365 DAYS
OF COMMITMENT

Changing the present, building the future

2017 ANNUAL REPORT

"la Caixa" Banking Foundation
Francesc Moragas was a great cyclist. When he was young, before founding “la Caixa”, he biked all over our land. He also raced in international competitions. Getting up-close to the landscape’s topography, he discovered the country’s vital needs.

The bicycle was invented around the time of Moragas’ birth. At first glance, it is a simple vehicle. However, it is actually the product of genius applied to design. Neither speedy nor slow, it is rather something pondered; its movement is the sum of diverse forces: gravity, reaction, and transmission.

Many of the bicycle’s features and benefits—its forward movement, balance, sustainability and health—are those that Moragas infused into the Welfare Projects, an initiative with a scope of action radiating outward like spokes, moving us towards the future. A century later, the drive behind the endeavour is the same: to promote socio-economic development in order to improve society.

This is the commitment that inspires us to expand our programmes, to intensify our efforts and to advance further so we can reach new heights. Because of this spirit, today we are the number one foundation in Spain and the third in the world in terms of active members. On our journey, each community, neighbourhood, municipality, city and rural area—every region and human being, especially the most vulnerable—deserves our attention. We are committed to each and every single one of them, committed to each place where someone needs us.

As Moragas showed us, the terrain matters, because ultimately, we all inhabit it: volunteers, employees, investors, clients, social and healthcare organisations, schools, research centres, NGOs, etc. With your support, we exude Welfare Projects.

That is why we are very excited about many achievements such as CaixaProinfancia celebrating its tenth year by incorporating new regions into its scope of activity, and the launching of socio-cultural programmes in Portugal. These are just two of the 80 initiatives that we have set in motion by working together in 2017.

Social action is at the heart of what we do. Science and art march on half a century ahead of other realms of society. Yet the institutions devoted to these fields produce the genius that helps to drive social progress. This is why our social initiatives are as important as research innovations and knowledge dissemination.

‘La curva del olvido’ (The Curve of Forgetting) is the name of one of the artworks we acquired for “la Caixa’s” Modern Art Collection. Ana García-Pineda is the up-and-coming artist behind this piece. In it, she tells the story of her grandmother, Armonía. As an illiterate child, she crossed the entire country by mule and train. She died in Barcelona, elderly and suffering from Alzheimer’s. ‘She forgot how to walk. She forgot how to speak. One day she forgot to breathe,’ explains García-Pineda.
This piece conveys the many things that are truly important: an education for everyone, improved quality of life for people with advanced diseases, belonging to a community, employment for self-sufficiency, hope, culture as a transformative social and personal engine, and...

This last ‘and’ is what has inspired us to launch an unprecedented call for proposals for promising biomedical projects devoted to battling the most pressing cardiovascular, neurological and oncological diseases—in order to become an agent of educational transformation for the new century—and to partner with the great international institutions to fulfil our goals.

This has been an intense year. We have been thorough in our work and reaffirmed society’s support for our mission. Receiving the award for the Best National Mediation Project for our Intercultural Community Intervention project is a testament to the outcome of these efforts.

Moragas taught us how to behold the landscape and move forward. Always looking ahead, we invite you to view this annual cycle of 365 days, which paints a picture of our contributions and accomplishments in 2017. What follows reveals 80 gestures as important as walking, speaking and breathing. Exuding Welfare Projects is what propels us towards tomorrow. ‘Today is ever always,’” as Antonio Machado wrote.

Isidro Fainé
Chairman of "la Caixa" Banking Foundation
CaixaProinfancia. 1. Celebrates its 10th anniversary with a tribute to the families and organisations in the 10 cities where the programme originated. 2. The initiative expands to Badajoz, Burgos, Ceuta, Córdoba, Granada, Jerez, El Ejido, Tudela and Valladolid. Work. 3. To mark the 10th year since its founding, the programme honours its beneficiaries, the companies and job placement professionals in the social organisations with which it partners. 4. The new self-employment programme creates 1,061 microenterprises. 5. New online training for job placement professionals. 6. “la Caixa” ‘Empleo Joven’ (Youth Employment) helps companies who hire 16 to 29 year-olds. 7. “la Caixa’s” “Más Empleo” (More Employment) launches an active campaign for social inclusion of people at risk. Intercultural Community Intervention Project. 8. Prize for the best national mediation project. 9. Survey of 10,000 people to gauge project results. The Elderly. 10. A study demonstrates that ‘Vivir bien, sentirse mejor’ (Live Well, Feel Better) empowers senior citizens to develop the life that they desire. 11. The Spanish Society of Geriatrics and Gerontology (SEGG) awards the ‘Siempre Acompañados’ (Always Someone There) programme. 12. ’En forma’ (Fit), a new activity to foster active and healthy aging. Comprehensive Care for People with Advanced Illnesses. 13. The “la Caixa” Foundation promotes the ‘Final de Vida y Soledad’ (Loneliness and End-of-Life) programme in seven Spanish cities. 14. New edition of the Psychosocial and Spiritual Care for People with Advanced Diseases Manual. 15. Pioneering agreement with the Francisco Luzón Foundation to research and treat ALS victims. 16. 128,446 patients and 180,003 families benefit from the Comprehensive Care for People with Advanced Illnesses programme. 17. 94% of patients with advanced diseases improve their quality of life thanks to the psycho-social team’s intervention. Volunteers. 18. “la Caixa” Volunteer Association strengthens its commitment to society and becomes the most active in Spain in its first year of existence. 19. New volunteer platform www.voluntarioslacaixa.org launched. 20. 100 financial education workshops for people at risk of social exclusion. 21. 11,000 people and 1,500 organisations participated in “la Caixa” Group’s 1st Social Initiative Week. 22. The Volunteer Meeting takes place in 12 cities bringing together 2,300 volunteers. 23. The ‘Ningún niño sin bigote’ (No Child Without a Moustache) campaign collects 1,2 million litres of milk. Grants for Social Initiatives. 24. A total of 839 grants for non-profit social initiatives. 25. A total of 43 grants to programmes that support the development of social intervention in rural areas. Social Action in Manresa. 26. New EspaiCaixa Francesc d’Assis in Manresa to address needs of disadvantaged minors. Housing. 27. Consolidation of housing support through rental solidarity and accessible housing. La Esperanza Foundation. 28. La Esperanza Foundation consolidates its ‘+45 y más’ (+45 and Over) programme, a pioneering job placement service for people over 45, and launches two new areas of focus: social housing and energy poverty. International Cooperation. 29. The programme celebrates 20 years since its founding with 600 projects to show for it in Africa, Asia and Latin America. 30. CooperantesCaixa helps 50 NGOs to professionalise over a period of 10 years. 31. Work 4 Progress fosters employment within vulnerable population groups in Peru, Mozambique and India. 32. proFuturo, a strategic alliance with the Telefónica Foundation to promote digital classrooms. 33. Geneva, Dallas, Brussels and New York recognise the “la Caixa” Foundation’s international work. 34. The innovative ‘MOM’ project places the role of mothers at the centre of solving child malnutrition. 35. Strengthening strategic alliances to eradicate pneumonia and malaria. 36. Collaboration with the Red Cross in the first Program for Humanitarian Impact Investment. Scholarships. 37. 35th anniversary of the “la Caixa” scholarships instituted in 1982. 38. 25th anniversary of the Scholarship Recipient Association founded in 1992. 39. Junior Leader, a new call for “la Caixa” post-doctorate scholarship applications. 40. Researchers from 25 countries benefit from “la Caixa” scholarships. Research. 41. The #1 private organisation in Spain and Portugal investing in biomedical research. 42. Unprecedented call for applications for projects demonstrating excellence in the fight against the most prevalent diseases in Spain and Portugal. 43. MIT joins “la Caixa” Banking Foundation funding in research. 44. CaixaImpulse selects 23 new cutting-edge
biomedical research projects. **Innovation.** 45. The creation of four new spin-offs under the CaixaImpulse umbrella. 46. The "la Caixa" Banking Foundation reaches the category of "core partner" of the EIT - European Institute of Innovation and Technology. **Exhibitions at CaixaForum.** 47. European medieval masterpieces and classic Greek art on exhibition in Barcelona and Madrid as a result of the agreement with the British Museum. 48. Goya, Casas, Fortuny and Pichot displayed, thanks to collaboration between the Prado, MNAC and the Alhambra. 49. Important productions dedicated to Andy Warhol, De Chirico and Goya, among others, at the eight CaixaForums. 50. 2017, a year of cinema, with exhibitions dedicated to Walt Disney and Cinémathèque Française masterpieces. **CaixaForum.** 51. Sevilla opens its doors to an 8.100 m² space dedicated to bringing culture to the general public. **"la Caixa" Modern Art Collection.** 52. Exhibitions in Rome, Lisbon and Istanbul. **"la Caixa" Art and Patronage.** 53. Asier Mendizabal, Elba Benítez and Han Nefkens, recipients of "la Caixa" Art and Patronage Prizes, which are open to all participants from society, drawing 273 candidates in this year’s competition. 54. The French-Algerian artist Kader Attia wins the 2017 Joan Miró Prize. 55. Two great musical productions debut, one interactive and one for school children. 56. ¡Cantemos el cine! (A Song to Cinema) invites audiences to debut their talent with a professional orchestra and director. 57. "That’s a Musical!", uncovers the magic of musicals for school children. 58. Cáceres joins the list of cities hosting the unique interactive Messiah, with 15 concerts taking place in 11 cities. 59. Blick Bassy, Alexei Volodin, Edith Peña and Dreamer’s Circus, among others, are a few of the highlights of the music programme taking place across the eight CaixaForums. **Art for Change and CaixaEscena.** 60. The "la Caixa" Foundation marks the 10th anniversary of first-rate programmes that exemplify the use of culture as a vehicle for personal and social transformation. **CosmoCaixa.** 61. CosmoCaixa surpasses the 10-million visitor mark since its 2004 inauguration. 62. The "la Caixa" Foundation’s science museum opens every day of the week, including Monday. 63. CosmoCaixa, the only museum in Spain to host Trix, the best-preserved ‘Tyrannosaurus rex’. 64. RecerCaixa and revir workshops encourage students to pursue scientific professions. **Scientific Dissemination.** 65. The "la Caixa" Foundation provides Madrid’s planetarium with state-of-the-art equipment and content. 66. El cielo de Cloe (Chloe’s Sky), a new planetarium programme for young audiences in Barcelona and Madrid. **Traveling Exhibitions and Workshops.** 67. The "la Caixa" Foundation presents an innovative exhibition space designed for the ‘Guernica’, which will tour the country. 68. Creativity sets a mobile unit in motion to promote experimentation and creativity amongst the youngest members of the community. **Education.** 69. EduCaixa promotes educational transformation with the aim of responding to 21st century needs, updates its logo and creates innovative content under the ‘educational (R)evolution’ slogan. 70. Alliances with top international institutions devoted to education and pedagogical transformation. 71. Global education experts evaluate centre directors in Spain. 72. The revolucioneducativa.org online platform encourages educational centres to evaluate their projects. 73. EduCaixa launches the first Big Data education programme in the country with the objective of developing digital skills among secondary school and vocational students. **Palau Macaya.** 74. Palau Macaya kicks off a new call for applications for projects addressing human development and sustainability and hosts the Observatorio de los Objetivos de Desarrollo Sostenible (ODS) (Sustainable Development Objectives Observatory) headquarters. **Jardines de Cap Roig.** 75. Cap Roig organises the 1st Meeting on Economics and Social Challenges in Palafrugell. 76. The Cap Roig Festival is the first to receive the Biosphere environmental certification. 77. Cap Roig gardens plans its first tours for families. **"la Caixa" Social Observatory.** 78. This strategic platform examines youth unemployment and research innovation in depth, producing conclusions for dissemination. **Decentralised welfare projects.** 79. Regional management and management in different business areas together with CaixaBank’s network of offices extend the reach of the ObraSocial’s strategic programmes to thousands of cities throughout the country. **"la Caixa" Foundation in Portugal.** 80. The Banking Foundation implements social initiatives in Portugal as part of its commitment to internationalization.
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*Executive Committee of "la Caixa" Banking Foundation
“Covering people’s basic needs, generating equality of opportunity, contributing to long-lasting solutions.”
Covering people’s basic needs, generating equality of opportunity, contributing to long-lasting solutions: The Banking Foundation is strengthening its social action in Spain, Portugal and the rest of the world with new projects to combat poverty and social exclusion. Childhood, job placement, the elderly, advanced diseases, volunteers and the most vulnerable populations are priorities.
CaixaProinfancia celebrates and grows. This year, as it marks its 10-year anniversary, CaixaProinfancia expands its territorial reach. In 2007, the “la Caixa” Foundation set out to use education to break the cycle of intergenerational child poverty. Ten years later, the programme’s results show a considerable reduction in school dropout rates. To celebrate this accomplishment, CaixaProinfancia pays tribute to families throughout the 10 regions—11 cities—where it launched its programmes.

The data shows an improvement in education. The average rate at which children drop out of school is 30%. Yet wherever CaixaProinfancia is present, the rate is only 7%.

And there is more: Out of the 70% of children who continue in school, 52% do so without repeating a school year. In addition, in the regions where the programme is active, 81% of students make what is considered adequate progress from one year to the next.

In this way, by offering the youngest family members opportunities for the future, CaixaProinfancia is breaking the cycle of intergenerational poverty. The programme targets families with children up to 18 years of age living in conditions of poverty and social exclusion.

CaixaProinfancia provides extra support with school, supplies and equipment, educational workshops for families and summer camp—all for free. At the same time, it offers healthcare services including appropriate diet and hygiene for children, glasses and hearing aids, speech therapists and psychological support.

In striving to increase its efficiency, the programme focuses on the regions and municipalities most in need. In 2017 the programme’s model has evolved towards more comprehensive assistance. To this end, it works with the local network of corresponding, competent agents—both public and private—devoted to helping families in socioeconomic need, thus boosting the participants’ capabilities and empowerment.

Throughout 2017, the programme has reorganised along to offer its beneficiaries comprehensive attention, where the coordination and collaboration between public agencies, social services, schools and other organisations is vital in order to promote the quality activities that CaixaProinfancia carries out. A team of 30 experts and researchers from 14 Spanish universities working under the supervision of Universitat Ramon Llull, form part of the programme’s team.
CaixaProinfancia began in 2007 in the 10 most densely-populated Spanish regions, specifically, in 11 cities: Barcelona, Bilbao, Las Palmas de Gran Canaria, Santa Cruz de Tenerife, Málaga, Madrid, Murcia, Palma, Sevilla, Valencia and Zaragoza. To celebrate its 10th anniversary, the programme organised a series of tributes in all of these cities. The objective was to transform each participant’s answer to a simple question—‘What do you want to be when you grow up?’—into reality. With this multiple celebration, the “la Caixa” Foundation recognises the work of children, families and institutions. Together, under the CaixaProinfancia umbrella, they have achieved a significant improvement in education and in family quality of life wherever the programme is active.

More than 62,000 children, 400 social organisations, more than 100 municipalities and 170 networks: This is the breadth of CaixaProinfancia’s implementation. In 2017, new territories were added: Badajoz, Burgos, Córdoba, Granada, Jerez, El Ejido, Tudela and Valladolid. The programme will continue to grow across Spain until it is present in every autonomous community in 2019.
INCORPORA CELEBRATES A DECADE SINCE ITS INAUGURATION AND PROMOTES SELF-EMPLOYMENT AMONGST THE LESS ADVANTAGED

We commemorate 10 years of jobs that make self-sufficiency possible, with several new developments within Incorpora, the ObraSocial’s socio-employment programme: Thousands of micro-enterprises and novice entrepreneurs are the outcome of fostering self-employment; expansion into new destinations like Tunisia; and new virtual training to celebrate the inauguration of a new virtual space for professionals dedicated helping vulnerable population groups find employment.

10th Anniversary. People find dignity through work. Aware that the most vulnerable groups face additional difficulties securing jobs in conventional companies, in 2007, the “la Caixa” Foundation launched the Incorpora program in all of the country’s autonomous communities. An innovative, comprehensive, cross-cutting approach to socio-labour inclusion has been a key component of the programme.

The long-term unemployed; women who have been victims of violence; people with mental, physical, or sensory disorders and the mentally ill; the young and immigrants: together these individuals form part of the Incorpora ‘family’. On the occasion of its 10th anniversary, the “la Caixa” Foundation has paid tribute to all of these groups, and in addition, to the socially responsible companies that collaborate with Incorpora in programmes.

Entrepreneurs and micro-enterprises. For its part, the Autoempleo Incorpora’s (a new endeavour fostering self-employment) 2017 results have yielded the creation of 1,061 micro-enterprises and 1,134 jobs. Women make up 46.85% of the entrepreneurs and men 53.15%.

Thanks to this self-employment initiative, people who have ideas for a new business, despite being at risk

“...A key component of the Incorpora programme has been an innovative, comprehensive, cross-cutting approach to socio-labour inclusion.”

European-level support

Together with the European Social Fund, “la Caixa” Banking Foundation began two new programmes to promote employment. On the one hand, the Empleo Joven (Youth Employment) programme offers support to companies, including self-employed business people, associations, foundations and other non-profit organisations who hire young workers between the ages of 16 and 29. The goal is to foster stable, quality employment among the young, and by so doing, to boost economic growth.

In addition, “la Caixa” Más Empleo (More Employment) programme has selected projects implementing measures that favour active inclusion for people at high risk of social exclusion. It does so through comprehensive road maps devoted to socio-occupational reintegration, which allows the beneficiaries to join the labour market.
of social exclusion, find new paths to join the labour market. In doing so, they increase their chances of overcoming social vulnerability. Incorpora designs personalised approaches to guide these entrepreneurs, supporting them throughout the entire process until they launch and consolidate their business.

**New virtual platform.** Simultaneously, Incorpora has set in motion online training for specialists. This new platform is designed for professionals who work in socio-occupational reintegration for people in need. This virtual space offers courses and diverse resources for specialised professionals in this sector.

**Expansion.** The “la Caixa” Foundation has kicked off Incorpora in Tunisia to promote the employment of the disadvantaged in that country. The programme is also active in Poland, Hungary and Morocco.

**For a different future.** Three out of every four participants has secured an employment contract in 2017. The ‘Reincorpora Programme’ is designed for people who are completing the last phase of their sentence in one hundred different incarceration centres throughout Spain. The programme offers them the opportunity to fight for a different future through a personalised step-by-step guide to socio-labour reinsertion.

**Support within the European framework**

925

Youth employability. The Youth Employment Programme of “la Caixa”

627

Companies with accepted grants. The youth employment programme of “la Caixa”

2,010

Placements. “la Caixa” More Employment Programme

This “la Caixa” Foundation’s initiative is possible thanks to collaboration from the Generalitat of Catalonia’s Ministry of the Interior and the Department of Justice. Reincorpora Programme specialists in participating organisations are key to making this initiative a success.
THE PRIZE FOR THE BEST NATIONAL MEDIATION PLAN GOES TO THE INTERCULTURAL COMMUNITY INTERVENTION (ICI)

What does it mean to be or to form part of a community? Truly putting your finger on what defines a community is an important challenge when attempting to move forward and improve. The “la Caixa” Foundation’s ‘Proyecto de Intervención Comunitaria Intercultural’ (Intercultural Community Intervention Project) came about in 2010 in order to foster peaceful coexistence within plural and multicultural contexts. Seven years later, the project has received impressive recognition: the Best National Mediation Project Prize, awarded by the Madrid Association of Mediators.

In the words of one of the neighbours in Polígono, Toledo, ‘In the end, the neighbourhood is not the physical structure, but rather the people who live in the neighbourhood.’ This is just one of the 37 highly multicultural territories where the Intercultural Community Intervention Project is active. The work that has been taking place since 2010 has offered the means and strategies to promote
social cohesion, coexistence and a culture of peace. These results also confirm that the project’s community methodology, applied as a social intervention methodology, promotes a much deeper social transformation based on all of the actors within the region assuming ownership of their contributions to the common goal.

Together with local governments, regional institutions, and citizen cooperation, the "la Caixa" Foundation’s ICI project promotes the creation of meeting spaces, and positive relationships and interactions between people of different national, religious and cultural backgrounds. The goal is always the same: to facilitate social inclusion, equal opportunity, social cohesion, and to promote coexistence.

In the neighbourhoods, districts and municipalities where the Intercultural Community Intervention project is underway, there is a push for processes that favour local development and improve living conditions for the entire population. This is a huge challenge in many cities throughout Spain and Europe where there is significant diversity. In this sense, ICI’s impact is clearly positive, as the Madrid Association of Mediators recognised through this award.
WHAT IS THE IMPACT OF IMPROVING THE ELDERLY’S EMOTIONAL WELL-BEING? THIS IS WHAT THE PROGRAMME, LIVE WELL, FEEL BETTER—IMPLEMENTED ACROSS SPAIN THROUGH 1,306 WORKSHOPS WITH 16,676 PARTICIPANTS—SEEKS TO FIND OUT. FIVE HUNDRED SENIOR CITIZENS HAVE PARTICIPATED IN THE STUDY. THE CONCLUSION: THE PROGRAMME BENEFITS ARE SIGNIFICANT ACROSS THE BOARD.

THE HEALTH BENEFITS OF THE PROGRAMME, ‘VIVIR BIEN, SENTIRSE MEJOR’ (LIVE WELL, FEEL BETTER) GEARED TOWARDS THE ELDERLY THROUGHOUT SPAIN

Several ministries and senior citizen centres in the Canary Islands, Extremadura, Asturias and Andalusia have worked together, supported by the “la Caixa” Foundation’s own centres in Catalonia, Madrid and Murcia, to evaluate this project. And certainly, the initiative could not have been possible without senior citizen commitment and participation over a period of 10 months.

The evaluation process has been divided into four phases. The parameters under analysis are: well-being, emotions, self-sufficiency, loneliness, commitment to life and psychological strength. The participants were divided into two groups: the control group, which partook in one physical activity only; and the experiment group, which participated in different steps of Live Well, Feel Better.
The results show that the programme improves emotional stability, self-sufficiency and independent well-being, management of surroundings, and personal development. It also reduces loneliness, increases psychological strengths like curiosity, sense of humour, gratitude and courage. In addition, Live Well, Feel Better transforms the elderly’s temporal focus to the present, reducing fatalistic perspectives. All of these benefits contribute to living a full life.

“...The programme, Live Well, Feel Better has been implemented across Spain through 1,306 workshops with 16,676 participants...”

‘En forma’ (Fit): a new activity to promote active and healthy aging

Improving balance and muscle strength through physical exercise helps to prevent falls and sarcopenia. This is the purpose of Fit, a new activity that supports active and healthy aging at the “la Caixa” Foundation’s centres for the elderly. The programme offers sixteen ninety-minute sessions. The elderly, professionals, specialists and centre managers have joined forces to design this new and unique activity.

Accumulative effect of the programme. Variables questionnaire

A greater degree of improvement in the experimental group with respect to the control group, especially relevant in task delegation, life satisfaction and a positive view of loneliness.

<table>
<thead>
<tr>
<th>Variable</th>
<th>Placebo Group</th>
<th>Experimental Group</th>
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<tr>
<td>Delegate</td>
<td>7,8%</td>
<td>14,1%</td>
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<tr>
<td>Loneliness as a positive</td>
<td>8,8%</td>
<td>25,9%</td>
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<tr>
<td>I enjoy being on my own</td>
<td>2,1%</td>
<td>7,6%</td>
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<tr>
<td>Loneliness as a part of life</td>
<td>1,4%</td>
<td>10,7%</td>
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<td>Loneliness and self-knowledge</td>
<td>-0,5%</td>
<td>12,1%</td>
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<tr>
<td>Participation with others</td>
<td>-0,4%</td>
<td>3,7%</td>
</tr>
<tr>
<td>Dependancy on others and life control</td>
<td>0,9%</td>
<td>10,4%</td>
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<tr>
<td>Life satisfaction</td>
<td>3,85%</td>
<td>11,14%</td>
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<tr>
<td>Opportunity for personal development programme</td>
<td>-1,3%</td>
<td>5,5%</td>
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Source: “la Caixa” Banking Foundation
LONELINESS AND END-OF-LIFE PROGRAMME FOR PEOPLE WITH ADVANCED ILLNESSES AND THOSE LIVING IN SOCIALLY ISOLATED SITUATIONS

In order to improve the quality of life of people with advanced illnesses, the “la Caixa” Foundation has created the ‘Final de Vida y Soledad’ (Loneliness and End-of-Life) project. This program helps to ease the suffering caused by loneliness through the company of volunteers.

Loneliness is not benign; it’s a risk factor that can lead to depression and cognitive degeneration, as well as other diseases. With its finger on the pulse of emerging needs, the “la Caixa” Foundation has implemented the Loneliness and End-of-Life initiative as part of Comprehensive Care for People with Advanced Diseases.

After implementing a pilot programme, the “la Caixa” Foundation is first focusing on developing this project in seven of its regions in Spain, with plans for expansion over the next several years. Non-profit organisations are coordinating the project with the support of the Catalan Institute of Oncology (Instituto Catalán de Oncología) under the supervision of Dr Xavier Gómez-Batiste.

The objective is to ease the suffering caused by loneliness through the companionship of volunteers. In this way, the Loneliness and End-of-Life programme establishes a community network made up of the spectrum of organisations dedicated to the elderly: volunteers, nursing homes, social-healthcare agencies, churches and neighbourhood associations, among others.

At the same time, the “la Caixa” Foundation has edited the ‘Manual para la atención psicosocial y espiritual a personas con enfermedades avanzadas’ (Psycho-social and Spiritual Care for People with Advanced Diseases Manual). The previous standardisation of approaches was more than ten years old and in need of updating. The publication of this guide is therefore a unique contribution to this field.
This is an ‘invisible’ disease because of how little is known about it. The “la Caixa” Foundation has formed a pioneering partnership with the Francisco Luzón Foundation to further research amyotrophic lateral sclerosis (ALS) and explore how to care for its victims.

The agreement is founded on two pillars: investment and research on the one hand, and psychosocial, emotional and spiritual care for patients and their families on the other. The aim is to improve patients’ quality of life.

ALS affects around 4,000 people in Spain with 900 new cases diagnosed every year. ALS is a progressive neurodegenerative disease of unknown origin that causes neuron loss and eventually muscular atrophy.

“The program’s objective is to ease the suffering caused by loneliness through the companionship offered by volunteers.”

This book is a useful tool for professionals who are dedicated to hospice care, particularly those who work with psychosocial and spiritual matters. In addition, it offers a general and conceptual framework with a central body of knowledge regarding clinical protocols for psychosocial and spiritual care. The manual also covers topics such as the challenges of communication, ethics and caring for the team.

Satisfying 128,446 patients and 180,003 families

The Comprehensive Care for People with Advanced Diseases programme is comprised of 42 professional teams. It enjoys the support of a network of 1,000 volunteers who focus particularly on situations of loneliness. They care for 128,446 patients and 180,003 families.

These results are extremely satisfying. Studies show that 94% of the people the programme cares for improve their quality of life after the psychosocial care team gets involved. In addition, 90% of these patients describe the care they receive as excellent. Meanwhile, the 130 healthcare professionals on the participating teams rate the programme’s work with 8.7 points on a scale of 10.
The ultimate aim of "la Caixa" Volunteer Association is to create pride in belonging to and in helping society. As it completes its first year, the association has established itself as one of the most active in Spain, increasing the number of volunteer activities by 45% compared to 2016. The organisation is a testament to the "la Caixa" Foundation's century-long volunteer tradition. Through its activities, it has impacted hundreds of thousands of people, receiving international recognition for its work.

The "la Caixa" Banking Foundation, CaixaBank and La Esperanza Foundation established the Volunteer Association in 2016. Loyal to the spirit of social commitment with which Francesc Moragas founded "la Caixa" a century ago, the association embodies the organisation's broad experience.

The association supports the causes that concern "la Caixa" Group's employees, retirees and their friends, family and clients who dedicate their free time to social activities targeting the most vulnerable or those at risk of social exclusion. Ensuring the smooth and efficient running of its initiatives is one of the association's mandates.

Today it is one of the most active associations on the peninsula. In addition, through its presence in networks such as Voluntare, International Association for Volunteer Effort (IAVe) and Impact 2030, the association is receiving international recognition.

At the same time, it creates synergies with other projects like CaixaBank's Semana Social (Social Initiative Week) and "la Caixa" Foundation programmes such as Incorpora, CaixaProinfancia and CooperantesCaixa, promoting greater volunteer representation in these initiatives. For example, forty volunteers per year participate in this latter programme’s international cooperation projects that provide assessment to local NGOs in developing countries.

Approximately 11,000 people and more than 1,500 social organisations participated in the first simultaneous Social Week in Spain, an event promoted by CaixaBank.

1,2 million litres of milk and 100 financial education workshops

Creating a household budget, learning how to save, staying away from debt and properly managing the use of credit cards are all challenging. Together with the Instituto de Estudios Financieros (IEF), the Volunteer Association has conducted more than 100 financial education workshops in Spain. Their goal is to promote social inclusion of people at risk of exclusion.

It is worth highlighting volunteer participation in the ‘Ningún niño sin bigote’ (No child without a moustache) campaign, which collected more than 1,2 million litres of milk. The "la Caixa" Foundation's close collaboration with food banks made it possible for 25,014 families to fulfil the minimum recommended consumption of milk.
New volunteer platform

"la Caixa" Volunteers launches a new website:

www.voluntarioslacaixa.org

This site addresses volunteer interests regarding the most relevant news and activities, allowing them to register with the association. In its first year, it has had an average of 2,000 distinct monthly visitors, and has updated content and introduced new e-learning capsules. The site will soon launch a "la Caixa" Volunteers app for ANDROID and IOS.

The Volunteer Meetings topped off the activities, taking place in twelve cities with the help of more than 2,300 volunteers. This event recognised the commitment of "la Caixa" volunteers in contributing to a more just world.

The creation of a great collective project was one of the event’s milestones. Isabel Muñoz, recipient of the National Photography Prize, created a unique photo with more than 2,500 images of employees and Social Week participants.

| Number | 16,321 | Total "la Caixa" volunteers in 2017
|        |        | — Corporate
|        |        | — Elderly programmes
|        |        | — Comprehensive Care for People With Advanced Illnesses
|        |        | — Hospitality CiberCaixes
| Number | 10,498 | Total corporate volunteers in 2017
|        |        | — Employees: 54%
|        |        | — Friends/family/clients: 46%
| Number | 3,225  | Number of activities in 2017
| Number | 182,173| Number of beneficiaries in 2017
| Number | 87,000 | Volunteer hours

10,498

Total corporate volunteers in 2017

— Employees: 54%
— Friends/family/clients: 46%

3,225

Number of activities in 2017

182,173

Number of beneficiaries in 2017

87,000

Volunteer hours

16,321

Total "la Caixa" volunteers in 2017

— Corporate
— Elderly programmes
— Comprehensive Care for People With Advanced Illnesses
— Hospitality CiberCaixes
The programme evaluated 3,998 projects that emerged from 10 open calls in 2017. Of these, 839 social initiatives were selected: 684 from general open calls and 155 from regional requests. The greatest response came from those that promote personal autonomy and care for the elderly, disability, and dependence.

‘Madres solas’ (Single mothers), a programme that aims to facilitate job placement for women at the head of single-parent households at risk of social exclusion; ‘ESTIMULA-T’ (Stimulate Your Mind) which focuses its efforts on developing a therapeutic space for Alzheimer victims and their families; ‘Embárrrate 2.0’ (Get with the Neighbourhood), which is devoted to revitalising communities in order to contribute to the development of children and adolescents at risk of social exclusion. These are just three of the 839 proposals that the Grants for Social Initiative Projects 2017 has recently selected.

The “la Caixa” Foundation works closely with non-profit organisations that have the mission of improving the quality of life for people most in need. The support program complements actions in six areas: child poverty, aging, employment, housing, interculturality and diseases.

The 839 projects that received support meet five key criteria for effectiveness: identify the need or social issue that they help to solve; convey a clearly defined objective for intervention and a solid methodology; empower people; facilitate participation in community, an outcome of volunteer effort and collaboration; complement their own resources with benefits from State support.

Social action in rural areas

This request for proposals promotes programmes that encourage the development of social intervention in rural contexts. The aim is to improve the quality of life and equality of opportunities for people living in these environments. Out of the 265 projects under evaluation, the programme selected 43.
Jaume Giró, CEO of the Banking Foundation, and Sister Lucía Caram have agreed to create a new space in Manresa to address the comprehensive care of children in disadvantaged situations and their families through the EspaiCaixa Francesc Assís. The new space will open its doors in 2018.

The Dominican Order of Manresa has agreed to hand over the Convent of Santa Clara’s former novitiate and vegetable garden to house these new facilities so that it can contribute to addressing the needs of minors living in precarious situations.

This project falls under the umbrella of CaixaProinfancia, the “la Caixa” Foundation’s program to combat child poverty. The EspaiCaixa Francesc d’Assís will offer psychotherapeutic care, extra help with school, informal education and leisure activities, as well as educational and family support. The main beneficiaries will be boys and girls and their families living in precarious conditions in Manresa. The staff working in the facilities will be qualified and trained in helping minors develop cognitively, emotionally and socially.

HELP FOR HOUSING THROUGH RENTAL SOLIDARITY

The Rental Solidarity Programme has been renewed for three more years. This programme consists of two parts. Centralised Rental Solidarity, allowing access to housing for people who have suffered a loss in income due to the economic crisis. Decentralised Rental Solidarity facilitates this same access to people who have suffered foreclosure eviction and find themselves in a precarious situation with regard to housing.

92 flats were provided to the needy during 2017 through Centralised Rental Solidarity. Working on the basis of a renewable three year contract with a subsidy of up to 50% of the rental total. In the case of Decentralised Rental Solidarity, rental contracts also have a three year limit, with a two year period of subsidy based on the means of each family unit affected.

With Accessible Housing, the “la Caixa” Foundation’s Programme, offers alternatives that help young people become independent in terms of housing and to help improvements in the homes of elderly people. This project is well established with the provision of over 4,000 flats.
THE ART OF LISTENING AND THE VALUE OF THE ESPERANZA FOUNDATION’S HANDS-ON SOCIAL ACTION

The Esperanza Foundation is about people who help people and the multiplying effect of coming together. Through its mission, it weaves a support network where people can learn to fend for themselves. This social action centre that works closely and directly with its beneficiaries in the heart of Barcelona’s Gothic Quarter offers an environment where those in vulnerable situations can find hope. With its team of 74 specialists and volunteers, in 2017 the most important achievement has been getting to know the complete full names of each poor or socially-excluded person that the foundation has helped to become self-sufficient.

According to the dictionary, hope is ‘to desire with expectation of obtainment or fulfilment’. In the foundation’s case it means, ‘to listen to society’s impoverished reality, mainly within our region, and to strive to find solutions to the set of problems that anyone who knocks on our open door may have’, says director Llum Delàs.

The human team—eager, close-knit, innovative, enthusiastic and welcoming—is crucial to this mission. Because a strong network is equally important, the foundation works with 70 like-minded organisations that provide complementary services. Among these are Xarxa Laboral del Gòtic, which brings together diverse social and business organisations in
The foundation works first to identify whether it is best to act directly or to pool together the efforts of other organisations. With either approach, its work is tailor-made to each particular case. La Esperanza treats people as individuals, listening to them and advising them. The next steps include carrying out a social assessment, establishing an individual and family work plan, and conducting a personalised follow-up.

The ultimate aim is always the same: to maximise the number of cases of people reintegrated into society. In other words, once the beneficiaries of the programme no longer need services, they have achieved the self-sufficiency that they lacked when they first knocked on the foundation’s door.

Through the Casa del Recés, the foundation offers a home to 18- to 35-year-old women from anywhere in the world who are living in situations of acute vulnerability and who do not have children in their care. They also receive comprehensive and ongoing follow-up on matters relating to socio-education, health, training and work. The aim is for them to become independent and confident in their self-sufficiency. Some even reach university.

La Esperanza Foundation also cares for babies, children and adolescents up to the age of 16 living in poverty or social exclusion. It offers them assistance through three educational spaces: Espacio Maternoinfantil (Maternal-infant Space), CiberCaixa Tienes Talento (CiberCaixa You’ve Got Talent) and Espacio para Adolescentes (Space for Adolescents). In addition, the programme helps those in need to find work.

With its efforts, La Esperanza Foundation helped 300 people find work. In addition, it supported the creation of 80 businesses. This is how the foundation is supporting companies throughout the region. It also offers training to improve employability and professional advice to nascent business projects that facilitate self-employment in order to get them off the ground.

One of its greatest achievements is the consolidation of its own ‘+45 y más’ (+45 and Over) project. This is a pioneering service that strives to place people over 45 who have been unemployed despite having a solid educational and professional background.
20 YEARS CREATING OPPORTUNITY AND COOPERATING WITH THE MOST VULNERABLE POPULATION GROUPS AROUND THE WORLD

20 years and more than 600 projects: The ‘Programa de Cooperación Internacional’ (International Cooperation Programme) began in 1997 with a dual aim: to create opportunities and fight against inequality within the most vulnerable population groups in Africa, Asia and Latin America. The programme’s various projects fall in line with the United Nation’s Sustainable Development Goals. The experience gained over the years has earned it significant international recognition.

This programme’s focus on sustainability has won over support from the international community. Because of this, the Banking Foundation has been at the forefront of the following events throughout 2017:

**Geneva:** In September, CEO Jaume Giró met with Filippo Grandi, High Commissioner for Refugees, in order to support the decrease of childhood malnutrition in refugee camps in Ethiopia. Giró also met with Yves Daccord, Director-General of the International Committee of the Red Cross, to collaborate on projects geared towards rehabilitating the disabled living in countries undergoing conflict through an innovative financing system.

**Brussels:** In June, the European Commission selected the Work 4 Progress programme out of more than 6,000 others from 150 countries to participate in the European Development Days Forum.

According to UNESCO, more than 50 million children throughout the world do not attend school. The Banking Foundation works closely with the ProFuturo project as part of its strategic alliance with the Telefónica Foundation in order to address this issue. The programme’s goal is to facilitate access to quality universal education through the application of innovative methodologies. In doing so, it helps to ease the educational and technological gap in Africa, Latin America and Southeast Asia.
Dallas: In April, the foundation discussed its work in Latin America at the Council on Foundations’ yearly conference.

New York: In November, the foundation organised a meeting between UNICEF and the Bill & Melinda Gates Foundation with the aim of supporting the battle against one of the main causes of infant mortality: pneumonia.

“When you return, you feel an initial mindblock. You take stock and discover not only have your values changed but also the way you see things.”

Carlos Rainero, Wassu, Gambia.
MOM, THE NEW JOINT PROJECT WITH UNHCR, REVEALS HOW WOMEN CAN ALLEVIATE CHILDHOOD MALNUTRITION

On a daily basis, 34,000 people around the world are forced to leave their homes. Half of them are children. Malnutrition is one of the most severe problems they face. Together with the UN Refugee Agency (UNHCR), the Banking Foundation has launched ‘MOM: Plan de Innovación para la Nutrición Infantil’ (MOM: Innovative Plan for Infant Malnutrition), a project that makes mothers key to solution creation.

Women and children make up approximately 80% of the refugee population. Training mothers in basic nutrition is fundamental for their survival. The MOM project —using the familiar US English term for mother— is innovative in that it places the mother at the centre of prevention.

The plan is to launch a digital refugee registry in order to streamline food distribution amongst women and children. The programme also emphasises other important issues such as housing, water and sanitary conditions.

Work 4 Progress supports employment through innovation platforms

The new Work 4 Progress programme’s goal is to foster the creation of good quality employment through comprehensive public-private innovation platforms. Its work focuses on consortiums participating in the same network that receive training from various parties: organisations within civil society, government, the private sector and academia.

The geographical focus is on three countries: Peru, Mozambique and India. At the outset, the programme strives to develop an innovation ecosystem to facilitate the implementation of job-creating initiatives. In a subsequent stage, the plan is to develop the most promising endeavours.

In particular, the programme will focus on diagnosis, supervision and evaluation in order to gather data, feedback and generate models. In line with the UN’s Sustainable Development Goals, Work 4 Progress will prioritise certain population groups such as women and youth, who tend to have the greatest difficulty finding work.

Throughout the year, the programme has continued strengthening alliances with some of the main organisations and international agencies working in this field. One of the key alliances is the agreement signed with the Inter American Development Bank to contribute to economic development and employment creation in Colombia and Peru.
Improving health in developing countries is one of the most effective ways to fight against poverty. "la Caixa" Banking Foundation has strengthened its strategic international global health alliances, with a focus on two of the main causes of infant mortality: pneumonia and malaria. When dealing with the former, its activities cover the entire cycle of treating the illness, from prevention to detection and treatment.

In this way, together with Gavi the Vaccine Alliance and in partnership with ISGlobal, "la Caixa" Banking Foundation is promoting childhood vaccination programmes—specifically against pneumococcal disease—for children under five in low-income countries. Today, every 20 seconds a child dies because of a scarcity of vaccines. The Alianza Empresarial para la Vacunación Infantil (Business Alliance for Childhood Vaccination) offers companies a chance to collaborate on the fight against infant mortality as part of their corporate social responsibility programmes. In addition, individuals and "la Caixa" employees and clients can make their own donations to these efforts.

In its alliance with UNICEF, the foundation is focusing on innovations that produce new devices to improve diagnosis and treatment in children. In order to contribute to the fight against malaria, the "la Caixa" Foundation is working with the Bill and Melinda Gates foundation to fund and promote MALTEM (Mozambican Alliance Towards the Elimination of Malaria). Both organisations are working closely with authorities in Mozambique including ISGlobal, Centro de Investigação em Saúde de Manhiça (Manhiça Health Research Centre) and 15 other organisations.

Global health, pneumonia and malaria

"Improving health in developing countries is one of the most effective ways to fight against poverty."

The first programme for Humanitarian Impact Investment

There are 90 million physically disabled people worldwide in need of mobility-enhancing devices. Out of these, only 10% actually have access to the types of devices they need. The International Committee of the Red Cross has created the first ‘humanitarian impact bond’ also referred to as the Program for Humanitarian Impact Investment. With the Banking Foundation’s participation in this innovative approach to financing through ‘social investors’, the Red Cross is transforming the approach to service funding.
“To advance in scientific knowledge to help in the fight against the most widely spread illnesses, promote excellence in research in Spain and Portugal, and to attract and retain innovative talent.”
With the goal of fostering advancements in scientific knowledge to help the fight against the most widely spread illnesses in Spain and Portugal, and also of attracting and retaining innovative talent, “la Caixa” Banking Foundation has initiated a first-time call for proposals. This call will transform the foundation into the number one private investor in healthcare research excellence on the Iberian Peninsula and among the top investors in Europe. Altogether the foundation will multiple the resources it devotes to research, reaching €90 million by 2019.
The "la Caixa" scholarship programme was established in 1982. Ten years later, a new talent network emerged: Asociación de Becarios de "la Caixa" ("la Caixa’s" Scholarship Recipient Association). This association organises different activities throughout the year. One of the events that attracts the most applicants is the association’s Horizons: Talk and Lectures conference series, bringing recognised experts from diverse fields to share their experiences.

This year, the association organised three conferences on three distinct topics: the transportation revolution, public policy, and society’s priorities for the future. Mar Hershenson, Stanford PhD in electrical engineering; Dan Levy, professor of public policy at Harvard; and Nuria Oliver, artificial intelligence expert and data science research director at Vodafone, are among the speakers who have participated in these conferences.

The world of tomorrow

"la Caixa’s" scholarship programme is celebrating a dual anniversary: while the programme itself marks its 35th year, the Scholarship Association also celebrates its 25th. This programme has awarded 4,500 scholarships.

Diploma prizegiving of the 35 Becas16 for postgraduate study abroad. In the first row Soraya Sáenz de Santamaría (Vicepresident of the Spanish Government), Carles Puigdemont (President of the Generalitat de Catalunya), the King and Queen of Spain, Felipe de Borbón and Letizia Ortiz, Isidro Fainé (Chairman of the "la Caixa" Banking Foundation) and Jaume Giró (CEO of the "la Caixa" Banking Foundation).
since its inception and, in 2017, it introduced new initiatives focused on two areas: leadership training and bringing international talent to Spain.

This year, the Banking Foundation kicked off the first call for Junior Leader "la Caixa" post-doctoral scholarship applications. This programme is designed for talented researchers from around the world who would like to further their studies in Spain. Altogether, thirty scholarships will fund high-quality, innovative research and support the most talented scientists so that they can continue their research in a cutting-edge, competitive environment.

In 2017, the INPhINIT programme awarded its first scholarships with co-financing from the European Commission through the MSCA-COFUND and Horizon2020 programmes. Its objective is for young, international researchers to continue their doctoral studies in technology, engineering, physics, math, and health and life sciences at the best research centres in Spain.

The programme awarded 57 scholarships out of the 2017 application pool. Each is for a period of three years and offers the recipient a total of €122,592. The scholarship also includes a training programme on multidisciplinary capabilities designed by two leading companies (Oxentia and Crac Vitae).

The 57 scholarship recipients are from 23 different countries across the world. Forty-nine research centres participated in this first round. All of these centres have either Severo Ochoa or María de Maeztu and Carlos III Health Institute accreditation. The centre receiving the most grantees was the Basque Centre on Cognition, Brain and Language (BCBL).

Meanwhile, the "la Caixa" Foundation continues to offer its traditional national and international scholarship programmes for students enrolling in post-graduate programmes in Europe (65 scholarships), and North America and Asia-Pacific (55 scholarships).

Twenty scholarships are available for doctoral students at Spanish universities and research centres.

"The "la Caixa" scholarship programme has awarded 4,500 scholarships over the last 35 years."

The investment in scholarships during 2017 was €218,603,775.

The total investment since 1982 was €218,603,775.
#1 PRIVATE ORGANISATION INVESTING IN HEALTHCARE RESEARCH EXCELLENCE

The "la Caixa" Banking Foundation’s new call for health research project proposals meets the highest standards in terms of quality, impartiality, objectivity and transparency. The selection process will choose the 20 most promising projects in terms of potential, excellence, and scientific and social impact in basic, clinical and cross-national research.

There are two different types of funding available: up to half a million euros for projects conducted by at least one research group, and up to one million euros for multidisciplinary initiatives in joint efforts between different research centres. Consortiums can include international partners.

In CEO Jaume Giró’s own words, “In order to confront humanity’s biggest health-related challenges, we need new knowledge. To acquire it, we should strive to broaden the frontiers, and in this way focus new endeavours on providing solutions to these challenges.”
The Banking Foundation has launched three new projects that conduct cutting-edge research in their respective fields. Dr Rafael Blesa, director of the Neurological Department at the Santa Creu i Sant Pau Hospital will lead the Down Alzheimer’s Barcelona Neuroimaging Initiative (DABNI). One thousand adults with Down syndrome will participate in this research project, the largest sample size studied in the world to date. Dr José A. Obeso, director of HM CINAC Integral Neuroscience Centre, will examine the physiological aspects that lead to Parkinson’s neurodegeneration processes. Finally, Manuel Serrano has joined the Barcelona Institute of Biomedical Research (IRB) to explore the repair of damaged tissue and to develop therapies based on regenerative medicine for pathologies such as diabetes and lung diseases.

MIT (Massachusetts Institute of Technology) is well known for its award-winning faculty: 78 Nobel prizes, 52 National Medals of Science, 45 Rhodes Scholars and 38 MacArthur Fellows. The Banking Foundation has initiated a grant to facilitate collaboration between Spanish centres and MIT. The MIT-Spain “la Caixa” Foundation Seed Fund will grant up to $30,000 to 12 projects selected from the applicant pool. The recipients’ research will focus on one of three areas: healthcare, energy or the global economy.

“12 million Euros a year for a new open, transparent and competitive invitation for healthcare research projects in Spain and Portugal.”

Joint MIT-“la Caixa” Foundation grant to collaborate on international projects
PROMOTING INNOVATION SPIN-OFFS AND TECHNOLOGY TRANSFER TO SOCIETY

CaixaImpulse has selected 23 new biomedical research projects to support in their market-entry efforts. Four cutting-edge spin-offs have emerged thanks to this project. In addition, the European Commission has approved a GENDER NET Plus project which aims to foster gender equality in research through institutional change. Sixteen institutions from 13 different countries are working with the Banking Foundation to make this project a success.

The 23 CaixaImpulse projects selected span diverse innovations such as a robotic exoskeleton that allows people with medullar spinal injuries to gain mobility, preventative care solutions for dental hygiene and new technology that detects arrhythmia non-invasively. These projects have emerged in different regions of Spain and Portugal including Andalusia, Catalonia, the Autonomous Community of Valencia, Madrid, Navarra the Basque Country and Coimbra.
CaixaImpulse has selected 23 new biomedical research projects to support for prospective market-entry.

With the support of the Banking Foundation and Caixa Capital Risc, CaixaImpulse’s goal is to facilitate transferring scientific knowledge developed in research centres, universities and hospitals to society. In addition, it aims to support the economic valuation and marketing of these pioneering initiatives.

Since its launch in 2015, CaixaImpulse has allocated €4.9 million and supported 58 initiatives. Four of these have already become spin-offs while another four are in the making.

Glycardial, one of these spin-offs, has secured a €2.4 million investment. This project is developing a test capable of detecting Apo J-Glyc in blood, one of the key indicators for diagnosing cardiac ischaemia and for predicting how patients who have suffered an ischaemic attack evolve.

The three new companies—Care Respite SL, Createsense Health SL and Werium Assistive Solutions SL—offer innovative solutions to monitor dependent patients, observe blood parameters with a decentralised approach, and improve rehabilitation environments.
“Spreading knowledge is a priority for the "la Caixa" Foundation. Always with the spirit of service to people and society.”
Spreading knowledge is a priority for the “la Caixa” Foundation. To this end, an array of activities is bringing culture and science closer to the general public. Events include displaying masterpieces of yesterday and today, discussing the mysteries of the cosmos, partnering with top institutions and conducting dialogues with worldwide experts. This is how each member of the network—CaixaForum, CosmoCaixa, Palau Macaya, Jardines de Cap Roig and traveling exhibitions—contributes to this aspect of the institutional mission. As evidence of the organisation’s spirit of service to people and society, in 2017, 6,009,233 individuals took part in the “la Caixa” Foundation’s cultural, scientific and educational activities.
IMPORTANT SHOWS LIKE WARHOL AND MASTERPIECES FROM THE BRITISH, THE PRADO AND MNAC, IN CAIXAFORUMS

The winged goddess Niké opens the exhibition ‘Agón! Competición en la Antigua Grecia’ (Agon! Competition in Ancient Greece). It’s a sculpture carved a century before our time. Thanks to the key agreements the “la Caixa” Foundation has signed with prestigious international institutions like the British Museum, the Museo del Prado and the Museu Nacional d’Art de Catalunya (MNAC), the sculpture can be admired in Barcelona and Madrid. Additionally, the ‘Programa de Exposiciones’ (Exhibition Program) has put together impressive productions in the eight CaixaForums, such as ‘Andy Warhol: Mechanical Art’ and ‘Disney: The Art of Storytelling’.

Plato wrote: ‘With respect to each individual, his first and most glorious victory is that which he achieves over himself.’ Bringing artistic masterpieces from all time periods to the maximum number of people— and doing so through high-quality visits complemented by diverse activities—is one of the “la Caixa” Foundation’s goals. Exceptional objects from the medieval and classical Greek period have been on view in CaixaForum Barcelona and Madrid thanks to the strategic alliance with the British Museum. This long-term agreement will make it possible for pieces from other periods, such as Pharaonic Egypt, to be exhibited in Spain.

In addition to the above, the “la Caixa” Foundation has signed agreements with well-known Spanish institutions like the Museo del Prado, the Museo Sorolla and IVAM in Valencia, as well as with the Museu Nacional...
d’Art de Catalunya (MNAC) and the Museo Maricel de Sitges. In this way, over the course of 2017, there have been showings of ‘Goya and the Enlightenment court’, ‘Andalucía in Fortuny’s Imagery’, ‘Sorolla: A Garden to Paint’, ‘Ramon Casas: Yearning for Modernity’, and ‘Ramon Pichot’, among others.

This has been a year full of major shows. Among them were ‘Andy Warhol: Mechanical Art’, organized with the Museo Picasso in Málaga, and ‘Giorgio de Chirico’s World: Dream and Reality’, in collaboration with Fondazione Giorgio e Isa de Chirico.

It has also been a year full of cinema. Together with the Walt Disney Animation Research Library, the “la Caixa” Foundation presented ‘Disney: The Art of Storytelling’, which reveals the origin of some of the studio’s best-known movies, like ‘Frozen’. Exhibitions were also organized with the Cinémathèque Française, such as ‘Art and Cinema: 120 Years of Interchange’ and ‘Cinema and emotions: A journey to childhood’.

The successful showing ‘Sebastião Salgado: Genesis’ ended its tour of various CaixaForums in Tarragona. Because it was so well received and sparked so much interest, a second version has been put together, and is making its way around different parts of Spain. Responding to interest in this way exemplifies the “la Caixa” Foundation’s spirit of bringing art closer to society.

“Exceptional objects from the medieval and classical Greek period have been on view in CaixaForum Barcelona and Madrid thanks to the strategic alliance with the British Museum.”
THE BRAND NEW CAIXAForum SEVILLA INAUGURATES ITS 8,100 M² OF SOCIAL AND CULTURAL SPACE

A stabilised aluminium foam canopy welcomes visitors to explore the CaixaForum Sevilla’s 8,100m² dedicated to people and culture. The inauguration of this centre tops off the “la Caixa” Foundation’s nationwide presence in Barcelona, Madrid, Palma, Zaragoza, Tarragona, Girona and Lleida.

After CaixaForum Sevilla welcomes visitors with the silver canopy symbolising openness to culture, its three levels—80% of which are underground—greet them. On the first floor there is a large hall and an 800-metre patio that serves as a meeting point. The latter leads to a 273-seat auditorium and two exhibition halls of 780 and 420m².

On the second level there are two multifunctional auditoriums of 180 m² and Espacio Familia (Family Space) designed for workshops and activities for people of all ages. A restaurant/cafeteria and a terrace overlooking shops and gardens are on the top floor.

CaixaForum Sevilla is located on the same block as the Torre Sevilla shopping centre. Together they form a culturally vibrant area linking the

The new Andalusian socio-cultural space brings together “la Caixa’s” art collections

Two exhibitions kicked off the CaixaForum Sevilla’s inauguration: ‘¡Mirame! Retratos y otras ficciones’ (Look at Me: Portraits and Other Fictions) and Anglada-Camarasa. Both are representative of “la Caixa” Banking Foundation’s art collections. The former displays several current, well-known portraits, highlighting this genre’s significance. The latter is a retrospective exhibition placing the most internationally acclaimed modernist Catalan artist in the spotlight. Games, educational and family activities, conferences, guided visits, coffee chats and children’s workshops enrich the visitor’s experience at the new centre.
city downtown to Isla de la Cartuja. The new building’s architect, Guillermo Vázquez Consuegra (Sevilla, 1945), is a National Architecture Prize recipient. The design of the Museum of Sea and Navigation in Genoa and renovation of San Telmo Palace in Sevilla are among his other accomplishments. Higini Arau is the engineer behind the architectural acoustics of the auditorium, featuring state-of-the-art technology.

“A large canopy welcomes visitors to explore the CaixaForum Sevilla’s 8,100m² dedicated to people and culture.”

The trees on the outdoor square—jacarandas, chinaberry and others—dig their roots into the building. Inside, the planters’ hanging structures give the ceiling a sense of volume. In the lobby, a series of large pillars placed at a seven-metre distance from each other holds the underground space together hypostyle.

CaixaForum Sevilla is open all year, except on the following holidays: 25 December, and 1 and 6 January. Inside, the different spaces lend themselves to an array of activities and audiences: family activities (Espacio Familia), educational activities (EduCaixa), the Art for Change programme, the elderly, etc. Social, cultural and scientific exhibitions are woven together with spaces for concerts, poetry, conferences, seminars and multimedia events.

1. 229,328 Visitors
2. 13,657 Visitors taking part in school activities
3. 60,628 The most-visited exhibition:
   Anglada-Camarasa
   (3 March to 20 August 2017)
Arata Isozaki designed the lighting of the modern-ist factory’s entrance canopy with a versatile adjustment system that accentuates the building’s entryway. Inside, numerous exhibitions have shone. Among them: ‘Thyssen as Never Before Seen’, ‘The Pillars of Europe’, ‘Giorgio de Chirico’s World’ and ‘Warhol: Mechanical Art’. In music, ‘Musical Season’ and ‘Music on Film’ seasons have been strengthened. In cinema, showings of ‘Warhol’s Alter Egos’—based on the exhibition—and ‘Art and Cinema’ have made particular impact.

The young public has enjoyed the DNIT (By Night) concerts, the meetings and workshops with artists, and the theme night on the ubiquitous Andy Warhol. Within the school and family activities, the newly produced show ‘That’s a Musical!’ has won over children, adolescents, parents and teachers alike. Meanwhile, the CaixaLab has experienced an important increase in groups and visitors.

"The exhibitions Thyssen Never Seen, The Pillars of Europe, The World of Giorgio and Chirico and Warhol were spectacular highlights this year."

1. 748,140
   Visitors
2. 76,280
   Visitors taking part in school activities
3. 228,426
   The most-visited exhibition: POP ART
   Warhol and Mechanic Art (13 September to 31 December 2107)
Emotions running high. Carmelo Vázquez, full professor of psychopathology at the Universidad Complutense in Madrid, led the course ‘Forgotten Emotions’, with classes dedicated to happiness, beauty, serenity and reason. Thursdays have been devoted to Berlanga, with a series of projections in collaboration with the Fundación Ortega y Gasset and Fernando R. Lafuente.

The economy has been on the agenda as well. Expert José Luis García Delgado led the “la Caixa” Chair series of master classes. In addition, the round of conferences ‘Neither Muses nor Geniuses’ delved into the creativity of important couples like Virginia Woolf and Roger Fry, and María Teresa León and Rafael Alberti.

There was even something for the smallest theatregoers, who enjoyed a series dedicated to the Czech animator Zdeněk Miler and ‘The Adventures of Topito’, among others. Buster Keaton also took his place with ‘The General’ making a comeback.

“Thursdays have been devoted to Berlanga, with a series of projections in collaboration with the Fundación Ortega y Gasset and Fernando R. Lafuente.”
CAIXAFORUM PALMA

The musical programme this season was very warmly received by the public in CaixaForum Palma. Among the numbers that concertgoers enjoyed were sounds from the Carpathians, led by the Polish group Volosi.

Additionally, the Mishima vocalist David Carabén was entrusted with opening ‘Encuentros con...’ (Get-togethers with...) a series dedicated to visual arts and the latest trends making waves among the island’s public.

Modernism is part of the CaixaForum Palma—the location of Banking Foundation and Criteria headquarters—identity. This is due as much to the building’s architecture as to the exhibitions taking place there. The painter Hermen Anglada Camarasa, whose collection is housed in the building, makes an important contribution to this identity. This year, the temporary exhibition ‘Ramon Casas: Yearning for Modernity’, with more than a hundred works by the artist and his contemporaries, has been one of the most widely visited.

The centre has also offered its space to national and international conferences of particular social relevance.

“The musical programme this season was very warmly received by the public in CaixaForum Palma.”

1. 309,943
   Visitors

2. 18,200
   Visitors taking part in school activities

3. 40,780
   The most visited exhibition: Ramon Casas. A yearned for Modernity (5 July to 22 October 2017)
Where are the art works held when they arrive at the centre? How are sounds and images generated in the auditorium? Through the Summer Nights program, the public has uncovered the mysteries of CaixaForum Zaragoza.

The centre has prepared two galleries accessible from the exhibition rooms and installed learning spaces for important exhibitions such as The Pillars of Europe with funding from the British Museum, and Goya and the Enlightenment Court with pieces from the Museo del Prado.

Through the Summer Nights programme, the public has discovered the mysteries of CaixaForum Zaragoza.
The concerts that made history were immortalized on the big screen; these are nothing less than essential to music and film history. The series ‘Música filmada, conciertos imprescindibles’ (Music on Film: Concerts That Mustn’t Be Missed) has brought these iconic musical numbers back for the enjoyment of CaixaForum Girona’s audiences. The great Karajan directing the violinist Menuhin, and Zubin Mehta and Daniel Barenboim as young men before they became famous, have been among the most applauded.

Baritone and educator Enric Martínez-Castignani has invited the entire audience to take a tour through chamber music history—from German ‘Lied’ to French ‘mélodie’—and the emotions that vocal music evokes.

Related workshops and the exhibition visits have also had a big following. The show ‘Cine y emociones. Un viaje a la infancia,’ (‘Cinema and Emotions: A Journey to Childhood’), carried out in collaboration with the Cinémathèque Française, is an example.

‘Tierra de sueños’, (‘Land of Dreams’) has given some of India’s ‘forgotten’—including children, the disabled, and women from Anantapur, one of the country’s poorest regions—a voice. These are the protagonists of Cristina García Rodero’s impressive portraits on display for this exhibition.

Visitors taking part in school activities

1. 156,298
2. 13,612
3. 45,368

The most-visited exhibition:

Experiment year 2100
(4 April to 13 August 2017)
crossroads of commerce and art collections, Geneva is home to the most important collection of Swiss artwork from the XVI and XVII centuries. CaixaForum Lleida was the first centre to host the unprecedented exhibition Flemish and Dutch Painting from the Geneva Museum, a unique opportunity to behold 48 works by Cornelis, Van Harlem, Pieter Brueghel the Younger and Pieter Brueghel the Elder, among others.

The activities organized around the exhibition have also generated quite a following: guided and animated tours, coffee circles and educational workshops like ‘Un viaje a través del túnel del tiempo’ (A Voyage Through the Tunnel of Time) for families. The lecture series, ‘El gran siglo de la pintura flamenca: en busca del individuo y la realidad’ (The Grand Century of Flemish Painting: In Search of the Individual and of Reality) outlined the descriptive powers of the period’s artists.

‘Get-togethers with...’ various creative practitioners of the different artistic disciplines have also been well received by the public. Through these, young talent like Paula Bonet and Monstruo Espagueti have revealed the keys to the creative process.

"CaixaForum Lleida was the first centre to host the extraordinary exhibition Flemish and Dutch Painting from the Geneva Museum."
CAIXAFORUM TARRAGONA

There’s a place for art in the family. Illustrators, architects, poets and artists, inspired people to create, experiment, observe and play among family at the Nanoarts Festival. It’s a perfect opportunity to discover that you can have fun while learning at CaixaForum.

Our youngest audience has been called to ‘get-togethers with creators...’ The micro-poetess Ajo and the illustrator Monstruo Espagueti were the first stars of this new series devoted to new artistic trends.

Deciding one’s future and what to study is often hard for high school and vocational school students. The education orientation workshop ‘La elección’ (The Choice) gives them tools and strategies while allowing them to share their worries and discover answers to their doubts.

Meet-ups with bloggers have also had their place in the centre. These sessions have allowed CaixaForum to share and communicate its experience with new audiences.

In addition, this centre also housed the Sebastião Salgado exhibition, Genesis and Mediterranean: Our sea as never before seen.

“CaixaForum Tarragona housed the Sebastião Salgado exhibition, Genesis and Mediterranean: Our sea as never before seen.”
A GREAT CONTEMPORARY ART COLLECTION DEVOTED TO THE PUBLIC AND UNIVERSAL VOCATION

With its mission of bringing art’s universal calling closer to the public, “la Caixa” Collection has been on tour in Rome, Lisbon and Istanbul—a truly international year. The collection has also been on exhibit at the Sevilla, Barcelona, and Lleida CaixaForums.

Conversión Piece by Juan Muñoz represents dialogue, contrast and the search for meaningful revelation. Muñoz’s work is part of the “la Caixa” Collection on exhibition in Rome’s Galleria Nazionale d’Arte Moderna e Contemporanea. A dozen other pieces by Agnes Martin, Antoni Tàpies and Donal Judd have joined Conversation Piece in Rome under the same title.

Turbulent by Shirin Neshat is another great piece funded by “la Caixa” that has given the exhibition at Lisbon’s Galeria de Torreão Nascente da Cordoaria Nacional its name. In it, two parallel panels display a woman’s and a man’s song, a representation of society’s complexity. Another forty artists contributed their work to this exhibition.

For its part, the Pera Museum in Istanbul hosted the “la Caixa” Collection’s Look at Me! Portraits and other Fictions, an adapted version of the CaixaForum Sevilla’s inaugural exhibition.

"Sowing lightning" is a metaphor that alludes to an experimental place where extraordinary things can happen. This year, the “la Caixa” Collection has encouraged its artists to experiment with their work, whether or not they are part of the fund. To make this possible, Nicolás Paris has deconstructed the traditional exhibition model, creating instead a laboratory that allows the public to exercise observation, inquiry and dialogue. In addition, Tony Oursler displayed two pieces created 30 years apart: one recently and the other in 1984.

With its mission of bringing art’s universal calling closer to the public, “la Caixa” Collection has been on tour in Rome, Lisbon and Istanbul in a truly international year.
"LA CAIXA’S" ARTE Y MECENAZGO (ART AND PATRONAGE) PRIZES RECOGNIZE THE VALUABLE WORK OF PATRONS, GALLERIES AND ARTISTS

Han Nefkens, Elba Benítez and Asier Mendizabal: a collector, a gallery and an artist, respectively, are the three winners of the 2017 ‘Arte y Mecenazgo’ (Art and Patronage) prize. This is how the Banking Foundation recognizes the important contributions that these figures make to the art world.

The root of the Spanish word, mecenazgo is mecenas referring to Gaius Maecenas, the first known protector of the arts, adviser to the Roman emperor Augustus before the time of Christ. The Banking Foundation is aware of the important contribution that this figure makes to art’s ecosystem even today. Thus, the foundation recognizes his dedication, generosity and influence, along with that of gallery owners and artists who receive an endowment of €50,000 and €40,000 respectively.

For the seventh edition, the Art and Patronage prizes made all citizens eligible to apply, receiving as many as 273 candidacies. Patricia Phelps de Cisneros, Juan Várez, Chus Martínez, Núria Enguita, Carlos Urroz, Ignasi Aballí, Pedro Carreras, José Luis Blondet and Nimfa Bisbe comprise the jury.

"Kader Attia’s commitment to his time and to the destiny of humanity has close ties to Joan Miró’s participation in the critical chapters that marked his generation," declared the jury of the 2017 Joan Miró prize, one of the world’s most prestigious and highly endowed honours in contemporary art. The Banking Foundation will be in charge of both the €70,000 prize and the production of the monographic exhibition that will feature the French-Algerian artist in 2018 at the Joan Miró Foundation.

The prize is announced every two years with its list of former recipients including Olafur Eliasson, Pipilotti Rist, Mona Hatoum, Roni Horn and Ignasi Abellí. The jury includes the following members Iwona Blazwick, director of the Whitechapel Gallery; Magnus af Petersens, director of Bonniers Konsthall; Alfred Pacquement, former director of the Centre Georges Pompidou; Nimfa Bisbe, head of the “la Caixa” art collections, and Rosa Maria Malet, former director of the Fundació Joan Miró.

The French-Algerian creator Kader Attia receives the 2017 Joan Miró Prize

"Not All That Moves is Red (Curtain) #1, Asier Mendizabal, 2012. Stitched fabric. “la Caixa” Contemporary Art Collection."
THAT’S A MUSICAL!: AN EDUCATIONAL ACTIVITY FOR SCHOOLCHILDREN TO DISCOVER MUSICAL THEATRE

Thousands of people have enjoyed the "la Caixa" Foundation concerts all over Spain in 2017, twice as many as compared to previous years. This year, two first-time productions — ¡Cantemos el cine! (A Song to Cinema) and That’s a Musical! — took place. The former is interactive, inviting the audience to participate on stage by singing the most well-known Broadway musicals like Star Wars and the Titanic. The latter is an activity designed to help school-aged children discover the magic of musicals.

To participate in a large scale pedagogical project together with prestigious professional musicians and singers. The "la Caixa" Foundation started promoting participative concerts with Handel’s Messiah in 1995, twenty two years ago, with the objective of bringing music to different audiences. Since then, more than 50,000 amateur singers have participated in these performances in front of an audience of almost half a million.

With a format unique in Spain, members of the public share in an original experience which brings together amateur singers, prestigious international orchestras, soloists and conductors for a performance of outstanding time loved symphonic-choral works. This event will be repeated this year with a new performance.

Let’s sing Cinema! revisits some of the most famous compositions from cinema, such as Superman, Cinema Paradiso or Saving Soldier Ryan.

That’s a Musical! is an educational activity that explains how a musical is put together. A musician, a writer, and actress and a stage director reveal different aspects of this form, such as, for example that the plots can be original or based on a book, an opera or a picture.
ART FOR CHANGE

In 2007, the “la Caixa” Foundation created “la Caixa’s” Art for Change, a programme that combines artistic creativity and personal and social transformation. In addition, this programme fosters participation in creative processes in any artistic discipline, thus favouring collaboration and inclusiveness. Furthermore, it respects diversity and is open to learning from and to listening to society.

In these 10 years, the program has launched a call for project proposals on a yearly basis for artists or cultural and artistic organisations that involve community participation, especially for those groups living in situations of vulnerability. Since 2017, 346 projects have been selected and 293 artists and 157 cultural organisations have carried out these unique projects all over the country. There have been more than 100,000 participants in these projects, with an investment of more than €4.6 million.

In addition to these projects, the programme has also developed initiatives such as Migrandland, the play directed by Àlex Rigola in which 45 immigrants took part. Another example is Political Mother, a piece directed by Hofesh Shechter, the English choreographer, involved 64 dancers with no prior experience. Finally, Una expo más, which toured several CaixaForums, exhibited different pieces created by diverse communities living in vulnerable circumstances.

CAIXAESCENA

CaixaEscena, now in its 10th year, is an educational project that offers support to professors and teachers who contemplate theatre as a conduit for the social, cultural and cognitive development of young people. It’s a challenge that opens the gates to emotions, imagination, shared effort and the discovery and acceptance of every type of ability.

CaixaEscena’s ‘Los encuentros’ (Get-togethers) are the culmination of the entire creative process. Since they began 10 years ago, more than 30,000 students have participated through more than 2,200 theatre groups created in more than 1,000 secondary schools.

Over several weekends, ten Spanish cities host the students and teachers signed up for the program. They hold theatre workshops, receive special advice about each particular staging, and top it all off with a performance.

1. Projects selected for presentation to the programme Art for Change
2. Estimated number of beneficiaries for the presentation in 2017
3. Teachers since the programme’s launch
4. Workshops and meetings since the programme’s launch
5. Artistic professionals since the programme’s launch
6. Students participating in theatre activities since the programme’s launch
COSMOCAIXA 
SURPASSES 10 MILLION VISITORS 
AND VISITS 
THE WORLD OF 
TYRANNOSAURS 
AND THE 
LINGUISTIC BRAIN

Trix, the ‘Tyrannosaurus rex’, one of the best-preserved dinosaurs in the world, is all decked out. This year CosmoCaixa has reached an important milestone: Over 10 million people have visited the museum since it opened its doors in 2004. This occasion coincides with two important exhibitions: Talking Brains: Programmed to Speak—a tour of the human linguistic brain—and T. Rex, which displays the extraordinary fossil of Trix, in the only Spanish stop on her world tour.

On 24 September 2004, CosmoCaixa’s 33,000 m² of space opened its doors, placing science within everyone’s reach. Since then, “la Caixa” Foundation’s new Museum of Science has welcomed more than 10 million visitors to 39 exhibitions and the 2,860 activities programmed for all audiences. The museum has been open every day of the week since its inauguration.

CosmoCaixa has also journeyed to the cretaceous period. It is the only museum in Spain to exhibit the best-conserved tyrannosaurus rex skeleton in the world: Her name is Trix, 

This milestone coincides with two great exhibitions in 2017: Talking Brains, which deciphers language from the perspective of the brain, offering an interactive voyage through time from a neuroscientific, biological and evolutionary point of view. Professors of grammar join forces with paleoanthropologists, neurologists, psychologists, neuro-linguists and computation specialists to offer a complete explanation of human language.

Visitors to CosmoCaixa in 2017: 884,636
Schoolchildren visiting CosmoCaixa in 2017: 188,362
the 12-meter-long queen of the tyrannosaurus that roamed the earth 67 million years ago. Eighty percent of the bones in her fossilized skeleton are original, which makes it one of the most complete and best-preserved examples of the species.

This year, partial skeletons of three hominoids from the Miocene period have also been on display, thanks to the collaboration of the Institut Català de Paleontologia Miquel Crusafont (ICP). Popularly known as Pau, Jordi and Laia, the original fossils have been exhibited alongside three sculptures by the artist and biologist Ramon López, representing how these primates might have looked in life.

"Since 2004, the Museum of Science has welcomed more than 10 million visitors to 39 exhibitions and the 2,860 activities programmed for all audiences."
‘Cómete el Museo’ (*Take a Bite Out of the Museum*) is CosmoCaixa’s fun new gastronomic activity for adults. It consists of special thematic visits that offer an original approach to science and end with a unique tasting.

‘Dinosaurios a la sal’ (*Salt-crusted Dinosaurs*) uncovers the museum’s hidden fossil challenges; ‘Verne en su salsa’ (*Verne in his element*) reveals the scientific aspects of the author’s iconic novels; ‘Darwin, comer como un naturalista’ (*Darwin, eat like a naturalist*) demonstrates how the renowned naturalist was also an excellent gastronomist capable of eating any of the species he’d described; ‘Terror en CosmoCaixa’ (*Terror at CosmoCaixa*) spells out how fear works and how important it is to avoid falling victim to predators and ‘Tabú’ (*Taboo*) shows how bare animal instinct makes sex such an instinctive tool for guaranteeing species’ perpetuation.

The “la Caixa” Foundation has contributed to renovating Madrid’s Planetarium, both by providing cutting-edge technological equipment and by creating unique content. ‘El cielo de Cloé’ (Cloe’s Sky) is the product of this relationship. Directed to the young, the programme introduces innovative ways to explore astronomy within a scientific communication framework.

The Planetarium of Madrid conveys astronomical and scientific concepts in an enjoyable and educational way. The agreement with the “la Caixa” Foundation equips it not only with cutting-edge equipment, but also with innovative activities and exhibitions that allow school children and the general public to learn a new way of observing the heavens and addressing the mysteries hidden by the immensity of the universe.

Collaboration between these two organisations has resulted in Cloe’s Sky, a new planetarium programme aimed at children; it poses a new way of looking at the skies from Madrid and also from CosmoCaixa Barcelona. Cloe invites visitors to look deeply into the day and the night, observe the phases of the moon, admire blue, white, yellow and red stars, learn the constellations, and experience an adventure alongside Orion.
Traveling exhibitions are a unique vehicle to convert knowledge into a path for social progress. These exhibitions are one of the "la Caixa" Foundation’s most visible and widespread approaches to raising public awareness on a range of cultural, scientific, environmental and social issues.

The "la Caixa" Foundation’s traveling exhibitions are innovative in how they design educational content for all audiences. To accomplish it, they use original formats to move from city to city, bringing culture and knowledge to as many people as possible.

For example, one of these exhibitions is *Picasso: The Guernica’s Journey*. Inaugurated in 2017 in Gernika Lumo, this exhibition, will travel throughout Spain over the next two years. The exhibition is on display on two expandable mobile units that together create a 200 m² space. The Reina Sofia Art Museum is helping to make this unique experience possible.

Another example is the Sebastião Salgado: *Genesis* exhibition, comprised of 38 black and white photographs by this Brazilian photographer. This exhibition is part of the ‘Arte en la Calle’ (Art on the Street) programme through which the “la Caixa” Foundation strives to pull art out of the conventional contexts in museums and galleries in order to reach more people.
Likewise, Creativity is bringing art closer to the public by using a bus adapted to people with reduced mobility. This educational space is interactive and unique, with the goal of fostering the development of solutions to simple problems. In this way, EduCaixa plans to participate in workshops for primary and secondary school groups (for six to sixteen year-olds) as well as for families.

“The travelling exhibitions use original formats in their travels from city to city, bringing culture and knowledge to as many people as possible.”
EDUCAIXA STRIVES TO BECOME A CATALYST IN THE EDUCATION SYSTEM

Formerly eduCaixa, the programme has changed its logo this year, from cursive to a round, capital ‘E’. Through this minor face-lift there is in fact a huge change. As Robert Slavin, the global cooperative learning expert observed, if the 20th century transformed engineering and agriculture, in the 21st, a major shift in education is underway. The Banking Foundation has begun taking its first steps towards becoming a change agent in this field through rigorous research on educational programmes and the dissemination of the results.

A new world lies behind the numbers: 800 online resources are available in classrooms, while outside of school 15,000 workshops and activities take place each year. With the need for educational transformation in mind, EduCaixa has taken further steps in its mission.

Its goals encompass the development of students’ competencies and the creation of effective community programmes and practices, as well as creating new resources and activities. The strategy addresses many elements including funding for educational programme evaluation, training for centre directors
Big Data, the intelligence of information is a pioneering project in Spain that supports the development of students’ digital competencies. Participants should be in the last four years of secondary education (3rd and 4th year of ESO and the two years of bachillerato in the Spanish system) or enrolled in intermediate vocational training. This new EduCaixa programme offers participants the tools to develop positive, critical and realistic attitudes towards technology and digital information. It allows students to understand how data is generated and it teaches them how to extract and process information.

The teaching staff can access the programme by registering on the online platform at www.bigdata.educaixa.com or on the EduCaixa Big-Data app. It includes five different topic areas: the concept of Big Data, devices that interact with data, the world of apps, social media and Open Data as a concept. In addition, the project establishes three learning paths to facilitate implementation in different educational contexts.

The programme uses its own proprietary tools and activities based on teamwork, project learning based on inquiry, and the use of thinking habits and skills. It includes evaluation techniques and self-evaluation learning tests.

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**Big Data or how to survive in a digital world**

**1. Student users**
- 2,411,797

**2. Educational centres**
- 8,385

**3. Teachers**
- 1,835
“Cooperate more and compete less” is what David Johnson, professor of educational psychology and co-director of the Cooperative Learning Centre at the University of Minnesota suggests. The Banking Foundation is aligning itself with the most innovative international institutions to encourage educational change in line with the new needs of the 21st century.

As it strives to become a catalyst in the field of education, EduCaixa is creating a network of international alliances to generate evidence, develop resources, organise open public conferences and propose a series of seminars for educational centre directors.

The international partners include: the Education Endowment Foundation (UK), the Cooperative Learning Center (USA), the Buck Institute for Education (USA), Harvard University (USA), the Center for Research and Reform in Education (USA), and SUMMA as part of Fundación Chile.

(R)evolucioneducativapuntocom

The EduCaixa now supports education centres that evaluate intervention programmes focused on student competencies and at the same time share best practices with the education community. Those wishing to take advantage of this opportunity can register at: www.revolucioneducativa.org
Six international experts participated in the new EduCaixa conference series. These sessions aim to generate insight and debate regarding some of the most pressing current and future social issues. The series encompasses several topics including cooperative learning, project-based learning, transformation in education, impact assessment and educational data, and the role of leadership teams in education centres.

Robert Slavin, of the Center for Research and Reform in Education, Howard Gardner of Harvard University and others have joined David Johnson and Bob Lenz in sharing their experience through these conferences.

Though the main audience is the education community, the sessions are open to the general public. At the same time, EduCaixa invites centre directors to attend seminars given by the speakers just before each conference.

The Banking Foundation aligns itself with the most innovative international institutions to encourage educational change in parallel with the new needs of the 21st century.
The Macaya Method is based on social dialogue and gives the world’s top experts a voice.

The expertise of economist Joseph Stiglitz, political scientist Sami Naïr, activist Elif Shafek, climatologist Javier Martín Vide, epidemiologist Kate Pickett, researcher Rob Wilson, sociologist Nilüfer Göle and many more converge at Palau Macaya. This has become a sort of universal main square to contribute to social, political, economic and environmental progress through dialogue, reflection and idea exchange, offering a platform for world experts to share their insights on all fields that touch human lives.

The Palau Macaya (Macayo Palace) has as many as eight multifunctional spaces equipped with the latest technologies to host an array of activities emphasizing dialogue between people. Open to citizens, universities, social organisations, businesses, professionals and public institutions, the Palau Macaya organizes conferences, workshops, and networking meetings.

The Dialogues consist of conferences co-organized with other institutions including Fundación Catalunya Europa, Fundación Ernest Lluch, Fundación Joan Maragall, CIDOB (Barcelona Centre for International Affairs), Centro de Estudios Internacionales, Asociación Catalana de Sociología, and TV3.

The series Reflections are longer-term events organised under the scientific direction of a leading organisation. One such event is ‘El futuro del trabajo de las personas vulnerables’ (The Future of Work for Vulnerable People), carried out by the “la Caixa” Foundation’s Incorpora programme under the supervision of the Instituto Universitario Avedis Donabedian.

Under the title ‘Desarrollo humano y sostenibilidad’ (Human Development and Sustainability), the centre’s latest call for project proposals is aimed at non-profit organisations, social sector businesses and cooperatives, universities and research centres and public agencies.

The Palau Macaya is gaining a reputation as an ‘intellectual engine’ attracting nationally and internationally recognised specialists. Shlomo Ben Ami, Caterina Biscari, Iñaki Gabilondo, Garbiel Zucman, María Jesús Herrera, Nilüfer Göle, Mark Leonard, Enrico Letta and Jo Leinen are some of the renowned figures who have come together in the Palau Macaya.
The centre is home to the Escuela Europea de Humanidades—a leader in the sphere of intellectual debate around philosophy, history and literature—and is headquarters of the prestigious Club de Roma in Barcelona founded in 1968. It will also house the Observatorio de los Objetivos de Desarrollo Sostenible (ODS) headquarters created by CaixaBank and the "la Caixa" Banking Foundation in collaboration with ESADE.

“Open to citizens, universities, social organisations, businesses, professionals and public institutions, the Palau Macaya organises conferences, workshops, and networking meetings.”

Cap Roig: First meeting on economics, biosphere certification and learning tours

The Cap Roig gardens have made news in three ways. Its festival is the first to obtain the UN’s biosphere certification for environmental, economic and cultural sustainability. As the leading summer festival in Southern Europe, Woody Allen, Silvia Pérez Cruz, Estopa, Norah Jones, Passenger and Jason Derulo, among others, have graced its stage with their presence.

Cap Roig is setting up an auditorium to host meetings on economics and social challenges. As a preamble, The First Meeting was held at the Museu del Suro de Palafrugell in March. The yearly event analyses social malaise as well as the challenges posed by technological transformation and openness to foreign trade.

Under the title ‘Las mil caras de los jardines de Cap Roig’, (The Thousand Faces of the Cap Roig Gardens), the park is getting ready to conduct tours of its 17 hectares designed for school-age children and families. These gardens are among the most important natural environments anywhere in the Mediterranean.
The Social Observatory of "la Caixa" debates youth unemployment and innovation in research

Are youth unemployment and poverty structural problems? What is at stake when we consider betting on research and innovation? The 2017 Social Observatory of "la Caixa" dossiers discuss these issues. This strategic online platform was launched last year to offer expert insight and analysis on social issues and future challenges.

The Social Observatory of "la Caixa" covers four topics: social inclusion, education, science and culture. The platform provides a series of dossiers, articles, indicators, data, interviews, book reviews and best practices manuals. The platform’s goal is to reach a broad audience, creating engaging content that reveals relevant social science tendencies and research results. In addition to the numerous articles it published this year, the Social Observatory has also produced two dossiers, with a third edition on cultural participation and wellbeing forthcoming in 2018.

‘Youth unemployment and poverty: a structural problem?’ examines the impact of the staggering increase in unemployment among youth due to the economic crisis. The article points to the need to create more effective and visible programmes like Youth Guarantee, one of the European Union’s priorities.

The ‘Research and innovation: what are our stakes?’ issue analyses how R&D is faring based on two complementary perspectives. One highlights the efforts taking place in this realm in Spain. The other looks at international investment in R&D comparing it with that in emerging economies.

This strategic online platform was launched last year to offer expert insight and analysis on social issues and future challenges.

Prizes in memory of Rogel·li Duocastella

Rogel·li Duocastella was a sociologist in Catalonia. In his memory and as a way of supporting young researchers, the "la Caixa" Banking Foundation awards 4 informative social science articles with prizes of €10,000. The winners’ names are then published on the Social Observatory website.

www.socialobservatorylacaixa.org

178,281
Visits

272,081
Pages viewed
EXTENSION OF THE TERRITORIAL CAPILLARITY
INTERNATIONALISATION: PORTUGAL
In addition to what has been explained about the welfare projects, the "la Caixa" Foundation extends its reach through collaboration with institutions all over the country, with the provision and funding managed by the network of CaixaBank branches. The size of this network guarantees the presence of the Foundation in thousands of municipalities throughout the state.

In 2017, countrywide, the total number of collaborative projects reached 12,697. Among the issues addressed were infant poverty, marginalisation and social exclusion, support for elderly people, projects for social inclusion, cohabitation and interculturality or cultural activities.

The financial resources allocated for these projects totalled 44.4 million Euros in 2017. 760,740 people benefited from the support offered.

The "la Caixa" Foundation also extended its activity at a state level through collaborative agreements with the banking foundations of Caja de Burgos, Caja Navarra, Caja Canarias and Cajasol. Among these joint ventures the call for the support for territorial social initiative projects. Specifically, in 2017, 148 different projects presented by social entities received open support.

The result of these initiatives and other agreements with these foundations, the Foundation extended its active reach, co-producing exhibitions, concerts and other cultural performances, and joining forces to promote the knowledge of culture and science, with the development of research projects. The total number of operative agreements in 2017 came to 256.

“The extensive network of CaixaBank branches guarantees the presence of the “la Caixa” Foundation in thousands of municipalities throughout the state.”
THE BANKING FOUNDATION EXPANDS INTERNATIONALLY, LAUNCHING THE WELFARE PROJECTS IN PORTUGAL

“Aware of the strength and beauty of the reality that unites us, we have decided to expand the “la Caixa” Foundation’s reach internationally to Portugal,” affirmed Isidro Fainé, Chairman of “la Caixa” Banking Foundation. The organisation is promoting diverse social activities in its neighbouring country, such as support for wildfire victims as well as for biomedical research. Through an alliance with BPI, (Banco Portugues de Investimento), the expansion is bringing key programmes such as Incorpora and Comprehensive Care for Advanced Illnesses to the region.

As a first step towards expansion, the foundation has prioritised programmes that produce the most social impact and transformation. In particular, the focus will be on the development of initiatives that provide long-lasting solutions and cover basic needs while generating equality of opportunity.

Therefore, the foundation has begun implementing social action through the Incorpora programme, dedicated to job placement for people who have struggled to join the labour market. In addition, the implementation of the Comprehensive Care for People with Advanced Illnesses programme will also be a priority.

“la Caixa” Banking Foundation and BPI’s partnership has already been helping victims of the violent wildfires that took place in Portugal in 2017. Through a protocol developed by several organisations including the Fondo Revita, the foundation has earmarked €3 million to help the victims of the fire that devastated Pedrógão Grande.

Housing and securing basic needs are the two main priorities for these victims. Individuals and companies further contribute to this funding. Meanwhile, the foundation has opened a call for proposals for CaixaImpulse and biomedical research projects. The goal of the open call in biomedical research is to encourage excellence in the fight against cardiovascular, neurological, infectious and oncological illnesses, all of which have a significant impact on society. CaixaImpulse projects focus on healthcare innovation.

The “la Caixa” Collection in Lisbon

In accordance with the criteria of propagation of culture and science, the “la Caixa” Banking Foundation collaborated with a series of large scale exhibitions in Portugal during 2017. Within the framework of Lisbon, Iberoamerican Capital of Culture for 2017, the exhibition Turbulences was staged at the Galeria do Torreão Nascente da Cordoaria Nacional de Lisboa, with approximately 40 works from the “la Caixa” Contemporary Art Collection.

This was the case with Madonna, Treasures of the Vatican Museums, the exhibition in the Museu Nacional de Arte Antiga (Lisbon) of a group of paintings from the famous collections of the Vatican Museums from artists such as Fra Angelico and Rafael, among others.

The Fundação de Serralves staged a unique exhibition of the work of the Catalan artist, Joan Miró: materialism and metamorphosis.
The “la Caixa” Banking Foundation came about in 2014 as a result of “la Caixa’s” transformation into a banking foundation. Since its founding in 1904, “la Caixa” was a strong social commitment and a work ethic that favours the broader interests has characterised the organisation’s work. This comes across both in its financial activity as much as through the Welfare Projects, which finances and runs social, educational, cultural and scientific activities.

“la Caixa” Banking Foundation, administers assets worth around €20 billion and manages the Welfare Projects, which historically has represented “la Caixa”. Meanwhile, though CriteriaCaixa, it brings together all of “la Caixa” Group’s shareholdings in sectors such as energy, infrastructure, services, real estate and in CaixaBank, the leading financial group with retail banking in the Spanish market.
BUDGET EXPENDITURE FOR 2017

TOTAL: 475.9
In millions of Euros

BUDGET EXPENDITURE FOR 2018

TOTAL: 520
In millions of Euros
2017 has been a key year in the consolidation of the procedures established in the 2016-2019 Strategic Plan regarding the orientation of the people working in the institution.
The Strategic Plan of the “la Caixa” Banking Foundation (FBLC) for 2016-2019 values the organisation’s employees as one of the key elements in achieving the goals set out in the plan. The employees constitute one of the major resources and with them the talent, motivation and a large part of the spirit of commitment to the entity reside.

In line with the Strategic Plan, the continuous improvement of efficiency, quality and staff talent are promoted with the consolidation of management models centred on excellence.
IMPROVING TOOLS THAT GUARANTEE WORKPLACE HEALTH AND SAFETY

During 2017, the on-going work required for the global online application of CTAIMAcae.net, for the coordination procedures of Contractor Management Services (CMS), proceeded. This tool complies with the directives under Law 31/95 on the prevention of occupational hazards. The application has been effectively deployed in all the large and medium-sized centres of the FBLC, with the addition of CaixaForum Sevilla this year.

The current regulations provide for the establishment of coordination measures between companies to ensure and improve the situation of health and safety for personnel, an explicit mandate whenever personnel from different or subcontracted companies work together.

In 2017 the CaixaForum Madrid Self-protection Plan was also renovated and the mandatory periodic drills were carried out in the centres, in accordance with established calendars. In addition, emergency plans and risk assessments of the facilities in 30 of the 60 wholly owned senior citizen centres (EspaiCaixa) were updated.

Throughout the year, courses were given on the risks in the workplace environment for relevant personnel and on biological risks for the staff of EspaiCaixa Manresa.

Currently, almost 415 companies are registered on this platform. The process still has some way to go to achieve full inclusion of all the companies active in the FBLC centres.

This system allows a greater control of the documentation, with verification and validation by specialised technical personnel.

The objective is to generate a greater implementation of safety in all com-
panies that offer in house services for the FBLC and at the same time apply a homologation filter for companies committed to safety and health at work.

In the area of employee participation through union representation, fluid and reciprocal communication was outstanding.

This has been achieved both through the regular meetings of the Health and Safety Committee and other activities related to risk assessments, studies of environmental conditions and accidents at work, etc. Health and Safety representatives are summoned to the visits reviewing risk assessments. In addition, they are informed of accidents and the investigation of the same when carried out.

### Number of common contingencies, work accidents and absenteeism

<table>
<thead>
<tr>
<th></th>
<th>2017</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Common contingencies</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>total</td>
<td>17</td>
<td>48</td>
<td>65</td>
</tr>
<tr>
<td>Work accidents</td>
<td>2</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>Absenteeism</td>
<td>19</td>
<td>49</td>
<td>68</td>
</tr>
</tbody>
</table>

1 **Total common contingencies:** number of people taking sick leave due to temporary incapacity due to illness during the year.

**Total absenteeism:** number of people who have been absent from work, for any type of incapacity, not only as a result of an accident or an occupational illness. Authorised absences, for example, holidays, studies, maternity or paternity leave are not considered absenteeism.
PROMOTING BEST PRACTICES TO CONTINUE ADVANCING IN EQUALITY

The FBLC can be defined as a highly sensitive institution regarding the question of equal opportunities. The certification given below manifestly supports this:

Family Responsible Company certification (FrC), as a management model for the conciliation of work, family and the individual, it requires a company to have available instruments to measure the indicators that facilitate conciliation processes.

The purpose of the FrC model is to find the point of balance between the objectives of the FBLC and the personal objectives of employees, favouring both professional development as well as productivity and efficiency. It is a management model that enables the monitoring of conciliation measures. This model responds at the same time to measure 2 of the FBLC Equality Plan for 2016-2019, in line with the Strategic Plan, which establishes the implementation of the FrC management model system and has been recognised in the FBLC.

Renewal of the distinction "Equality in the company". In 2017, the distinction of excellence "Equality in the company" was renewed for another year. The badge is granted by the Ministry of Health, Social Services and Equality. The innovative character, commitment and involvement of

the organisation in the application of policies promoting equal opportunities were highlighted.

The Bequal Plus Seal, for the policy of disability inclusion. This certificate, granted by the Bequal Foundation, recognises the commitment of the entity regarding the inclusion of disabled people in areas such as human resources management, equal opportunities in selection procedures, access to employment and professional promotion or training, among others. The "la Caixa" Banking Foundation receives this distinction for its sensitivity towards people with disabilities and for its commitment to the values of corporate social responsibility and disability. This all translates into strategic projects such as Incorpora, whose objective is to facilitate the inclusion of this group into the workplace.

A new challenge initiated in 2017 is the preparation and presentation of the entity for a Great Place to Work (GPTW). So, an opinion poll was carried out for the entire workforce under the GPTW validation parameters, which evaluates companies from all over the world and certifies them with a Top 50 classification. From the opinion poll, which consists of a battery of 58 questions, a score of 71 points out of 100 was obtained. Employee participation was 89%, a significantly higher figure than the rest of the entities evaluated by a GPTW.

A score of 71% allowed the FBLC the option of continuing to enjoy this recognition (a minimum of 70% is required). Currently, the process is in the qualitative audit phase, taking into account initiatives and other aspects of the organisational culture that are examined by GPTW experts. The decision will be made known during the first quarter of 2018.

The consolidation of the Business Partner model promoted by the Human Resources department is also relevant. It is a model that is part of the evolution of organisational management with a special focus on people. The objective is to increase the dynamism of the FBLC and to influence aspects related to innovation or flexibility and, consequently, to substantially influence the improvement of efficiency indicators.
### GRI 102-8 Breakdown of staff by gender, type of contracts and type of occupation

<table>
<thead>
<tr>
<th></th>
<th>2017</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Total</td>
<td>% with respect to total employees</td>
<td>Men</td>
<td>Women</td>
</tr>
<tr>
<td>Total number of employees</td>
<td>396</td>
<td></td>
<td>125</td>
<td>271</td>
</tr>
<tr>
<td>Unlimited or permanent contract</td>
<td>373</td>
<td>94,19 %</td>
<td>120</td>
<td>253</td>
</tr>
<tr>
<td>Limited or short-term contract</td>
<td>23</td>
<td>5,81 %</td>
<td>5</td>
<td>18</td>
</tr>
<tr>
<td>Full time employee</td>
<td>373</td>
<td>94,19 %</td>
<td>122</td>
<td>251</td>
</tr>
<tr>
<td>Part time employee</td>
<td>23</td>
<td>5,81 %</td>
<td>3</td>
<td>20</td>
</tr>
<tr>
<td>Men</td>
<td>125</td>
<td>31,57 %</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Women</td>
<td>271</td>
<td>68,43 %</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Spain</td>
<td>395</td>
<td>99,75 %</td>
<td>125</td>
<td>270</td>
</tr>
<tr>
<td>Abroad</td>
<td>1</td>
<td>0,25 %</td>
<td>0</td>
<td>1</td>
</tr>
</tbody>
</table>

### SUPPORTING AND MAINTAINING STABLE, QUALITY WORK

In 2017, there were 396 professional staff working in the FBLC. Of these, 94.19% of employees had unlimited term permanent contracts and the same number were working full time. Women represented 68.43% of the total staff of the organisation and men, 31.57%. Almost all the FBLC professionals, 99.75%, work in Spain.

As shown by the indicators on the breakdown of the workforce by contract and employment type, the FBLC maintains an organisational culture aimed at promoting the maintenance of work places and providing stable and quality employment for employees. In this regard, the organisation’s commitment to hiring young talent is significant. The trend, when compared to previous years, is growing. In 2017, of the total number of new employees incorporated (16 workers), 15.9% were women and 2.8% were men under 35 years of age.

The representation of seniority and gender is as follows.

### Other diversity and equal opportunities indicators

<table>
<thead>
<tr>
<th>Seniority</th>
<th>2017</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Men (%)</td>
<td>Women (%)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Under 5 years</td>
<td>33,33 %</td>
<td>66,67 %</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Between 5 and 9 years</td>
<td>28,89 %</td>
<td>71,11 %</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Between 10 and 14 years</td>
<td>34,88 %</td>
<td>65,12 %</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Between 15 and 19 years</td>
<td>23,96 %</td>
<td>76,04 %</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Between 20 and 24 years</td>
<td>38,18 %</td>
<td>61,82 %</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Between 25 and 29 years</td>
<td>37,50 %</td>
<td>62,50 %</td>
<td></td>
<td></td>
</tr>
<tr>
<td>30 years</td>
<td>26,67 %</td>
<td>73,33 %</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
The FBLC has a very low turnover rate both in general terms and by age and/or gender. This is the indicator that provides relevant data on workforce satisfaction and the capacity of the company to attract and retain qualified personnel.

The Foundation’s management team consists of corporate directors, area directors, department managers and centre managers. There are 20 women (47.6%) and 22 men (52.3%) in this group. It is a much higher percentage compared to the national figure of around 20%, in functional managerial roles held by women, according to a study carried out by the Isotés group (2012).

The Collective Bargaining Agreement (CBA) defines and specifies the different professional groups and levels of employees. It also distributes the tasks to be performed at each level, as well as the skills, knowledge and experience (professional profile) required for their execution.

### GRI 401-1 Number and rate of hiring and average employee turnover, by age group, gender and region

<table>
<thead>
<tr>
<th></th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total number of employees</td>
<td>396</td>
</tr>
<tr>
<td>Turnover rate</td>
<td>Percentage of new contracts New contracts</td>
</tr>
<tr>
<td>New contract rate</td>
<td>4.04 % 16</td>
</tr>
<tr>
<td>Men</td>
<td>125 6.40 % 8</td>
</tr>
<tr>
<td>Women</td>
<td>271 2.95 % 8</td>
</tr>
<tr>
<td>Age over 30</td>
<td>4</td>
</tr>
<tr>
<td>Age between 30 and 40</td>
<td>7</td>
</tr>
<tr>
<td>Age between 41 and 50</td>
<td>4</td>
</tr>
<tr>
<td>Age over 50</td>
<td>1</td>
</tr>
<tr>
<td>Spain</td>
<td>0</td>
</tr>
<tr>
<td>Abroad</td>
<td>0</td>
</tr>
</tbody>
</table>

### GRI 401-3 Return to work and retention rates after maternity or paternity leave, broken down by gender

<table>
<thead>
<tr>
<th>Workforce as of 31/12/2017</th>
<th>Total</th>
<th>Rate</th>
<th>Men</th>
<th>Rate</th>
<th>Women</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total number of employees</td>
<td>396</td>
<td>(%)</td>
<td>125</td>
<td>(%)</td>
<td>271</td>
<td>(%)</td>
</tr>
<tr>
<td>Total number of employees with right to maternity or paternity leave</td>
<td>12</td>
<td>3 %</td>
<td>1</td>
<td>0.8 %</td>
<td>11</td>
<td>4.05 %</td>
</tr>
<tr>
<td>Employees taking maternity or paternity leave</td>
<td>12</td>
<td>100 %</td>
<td>1</td>
<td>100 %</td>
<td>11</td>
<td>100 %</td>
</tr>
<tr>
<td>Employees returning to work after maternity or paternity leave</td>
<td>14</td>
<td>100 %</td>
<td>1</td>
<td>100 %</td>
<td>13</td>
<td>100 %</td>
</tr>
<tr>
<td>Employees returning to work after maternity or paternity leave and remaining in their jobs for the following 12 months</td>
<td>3</td>
<td>100 %</td>
<td>1</td>
<td>100 %</td>
<td>2</td>
<td>100 %</td>
</tr>
</tbody>
</table>

### GRI 405-1 Breakdown of the workforce by professional category

<table>
<thead>
<tr>
<th>Professional Category</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Executives (level D)</td>
<td>18</td>
</tr>
<tr>
<td>Managers (level C)</td>
<td>105</td>
</tr>
<tr>
<td>Administrators (level B)</td>
<td>229</td>
</tr>
<tr>
<td>Administrative assistants (level A)</td>
<td>44</td>
</tr>
</tbody>
</table>

### GRI 405-1 Breakdown of the workforce by professional category and gender, age, minority group membership and other indicators

<table>
<thead>
<tr>
<th>Staff as of 31/12/2017</th>
<th>Total</th>
<th>Men</th>
<th>Women</th>
<th>&lt;30</th>
<th>30-40</th>
<th>41-50</th>
<th>&gt;50</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total number of employees</td>
<td>396</td>
<td>125</td>
<td>271</td>
<td>21</td>
<td>95</td>
<td>185</td>
<td>93</td>
</tr>
<tr>
<td>Executives (level D)</td>
<td>18</td>
<td>11</td>
<td>7</td>
<td>0</td>
<td>1</td>
<td>5</td>
<td>12</td>
</tr>
<tr>
<td>Managers (level C)</td>
<td>105</td>
<td>48</td>
<td>57</td>
<td>0</td>
<td>10</td>
<td>51</td>
<td>44</td>
</tr>
<tr>
<td>Administrators (level B)</td>
<td>229</td>
<td>58</td>
<td>171</td>
<td>4</td>
<td>64</td>
<td>114</td>
<td>47</td>
</tr>
<tr>
<td>Administrative assistants (level A)</td>
<td>44</td>
<td>8</td>
<td>36</td>
<td>15</td>
<td>17</td>
<td>9</td>
<td>3</td>
</tr>
</tbody>
</table>
A MIXED REMUNERATION SYSTEM INCORPORATING FLEXIBILITY AND SOCIAL BENEFITS

FBLC employees are provided with a remuneration system that consists of a fixed part and a variable part subject to the achievement of goals. The final salary includes other social benefits. The fixed remuneration of its employees is established according to the Collective Bargaining Agreement (CBA) and is determined in accordance with the professional skills, responsibilities and degree of autonomy, and professional tasks required in the system of professional groups and levels. In 2017, the flexible part of the remuneration saw a substantial increase in the number of those employees choosing this option, 47% of the total FBLC workforce. These were employees who opted for training, crèches, health insurance for employees and family members or transport tickets.

With regard to variable remuneration, 2017 saw further progress in the variable remuneration system, with the following the objectives:

- Increase the level of objectivity of the payment of variable remuneration; move from the payment of bonuses based on subjectivity to a system of variable remuneration based on the fulfilment of previously defined objectives. 2017, saw an objective achievement rate of 98.84%.
- Align people with the priorities of the Strategic Plan. Objectives serve as a tool for both communication and strategy deployment.
- Measure the results and reward effort and outstanding development in a differentiated way, so that the process is a motivating factor for improvement.
- Formalise the objectives interview between managers and associates making this one of the key elements in the function of leadership and people management.

Area managers are responsible for communicating their department objectives and to assign, based on an agreed estimate, a number of bonuses to each of their employees, according to annual targets.

Next, the calendar and the evaluation indicators are established for

GRI 405-2 Relationship between the base salary of men with respect to that of women, broken down by professional category and by significant locations of activity

<table>
<thead>
<tr>
<th>Workforce as of 31/12/2017</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
<tr>
<td>Total number of employees</td>
</tr>
<tr>
<td>Directors (level D)</td>
</tr>
<tr>
<td>Area managers (level C)</td>
</tr>
<tr>
<td>Administrative supervisors (level B)</td>
</tr>
</tbody>
</table>
these targets, to be subsequently validated by the Human Resources Department. At the end of the year, an evaluation on goal achievement is carried out and both the targets and bonuses are established for the following year.

The flexible remuneration system offers a worker the option of choosing, voluntarily, how they would like to receive part of their salary. Payment includes products such as training, health insurance for employees and/or family members, childcare, transportation expenses and the purchase of computers.

It goes without saying that within the FBLC remuneration policies no salary differences exist for gender on an equal professional footing. The base salary of men compared to that of women, in the different groups / levels, is the same. It should also be noted that the minimum remuneration (standard minimum salary) of the FBLC employees, established in the CBA, is above the annual minimum inter-professional salary in Spain for the year 2015.

Employee training and development are two of the essential areas that were implemented in 2017, with an 18-month training programme for the entire workforce, designed from the results of the skills evaluation.

The training plan focuses on improving eight areas: effectiveness and efficiency, commitment, innovation, strategic vision, influence / leadership and people management, service orientation and horizontality and communication. It is essential to maintain the focus on the continuous training of staff. Throughout 2017, 89% of the workforce received some type of training with an investment of 550,000 euros.

Employee training is coordinated through the Human Resources department. This department centralises all training requests and also assigns a number of courses and content depending on the position and function of the employee.

In general, the workforce has a high level of training, in accordance with their functions and tasks. Approximately 75% of FBLC employees have a minimum level of qualification equivalent to undergraduate and/or diploma studies, of which 30% have also completed postgraduate studies and 6% hold doctorates.

The FBLC detects employee needs through the skills evaluation system, with which skill levels are scored and an agreement reached on the actions required to improve the employee’s professional development. These actions may be specific technical training, acquisition of skills, languages, regulations, or personal support (coaching).

Training and development programmes can be taken in person or online, through our Virtaula learning platform.

Additionally, employees can request courses through the employee portal. The corresponding manager, together with the Human Resources
department, assesses the suitability of these requests. In 2017 a specific programme was also carried out for the FBLC management team, with the title "High Impact Leadership", fulfilling point 10 of the 2016-2019 Strategic Plan, with regard to the design of a leadership programme.

The FBLC has a management and leadership development programme whose objective is to offer tools and to improve the skills of its directors in their role of leaders and to assume the function of personnel management and development.

The general objectives of this programme are the following:

• Improvement in the individual leadership capacity and personnel management for FBLC executives.

• In the organisational area, the identification and development of the leadership potential that is necessary for the FBLC executives to satisfactorily apply the organisation's strategic plan, and with this having a positive impact both on the performance of the organisation and its culture.

Leadership development has the specific objective of helping participants to develop leadership skills in a way that allows them to involve and manage the people in their team in the achievement of personal goals in the most satisfactory way.

The 40 employees who make up the FBLC management team participate in the leadership programme (B2).

In the starting sessions, participants reflect on defining the FBLC and determining the leadership of the organisation. The different styles of leadership and the DISC tool of behavioural styles of the management team are worked on simultaneously. The programme’s design has been developed based on the skills evaluation of the management team and a 180º feedback assessment of the participants's outset leadership.

The management team evaluates the programme "High impact leadership", in each of its modules, through training assessment questionnaires. During 2017, the management team received an accumulated total of 1,197.50 hours of training, concentrated mainly on High Impact Leadership, Transformational Leadership, High performance teams, Self-confidence and Mindfulness. Likewise, to facilitate the development of leadership, several individual coaching sessions were also carried out, totalling 65 hours.

**Social benefits**

The FBLC offers all employees the same social benefits, regardless of the duration of the employment contract or timetable type.

The main social improvements resulting from the successive incorporations to the CBA are the following:

• Increased timetable flexibility (clocking in and out / extension of the intensive timetable).

• Annual working hours set at 1,117.

• Time bank: increase in the number of quarterly hours.

• Co-responsibility measures.

– One-week’s paid leave for mothers when they shares maternity leave with their partners during the last two weeks of the leave period.

– Increase of paternity leave to 5 days for new fathers.

• Tele working: Pilot scheme providing IT tools for women to work from home during pregnancy, in the last two months before their time due, and for disabled employees to remain in active employment.

• Salary topped up to 100% in case of temporary disability leave and maternity leave.

• Greater contribution to employee pension plans.

• Risk premium for widowhood and orphan welfare benefits.
• Health insurance coverage

• Grants for studies and languages, salary advances, school grants for children from 0 to 3 years of age (crèche vouchers) and for those aged 4 to 23 years of age, family grants.

• Retirement bonus, grants for birth / fostering or legal adoption, bonuses for 25 and 35 years’ service in the organisation, collective professional accident insurance, provision of uniforms when necessary, expenses covered for use of a private vehicle

• Meal vouchers and maternity / paternity leave.

The only exception is the help for the use of the private vehicle, as this is linked to the workplace itself. Executive area and personnel managers with a level below C1 are those who can use a private vehicle for professional uses on a regular basis.

The coverage of the obligations of the organisation derived from the social benefit programmes is indicated in the following table:

| GRI 201-3. Coverage of the obligations of the organisation arising from the benefit plan |
|----------------------------------|-----------------------------------|
|                                    | 2017 (euros)                      |
| Pension plan contributions         | 1.203.006,49                      |
| Life insurance contributions       | 196.027,81                        |
| Health insurance Contributions     | 169.746,92                        |

All FBLC in active employment, with 2 years’ service, can benefit from a collective pension plan, with contributions shared between the company and the employees. The capital contributed in 2017 represented 7.5% of the contribution that will be used to determine future pensions (pension sum) by the FBLC.

All FBLC employees can claim benefit due to disability, widowhood or orphanhood. This new benefit is automatic on employee incorporation.

The FBLC programmes provide other assistance for those employees nearing the end of their working career. One of these grants is the provision of a retirement bonus to all FBLC staff, which consists of a payment equivalent to three monthly payments of the annual gross salary and increased flexibility in the working day when employees near retirement.

Finally, the FBLC takes out a complimentary collective health care insurance through the health insurer ADESLAS, for the entire workforce with a minimum tenure of six months.

MOVING FORWARD TO MAKE WORK AND FAMILY LIFE COMPATIBLE

During 2017, with the FBLC’s commitment to achieve the highest possible work-life balance for its employees, some significant initiatives were launched which are expected to have an important long-term impact on the organisation.

The Foundation has a long history in this area, having already implemented measures that go beyond the requirements of current regulations and legislation.

So the incorporation of measures such as time bank is an option that has been widely taken up by the workforce and which has been decisive in improving work flexibility.

The implementation of a pilot scheme in the framework of the timetable reform project, whose objective is to influence, among other things, productive benefits, effectiveness and the health of good habits related to timetables behaviour must also be mentioned. The aim of the scheme is to contrast potential benefits vis-a-vis possible legislative reform.

Another consolidated measure in 2017 was the achievement of the Family-Responsible Company (FRC), certification previously mentioned. In order to obtain this recognition for best practices in the area of work-life conciliation, accredited entities need to pass an external audit process and undergo an annual follow-up.
In addition, and taking into account the set of measures already implemented and in force in the area of conciliation, the FBLC is committed to an autonomous evaluation of these, using objective indicators in order to monitor the objectives of the equality and conciliation plans, much like the last plan, in force between 2016 and 2019.

Among the measures applied as the result of previous plans, an outstanding example is the flexibilisation of the working day through the use of the time bank. But there are many other benefits such as:

- School grants (crèche vouchers).
- Grants for carers of dependent family members.
- Flexibility in clocking in and out.
- Possibility of an intensive working day on Fridays.
- Adoption of the intensive working day during the three summer months.
- Ensuring the contributions towards social security benefits to make up 100% for maternity.
- Two day increase in maternity leave.
- Increasing paternity leave.
- Increasing the period for lactation.
- Improving working timetable for 20 months after a child’s birth.
- Flexible working routine for parents for two months after a child’s birth.
- School grants for Foundation employees with children.
- Family grants in cases of dependency.
- Reducing the working day for parents with disabled children.
- Extended leave for volunteering activity.

Lastly, and as a way of introducing processes of continuous improvement in conciliation, during 2017 the FBLC encouraged open dialogue with its staff to learn their opinion on relevant issues and detect which of these required improvement.

The formula used was an opinion survey aimed at all employees with more than six months tenure. The confidential survey was answered through an online questionnaire that allowed employees to express their opinion and measure their satisfaction rates in relation to key issues for the organisation, such as working conditions, work organisation, the relationship with employees, management models or measures regarding equality and conciliation. From the results of this survey, action plans will be developed to collate improvement actions or consolidate the actions that are considered appropriate.
“All stakeholders, be they influential or significantly affected by the Foundation’s activities, are an essential element in the development of the organisation.”
An essential objective of the “La Caixa” Banking Foundation is to involve different stakeholders in the programming of activities in every sphere of intervention. This is the way it stresses its social commitment to the betterment of people while steering the management of its Corporate Social Responsibility.

Measuring the impact of activities on these stakeholders is the best contribution to sustainability and proper management of the Foundation. With regard to these stakeholders, the Strategic Plan focuses on concentrating the number of collaborations so as to facilitate truly transformational development, while committing itself to projects of greater reach.
All stakeholders, whether they are influential or are significantly affected by the activity of the Foundation, are essential to the development of the organisation.

The FBLC has identified and studied its main stakeholders and carried out significant internal surveys. This is further proof of its commitment to the process of continuous improvement in the relationship with these stakeholders and its own resources.

Internally, interviews have been conducted with the members of the Board of Trustees and executive personnel, while more than 150 of the Foundation’s professionals have analysed current programmes to determine their potential and weaknesses in terms of better understanding their future viability. With regard to the stakeholders, a comparative analysis has been carried out, analysing their activity and identifying best practices in foundations around the world active in areas similar to those of the FBLC programmes are implemented.

Societal and economic foresight analyses have been conducted with the collaboration of international experts specialising in foundations, NGOs and third-sector institutions.

The scope of these analyses covered nearly all projects that make up the Foundation’s main activities, resulting in 10 major priority lines of action. The first of these lines of action involves delimiting activity to three areas: Social, Research and training and Cultural dissemination and knowledge (the lines and principles of action are indicated on pages 4 and 5 of this integrated report).

The stakeholders of the FBLC are the following:

- CaixaBank, the Board of Trustees, the Protectorate of Foundations of the Generalitat of Catalonia, government bodies and the Government, the academic community, the media, the various beneficiaries of the programmes and social activities carried out by the Banking Foundation (including children, young people, the elderly, the sick and, in particular, groups at risk of social exclusion such as the disabled, immigrants and prison inmates, as well as society in general), non-profit organisations, third-sector entities and associations, service providers and employees of the Foundation, and the customers of the retail bank CaixaBank.

Diagram of stakeholders of the "la Caixa" Banking Foundation (GRI 102-40)
THE VALUE CHAIN OF THE FBLC (GRI 102-9)

The starting point to determine which issues can be considered relevant to an organisation is to devise the value chain. With this the stages or activities, which are relevant issues for the organisation, can be detected and analysed.

The FBLC has defined its value chain considering both its activity and the different inputs and outputs that interact and affect the management of the Foundation.

The key resources needed for the Foundation are focused on its main stakeholders: the employees, CaixaBank, the partners, the Board of Trustees, volunteers and the entities of the third-sector, suppliers, economic resources and natural resources, such as energy or water for example.

Finally, once the Banking Foundation’s value chain has been discerned, the relevant issues were singled out along with the area of FBLC activity they might affect. The following is a summary of the main issues with the stages that may affect the FBLC also taken into consideration.

Building a better and fairer society, providing more opportunities to the people who need them the most.

### Our mission

<table>
<thead>
<tr>
<th>Key Resources</th>
<th>Key activities generating value (including programmes and projects)</th>
<th>Results</th>
<th>Benefits for Society</th>
</tr>
</thead>
</table>
| People: employees, volunteers | Working towards an inclusive future and progress for everyone: Child poverty, Employment, Housing, The Elderly, Comprehensive care for people with advanced illnesses, Volunteering, Interculturality, Fundación de la Esperanza | • Participation and creation of new job opportunities  
• Creation of a model for the promotion and development of children in situations of poverty and vulnerability  
• Delivery of rental housing to young people, the elderly and families  
• Work Placement for groups at risk of social exclusion  
• Promotion of active and healthy aging  
• Improving the quality of life of people with advanced illnesses  
• Promoting peaceful coexistence  
• Direct community action | • Fighting against social exclusion of people in poverty, with special focus on children  
• Workplace integration  
• Promotion of entrepreneurship  
• Promotion of access to decent housing |
| Board of Trustees      | Promoting research, talent and innovation: Research and collaboration with research centres, Scholarships and training for the excellence of future researchers, Innovation for society, Transferring research results | • Bringing research to society  
• Encouraging scientific vocations and enhancing research as an engine of social progress  
• Alliances with scientific research institutions  
• Collecting climate measurement data  
• Granting training scholarships | • Dissemination of knowledge  
• Promotion of knowledge transfer, the development of research and technological advances  
• Increasing scientific culture and innovation in society  
• Promotion of excellence  
• Exchange of scientific knowledge  
• Improving and caring for the environment |
| Criteria Group Caixabank | Sharing experience of culture and knowledge: Promotion of culture, CaixaForum centres, CosmoCaixa, Scientific dissemination, Supporting education, eduCaixa, Reflection, dialogue and social debate with the “La Caixa” Social Observatory and Palau Macaya | • Cultural alliances  
• Art exhibitions  
• Organisation of concerts  
• Encouragement of debate and reflection on the main social challenges  
• Creation of a pedagogical website aimed at schoolchildren, school associations and parents | • Spreading of culture and science to all segments of society |
| Partners, social organisations Government bodies, Universities, Museums, Banks, Foundations | Suppliers | Financing: Income from property In-house activities Information system and Processes Energy, water, other materials |
Building a better and fairer society, providing more opportunities to the people who need them the most.

Our mission

Key aspects and scope (GRI 102-47 and GRI 103-1)

Employment
Workplace health and safety
Commitment to stakeholders
Diversity and equal opportunities
Equality in male and female remuneration
Financial management
Indirect financial impacts
Supply chain management
Good governance
Environmental management
Image of the “la Caixa” Banking Foundation
Allocating more resources to fight against child poverty and employment

Key resources

Key activities generating value (including programmes and projects)

Project selection criteria
Transparency in programmes and projects
Monitoring, evaluation and learning from programmes and projects
Integration of gender and diversity in programmes
Coordination with the activities and programmes of other actors
Partnerships and financing of projects and programmes
Political advocacy and public awareness campaigns
Environmental projects

Key results

Benefits for society

Social benefit provided by the “la Caixa” Banking Foundation
Relevance of activities and contribution to social progress
Development of lasting solutions to cover basic needs
Creation of conditions for progress and generation of new equal opportunities
Responding to new challenges with a transversal and universal approach

Social Commitment  Values  Responsability  Trust
Once relevant issues were identified, they were prioritised, determining every aspect of the reality of the organisation in accordance with their relevance to each activity of the FBLC. This also included the relevant issues included in the GRI document "Sustainability Topics for Sector: What Stakeholders want to know". This document sets out, by sector, issues that may be considered relevant.

Apart from this, the most important issues for the different stakeholders consulted fall under the FBLC’s social action projects. As such, the FBLC has reoriented its Strategic Plan to give more relevance to and assign more resources for the area of social action.

On the other hand, the important aspects are to reinforce the impact of the programmes in terms of their contribution to social progress and the strengthening of the image and the social contribution of the Banking Foundation, as well as the relevance and the visibility of the actions carried out by the “la Caixa” Foundation.

Prioritisation graph (GRI 102-46, GRI 102-43 and GRI 102-44)
The relevant aspects identified, in order of importance, were (GRI 102-47 and GRI 103-01):

<table>
<thead>
<tr>
<th>Aspects considered relevant in the materiality study</th>
<th>Issues</th>
<th>GRI Standards and Sectorial GRI indicators</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social benefit</td>
<td>Main projects in accordance with the FBLC strategy in different areas: fight against poverty and social exclusion, generation of jobs in people with low education, Incorpora program, social action, education, health, humanitarian aid, social inclusion, excellence in training and research and promotion of science</td>
<td>GRI 201-1: Direct economic value generated and distributed NGO G4-DMA Resource allocation (former NGO7)</td>
</tr>
<tr>
<td></td>
<td>Social benefits provided by the &quot;la Caixa&quot; Banking Foundation</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Relevance of actions and contribution to social progress</td>
<td></td>
</tr>
<tr>
<td>Support, financing and coordination with other organisations</td>
<td>Coordination with the activities and programmes of other actors, alliances with other organisations / foundations</td>
<td>NGO G4-DMA Coordination (former NGO6); processes that allow the consideration of coordination with the activities and programmes of other actors</td>
</tr>
<tr>
<td></td>
<td>Financial support for other entities / foundations</td>
<td></td>
</tr>
<tr>
<td>Image of the Foundation</td>
<td>Image</td>
<td>No equivalent aspects found</td>
</tr>
<tr>
<td></td>
<td>Differential aspects with respect to other institutions</td>
<td></td>
</tr>
<tr>
<td>Good governance</td>
<td>Structure, diversity, remuneration and transparency of the Board and the various government bodies in accordance with best practices in corporate governance</td>
<td>GRI 405-1: Diversity in governing bodies and employees</td>
</tr>
<tr>
<td></td>
<td>Code of ethical values and training plans and promotion of the code</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Existing steering committees</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Internal procedures to avoid conflicts of interest</td>
<td></td>
</tr>
<tr>
<td>Economic management</td>
<td>Financial management policies</td>
<td>GRI 201-1: Direct economic value generated and distributed</td>
</tr>
<tr>
<td></td>
<td>Budgetary allocation by areas</td>
<td>GRI 201-4: Financial assistance received from the government</td>
</tr>
<tr>
<td></td>
<td>Policies and financial control mechanisms</td>
<td>NGO8: Sources of funding by category and the five largest donors, as well as the monetary value of the contribution</td>
</tr>
<tr>
<td></td>
<td>Grants received by governments</td>
<td>GRI 417-3: Cases of breaches related to marketing communications</td>
</tr>
<tr>
<td></td>
<td>Sources of financing and value of contribution</td>
<td>NGO G4-DMA Resource allocation (former NGO7)</td>
</tr>
</tbody>
</table>
### Aspects considered relevant in the materiality study

<table>
<thead>
<tr>
<th>Criteria used in project selection</th>
<th>Project management and transparency</th>
<th>Integration of gender and diversity in programmes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Criteria considered in the selection of projects in accordance with the strategy of the FBLC</td>
<td>Transparency, monitoring systems, assessment and learning of the programmes and projects</td>
<td>Measures to integrate gender and diversity in the design, implementation, evaluation and learning cycle of programmes and projects</td>
</tr>
<tr>
<td>No equivalent aspects found</td>
<td>Efficiency and impact of programmes and projects</td>
<td>GRI Standards and Sectorial GRI indicators</td>
</tr>
<tr>
<td>Changes implemented in programmes and projects to improve them</td>
<td>GRI 413-1: Operations with local community participation, impact evaluation and development programmes</td>
<td>NGO G4-DMA Gender and diversity (former NGO4): Measures to integrate the “gender and diversity” component into the design, implementation, monitoring, evaluation and learning cycle of the programme</td>
</tr>
<tr>
<td>Measures established to communicate changes in programmes and projects</td>
<td>GRI 418-1: Claims relating to violations of customer privacy and loss of client data</td>
<td></td>
</tr>
<tr>
<td>Privacy and security of customers / beneficiaries</td>
<td>NGO G4-DMA Feedback, complaints and actions (former NGO2): Mechanisms for obtaining feedback and complaints regarding programmes and their policies, and to determine the actions that have to be taken to resolve these. NGO G4-DMA Monitoring, evaluation and learning (formerly NGO3): Systems for monitoring, evaluation and learning (including systems for measuring the effectiveness and impact of the programme), the resulting changes in programmes and how they are communicated</td>
<td></td>
</tr>
<tr>
<td>Feedback mechanisms and complaints</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Aspects considered relevant in the materiality study</td>
<td>Issues</td>
<td>GRI Standards and Sectoral GRI indicators</td>
</tr>
<tr>
<td>-----------------------------------------------------</td>
<td>------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Professional development of employees</td>
<td>Implementation of a system for the attraction and retention of talent (remuneration policies and social benefits)</td>
<td>GRI 201-3: Obligations of the defined benefits plan and other retirement plans</td>
</tr>
<tr>
<td></td>
<td>Job stability (unions, retirement plans)</td>
<td>GRI 202-1: Ratio of the standard initial salary by gender to the local minimum wage</td>
</tr>
<tr>
<td></td>
<td>Remuneration</td>
<td>GRI 401-1: New employee recruitment and staff rotation</td>
</tr>
<tr>
<td></td>
<td>Employee training and development</td>
<td>GRI 401-2: Benefits for full-time employees that are not offered to part-time or temporary employees</td>
</tr>
<tr>
<td></td>
<td>Policies on diversity, equality and integration of employees</td>
<td>GRI 401-3: Parental leave</td>
</tr>
<tr>
<td></td>
<td>Dialogue with unions and existence of collective bargaining agreement</td>
<td>GRI 404-2: Programmes to improve employee skills and help programmes for this transition</td>
</tr>
<tr>
<td></td>
<td></td>
<td>GRI 404-3: Percentage of employees who receive periodic performance and professional development evaluations</td>
</tr>
<tr>
<td></td>
<td></td>
<td>GRI 405-1: Diversity in governing bodies and employees</td>
</tr>
<tr>
<td>Health and safety</td>
<td>Implementation of a health and safety management system in accordance with international standards</td>
<td>GRI 403-1: Representation of workers in formal worker-company health and safety committees</td>
</tr>
<tr>
<td></td>
<td>Promotion of awareness and training in matters of health and safety among employees</td>
<td>GRI 403-2: Type of accidents and accident frequency rates, occupational illnesses, lost days, absenteeism and number of deaths due to work-related accidents or illness</td>
</tr>
<tr>
<td></td>
<td>Risk management</td>
<td>GRI 403-4: Health and safety issues covered in formal agreements with unions</td>
</tr>
<tr>
<td></td>
<td>Accident, absenteeism and lost days of employees logging system</td>
<td></td>
</tr>
<tr>
<td>Aspects considered relevant in the materiality study</td>
<td>Issues</td>
<td>GRI Standards and sectorial GRI indicators</td>
</tr>
<tr>
<td>-----------------------------------------------------</td>
<td>--------</td>
<td>------------------------------------------</td>
</tr>
<tr>
<td><strong>Climate change and energy</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| Identification, evaluation and objectives for the reduction of energy consumption and emissions (carbon footprint and / or emissions associated with the organisation’s activity) | GRI 302-1: Energy consumption within the organisation  
GRI 302-2: Energy consumption outside the organisation  
GRI 302-4: Reduction of energy consumption  
GRI 305-1: Direct greenhouse gas emissions (scope 1)  
GRI 305-2: Indirect greenhouse gas emissions when generating energy (scope 2)  
GRI 305-3: Other indirect greenhouse gas emissions (scope 3)  
GRI 305-5: Reduction of greenhouse gas emissions | |
| Promotion of efficiency and renewable energies to mitigate climate change |        | |
| **Consumption of water and resources**              |        |                                          |
| Identification, evaluation and objectives for the reduction paper consumption and printing consumables | GRI 301-1: Materials used by weight or volume  
GRI 301-2: Recycled materials | |
| Identification, evaluation and reduction of the impact generated by the organisation on water resources | GRI 303-1: Water extraction by source  
GRI 303-2: Water sources significantly affected by water abstraction  
GRI 306-1: Waste water discharge according to its quality and destination | |
| Promotion of water reuse | | |
| **Political advocacy and public awareness campaigns** | Processes of formulation, communication, implementation and change in the defence of organisation positions regarding specific issues, as well as the implementation of public awareness campaigns | NGO G4-DMA Public awareness and promotion (former NGOS): Processes for the formulation, communication, implementation and change in positions of political advocacy and public awareness campaigns |
| Strategies, activities and actions carried out in relation to public awareness | | |
| **Supply chain management**                         | Supplier management systems to extend labour, environmental, health and safety, and ethical commitments, etc., to the supply chain  
Measures for the identification, evaluation and monitoring of suppliers | GRI 204-1: Proportion of spending on local suppliers | |
| **Environmental projects**                          | Forest management for the prevention of fires, planting of species by communities, CosmoCaixa and the environment, participation in the global blackout  
Minimising of the carbon footprint of the FBLC. Promotion of clean energy generation projects and participation in environmental initiatives to combat climate change | No equivalent aspects found | |
| **Waste management**                                | Waste identification, evaluation and reduction targets  
Waste management system | GRI 306-2: Residues by type and method of disposal |
As an action guideline, the “la Caixa” Foundation continues to maintain the entity’s commitment to building a better and fairer society, providing more opportunities to the people who need them the most.
During 2017, the “la Caixa” Banking Foundation continued to apply the guidelines and priorities set out in the Strategic Plan. These guidelines mapping the way for the activity of the “la Caixa” Foundation continue to maintain the commitment of the entity to the construction of a better and more just society, offering more opportunities to the most vulnerable people. These goals embody the essence that has guided the organisation throughout its history, which is founded on the principles of social commitment, responsibility and trust.
The programmes of the Foundation, aware of the importance of the participation of stakeholders, encourage their involvement in each stage of a project (design, implementation, monitoring and evaluation).

This is the case, for example, of CaixaProinfancia and Incorpora, which this year celebrated their respective 10 years with commendations in various parts of Spain. Thus, the work of the Foundation has been made visible through socially responsible individuals and companies.

Also with EduCaixa, which has established new partnerships this year with the national and international educational community, to promote educational change in tune with the new needs of the 21st century. In parallel, EduCaixa supports the teaching centres that want to evaluate educational initiatives oriented to the development of student competencies and to share their best practices with the educational community.

On its first anniversary, the Association of Volunteers of “la Caixa”, which has established itself as one of the most active associations in Spain, has increased the number of volunteer activities by more than 45% compared to 2016. The Association was formed by the “la Caixa” Banking Foundation, CaixaBank and Fundación de la Esperanza in 2016.

The Association supports the social concerns of employees and retirees of the “la Caixa” Group, together with friends, family and clients, who dedicate their free time to participate in social welfare activities aimed primarily at vulnerable groups or those at risk of social exclusion. At the same time, it encourages the presence of volunteers by creating synergies with projects promoted by CaixaBank, such as the Social Week, and with Foundation programmes, including Incorpora, CaixaProinfancia or CooperantesCaixa. Some 11,000 people and more than 1,500 social entities participated in the First Simultaneous Social Week in Spain.

### NGO G4-DMA Stakeholder Relations (previously NGO1)

<table>
<thead>
<tr>
<th>Participation</th>
<th>Beneficiaries</th>
<th>Public administration</th>
<th>Third-sector agents</th>
<th>Academic community</th>
<th>Suppliers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total participation</td>
<td>88,57 %</td>
<td>80,00 %</td>
<td>51,43 %</td>
<td>82,86 %</td>
<td>94,29 %</td>
</tr>
<tr>
<td>Participation at the design stage</td>
<td>45,71 %</td>
<td>42,86 %</td>
<td>45,71 %</td>
<td>71,43 %</td>
<td>65,71 %</td>
</tr>
<tr>
<td>Participation at the implementation stage</td>
<td>45,71 %</td>
<td>60,00 %</td>
<td>45,71 %</td>
<td>71,43 %</td>
<td>85,71 %</td>
</tr>
<tr>
<td>Participation at the follow up stage</td>
<td>57,14 %</td>
<td>71,43 %</td>
<td>48,57 %</td>
<td>68,57 %</td>
<td>88,57 %</td>
</tr>
<tr>
<td>Participation at the evaluation stage</td>
<td>80,00 %</td>
<td>60,00 %</td>
<td>48,57 %</td>
<td>68,57 %</td>
<td>88,57 %</td>
</tr>
</tbody>
</table>
MECHANISMS FOR OBTAINING FEEDBACK ON PROGRAMMES AND PROJECTS

Maintaining permanent dialogue with stakeholders is a practice that is fully integrated within the work dynamics of different areas and departments. Mechanisms are established for programmes and projects, sometimes designed specifically for the occasion, to ensure that there is a continuous flow of information allowing the organisation to be aware of opinions, suggestions and demands at all times. These mechanisms are also key tools for continuous improvement dynamics, as they constitute a form of objective assessment of the scope of the actions being carried out.

Thus, the Intercultural Community Intervention Project has carried out a survey this year, the results of which will be made public in 2018, based on a sample of 100,000 people in 24 territories. The objective is to scientifically measure the results of the interventions that have been carried out in the same areas of action since the beginning of the project, in 2007.

Another example is the Program for the Integral Attention to People with Advanced Diseases, formed by 42 teams of professionals. The results are very satisfactory. Studies show that 94% of the people served improve their quality of life after the intervention of the psychosocial care team. Likewise, 90% of patients consider the care received excellent and very good.

Systems for monitoring, assessment and lesson learning

Assessment of programmes’ impact and improvements to the indicators that measure efficiency are essential to the FBLC. Implementing permanent measurement and assessment systems and establishing protocols that measure the impact of programmes and activities are essential for the “la Caixa” Foundation. This constant reviewing and analysis of the reach of the Foundation’s actions is not only deemed a step forward...
and a responsibility to stakeholders, but also permit areas and programmes to detect ways of improving procedures and the reach of interventions, and allow continuous improvements to be made in all areas and programmes. This vigilance is the best way to continuously promote the capacity for innovation.

Following the lines of the new Strategic Plan and measuring the reach of interventions helps to improve their visibility and efficacy. It is an essential tool for determining the viability of the "la Caixa" Foundation’s programmes and actions.

The Strategic Plan establishes that programmes must incorporate assessment mechanisms throughout all stages of the process. In line with this requirement, 100% of all programmes have follow-up and control procedures as well as monitoring, assessment and learning mechanisms.

Quantitative oversight and control systems are among the most commonly used for FBLC projects and programmes. In 97.14% of all cases, they are used either for data frequency recording or to gather data continuously during the project’s implementation. Furthermore, 100% of all programmes have end-stage quantitative indicators, which collect information during the final stage of the programme.

In terms of qualitative information systems, 91.43% of all programmes continuously gather qualitative information throughout the implementation of the programme. 94.29% of them have mechanisms to gather information on qualitative indicators during the final stage of the programme.

**NGO G4-DMA Monitoring, evaluation and learning (previously NGO3)**

<table>
<thead>
<tr>
<th>Projects with systems for monitoring, assessment and lesson learning</th>
<th>Total</th>
<th>Social</th>
<th>Research and Training</th>
<th>Cultural dissemination and knowledge</th>
</tr>
</thead>
<tbody>
<tr>
<td>100,00 %</td>
<td>100,00 %</td>
<td>100,00 %</td>
<td>100,00 %</td>
<td>100,00 %</td>
</tr>
<tr>
<td>Projects with follow-up and control systems</td>
<td>100,00 %</td>
<td>100,00 %</td>
<td>100,00 %</td>
<td>100,00 %</td>
</tr>
<tr>
<td>Projects that carried out follow-up actions and / or activities in 2017</td>
<td>100,00 %</td>
<td>100,00 %</td>
<td>100,00 %</td>
<td>100,00 %</td>
</tr>
<tr>
<td>Projects that performed evaluation exercises or results analysis</td>
<td>100,00 %</td>
<td>100,00 %</td>
<td>100,00 %</td>
<td>100,00 %</td>
</tr>
<tr>
<td>Projects that introduced improvements or changes introduced for 2016</td>
<td>88,24 %</td>
<td>95,24 %</td>
<td>25,00 %</td>
<td>100,00 %</td>
</tr>
</tbody>
</table>

**NGO G4-DMA Monitoring, evaluation and learning (previously NGO3.1)**

<table>
<thead>
<tr>
<th>Projects with monitoring and control systems</th>
<th>Continuous quantitative indicators (recorded throughout the process)</th>
<th>Final-stage quantitative indicators (generated at the end of the programme)</th>
<th>Continuous qualitative information systems (recorded throughout the process)</th>
<th>Final stage qualitative information systems (generated at the end of the programme)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>97,14 %</td>
<td>100,00 %</td>
<td>91,43 %</td>
<td>94,29 %</td>
</tr>
</tbody>
</table>

**FOLLOW-UP, EVALUATION AND ANALYSIS**

In 2017, 100% of all projects and programmes carried out follow-up actions and analysed and evaluated the results. So all "la Caixa" Foundation programmes have measurement tools. Thanks to this, 88.24% of programmes implemented changes and improvements throughout 2017, the result of recommendations stemming from the evaluations carried out the previous year.

Among the systems used to gather information for programme follow-up, in 2017 a total of 94.29% of all projects continuously recorded activity data. 84.21% chose the option of scheduling follow-up visits.

74.29% opted for these. The majority of the projects, around 80%, have follow-up committees; in 74.29% of them, audits were conducted.
or assessment was sought from external experts: in 82.86% of cases, assessment surveys were carried out among specific collectives; and studies were conducted for 62.86% of projects.

Process audits remain the least frequent follow-up mechanism, used by only 45.71% of projects, while accounts audits were carried out in only 34.29% of cases. During the assessment stage, the most widespread evaluation and analysis exercises used by FBLC projects were: assessment meetings, carried out for 91.43% of projects, and reports or assessments using quantitative indicators and/or qualitative information with the same method (94.29% of projects).

It is becoming increasingly common for projects and programmes to implement, starting from the very first stages, different monitoring, control and assessment systems adapted to their specific characterises. This is the case with the programme for the elderly.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Social</th>
<th>Research and training</th>
<th>Dissemination of culture and knowledge</th>
</tr>
</thead>
<tbody>
<tr>
<td>% of projects allowing the measurement of EFFECTIVENESS</td>
<td>95 %</td>
<td>25 %</td>
<td>80 %</td>
</tr>
<tr>
<td>% of projects allowing the measurement of EFFICIENCY</td>
<td>90 %</td>
<td>25 %</td>
<td>80 %</td>
</tr>
<tr>
<td>% of projects allowing the measurement of IMPACT</td>
<td>81 %</td>
<td>75 %</td>
<td>50 %</td>
</tr>
</tbody>
</table>

**INTEGRATION OF THE GENDER AND DIVERSITY COMPONENT**

Gender and diversity-based factors are essential for the “la Caixa” Banking Foundation, which works to integrate them into all programmes. Ultimately, programme managers are in charge of deciding, based on the programme’s specific characterises, how to include and establish diversity and equality criteria.

The gender and diversity component is included in 97.06% of all projects and programmes. The most widespread formulas are to incorporate non-discrimination criteria and at the same time, oversee equal participation opportunities. Some form of positive discrimination is applied in 42.42% of all programmes to ensure appropriate presence and participation levels concerning the agreed collectives and 48.48% of all programmes specifically address gender-based issues.
More specifically, 85.29% of the “la Caixa” Foundation’s programmes include other factors providing diversity support. This is essential, in many cases, to ensure scenarios where there are equal opportunities for different collectives. In fact, the main goal driving 55.88% of these programmes is to tackle diversity-related problems. As is the case of gender-based factors, the most widespread criterion is to apply non-discrimination principles, which is done in 858.24% of all cases. In 75.76% of the Foundation’s programmes, monitoring measures are applied to guarantee equal opportunities in terms of participating in the project, while in 45.45% of them, implementing measures of positive discrimination ensures this participation.

As part of its debate and reflection contents, the “la Caixa” Social Observatory tackles the social impact of gender and diversity-based issues in the fields where the Foundation’s programmes intervene.

Among the main factors of attention to diversity that help ensure equal opportunities for everyone is the consideration of people with physical disabilities, intellectual disabilities, mental disorders, which are present, for example, in programmes such as Incorpora, Volunteering, Seniors, CaixaEscena and Art for Change.

Age is also one of the criteria of diversity in programmes that focus on young people, people over 45 and 65 and that are inherent in the programmes for job placement, the elderly and social housing.

Another criterion of diversity to consider is ethnic origin. Immigration as a concern is present in programmes such as Incorpora, Reincorpora or Intercultural Community Intervention, which, in addition, works with minority groups in Spain.

### NGO G4-DMA Gender and diversity (previously NGO4)

<table>
<thead>
<tr>
<th>%</th>
<th>Social</th>
<th>Research and training</th>
<th>Dissemination of culture and knowledge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Projects incorporating gender or diversity component</td>
<td>97,06</td>
<td>95,00</td>
<td>100,00</td>
</tr>
<tr>
<td>Projects addressing GENDER component</td>
<td>72,73</td>
<td>68,42</td>
<td>100,00</td>
</tr>
<tr>
<td>Projects incorporating OTHER FACTORS of DIVERSITY</td>
<td>85,29</td>
<td>100,00</td>
<td>25,00</td>
</tr>
</tbody>
</table>

### NGO G4-DMA Gender and diversity (previously NGO4)

<table>
<thead>
<tr>
<th></th>
<th>Gender component</th>
<th>Other diversity factors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Projects applying principles of non-discrimination</td>
<td>96,97</td>
<td>88,24</td>
</tr>
<tr>
<td>Projects applying principles of non-discrimination and control of equal opportunities</td>
<td>96,97</td>
<td>75,76</td>
</tr>
<tr>
<td>Projects applying policies of positive discrimination</td>
<td>42,42</td>
<td>45,45</td>
</tr>
<tr>
<td>Projects directly addressing problems of gender</td>
<td>48,48</td>
<td>55,88</td>
</tr>
</tbody>
</table>

### COORDINATION WITH THE ACTIVITIES AND PROGRAMMES OF OTHER ORGANISATIONS

The Strategic Plan also takes alliances into consideration as important strategic tools for reaching the levels of excellence that “la Caixa” Foundation’s programmes aspire to. Transversal collaboration agreements are established, at all levels, for projects and programmes encompassed within all three fields of action: Social, Research and training and Cultural dissemination and knowledge.

The most relevant and well known among these alliances are the ones that have been forged with important cultural institutions like the Prado Museum, the Louvre, and the British Museum.
Museum and, in the area of dissemination of knowledge. In the field of research, alliances have been established with major institutions such as ISGlobal, other leading national centres driving the promotion of the same, the CSIC, the FECYT and other leading institutions driving the promotion of research. The foundation also has agreements with institutions such as the Bill & Melinda Foundation and alliances with organisations including Gavi the Vaccine Alliance.

In addition to these broad-scope alliances, collaboration agreements are constantly being developed and coordinated with other areas of the Foundation. These cross-disciplinary collaborations are essential in terms of establishing central themes, as is the case of “la Caixa” Social Observatory, which constantly has to decide which fields it will devote its reflections and analyses to.

The programme Integral Attention to Patients with Advanced Illnesses has also generated a network of collaborations and agreements with health centres to expand the care for people with advanced illnesses. The tendency is to pay special attention to those that have the greater case complexity and risk of vulnerability. The programme also collaborates with social organisations and promotes volunteering through participation.

PUBLIC INSTITUTIONAL POSITIONING AND COMMUNICATION

One of the priorities of the FBLC’s Strategic Plan is to improve social recognition of the institution and the Group. This visibility is an indicator of the quality of the activities carried out by the Foundation that helps to improve consolidate and the Group’s reputation.

With this in mind, the “la Caixa” Foundation is the result of decades’ worth of social work, which explains why 87.3% of Spanish citizens are aware of our activities. This places the FBLC in fourth position on the total visibility index of the country’s social programmes and foundations. The first three positions are held by the Red Cross, whose visibility index is 91.6%, Caritas, at 88.5%, and UNICEF, at 88.4%. The “la Caixa” Foundation is the leader in terms of other banking and corporate foundations.

In terms of visibility in the “la Caixa” Foundation’s fields of action, its Social and Cultural dissemination and knowledge programmes are the most well-known, with a global visibility index of 57% and 56.7%, respectively. The Research and training programmes, whose index is 46.8%, follow them closely. The general public’s level of awareness of these programmes is therefore quite high. These data can be better appreciated in a graphical format, based on the 2017 datum confirming that 9.5% of the entire Spanish population has participated in a programme developed by the “la Caixa” Foundation.
The different communication and marketing campaigns that have been carried out are mainly responsible for building up the FBLF’s visibility and reputation. Although visibility is influenced by information published in the press, radio, TV and digital platforms, as well as their publicity value, written press remains the main publicising channel, with the greatest impact. Social programmes are the ones that generate the most interest, followed by cultural, research, science and environmental programmes. All publications, in all forms of media, covering the Banking Foundation’s activities totalled 74,750 impacts with a publicity values exceeding €294 million.

The importance of digital platforms is increasing relevant in the constant process of building up and consolidating the institution’s reputation. In 2017, the institution’s reputation-building process advanced. During the year there were 829,000 mentions of the “la Caixa” Foundation (in 2016, 500,000 mentions) and our Twitter and Facebook channels have consolidated with 11.08 million followers as of December 2017, an increase of 28.42% over 2016, when there were 841,000.

Communication strategies played an important role in engaging the digital community. The focus of these strategies was to explain, in a visual way, the institution’s initiatives, always attempting to give users the opportunity to voice their opinions and engage them in the social causes being carried out by using emotional rhetoric that frequently focused on the beneficiaries of our programmes.

Principal indicators

<table>
<thead>
<tr>
<th>NUMBER OF IMPACTS</th>
<th>IMPACT VALUE</th>
</tr>
</thead>
<tbody>
<tr>
<td>The number of impacts grew by 33.1%</td>
<td>The financial value grew by 26.5%</td>
</tr>
</tbody>
</table>

- 2017: 74,750 impacts
- 2016: 56,144 impacts
- 2017: €294.7 million
- 2016: €232.9 million
VALUE GENERATION AND THE "LA CAIXA" BANKING FOUNDATION ACTIVITIES
The "la Caixa" Banking Foundation supports multiple initiatives linked to environmental awareness and dissemination and promotes actions to conserve and preserve the natural environment.
The FBLC supports multiple initiatives related to environmental awareness and dissemination, and promotes actions to conserve and preserve the natural environment. The trajectory of the FBLC in this regard has also included other initiatives aimed at research, observation and measurement of the agents responsible for climate change.

These are programmes and actions with the goal of extending environmental values, mainly directed to society as a whole. With this, the need to preserve the environment and nature as part of a common heritage is disseminated.

Over the last decade, and up to 2017, environmental activities promoted by the “la Caixa” Foundation allowed
for partnerships with public authorities across the country. With these agreements, a set of actions was drawn up with the twofold aim of improving our environment through the conservation, maintenance and preservation of natural spaces whilst simultaneously offering job opportunities to people at risk of exclusion. Since its outset, the programme has achieved a total of 14,661 jobs created for 3,976 projects across the country.

The FBLC’s Strategic Plan sets out some substantial changes in the dynamics of these activities as a result of the new focus of the programmes and calls for a reduction emphasising those interventions that have a greater impact and effective transformative capability.

One of the decisions is to progressively close the Natural Spaces Conservation Programme incorporating two far-reaching changes into the project. The first gradually decreases the new budgetary resources allocated to the agreements with the local Catalan councils and the autonomous community councils, while maintaining existing projects and a commitment to their completion. The programme will be progressively transferred to research initiatives, including those related to the environment and human health.

In this field of research, several high-impact collaborations have been established, such as the Medclic project, developed with the Coastal Observation and Prediction System (SOCIB) of the Balearic Islands. The research and dissemination Project “Medclic: the Mediterranean at a click” has undertaken the scientific challenge to understand how ocean circulation varies, day by day and kilometre by kilometre, to improve coastal and maritime management. The research project focuses on the study of interaction between mesoscale activity and general circulation during the 2009-2013 period.

The actions and programs with a marked informative nature or that affect the reflection on environmental issues will be maintained as part of the awareness-raising actions that the FBLC carries out in its centres and of which the cycle Grow without consuming: experiences of circular economy has been an example, in the Palau Macaya centre of the Obra Social “la Caixa”, a space that promotes reflection, dialogue and Social transformation.

In the Palau Macaya, and within the framework of the first call for projects selected and developed in this centre, a working retreat on Transition Dynamics for a more sustainable world and the Energy Poverty cycle: a new look were held. New solutions to an age-old problem was held.

With regard to climate change and the event of the reopening of the Madrid Planetarium, carried out thanks to the collaboration of the City Council and the “la Caixa” Banking Foundation, the interactive exhibition Climate change: understanding to survive was created and produced. This exhibition, held in the Hall of Astronomers of the Madrid Planetarium, illustrated the different factors that influence our climate, what historical records tell us and what actions have to be taken to mitigate the impact of climate change.

The FBLC also channels environmental awareness issues through informative and educational activities such as the “El mar a fondo” programme, a joint initiative with the CSIC and the Institute of Marine Sciences. Or the production of other projects such as the exhibitions Energy moves us. Science for a cleaner and more sustainable energy, as part of the “Science City” activities, the CosmoCaixa exhibitions or the traveling exhibitions The Arctic breaks, The forest, much more than wood or H2Oh! The secrets of water in your city.
MEMBERSHIP OF GLOBAL INITIATIVES

The awareness-raising actions conducted by "la Caixa" Foundation included the membership of the "Earth Hour initiative" for the sixth year running, promoted by the NGO World Wildlife. This environmental mobilisation campaign used the slogan in 2017 "The planet first. Let nobody stop you". The social and cultural centres of the FBLC switched off their lights for an hour on the night of 25 March 2017.

FBLC'S CARBON FOOTPRINT

Since 2011, the FBLC has employed a strategy specifically for carbon management and measuring its carbon footprint and the impact of the emissions generated by FBLC activities and centres. The carbon footprint for 2017 was 2,796.71 tonnes of CO2e. This is the equivalent, measured in tonnes of CO2, of greenhouse gases emitted into the atmosphere as a consequence of the annual activities and consumption of the FBLC.

Despite this, in 2017, the FBLC has increased its emissions year-on-year, especially in the scope 1 and 3 impacts, which correspond to the consumption of natural gas, paper and consumables.

This increase is due to an improvement in the measurement of consumption that was extended in 2017 to the whole of the FBLC.

71% REDUCTION OF THE CARBON FOOTPRINT

The FBLC has reduced it greenhouse gas emissions by 71% compared to the start of the carbon footprint measurements in 2011. Then the first calculation placed the equivalent tonnes of CO2 released by the Foundation's activity at 9,211.7 tonnes of CO2. A large part of this drop in emissions over the previous six years is due to the reduction in scope 2 consumption, corresponding to electricity consumption. Since 2013, electrical consumption has come from renewable sources with certificates of guarantee accrediting origin; therefore they do not generate CO2 equivalent emissions.

Emissions table

<table>
<thead>
<tr>
<th></th>
<th>unity</th>
<th>2017</th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>GRI 305-1</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Direct GHG emissions (scope 1)</td>
<td>(t CO2 eq.)</td>
<td>482,26</td>
<td>105,1</td>
<td>38,08</td>
</tr>
<tr>
<td>Natural gas</td>
<td>(t CO2 eq.)</td>
<td>329,7</td>
<td>105,1</td>
<td>38,08</td>
</tr>
<tr>
<td><strong>GRI 305-2</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Indirect GHG emissions (scope 2)</td>
<td>(t CO2 eq.)</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Electricity</td>
<td>(t CO2 eq.)</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>GRI 305-3</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Indirect GHG emissions (scope 3)</td>
<td>(t CO2 eq.)</td>
<td>2,224,35</td>
<td>1,775,97</td>
<td>787,61</td>
</tr>
<tr>
<td>Corporate travel by air</td>
<td>(t CO2 eq.)</td>
<td>621,31</td>
<td>558,7</td>
<td>470,23</td>
</tr>
<tr>
<td>Corporate travel by rail</td>
<td>(t CO2 eq.)</td>
<td>83,1</td>
<td>68,6</td>
<td>82,7</td>
</tr>
<tr>
<td>Travel in private vehicle</td>
<td>(t CO2 eq.)</td>
<td>53,6</td>
<td>47,5</td>
<td>60,6</td>
</tr>
<tr>
<td>Paper</td>
<td>(t CO2 eq.)</td>
<td>19</td>
<td>22,6</td>
<td>22,8</td>
</tr>
<tr>
<td>Bags</td>
<td>(t CO2 eq.)</td>
<td>0,48</td>
<td>1,09</td>
<td>0,23</td>
</tr>
<tr>
<td>Publications</td>
<td>(t CO2 eq.)</td>
<td>1,143,12</td>
<td>1,051,41</td>
<td>121,50</td>
</tr>
<tr>
<td>Waste</td>
<td>(t CO2 eq.)</td>
<td>3,31</td>
<td>2,19</td>
<td>0,00</td>
</tr>
<tr>
<td>Water</td>
<td>(t CO2 eq.)</td>
<td>23,76</td>
<td>20,8</td>
<td>19,06</td>
</tr>
</tbody>
</table>
OFFSETTING EMISSIONS

Financing energy projects and forest management can offset unavoidable carbon emissions. According to international standards, the tons of CO2 emitted are converted into green credits. With this the “la Caixa” Banking Foundation reduced its 2017 emissions by collaborating with the Clean and Efficient Cooking and Heating Project in China. The project, which operates in the provinces of Shanxi, Hubei and Guizhou, reduces greenhouse gases by selling different types of improved stoves that use agricultural waste, and which increase the efficiency of coal consumption.

As a result of collaborations like this, the FBLC has obtained the certification and the Clean CO2 Certified seal that certifies the neutrality of the emissions as a consequence of its activity thanks to the participation in a verified emission reduction project in accordance with the global standards.

In addition, the FBLC participates in the Programme of voluntary agreements for the reduction of greenhouse gas (GHG) emissions since 2016. It is a tool promoted by the Catalan Office of Climate Change to encourage a voluntary commitment to reduce emissions of GHG, beyond stipulated regulations. Through this agreement, the FBLC undertakes to conduct an annual review and establish actions to reduce its GHG emissions.

ENVIRONMENTAL MANAGEMENT SYSTEM

The FBLC has an Environmental Management System in operation at its Central Services and all other centres. In 2017 CosmoCaixa kept its EMAS and ISO 14001 certificates. The eight buildings comprising Caixaforum and the Palau Macaya have achieved ISO 14001 certification in Environmental Management.

Under this system, the organisation identifies the processes necessary for an adequate environmental management. The Foundation ensures the correct adaptation of these processes to the standards and regulations in force. That is why it monitors the environmental aspects that derive from the development of its activity to ensure that they are verifiable, evaluable and effective. It also carries out monitoring, measurement and analysis. Finally, of the results obtained, it proposes and implements the necessary actions to comply with the objectives that are established and the continuous improvement of the procedures.

With these protocols, the FBLC intends to develop its activity in a manner that respects the environment and assumes different commitments:

• to train, sensitise and involve each worker encouraging participation in environmental management, and transmitting our environmental guidelines to suppliers and subcontracted companies.

• Protect the environment and prevent pollution through the sustainable use of natural resources, the efficient use of water and energy, and the promotion of waste reduction, reuse and recycling practices.
The most important environmental impacts that the FBLC generates, by volume are those derived form the consumption of paper and energy resources.

The FBLC acquired the commitment to implement measures throughout 2017 to reduce the emissions of greenhouse gases derived from these two areas: consumables and corporate trips. These measures are:

- To favour to the reduction of the printed production of brochures and catalogues and their replacement by electronic publications. The recommendation is to reduce the volume of published pages and reduce the grammage of the paper used.
- Reduce paper consumption by favouring the use of mainly recycled paper over virgin paper.
- Reduce the consumption of printing toner and prioritise the use of laser toner over inkjet, since the former generates fewer of emissions.
- Avoid traveling to attend meetings and encourage alternative solutions such as video conferencing.
- Compensate the emissions that cannot be avoided by means of Clean CO2.

The FBLC publishes its publications, communications and publicity using ecological paper with the hallmark of the FSC (Forest Stewardship Council) or the PEFC (Program for the Endorsement of Forest Certification). Likewise, all the wood that the Production area uses in its exhibitions is purchased from a supplier evaluated within the Forest Certification Systems Recognition Programme (PEFC).
ANNEXES

ABOUT THIS REPORT.

PRINCIPLES

In accordance with the best international practices in the field of annual reports, promoted mainly by the International Integrated Reporting Council (IIRC), the “la Caixa” Banking Foundation publishes its fifth integrated report on the “la Caixa” Foundation, and fourth report as the “la Caixa” Banking Foundation (hereinafter, FBLC), corresponding to the year 2017. To this end, and in order to offer a more complete view of the reality of the entity and the results achieved, this report contains legal, economic and financial information, alongside information on aspects affecting society, the environment and corporate governance.

This report has been produced in accordance with the methodology provided by the international standard of reference: Guide for the production of sustainability reports, GRI Standards version following document GRI 101: Foundation of the GRI Standards, which explains the new version for the production of GRI sustainability reports (www.globalreporting.org). Similarly, for the report on sector-specific information, the GRI NGO Sector Supplement of version G4 has been used. Management approaches and indicators from the sector supplement are included in the GRI content index (identified as “sector-specific”), and are referenced according to their nomenclature in version G4.

The purpose of this report is to provide relevant information and to transmit an accurate, reliable, transparent and periodic vision of the business model, the strategy and the key issues facing FBLC based on their economic, environmental and social impact. In order to determine these issues, we have applied the principles included in the GRI 101 Foundation document and generic content from the documents GRI 102 General contents and GRI 103 Management approach.

The scope of the reported data essentially corresponds to that of the annual accounts of the FBLC for the year 2017 and refers to the people and activity centres of the FBLC. Furthermore, specific information has been included for areas of activity. This report covers the activity programmes whose management and financing is the responsibility of the Foundation.

For both the design and the analysis of this study, other guides, manuals and standards on stakeholders have been consulted and applied (The Stakeholder Engagement Manual, volumes 1 and 2, by The Stakeholder research associates, UNEP and AccountAbility; AA1000 Stakeholder Engagement Standard 2011. Final Exposure Draft by AccountAbility) and on the design, formulation, evaluation and monitoring of social programmes and projects and their integrated systems (mainly from the social development division of the UN ECLAC organisation and the MIDEPLAN 2001 Department for Evaluation, Chile).

In accordance with the methodology of GRI Standards, the FBLC report will be self-declared as “in compliance” with the “essential” option.

Principles for defining the content of the report (GRI 102-46)

Definition of the content and subsequent drafting of this report were carried out in accordance with the strategic priorities of the organisation and with consultation of the various stakeholders. For this reason, the principles included in GRI 101: Foundation of the GRI Standards have been followed.

PRINCIPLE OF PARTICIPATION OF STAKEHOLDERS

“The organisation must indicate which are its stakeholders and explain how it has responded to the reasonable expectations and interests of these groups”.

“The report must address those aspects that reflect the significant economic, environmental and social effects of the organisation, as well as those aspects that substantially influence stakeholder evaluations and decisions”.

As for the dialogue with stakeholders, as shown in this report and in the relevance study carried out, it is the organisation’s desire to work towards the continuous improvement of the processes of participation with stakeholders in future years as a tool for learning and understanding their reasonable expectations and interests and, as a result, optimise their response. The document GRI 102 General Content (from GRI 102-1 to GRI 102-56) includes the process carried out for the identification, prioritisation, validation and review of the key issues that have allowed us to include in the report those aspects with the greatest impact and those that have an influence on the FBLC’s stakeholders.
SUSTAINABILITY CONTEXT

“The report must present the activity of the organisation in the broader context of sustainability”.

This report includes the activity of the FBLC in the economic, environmental and social fields. The organisation's objectives include the commitment to generate value in a way that is responsible with the environment and society; for this reason, this document contains the main challenges related to sustainable development that affect the organisation.

PRINCIPLE OF EXHAUSTIVENESS

“The memory must address the relevant aspects and their limits in such a way that their significant economic, environmental and social effects are reflected and which allows stakeholders to evaluate the activity of the organisation in the period analysed”.

The coverage and scope of the information collected in this report has been clearly defined, priority has been given to those facts considered relevant and all the significant events that have taken place in 2017 have been included, without excluding any information that could be useful for the organisation's stakeholders.

As regards coverage, all the relevant information on the FBLC is included.

Principles for defining the quality of the report (GRI 102-46)

PRINCIPLE OF BALANCE

“The report must reflect both the positive and the negative aspects of the organisation’s activity in order to foster a well-founded assessment of balanced general activity”.

In order to allow a reasonable assessment by stakeholders, both positive and negative aspects are included, as well as an unbiased image of each of the issues included in the document.

PRINCIPLE OF COMPARABILITY

“The organisation must select, collect and disseminate information in a systematic way. The information must be presented so that stakeholders can analyse the evolution of the organisation’s activity compared with that of other organisations”.

The information has been collected in a way that allows stakeholders to interpret the changes experienced in the organisation over time. For most indicators, changes in the data in relation to the previous year have been included. In cases where this has not been possible, it has been clearly indicated.

PRINCIPLE OF ACCURACY

“The information must be sufficiently accurate and detailed so that stakeholders can assess the activity of the organisation”.

Tables, graphs and diagrams have been included that help to understand the information collected in the report.

PRINCIPLE OF PUNCTUALITY

“The organisation must present its reports following a regular schedule, so that stakeholders have the information at that time and can make well-founded decisions”.

At the FBLC, we are formally committed to producing an annual report for our stakeholders on the economic, social and environmental activity of the company.

PRINCIPLE OF CLARITY

“The organisation must present the information so that stakeholders to whom the report is addressed can access and understand it properly”.

In this report, we have tried to avoid overly technical terms that may not be understood by stakeholders.

PRINCIPLE OF RELIABILITY

“The organisation must collect, record, compile, analyse and disseminate the information and processes that are followed in preparing the report, so that they can be assessed and the quality and relevance of the information is established”.

All the data used for the preparation of the following report has been compiled from the various records that the FBLC keeps. The FBLC carries out periodic records and checks both for data regarding its programmes and projects and for the environmental and social impacts it has. Furthermore, given that this is a matter of special relevance for the FBLC, all data regarding human resources and health and safety are collected, recorded and reviewed by those charged with ensuring their reliability and traceability.
# INDEX OF GRI CONTENT FOR THE ESSENTIAL OPTION
# ACCORDING TO THE G4 GUIDE

## General content

<table>
<thead>
<tr>
<th>GRI 102: General content</th>
<th>Page</th>
<th>External verification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Profile of the organisation</td>
<td>70. “la Caixa” Banking Foundation structure with Criteria and Caixabank.</td>
<td>Not verified by external party</td>
</tr>
<tr>
<td>GRI 102-2</td>
<td>8. Social. One of the world’s foremost foundations offering the most support to the most vulnerable population groups.</td>
<td>Not verified by external party</td>
</tr>
<tr>
<td></td>
<td>30. Innovation. The #1 private investor in biomedical research on the Iberian peninsula.</td>
<td>Not verified by external party</td>
</tr>
<tr>
<td></td>
<td>38. Knowledge. Spreading culture and science to serve people and society.</td>
<td>Not verified by external party</td>
</tr>
<tr>
<td>GRI 102-3</td>
<td>122. The “la Caixa” Banking Foundation Directory.</td>
<td>Not verified by external party</td>
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<tr>
<td>GRI 102-4</td>
<td>The geographical scope of the “la Caixa” Banking Foundation’s activities is mainly focused in Spain - the exception being international programmes operating in different countries around the world.</td>
<td>Not verified by external party</td>
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<td>GRI 102-5</td>
<td>70. The “la Caixa” Banking Foundation structure with Criteria and CaixaBank.</td>
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<td>GRI 102-6</td>
<td>8. Social. One of the world’s foremost foundations offering the most support to the most vulnerable population groups.</td>
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<tr>
<td></td>
<td>30. Innovation. The #1 private investor in biomedical research on the Iberian peninsula.</td>
<td>Not verified by external party</td>
</tr>
<tr>
<td></td>
<td>38. Knowledge. Spreading culture and science to serve people and society.</td>
<td>Not verified by external party</td>
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<td>GRI 102-7</td>
<td>8. Social. One of the world’s foremost foundations offering the most support to the most vulnerable population groups.</td>
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<td></td>
<td>30. Innovation. The #1 private investor in biomedical research on the Iberian peninsula.</td>
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<td>38. Knowledge. Spreading culture and science to serve people and society.</td>
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<td>71. Budget expenditure for 2017.</td>
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<td>71. Budget for 2018.</td>
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<td>79. We are committed to maintaining stable, quality employment.</td>
<td>Not verified by external party</td>
</tr>
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<td>GRI 102-8</td>
<td>78. We encourage best practices for the ongoing advancement of equality.</td>
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<td></td>
<td>79. We are committed to maintaining stable, quality employment.</td>
<td>Not verified by external party</td>
</tr>
<tr>
<td>GRI 102-9</td>
<td>89. The value chain of the LCBF.</td>
<td>Not verified by external party</td>
</tr>
<tr>
<td>GRI 102-10</td>
<td>4. 365 days, 80 gestures.</td>
<td>Not verified by external party</td>
</tr>
<tr>
<td>GRI 102-11</td>
<td>106. Minimizing the impact on the environment.</td>
<td>Not verified by external party</td>
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<tr>
<td>GRI 102-12</td>
<td>26. 20 years generating opportunities and cooperating with the most vulnerable groups around the world.</td>
<td>Not verified by external party</td>
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<tr>
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<td>102. Coordination with the activities and programmes of other agencies.</td>
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</tr>
<tr>
<td></td>
<td>109. Commitment to initiatives of a global nature.</td>
<td>Not verified by external party</td>
</tr>
<tr>
<td>GRI 102-13</td>
<td>26. 20 years generating opportunities and cooperating with the most vulnerable groups around the world. 38. Knowledge. Cultural and scientific outreach serving people and society. 102. Coordination with the activities and programmes of other agencies. 109. Commitment to initiatives of a global nature.</td>
<td></td>
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<tr>
<td>Not verified by external party</td>
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</table>

**Strategy**

| GRI 102-14 | 2. Commitments (the President’s letter). |
| Not verified by external party |

**Ethics and Integrity**

| GRI 102-16 | 4. 365 days, 80 gestures. 89-90 |
| Not verified by external party |

**Governance**

| GRI 102-18 | 6. "la Caixa" Banking Foundation Board of Trustees. 7. "la Caixa" Banking Foundation Senior Management. |
| Not verified by external party |

**Interest group participation**

| GRI 102-40 | 88 |
| Not verified by external party |

| GRI 102-41 | The "la Caixa" Banking Foundation has an inclusive collective in-house agreement for 100% of the entity's workforce. |
| Not verified by external party |

| GRI 102-42 | 86. Committed to stakeholders. "la Caixa" Banking Foundation stakeholders. 98. Participation of stakeholders in the different stages of the project (design, execution, follow up and evaluation). |
| Not verified by external party |

| GRI 102-43 | 91. Prioritisation. |
| Not verified by external party |

| GRI 102-44 | 91. Prioritisation. |
| Not verified by external party |

**Report writing practice**

| GRI 102-45 | 70. "la Caixa" Banking Foundation structure with Criteria and Caixabank. |
| Not verified by external party |

| Not verified by external party |

| GRI 102-47 | 90. Key aspects and scope. 92-95 |
| Not verified by external party |

| GRI 102-48 | There have been no reexpressions of information with respect to the previous sustainability report. |
| Not verified by external party |

| Not verified by external party |

| Not verified by external party |

| Not verified by external party |

| GRI 102-52 | The "la Caixa" Banking Foundation intends to publish a sustainability report on an annual basis. |
| Not verified by external party |

| GRI 102-53 | 122. The “la Caixa” Banking Foundation Directory www.obrasociallacaixa.org |
| Not verified by external party |

| GRI 102-54 | 112. About this report. Principles |
| Not verified by external party |

| GRI 102-55 | 112 |
| Not verified by external party |

| GRI 102-56 | The complete content of this report has not been verified by an external party. |
| Not verified by external party |
### Specific content

<table>
<thead>
<tr>
<th>Relevant aspects</th>
<th>Information on the management approach and indicator (indicating which specific content corresponds to each relevant aspect, including page number or link)</th>
<th>Omissions</th>
<th>External verification</th>
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<td>Economic activity</td>
<td>GRI 103-1</td>
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<tr>
<td></td>
<td>GRI 201-1: DIRECT ECONOMIC VALUE GENERATED AND DISTRIBUTED</td>
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<td></td>
<td>Most of the activity of the “la Caixa” Banking Foundation is carried out in Spain and this is the territory where the direct economic value is generated and the economic value is distributed.</td>
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<td>GRI 201-3: OBLIGATIONS UNDER THE DEFINED BENEFITS PLAN AND OTHER RETIREMENT PLANS</td>
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<td></td>
<td>The “la Caixa” Banking Foundation offers all its employees the same social benefits regardless</td>
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<td></td>
<td>of the duration of the employment contract or whether it is full or part time. In addition, these</td>
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<td>benefits are the result of the successive improvements incorporated in the Company’s Collective Agreement (CCP).</td>
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<td>GRI 201-4: FINANCIAL ASSISTANCE RECEIVED FROM THE GOVERNMENT</td>
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<td>The “la Caixa” Banking Foundation received no significant financial assistance from governments in 2017.</td>
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<td>Presence in the market</td>
<td>GRI 103-1</td>
<td></td>
<td>Not verified by external party</td>
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<td>GRI 202-1: RATIO OF STANDARD INITIAL CATEGORY BY GENDER AGAINST LOCAL MINIMUM WAGE</td>
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<tr>
<td></td>
<td>Most of the activity of the “la Caixa” Banking Foundation is carried out in Spain and the initial salary for both men and women is the same.</td>
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<td>Acquisition practices</td>
<td>GRI 103-1</td>
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<td>Not verified by external party</td>
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<tr>
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<td>Most of the activities, and thus purchases, of the “la Caixa” Banking Foundation are carried out in Spain.</td>
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<td>GRI 204-1: PROPORTION OF SPENDING ON LOCAL SUPPLIERS</td>
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<tr>
<td></td>
<td>The volume of purchases to local suppliers is not significant.</td>
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<td>Assignment of resources</td>
<td>G4-DMA: RESOURCE ALLOCATION (formerly NGO7)</td>
<td></td>
<td>Not verified by external party</td>
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<td>Sources of financing (ethical fundraising)</td>
<td>NGO8: SOURCES OF FINANCING BY CATEGORIES AND THE FIVE MAIN DONORS, AS WELL AS MONETARY VALUE OF CONTRIBUTION.</td>
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<td>Materials</td>
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<td>106. Minimising the impact on the environment.</td>
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<tr>
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<td>GRI 301-1: MATERIALS USED BY WEIGHT OR VOLUME</td>
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<td>GRI 301-2: RECYCLED MATERIALS</td>
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<td>GRI Indicators</td>
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<tr>
<td>Energy</td>
<td>GRI 103-1. Minimising the impact on the environment</td>
<td>Quantitative data is not included for indicator GRI 302-4. The “la Caixa” Banking Foundation is currently working to quantify and publish this data.</td>
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<td>106. Minimising the impact on the environment</td>
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<td>GRI 302-1: ENERGY CONSUMPTION WITHIN THE ORGANISATION</td>
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<td>111. Minimising the impact on the environment</td>
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<td>GRI 302-2: ENERGY CONSUMPTION OUTSIDE THE ORGANISATION</td>
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<tr>
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<td>The most relevant energy consumption outside the organisation is consumption associated with the transport of employees, consumption of materials, management of waste and consumption of water. Work is currently under way to obtain the appropriate conversion factors to determine the energy consumption for this indicator in energy units. The data on CO2 emissions caused by these activities are reflected in indicator GRI 305-3.</td>
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<td>GRI 302-4: REDUCTION OF ENERGY CONSUMPTION</td>
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<td></td>
<td>Quantitative data is not reported; only the various initiatives carried out to conserve and improve efficiency of energy consumption are described.</td>
<td></td>
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<tr>
<td></td>
<td>110-111. Quantitative data is not included for indicator GRI 302-4. The “la Caixa” Banking Foundation is currently working to quantify and publish this data.</td>
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<td>Water</td>
<td>GRI 103-1. Minimising the impact on the environment</td>
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<td></td>
<td>111. Minimising the impact on the environment</td>
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<td>GRI 303-1: WATER EXTRACTION BY SOURCE</td>
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<td>111. Minimising the impact on the environment</td>
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<td>GRI 303-2: SOURCES OF WATER SIGNIFICANTLY AFFECTED BY WATER EXTRACTION</td>
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<tr>
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<td>The water consumed comes from the municipal supply network and is poured into the public sewerage system as it is comparable to urban waste water, which is why the possible impact on water sources is not considered.</td>
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<td>GRI 306-1: DISCHARGE OF WATER BY QUALITY AND DESTINATION</td>
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<td></td>
<td>Total discharge of water is equivalent to the total water consumed from the municipal supply network that is poured into the public sewerage system as it is considered urban waste water.</td>
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<td>GRI 306-2: WASTE BY TYPE AND METHOD OF DISPOSAL</td>
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<td>Quantitative data is not included for indicator GRI 306-2. The “la Caixa” Banking Foundation is currently working to quantify and publish this data.</td>
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<td>Emissions</td>
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<td>111. Minimising the impact on the environment</td>
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<td>GRI 305-1: DIRECT GREENHOUSE GAS EMISSIONS (SCOPE 1), GRI 305-2: INDIRECT GREENHOUSE GAS EMISSIONS DURING ENERGY GENERATION (SCOPE 2), GRI 305-3: OTHER INDIRECT GREENHOUSE GAS EMISSIONS (SCOPE 3)</td>
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<td>GRI 305-5: REDUCING GREENHOUSE GAS EMISSIONS</td>
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<td>109. Minimising the impact on the environment</td>
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<td>Effluents and waste</td>
<td>GRI 103-1. Minimising impact on the environment</td>
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<td>111. Minimising impact on the environment</td>
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<td>GRI 306-1: DISCHARGE OF WATER BY QUALITY AND DESTINATION</td>
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<td></td>
<td>Total discharge of water is equivalent to the total water consumed from the municipal supply network that is poured into the public sewerage system as it is considered urban waste water.</td>
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<td>GRI 306-2: WASTE BY TYPE AND METHOD OF DISPOSAL</td>
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<td>Regulatory compliance</td>
<td>GRI 307-1: BREACH OF LEGISLATION AND ENVIRONMENTAL REGULATIONS</td>
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<td>In 2017, the “la Caixa” Banking Foundation has not been subject to any significant fines or legal sanctions related to the non-compliance of environmental regulations.</td>
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<td>Category: social activity</td>
<td>Subcategory: dignified work practices</td>
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</table>
| **Employment** | GRI 103-1  
74. Committed to LCBF employees.  
79. We are committed to maintaining stable, quality employment.  
GRI 401-1: NEW RECRUITMENT OF EMPLOYEES AND STAFF TURNOVER  
79-80  
GRI 401-2: BENEFITS FOR FULL-TIME EMPLOYEES THAT ARE NOT OFFERED TO PART-TIME OR TEMPORARY EMPLOYEES  
The "la Caixa" Banking Foundation offers all its employees the same social benefits regardless of the duration of the employment contract or whether it is full or part time.  
83-84  
GRI 401-3: PARENTAL LEAVE  
80 and 83  |
| **Health and safety in the workplace** | GRI 103-1  
75. Committed to LCBF employees  
76-77. Improving the amenities to guarantee health and safety in the workplace.  
GRI 403-1: REPRESENTATION OF WORKERS IN FORMAL EMPLOYEE-EMPLOYER HEALTH AND SAFETY COMMITTEES  
76-77. Improving the amenities to guarantee health and safety in the workplace.  
GRI 403-2: TYPES OF ACCIDENTS AND FREQUENCY RATES OF ACCIDENTS, OCCUPATIONAL ILLNESSES, DAYS LOST, ABSENTEEISM AND NUMBER OF DEATHS DUE TO WORK-RELATED INJURY OR OCCUPATIONAL ILLNESS  
Due to the type of activity it carries out, the "la Caixa" Banking Foundation does not produce any illness that can be considered work-related occupational illness. In 2017, there were no workplace deaths, continuing the trend from previous years.  
76-77. Improving the amenities to guarantee health and safety in the workplace.  
GRI 403-4: HEALTH AND SAFETY ISSUES COVERED IN FORMAL AGREEMENTS WITH TRADE UNIONS  
76-77. Improving the amenities to guarantee health and safety in the workplace.  |
| **Skills and education** | GRI 103-1  
75. Committed to LCBF employees  
81-84. A system of mixed renumeration incorporating flexibility and social benefits.  
GRI 404-2: PROGRAMMES TO IMPROVE THE SKILLS OF EMPLOYEES AND PROGRAMMES PROVIDING SUPPORT DURING TRANSITION  
81-84. A system of mixed renumeration incorporating flexibility and social benefits.  
GRI 404-3: PERCENTAGE OF EMPLOYEES WHO RECEIVE REGULAR PERFORMANCE EVALUATIONS AND PROFESSIONAL DEVELOPMENT MEETINGS  
81-84. A system of mixed renumeration incorporating flexibility and social benefits.  |
| **Diversity and equality of opportunities** | **GRI 103-1** | 75. Committed to LCBF employees.
78-79. We encourage best practises for the ongoing advancement of equality.
81-84. A system of mixed remuneration incorporating flexibility and social benefits.  
**GRI 405-1: DIVERSITY IN GOVERNING BODIES AND EMPLOYEES**
80  
**GRI 405-2: RATIO OF BASE SALARY AND REMUNERATION OF WOMEN TO THAT OF MEN**
81 | Not verified by external party |

| **Subcategory: society** | **Local communities** | **GRI 103-1** | The “la Caixa” Banking Foundation works with the beneficiaries of its projects in order to carry out an impact assessment and involve them in the various stages of the same. All beneficiaries can be considered collectives linked to a specific geographic area that fit the denomination of local communities. In addition, there are programmes that are specific to local communities that focus on responding to the needs of specific local communities.
98. Participation of stakeholders in the different stages of the project (design, execution, follow up and evaluation).  
**GRI 413-1: OPERATIONS WITH PARTICIPATION OF THE LOCAL COMMUNITY, IMPACT ASSESSMENT AND DEVELOPMENT PROGRAMMES**
98. Participation of Interest Groups in the different stages of the project (design, execution, follow up and evaluation). | Not verified by external party |

| **Subcategory: product liability** | **Marketing and labelling** | **GRI 103-1** | The “la Caixa” Banking Foundation carries out its activities in accordance with existing regulations affecting marketing communications.
103. Position of public institutional communication. 
**GRI 417-3: CASES OF BREACHES RELATED TO MARKETING COMMUNICATIONS** 
In 2017, no regulations or voluntary code have been violated relating to marketing communications. | Not verified by external party |

| **Client privacy** | **GRI 103-1** | The “la Caixa” Banking Foundation carries out its relationships in accordance with Regulation 028 on the collection and handling of personal data by the “la Caixa” Banking Foundation and in the framework of action that this regulation describes. This standard includes the actions that must be taken into account to protect the confidentiality of the personal data of beneficiaries of the programmes and activities of the “la Caixa” Banking Foundation and our suppliers. The obligations of the “la Caixa” Banking Foundation and its employees regarding the collection and handling of personal data are detailed in the security document of the Organic Law on data protection and Regulation 023 on Information and Communications Security, guaranteeing the confidentiality and integrity of such data.  
**GRI 418-1: CLAIMS RELATING TO VIOLATIONS OF CLIENT PRIVACY AND LOSS OF CLIENT DATA** 
In 2017, no substantiated claims were found regarding respect for privacy or loss of clients’ personal data. | Not verified by external party |
## ANNEXES

**Subcategory: Product Liability. Sector Specifics**

<table>
<thead>
<tr>
<th>Topic</th>
<th>Description</th>
<th>Page References</th>
<th>Verification by External Party</th>
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<tr>
<td>Processes of participation (stakeholders)</td>
<td>G4-DMA: PROCESSES OF PARTICIPATION OF AFFECTED STAKEHOLDERS IN THE DESIGN, EXECUTION, MONITORING AND EVALUATION OF PROGRAMME POLICY AND ACTIONS (formerly NGO1).</td>
<td>98</td>
<td>Not verified by external party</td>
</tr>
<tr>
<td>Mechanisms for obtaining feedback</td>
<td>G4-DMA: MECHANISMS TO OBTAIN FEEDBACK AND COMPLAINTS REGARDING PROGRAMMES AND THEIR POLICIES, AND TO DETERMINE THE ACTIONS TO BE TAKEN TO SOLVE THEM (formerly NGO2).</td>
<td>99</td>
<td>Not verified by external party</td>
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<tr>
<td>Control, assessment and lesson learning</td>
<td>G4-DMA: SYSTEMS FOR OVERSEEING, ASSESSING AND LEARNING LESSONS (INCLUDING SYSTEMS TO MEASURE EFFECTIVENESS AND IMPACT OF THE PROGRAMME), THE RESULTING CHANGES IN THE PROGRAMMES AND HOW THEY ARE COMMUNICATED (formerly NGO3).</td>
<td>100-101</td>
<td>Not verified by external party</td>
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<td>Integration of gender and diversity component</td>
<td>G4-DMA: MEASURES TO INTEGRATE THE GENDER AND DIVERSITY COMPONENT INTO THE DESIGN, EXECUTION, OVERSIGHT, ASSESSMENT AND LEARNING CYCLE OF THE PROGRAMME (formerly NGO4).</td>
<td>102</td>
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<tr>
<td>Political impact and public awareness campaigns</td>
<td>G4-DMA: PROCESSES FOR THE FORMULATION, COMMUNICATION, IMPLEMENTATION AND CHANGE IN POLITICAL ADVOCACY AND PUBLIC AWARENESS CAMPAIGNS (formerly NGO5).</td>
<td>103-104</td>
<td>Not verified by external party</td>
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<td>Coordination with other agents</td>
<td>G4-DMA: PROCESSES THAT ALLOW COORDINATION WITH ACTIVITIES AND PROGRAMMES OF OTHER AGENTS (formerly NGO6).</td>
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<td>Image of the “la Caixa” Foundation</td>
<td>Position of public institutional communication.</td>
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<td>Criteria for selection of projects</td>
<td>8. Social. One of the world’s foremost foundations offering the most support to the most vulnerable population groups.</td>
<td>8</td>
<td>Not verified by external party</td>
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<tr>
<td></td>
<td>30. Innovation. The #1 private investor in biomedical research on the Iberian peninsula.</td>
<td>30</td>
<td></td>
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<td>38. Knowledge. Spreading culture and science to serve people and society.</td>
<td>38</td>
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<tr>
<td></td>
<td>97. Areas and programmes.</td>
<td>97</td>
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<tr>
<td>Environmental projects</td>
<td>107-108</td>
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</table>
"la Caixa"
BANKING FOUNDATION
DIRECTORY

CENTRAL SERVICES:
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08028 BARCELONA

BARCELONA

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