volume of purchases made by the Foundation from suppliers totalled over 203 million euros, of which 95% went to Spanish suppliers.

The Foundation not only takes into account the importance of prioritising local suppliers but also considers it vitally important to maintain a responsible value chain, in line with the organisation's principles and values.

The Foundation also promotes the hiring of service providers from special employment centres (CET in Spanish).

"la Caixa" Foundation encourages the application of the principles of its Code of Ethics in those organisations with which it has contractual relations and carries out collaborations, as well as promoting compliance with the laws and regulations in force, integrity and transparency, social and environmental responsibility, respect for people, professionalism and teamwork.

The clauses included in the contracts cover the following aspects:

- Ethical undertakings, especially with regard to integrity, respect for confidentiality and intellectual property rights.
- Declaration of a knowledge of and strict compliance with Royal Legislative Decree 1/2013, of 29 November, approving the revised text of the General Law on the rights of persons with a disability and their social inclusion, or any regulations replacing this law.

- Compliance with environmental regulations, whereby both parties are committed to respecting the environment and promoting sustainable development. This clause also requires suppliers to implement and maintain an up-to-date environmental policy and to make progress, as far as possible, in improving its environmental practices, in accordance with the regulations governing its activity.
- Compliance with current health and safety legislation.
- All suppliers must understand, respect and accept the Ten Principles of the United Nations Global Compact, which include respect for internationally recognised human and labour rights, environmental protection and anti-corruption.



**4,095**  
SUPPLIERS

**77%**  
DOMESTIC  
SUPPLIERS

**€203**  
million  
in PURCHASES  
from suppliers

**95%**  
PURCHASES  
from DOMESTIC  
suppliers

# *Commitment to the environment*



In its commitment to combat climate change and promote a circular, zero-carbon economy, "la Caixa" Foundation monitors the environmental impact of its activity and works to reduce this and promote sustainable development, prioritising the efficient use of resources, the prevention of contamination and the correct management of the waste it generates.

Data 2023:



### Energy

**23,750,342 kWh**  
TOTAL ENERGY  
consumed

**93%**  
of the energy consumed  
comes from **RENEWABLE  
SOURCES**

**409,673 kWh**  
of **RENEWABLE ENERGY**  
produced



### Water

**66,516 m3**  
of **WATER** consumed

**2,748 m3**  
**RECYCLED**



### Paper

**5,000 kg**  
of **PAPER** consumed

**69%**  
of the paper consumed  
is **RECYCLED**



### Waste

**437,429 t**  
of **WASTE** produced



### Emissions

**64,997**  
GHG **EMISSIONS**  
(tCo<sub>2</sub>)

## *Commitment to the environment*

### 3.1. Environmental and energy policy

“la Caixa” Foundation is committed to respecting the natural environment, an undertaking that goes beyond its legal obligations and is reinforced by its adherence to the Ten Principles of the United Nations Global Compact.

In order to promote continuous improvement in its environmental performance, “la Caixa” Foundation has kept its ISO 14001:2015 environmental management certifications in force in 2023, with compliance certified by an independent body. This certification covers the following activities: administrative, social, cultural, bookshop and shop services, management of the restaurant activity and the rental or lease of spaces for the Science Museum CosmoCaixa, the CaixaForum centres in Barcelona, Madrid, Seville, Zaragoza, Palma, Girona, Lleida and Tarragona, CaixaForum Macaya and the Espacio Fundación “la Caixa” centres in Madrid, Girona and Murcia. “la Caixa” Foundation also has additional

certification, adhering to the community environmental management and audit system in compliance with the provisions of EMAS Regulation (EU) 2017/1505.

One fundamental aspect of “la Caixa” Foundation’s environmental management is the development of efficient and sustainable energy management at its main centres. Proof of this is the ISO 50001 certification obtained in 2016 for the Science Museum CosmoCaixa and, subsequently, for the rest of the centres mentioned above. Both certifications are currently in force.

In 2023, the organisation continued with its procedures to obtain the new certification planned for 2024, namely ISO 14006 certification for eco-design management, which will be aimed at applying sustainability criteria to the design and production of exhibitions at the CaixaForum centres and Science Museum CosmoCaixa.



## ”la Caixa” Foundation’s commitment to the environment is based on the following principles:



**Comply with the environmental legislation and regulations** applicable to its activities, as well as with other commitments undertaken by the Group voluntarily.



Apply, as far as possible, **environmental principles and best practices** in all its actions



**Train and raise awareness among employees**, involving them in the Foundation’s environmental policy and campaigns.



Use resources sustainably and work towards **mitigating climate change**.



Establish and monitor the **environmental management system**, promoting continuous improvements to enhance environmental performance.



**Prevent contaminating actions** by gradually implementing the corresponding improvement measures and taking into account all the necessary aspects to ensure the environment is protected.



Disseminate the organisation’s **environmental and energy policy** by publishing it on the institutional website in order to raise awareness among suppliers of goods and services of the need to comply with good environmental practices when carrying out the work under contract.



Make the **environmental and energy policy** available to all stakeholders.

## Commitment to the environment

The Foundation also encourages employees to follow the good environmental and energy practices recommended by the Manual of Good Environmental and Energy Practices. This text has been available since 2019 and aims to guide employees' day-to-day work towards sustainable consumption.

Thanks to these commitments, "la Caixa" Foundation is a pioneer in promoting good environmental practices. For instance, the Foundation has set up a portal with details of the environmental and energy regulations in force, which can be consulted at any time by its site managers. There is also a monitoring procedure and measures aimed at adapting to changes in legislation, ensuring the principles of anticipation and precaution.

In order to promote these undertakings and put them into practice, in 2023 "la Caixa" Foundation renewed the signing of its Environmental and Energy Policy, which seeks to instil awareness and commitment in its employees and managers at all times regarding the correct application of the rules related to business ethics and integrity in the environmental and energy fields.

The Foundation has also defined an Environmental and Energy programme, which is updated annually and provides details of all the environmental and energy goals set by the organisation. In 2022, the following goals for 2023 were established and almost all of them have been achieved:

- Increase the impact of environmental communication on external and internal stakeholders.
- Introduce environmental sustainability criteria in the organization of exhibitions at CaixaForum and the Science Museum CosmoCaixa.
- Apply water-saving measures at the Science Museum CosmoCaixa: promote the reuse of

water from the Flooded Forest for other purposes in the centre.

- Apply water-saving measures at CaixaForum Zaragoza: replacing grass with gravel in the English Garden.
- Extend the monitoring of water consumption in the Cap Roig Gardens to define future water-saving measures.

### **The goals for the next fiscal year related to environmental management are as follows:**

- Reuse the water from the Science Museum CosmoCaixa Flooded Forest for other uses.
- Change the irrigation system for the Green Wall at CaixaForum Madrid, replacing it with a drip system.
- Install a water consumption control system differentiated by floor at CaixaForum Macaya.
- LEED certification for Cap Roig and CaixaForum Valencia.
- Reduce the amount of water taken from the Cap Roig well.

The "la Caixa" Foundation centres represent a great opportunity for the continuous improvement of and reduction in environmental impact. For this reason, the centres have procedures to identify and assess environmental threats and opportunities in terms of their probability and potential impact (considering strategic, support and operational processes). The corresponding monitoring indicators and action plans are also defined for the different risks and opportunities identified, with appropriate measures to mitigate these risks or take advantage of the opportunities, such as systems for measuring water consumption and water pollution, waste generation, refrigerant gas leaks, air and water pollution.

*“la Caixa” Foundation  
has procedures in place  
to identify and assess  
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and opportunities  
in terms of their  
probability and  
potential impact.*



## Commitment to the environment

### 3.2. Responsible energy consumption

"la Caixa" Foundation's unique facilities, such as the Science Museum CosmoCaixa and the CaixaForum centres, are integrated within a certified environmental and energy management system that guarantees the control of energy consumption, as well as defining and applying goals and measures to save energy at the different sites.

With the aim of achieving greater energy efficiency, as well as preventing and reducing carbon emissions that affect the environment, "la Caixa" Foundation has defined various initiatives which achieved energy savings of 186,861 kWh in 2023 compared with 2022. These are:

- Automatic switch-off of office lights between 8 pm and 6 am and lights switched off throughout the weekend.
- Reduce lighting-associated consumption by implementing a plan to replace lighting fixtures with low-consumption alternatives at Science Museum CosmoCaixa Barcelona and

the CaixaForum centres in Barcelona, Madrid, Seville, Zaragoza, Palma, Lleida and Girona.

- Measures to optimise electricity consumption: hourly adjustments in HVAC settings, for instance the air renewal rate, at the Espacio Fundación "la Caixa" centres in Murcia, Madrid and Girona.
- Replace the entire air-conditioning installation at Espacio Fundación "la Caixa" Madrid.
- Install an air curtain and recuperator at Espacio Fundación "la Caixa" Murcia.
- Integrate Cap Roig and CaixaForum Valencia in the (DSET) energy consumption monitoring system, as well as in the environmental and energy management system for the centres.

In relation to the production of renewable energy achieved in 2023 at Science Museum CosmoCaixa Barcelona, the CaixaForum Seville, CaixaForum Zaragoza and Cap Roig, a total contribution of 409,673 kWh was recorded for these centres.

*93% of the energy  
consumed by  
"la Caixa" Foundation  
in 2023 was from  
renewable sources.*

## Annual energy consumption in absolute values (kWh)

	2021	2022	2023
Electricity supply with GdO (guaranteed renewable source)	21,302,000	20,341,836	21,636,804
Power supply without GdO	0	697,303	0
Production of renewable energy for self-consumption (from the Foundation's photovoltaic installations and solar thermal panels) (kWh)	172,480	273,426	409,673
Natural gas (kWh)	1,989,198	1,694,041	1,689,254
Petrol	-	-	-
Diesel	9,430	150,089	14,611
<b>Total renewable</b>	<b>21,474,480</b>	<b>20,615,262</b>	<b>22,046,477</b>
%	91%	89%	93%
<b>Total non-renewable</b>	<b>1,998,628</b>	<b>2,541,433</b>	<b>1,703,865</b>
%	9%	11%	7%
<b>Total gas and electricity + internally produced energy + fuel</b>	<b>23,473,108</b>	<b>23,156,695</b>	<b>23,750,342</b>



*Commitment to the environment*

### 3.3. Responsible water consumption

Water consumption by "la Caixa" Foundation totalled 66,516 m<sup>3</sup> in 2023 (52,222 m<sup>3</sup> in 2022). This amount was mainly used for the toilets and restaurants at the Foundation's own centres and comes from the mains supply.

As part of its commitment to the environment, "la Caixa" Foundation encourages the sustainable use of resources. One example of this is the construction, at CaixaForum Madrid, of an installation that enables water to be reused for irrigation in its vertical garden. Some of the water used is channelled via recycling tanks for later reuse in irrigation. Thanks to this installation, a total of

182 m<sup>3</sup> of water was recycled at this centre in 2023.

Water recycling measures are also employed at the Science Museum CosmoCaixa, particularly at its emblematic Flooded Forest which reproduces the environmental conditions of the Amazon rain-forest. A special pumping system circulates the water so it can be treated and reused, resulting in a very considerable reduction in overall water consumption at this location. In 2022, the levels of recirculated water recorded at CosmoCaixa reached the substantial amount of 2,566 m<sup>3</sup>.

Water consumption	2021	2022	2023
Water consumption (m <sup>3</sup> )	37,083	52,222	66,516

Water recycled (m <sup>3</sup> )	2021	2022	2023
CaixaForum Madrid	312	189	182
Science Museum CosmoCaixa - Flooded Forest	3,866	3,940	2,566



## 3.4. Climate change

In relation to the Ministry for Ecological Transition's Registry of carbon footprint, CO<sub>2</sub> offsetting and absorption projects, in 2023 "la Caixa" Foundation offset part of its CO<sub>2</sub> emissions associated with the 2022 fiscal year. The Foundation has focused its efforts on two significant projects. Firstly, it has invested in forest protection in Koh Kong province (Cambodia), covering parts of the Southern Cardamom National Park and the Tatai Wildlife Sanctuary, thus protecting a critical part of the Cardamom Mountains Rainforest Ecoregion. This project will offset 1,213 tonnes of CO<sub>2</sub>.

At a regional level, the Foundation has supported the creation of an Intelligent Forest in the province of Cáceres, thereby helping to combat desertification, protect aquifers and create rural employment. The plan is to plant 2,256 trees of native species, which will offset 913 tonnes of CO<sub>2</sub>.

The carbon footprint of "la Caixa" Foundation is divided into Scope 1 (direct GHG emissions

from natural gas and diesel consumption and also refrigerant gas leaks), Scope 2 (indirect GHG emissions associated with the electricity consumed), and finally Scope 3 (other indirect emissions derived from a wide variety of aspects, such as the purchase of goods and services, capital goods, visitor transportation and corporate travel, among others).

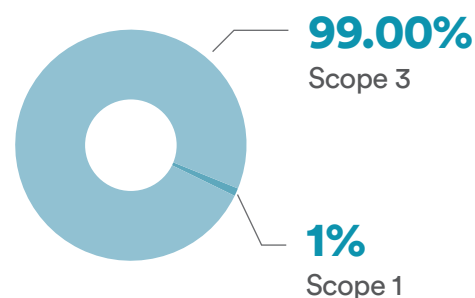
In 2023, Scope 2 emissions related to electricity consumed were zero because all the electricity consumed by the Foundation came from renewable sources.

With regard to Scope 3, it should be noted that this increased considerably in 2022 and 2023 due to the inclusion of new indirect emissions that were never considered before. This should not be interpreted as an actual rise in emissions but rather as an improvement and expansion of the aspects included within the Scope's calculation.

The details of "la Caixa" Foundation's carbon footprint are given below.

### Greenhouse gas emissions (tCO<sub>2</sub>)

	2021	2022	2023
305-1 Direct CO <sub>2</sub> emissions (Scope 1) - vehicles leased in the company's name, refrigerant gas from refrigeration units	803	791	782
305-2 Indirect CO <sub>2</sub> emissions (Scope 2)	-	167	-
305-3 Other indirect CO <sub>2</sub> emissions (Scope 3)	1,322	61,374	64,215
<b>Total emissions</b>	<b>2,125</b>	<b>62,332</b>	<b>64,997</b>



## *Commitment to the environment*

### 3.5. Protecting biodiversity

“la Caixa” Foundation considers the protection of the planet's natural habitats and biodiversity to be fundamental. For this reason, its entities implement various initiatives with the aim of preventing or mitigating any negative impact on protected natural areas, as well as promoting the conservation of such areas' wealth.

The Cap Roig Gardens project is the only one located in an area of interest for biodiversity (17 hectares). “la Caixa” Foundation has therefore established a special urban development plan to mitigate the risks of negative impacts on biodiversity, preserving the cultural, ecological and scenic characteristics of the site. A plan to

control the spread of invasive allochthonous species has also been in place since 2019 to preserve the botanical garden's habitat, as well as carrying out forest management to prevent fires.

The year 2022 saw the completion of the Cap Roig Auditorium, which has been built obtaining LEED certification that recognises the efforts made to minimise the environmental impact of the building. Another highlight of Cap Roig is the project to bury its power lines. This has improved the integration of Cap Roig's activity within the environment and reduced the impact on the landscape associated with its electricity supply.

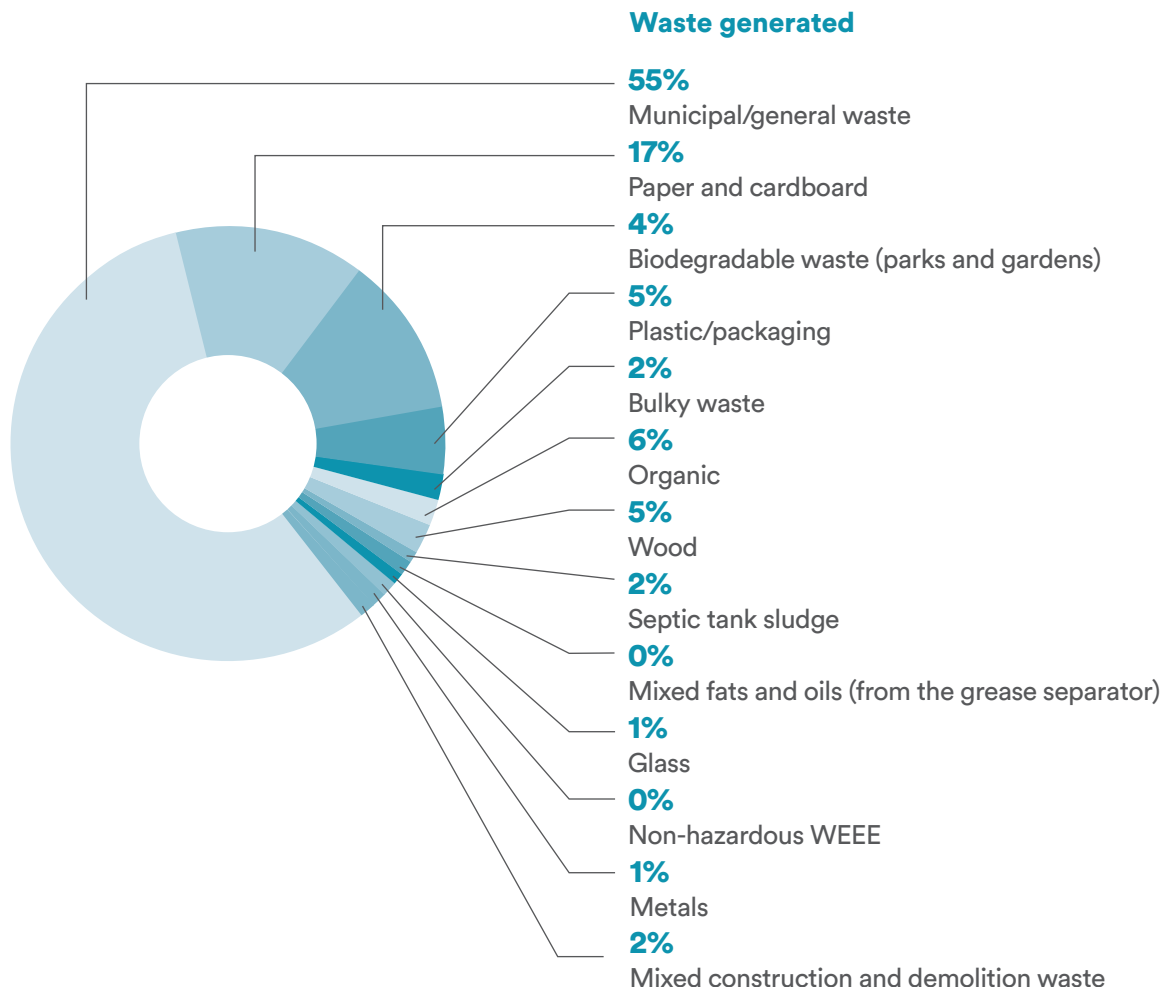


## 3.6. The circular economy and waste prevention and management

The promotion of a circular economy as well as the correct management of waste are some of the most important points for the Foundation in terms of its environmental commitment. For this reason, the Foundation has created a waste management procedure to establish the correct management of the waste produced at its different work and activity centres. In order to ensure this waste management procedure is applied correctly, plans are developed to monitor and measure its performance in this area,

in accordance with the criteria of the ISO 14001 standard which provides the organisation with a framework for the efficient management of any waste produced at the Foundation's facilities and centres.

Below is a chart of the main waste produced in 2023 by the Foundation, resulting from its most significant operational sites. In 2023, the Foundation managed to recover 77% of the total waste generated.



# *About the report*



The following are the stakeholders of "la Caixa" Foundation; the double materiality analysis that has allowed us to determine the social, environmental and governance areas which our organisation should focus on; and, lastly, we also provide the GRI content index.

## About the report

# 4.1. The Foundation's stakeholders

"la Caixa" Foundation is firmly committed to maintaining fluid, transparent relations with its stakeholders, with special attention to the local communities where it implements its initiatives. Maintaining constant dialogue with stakeholders forms part of the dynamics of the areas and departments.

The stakeholders of "la Caixa" Foundation are divided into internal and external.

→ **Internal.** Employees.

→ **External.** Public authorities, beneficiaries and users, suppliers, NGOs and third sector associations, public bodies and the educational, scientific and academic community.

In order to meet the expectations of these stakeholders, particularly the external ones, in addition to the traditional channels of communication, "la Caixa" Foundation also has stakeholder satisfaction surveys for the projects carried out.

# 4.2. Double materiality analysis

"la Caixa" Foundation completed its materiality assessment in 2022 and has adopted the concept of double materiality to clearly distinguish between its internal and external impacts. This procedure has considered the significant impacts generated by "la Caixa" Foundation externally, regardless of whether they are material for its business. This approach takes into account the needs and interests of stakeholders, thereby promoting greater corporate transparency.

By identifying the topics that are financially important, "la Caixa" Foundation can focus on the priorities that really affect the organisation. Understanding the connection between the internal and external impacts of an issue enables the Foundation to address these impacts by means of an appropriate management plan, as well as to report meaningfully on these topics to the various stakeholders.

## List of possible material topics

The decision-making processes that are carried out take into account the expectations and interests of stakeholders. The Foundation has conducted a double materiality analysis to identify material topics in the social, environmental and governance sphere.

Methodology used:

- Identification of the list of potentially material topics.
- Summary of the list of material topics.
- Classification into five strategic areas: environment, labour practices, society, finance and corporate governance.
- Prioritisation of material topics.

In addition, an external analysis based on the expectations of the most relevant stakeholders of "la Caixa" Foundation was also considered.

## List of possible material topics

---

### Possible material topics

- 1 Long-term sustainability of the business (GRI 201)
- 2 Resilience to macroeconomic and socio-political changes (Non-GRI)
- 3 Sustainability of the supply chain (GRI 204)
- 4 Good governance and professional ethics (GRI 2 / GRI 205)
- 5 Responsible communication (including: transparency, communication and accountability) (Non-GRI)
- 6 Privacy and confidentiality of information (GRI 418)
- 7 Respect for human rights (GRI 412)
- 8 Responsible management of material resources (GRI 301)
- 9 Responsible management of natural resources (GRI 302 / GRI 303)
- 10 Combating climate change (GRI 305)
- 11 Appropriate waste management (GRI 306)
- 12 Eco-efficient centres (Non-GRI)
- 13 Promoting good quality employment (GRI 401)
- 14 Assuring occupational health and safety (GRI 403)
- 15 Training and professional development (GRI 404)
- 16 Diversity, equality and non-discrimination (GRI 405 / GRI 406)
- 17 Safety and protecting health (GRI 416)
- 18 Programmes with socio-economic impact (Non-GRI)
- 19 Alliances and relationships with stakeholders and social engagement (GRI 413)
- 20 Promoting innovation (Non-GRI)

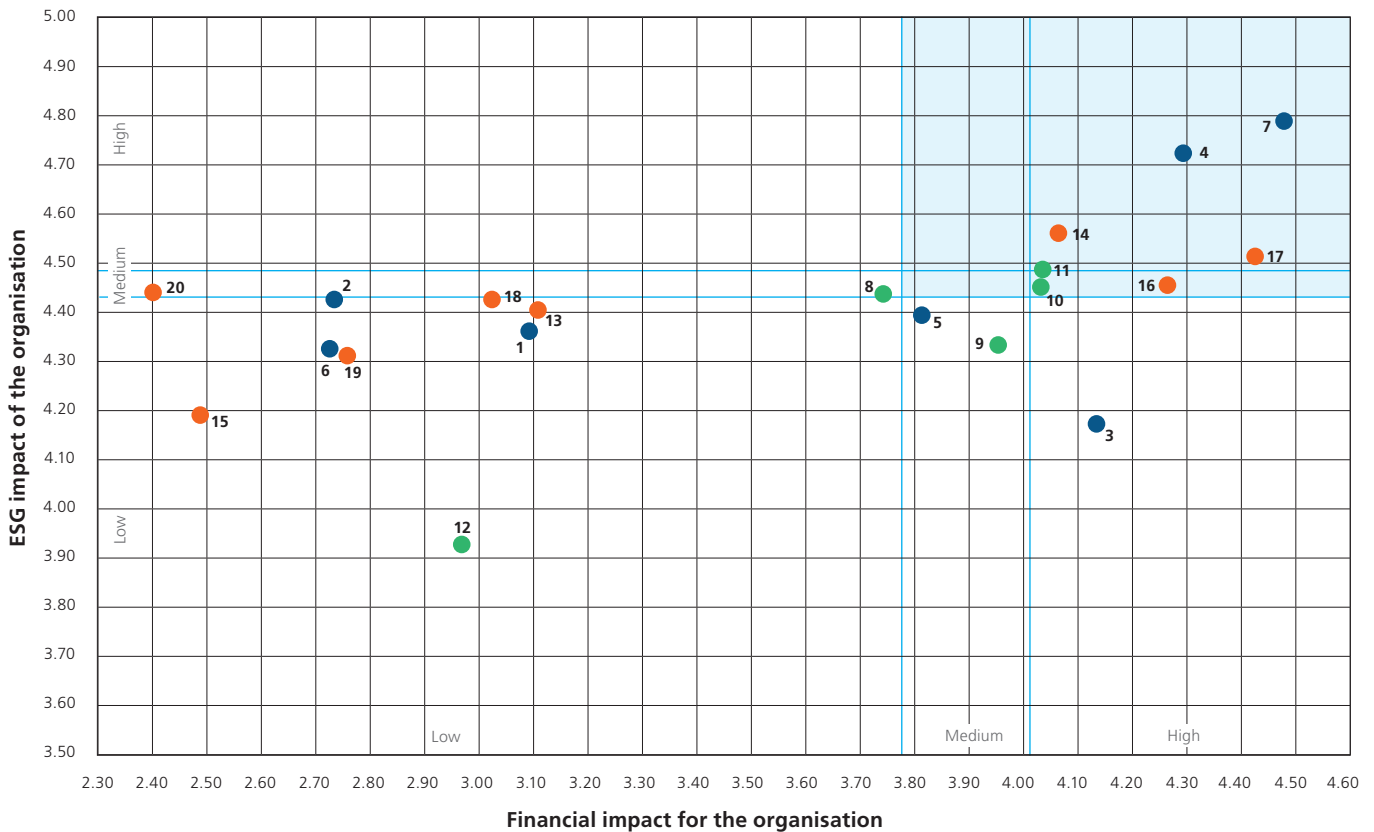
## About the report

The materiality matrix is shown below, using two axes:

- Materiality of the impact
- Financial materiality

Through the double materiality analysis carried out, eight material topics have been determined which "la Caixa" Foundation must report on via its *Sustainability Report*.

### Materiality matrix



The following have been identified as the main material topics:

ENVIRONMENTAL	SOCIAL		GOVERNANCE	
<b>Environment</b>	<b>Labour practices</b>	<b>Society</b>	<b>Finance</b>	<b>Corporate governance</b>
<b>Appropriate waste management</b> (GRI 306)	<b>Diversity, equality and non-discrimination</b> (GRI 405 / GRI 406)	<b>Safety and protecting health</b> (GRI 416)	<b>Sustainability of the supply chain</b> (GRI 204)	<b>Good governance and professional ethics</b> (GRI 2 / GRI 205)
<b>Combating climate change</b> (GRI 305)	<b>Assuring occupational health and safety</b> (GRI 403)			<b>Respect for human rights</b> (GRI 412)

## 4.3. GRI content index

"la Caixa" Foundation is reporting the information contained in this GRI content index for the period from 1 January to 31 December 2023 using the GRI Standards as a reference.

### Foundation and general basic contents

GRI Standard indicator	Page number or direct answer																																																																				
<b>GRI 1. Foundation 2022</b>																																																																					
<b>GRI 2. General disclosures 2022</b>																																																																					
<b>Profile of the organisation</b>																																																																					
2-1 Name of the organisation	"la Caixa" Foundation																																																																				
2-2 Entities included in sustainability reporting	This report includes only information relating to "la Caixa" Foundation.																																																																				
2-3 Reporting period, frequency and point of contact	Date of most recent report: 2022 Reporting cycle: Annual																																																																				
2-5 External assurance	This report has not been submitted for external assurance.																																																																				
2-6 Activities, value chain and other business relationships	In 2023 there were no significant changes in the corporate structure of "la Caixa" Foundation or in its supply chain.																																																																				
2-7 Employees	<table border="1"> <thead> <tr> <th>Number of employees, by gender and region (at year-end)</th> <th>2021</th> <th>2022</th> <th>2023</th> </tr> </thead> <tbody> <tr> <td>Women</td> <td>293</td> <td>318</td> <td>325</td> </tr> <tr> <td>% women</td> <td>71%</td> <td>71%</td> <td>71%</td> </tr> <tr> <td>Men</td> <td>119</td> <td>129</td> <td>134</td> </tr> <tr> <td>% men</td> <td>29%</td> <td>29%</td> <td>29%</td> </tr> <tr> <td><b>Total employees</b></td> <td><b>412</b></td> <td><b>447</b></td> <td><b>459</b></td> </tr> <tr> <th>Total number and breakdown of contract type by gender (at year-end)</th> <th>2021</th> <th>2022</th> <th>2023</th> </tr> <tr> <td colspan="4"><b>Permanent contracts</b></td> </tr> <tr> <td>Men</td> <td>112</td> <td>127</td> <td>134</td> </tr> <tr> <td>Women</td> <td>271</td> <td>314</td> <td>324</td> </tr> <tr> <td><b>Total permanent employees</b></td> <td><b>383</b></td> <td><b>441</b></td> <td><b>458</b></td> </tr> <tr> <td>%</td> <td>93%</td> <td>99%</td> <td>100%</td> </tr> <tr> <td colspan="4"><b>Temporary contracts</b></td> </tr> <tr> <td>Men</td> <td>7</td> <td>2</td> <td>0</td> </tr> <tr> <td>Women</td> <td>22</td> <td>4</td> <td>1</td> </tr> <tr> <td><b>Total temporary employees</b></td> <td><b>29</b></td> <td><b>6</b></td> <td><b>1</b></td> </tr> <tr> <td>%</td> <td>7%</td> <td>1%</td> <td>0%</td> </tr> </tbody> </table>	Number of employees, by gender and region (at year-end)	2021	2022	2023	Women	293	318	325	% women	71%	71%	71%	Men	119	129	134	% men	29%	29%	29%	<b>Total employees</b>	<b>412</b>	<b>447</b>	<b>459</b>	Total number and breakdown of contract type by gender (at year-end)	2021	2022	2023	<b>Permanent contracts</b>				Men	112	127	134	Women	271	314	324	<b>Total permanent employees</b>	<b>383</b>	<b>441</b>	<b>458</b>	%	93%	99%	100%	<b>Temporary contracts</b>				Men	7	2	0	Women	22	4	1	<b>Total temporary employees</b>	<b>29</b>	<b>6</b>	<b>1</b>	%	7%	1%	0%
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Women	271	314	324																																																																		
<b>Total permanent employees</b>	<b>383</b>	<b>441</b>	<b>458</b>																																																																		
%	93%	99%	100%																																																																		
<b>Temporary contracts</b>																																																																					
Men	7	2	0																																																																		
Women	22	4	1																																																																		
<b>Total temporary employees</b>	<b>29</b>	<b>6</b>	<b>1</b>																																																																		
%	7%	1%	0%																																																																		

## About the report

GRI Standard indicator	Page number or direct answer																																																
2-7 Employees	<table border="1"> <thead> <tr> <th>Total number and breakdown of contract type by gender (at year-end)</th> <th>2021</th> <th>2022</th> <th>2023</th> </tr> </thead> <tbody> <tr> <td colspan="4"><b>Full-time contract</b></td> </tr> <tr> <td>Men</td> <td>116</td> <td>126</td> <td>131</td> </tr> <tr> <td>Women</td> <td>280</td> <td>305</td> <td>313</td> </tr> <tr> <td><b>Total full-time employees</b></td> <td><b>396</b></td> <td><b>431</b></td> <td><b>444</b></td> </tr> <tr> <td>%</td> <td>96%</td> <td>96%</td> <td>97%</td> </tr> <tr> <td colspan="4"><b>Part-time contract</b></td> </tr> <tr> <td>Men</td> <td>3</td> <td>3</td> <td>3</td> </tr> <tr> <td>Women</td> <td>13</td> <td>13</td> <td>12</td> </tr> <tr> <td><b>Total part-time employees</b></td> <td><b>16</b></td> <td><b>16</b></td> <td><b>15</b></td> </tr> <tr> <td>%</td> <td>4%</td> <td>4%</td> <td>3%</td> </tr> <tr> <td><b>TOTAL EMPLOYEES (complete workforce)</b></td> <td><b>412</b></td> <td><b>447</b></td> <td><b>459</b></td> </tr> </tbody> </table>	Total number and breakdown of contract type by gender (at year-end)	2021	2022	2023	<b>Full-time contract</b>				Men	116	126	131	Women	280	305	313	<b>Total full-time employees</b>	<b>396</b>	<b>431</b>	<b>444</b>	%	96%	96%	97%	<b>Part-time contract</b>				Men	3	3	3	Women	13	13	12	<b>Total part-time employees</b>	<b>16</b>	<b>16</b>	<b>15</b>	%	4%	4%	3%	<b>TOTAL EMPLOYEES (complete workforce)</b>	<b>412</b>	<b>447</b>	<b>459</b>
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<b>Strategy</b>																																																	
2-22 Statement regarding the sustainable development strategy	8, 9																																																
<b>Ethics and Integrity</b>																																																	
2-27 Compliance with laws and regulations	<p>In 2023 there were no significant incidents of non-compliance with laws or regulations. There were also no open proceedings, sanctions or other relevant pending regulatory issues that might jeopardise the activity.</p> <p>Specifically, in 2023 no environmental non-compliance occurred resulting in fines or penalties for “la Caixa” Foundation which might be significant in relation to its equity. “la Caixa” Foundation has not identified any significant risks of possible non-compliance related to human rights in the organisation’s direct activities. Likewise, no complaints have been received in this regard.</p>																																																
<b>Governance</b>																																																	
2-9 Governance structure and composition	12																																																
2-11 Chairman of the highest governance body	14																																																
2-14 Highest governance body’s role in sustainability reporting	14																																																
2-18 Evaluation of the highest governance body’s performance	15																																																

GRI Standard indicator	Page number or direct answer								
<b>Stakeholder engagement</b>									
2-29 Approach to stakeholder engagement	44								
2-30 Collective bargaining agreements	100% of the workforce is covered by a collective bargaining agreement. In 2021, "la Caixa" Foundation agreed and published, in Spain's Official Gazette, its 3rd Collective Bargaining Agreement for the years 2021-2023, which corroborates and enhances its commitment to improving the working conditions of its employees.								
	<table border="1"> <thead> <tr> <th></th> <th>2021</th> <th>2022</th> <th>2023</th> </tr> </thead> <tbody> <tr> <td>Workforce covered by the agreement</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> </tbody> </table>		2021	2022	2023	Workforce covered by the agreement	100%	100%	100%
	2021	2022	2023						
Workforce covered by the agreement	100%	100%	100%						
<b>Material topics</b>									
3-1 Process to determine material topics	44								
3-2 List of material topics	45								

## Economic and governance topics

GRI Standard indicator	Page number or direct answer																				
<b>GRI 204. Sustainability in the supply chain</b>																					
3-3 Management of material topics	33																				
204-1 Proportion of spending on local suppliers	<table border="1"> <thead> <tr> <th>Main supplier indicators</th> <th>2021</th> <th>2022</th> <th>2023</th> </tr> </thead> <tbody> <tr> <td>Number of suppliers with orders</td> <td>3,891</td> <td>4,089</td> <td>4,095</td> </tr> <tr> <td>Volume of purchases from suppliers (million euros)</td> <td>174 €</td> <td>202 €</td> <td>203 €</td> </tr> <tr> <td><b>% domestic suppliers (Spain) over total number of suppliers</b></td> <td><b>78.26%</b></td> <td><b>79.31%</b></td> <td><b>76.75%</b></td> </tr> <tr> <td><b>% invoicing to domestic suppliers (Spain) (inc. VAT)</b></td> <td><b>94%</b></td> <td><b>93%</b></td> <td><b>95%</b></td> </tr> </tbody> </table>	Main supplier indicators	2021	2022	2023	Number of suppliers with orders	3,891	4,089	4,095	Volume of purchases from suppliers (million euros)	174 €	202 €	203 €	<b>% domestic suppliers (Spain) over total number of suppliers</b>	<b>78.26%</b>	<b>79.31%</b>	<b>76.75%</b>	<b>% invoicing to domestic suppliers (Spain) (inc. VAT)</b>	<b>94%</b>	<b>93%</b>	<b>95%</b>
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<b>GRI 205. Good governance and corporate ethics</b>																					
3-3 Management of material topics	12																				
205-2 Communication and training about anti-corruption policies and procedures	12																				
205-3 Confirmed incidents of corruption and measures taken	In 2023 there was no confirmed incident recorded of corruption within "la Caixa" Foundation.																				
<b>GRI 412. Respect for human rights</b>																					
3-3 Management of material topics	12																				
412-2 Employee training on human rights policies or procedures	13																				

## About the report

### Environmental topics

GRI Standard indicator		Page number or direct answer										
<b>GRI 305. Combating climate change</b>												
3-3 Management of material topics		33										
305-1 Direct (Scope 1) GHG emissions		39										
305-2 Energy indirect (Scope 2) GHG emissions		39										
305-3 Other indirect (Scope 3) GHG emissions		39										
<b>GRI 306. Appropriate waste management</b>												
3-3 Management of material topics		41										
306-3 Waste generated		41										
Name/description of waste	EWL code	Quantity collected		Hazard (H/NH)	Quantity managed via RECOVERY		Quantity managed via DISPOSAL		Quantity managed via MUNICIPAL COLLECTION		Quantity managed via UNKNOWN operations (ND)	
		t	m <sup>3</sup>		t	m <sup>3</sup>	t	m <sup>3</sup>	t	m <sup>3</sup>	t	m <sup>3</sup>
Coffee capsules	20304	0.162	0.0	NP	0.000	0.000	0.000	0.000	0.000	0.000	0.162	0.000
Waste printing toner	80318	0.013	0.0	NP	0.009	0.000	0.000	0.000	0.000	0.000	0.004	0.000
Glass	101112	0.000	0.0	NP	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
Paper and cardboard packaging	150101	0.137	0.0	NP	0.000	0.000	0.000	0.000	0.000	0.000	0.137	0.000
Plastic packaging	150102	0.327	0.0	NP	0.000	0.000	0.000	0.000	0.000	0.000	0.327	0.000
Non-hazardous WEEE	160214	0.075	0.0	NP	0.000	0.000	0.000	0.000	0.000	0.000	0.075	0.000
Non-hazardous alkaline batteries	160604	0.013	0.0	NP	0.013	0.000	0.000	0.000	0.000	0.000	0.000	0.000
Wood	170201	4.685	35.5	NP	3.525	0.000	0.300	0.000	0.000	0.000	0.860	35.500
Plastic	170203	1.143	1.0	NP	1.000	0.000	0.000	0.000	0.020	0.000	0.123	1.000
Iron and steel	170405	0.520	0.0	NP	0.000	0.000	0.000	0.000	0.000	0.000	0.520	0.000
Aluminium	170402	0.040	0.0	NP	0.000	0.000	0.000	0.000	0.000	0.000	0.040	0.000
Mixed waste from construction and demolition	170904	8.060	39.0	NP	8.000	39.000	0.000	0.000	0.000	0.000	0.060	0.000
Mix of fats and oils (from the grease separator)	190809	0.000	0.0	NP	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
Ferrous metals	191202	0.000	0.0	NP	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
Paper and cardboard	200101	73.298	918.0	NP	71.325	889.000	0.200	0.000	0.155	0.000	1.618	29.000
Glass	200102	7.095	18.6	NP	6.865	18.640	0.000	0.000	0.010	0.000	0.220	0.000
Used vegetable oils	200105	1.305	0.0	NP	0.000	0.000	0.000	0.000	0.000	0.000	1.305	0.000
Organic fraction	200108	28.037	114.100	NP	26.375	114.100	0.000	0.000	0.000	0.000	1.662	0.000
Non-hazardous WEEE	200136	1.044	10.0	NP	0.934	10.00	0.000	0.000	0.005	0.000	0.105	0.000
Wood	200138	17.016	124.0	NP	16.356	124.000	0.000	0.000	0.000	0.000	0.660	0.000
Plastics / Packaging	200139	20.484	497.0	NP	20.471	497.000	0.013	0.000	0.000	0.000	0.000	0.000
Metals	200140	2.100	25.0	NP	1.860	25.00	0.000	0.000	0.080	0.000	0.160	0.000
Biodegradable waste (parks and gardens)	200201	18.140	0.0	NP	18.140	0.000	0.000	0.000	0.000	0.000	0.000	0.000
Municipal waste	200301	239.586	1582.0	NP	148.899	1,582.000	80.705	0.000	0.020	0.000	9.962	0.000
Septic tank sludge	200304	10.000	0.0	NP	10.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
Bulky waste	200307	2.590	9.0	NP	2.590	9.000	0.000	0.000	0.000	0.000	0.000	0.000
Other municipal waste	200399	0.000	0.0	NP	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
Waste paint and varnish	080111	0.054	0.0	P	0.054	0.000	0.000	0.000	0.000	0.000	0.000	0.000
Mineral oils	130205	0.031	0.0	P	0.031	0.000	0.000	0.000	0.000	0.000	0.000	0.000

Name/description of waste	EWL code	Quantity collected		Hazard (H/NH)	Quantity managed via RECOVERY		Quantity managed via DISPOSAL		Quantity managed via MUNICIPAL COLLECTION		Quantity managed via UNKNOWN operations (ND)	
		t	m <sup>3</sup>		t	m <sup>3</sup>	t	m <sup>3</sup>	t	m <sup>3</sup>	t	m <sup>3</sup>
Other solvents and solvent mixtures	140603	0.020	0.0	P	0.020	0.000	0.000	0.000	0.000	0.000	0.000	0.000
Contaminated packaging	150110	0.210	0.0	P	0.110	0.000	0.100	0.000	0.000	0.000	0.000	0.000
Contaminated absorbent material	150202	0.020	0.0	P	0.020	0.000	0.000	0.000	0.000	0.000	0.000	0.000
Laboratory reagents	150506	0.012	0.0	P	0.000	0.000	0.000	0.000	0.000	0.000	0.012	0.000
Organic products with hazardous substances	150508	0.111	0.0	P	0.000	0.000	0.000	0.000	0.000	0.000	0.111	0.000
Hazardous WEEE	160213	0.052	0.0	P	0.052	0.000	0.000	0.000	0.000	0.000	0.000	0.000
Inorganic waste containing hazardous substances	160303	0.245	0.0	P	0.000	0.000	0.245	0.000	0.000	0.000	0.000	0.000
Aerosols	160504	0.057	0.0	P	0.057	0.000	0.000	0.000	0.000	0.000	0.000	0.000
Chemical reagents	160506	0.467	0.0	P	0.009	0.000	0.245	0.000	0.000	0.000	0.213	0.000
Alkaline batteries containing mercury	160603	0.001	0.0	P	0.001	0.000	0.000	0.000	0.000	0.000	0.000	0.000
Health waste (Group III)	180202	0.030	0.0	P	0.000	0.000	0.000	0.000	0.000	0.000	0.030	0.000
Fluorescent tubes	200121	0.099	0.0	P	0.076	0.000	0.000	0.000	0.000	0.000	0.023	0.000
Batteries and accumulators	200133	0.040	0.0	P	0.020	0.000	0.000	0.000	0.000	0.000	0.020	0.000
Hazardous WEEE	200135	0.061	1.0	P	0.061	1.000	0.000	0.000	0.000	0.000	0.000	0.000
Printing toner waste	180317	0.047	0.0	P	0.000	0.000	0.047	0.000	0.000	0.000	0.000	0.000
Biosanitary waste	180103	0.001	0.0	P	0.001	0.000						
<b>Total</b>		<b>437.429</b>	<b>3.374.240</b>		<b>336.874</b>	<b>3,308.740</b>	<b>81.856</b>	<b>0.000</b>	<b>0.290</b>	<b>0.000</b>	<b>18.409</b>	<b>65.500</b>

## Social topics

GRI Standard indicator	Page number or direct answer																																												
<b>GRI 403. Assuring occupational health and safety</b>																																													
3-3 Management of material topics	19																																												
403-1 Occupational health and safety management system	19																																												
403-3 Occupational health and safety services	19																																												
<b>GRI 405 / GRI 406. Diversity, equality and non-discrimination</b>																																													
3-3 Management of material topics	20																																												
405-1 Diversity of governance bodies and employees	<table border="1"> <thead> <tr> <th>Percentage of women by professional category</th> <th>2021</th> <th>2022</th> <th>2023</th> </tr> </thead> <tbody> <tr> <td><b>Managers</b></td> <td>2</td> <td>2</td> <td>2</td> </tr> <tr> <td>%</td> <td>22%</td> <td>25%</td> <td>22%</td> </tr> <tr> <td><b>Supervisors</b></td> <td>21</td> <td>23</td> <td>28</td> </tr> <tr> <td>%</td> <td>50%</td> <td>52%</td> <td>56%</td> </tr> <tr> <td><b>Skilled technicians</b></td> <td>270</td> <td>293</td> <td>295</td> </tr> <tr> <td>%</td> <td>75%</td> <td>74%</td> <td>74%</td> </tr> <tr> <td><b>Unskilled technicians</b></td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>%</td> <td>0%</td> <td>0%</td> <td>0%</td> </tr> <tr> <td><b>Office staff</b></td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>%</td> <td>0%</td> <td>0%</td> <td>0%</td> </tr> </tbody> </table>	Percentage of women by professional category	2021	2022	2023	<b>Managers</b>	2	2	2	%	22%	25%	22%	<b>Supervisors</b>	21	23	28	%	50%	52%	56%	<b>Skilled technicians</b>	270	293	295	%	75%	74%	74%	<b>Unskilled technicians</b>	0	0	0	%	0%	0%	0%	<b>Office staff</b>	0	0	0	%	0%	0%	0%
Percentage of women by professional category	2021	2022	2023																																										
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%	0%	0%	0%																																										

## About the report

405-1 Diversity of governance  
bodies and employees

Headcount by gender and age group (as of 31 December)	2021	2022	2023
<b>Women</b>			
< 30	15	31	17
%	79%	74%	77%
30-44	111	129	121
%	77%	77%	79%
45-55	129	134	132
%	70%	69%	68%
> 55	36	24	55
%	57%	55%	61%
<b>Men</b>			
< 30	4	11	5
%	21%	26%	23%
30-44	33	38	32
%	23%	23%	21%
45-55	55	60	62
%	30%	31%	32%
> 55	27	20	35
%	43%	45%	39%

405-2 Ratio of base salary  
and remuneration of women  
compared to men

Mean remuneration by gender (average salary)	2021	2022	2023
<b>Managers</b>			
Women	234,089.26 €	252,165.83 €	269,105.24 €
Men	238,537.33 €	245,084.40 €	273,196.86 €
<b>Supervisors</b>			
Women	125,418.07 €	129,887.84 €	131,355.50 €
Men	121,917.77 €	133,340.12 €	139,926.92 €
<b>Skilled technicians</b>			
Women	56,989.63 €	56,746.39 €	62,402.30 €
Men	64,747.15 €	63,022.07 €	68,259.69 €
<b>Unskilled technicians</b>			
Women	0.00 €	0.00 €	0.00 €
Men	38,985.96 €	39,937.37 €	42,165.20 €
<b>Office staff</b>			
Women	0.00 €	0.00 €	
Men	0.00 €	0.00 €	

GRI standard indicator	Page number or direct answer
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406-1 Incidents of discrimination and corrective actions taken	No incidents of discrimination occurred during the reporting period.
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GRI 416. Safety and protecting health	
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3-3 Management of material topics	19
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416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	The Foundation has not identified any non-compliance of the regulations or voluntary codes concerning the health and safety impacts of its facilities or activities.
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**TEXTS**

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José Irún (p.35); Oleguer Serra i Prats (p.37); David Campos (p.38); José Irún (p.40);

*End date: 31 December 2023*

**"LA CAIXA" FOUNDATION**

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07001 Palma, Spain

<https://lacaixafoundation.org>



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"la Caixa" Foundation