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Sustainability Report



CONSOLIDATED
NON-FINANCIAL STATEMENT

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Presentation

The 2020 Sustainability Report contains relevant financial and non-financial information that allows a comprehensive and integrated assessment to be made of Grupo Cooperativo Cajamar's economic-financial, social, and environmental performance for the 2020 financial year. The information provided herein has been previously approved by the Board of Directors of Banco de Crédito Social Cooperativo, S.A. (hereinafter BCC), the Group's parent company, and complies with the Non-Financial Information Reporting requirements set out in Act 11/2018, of 28 December.

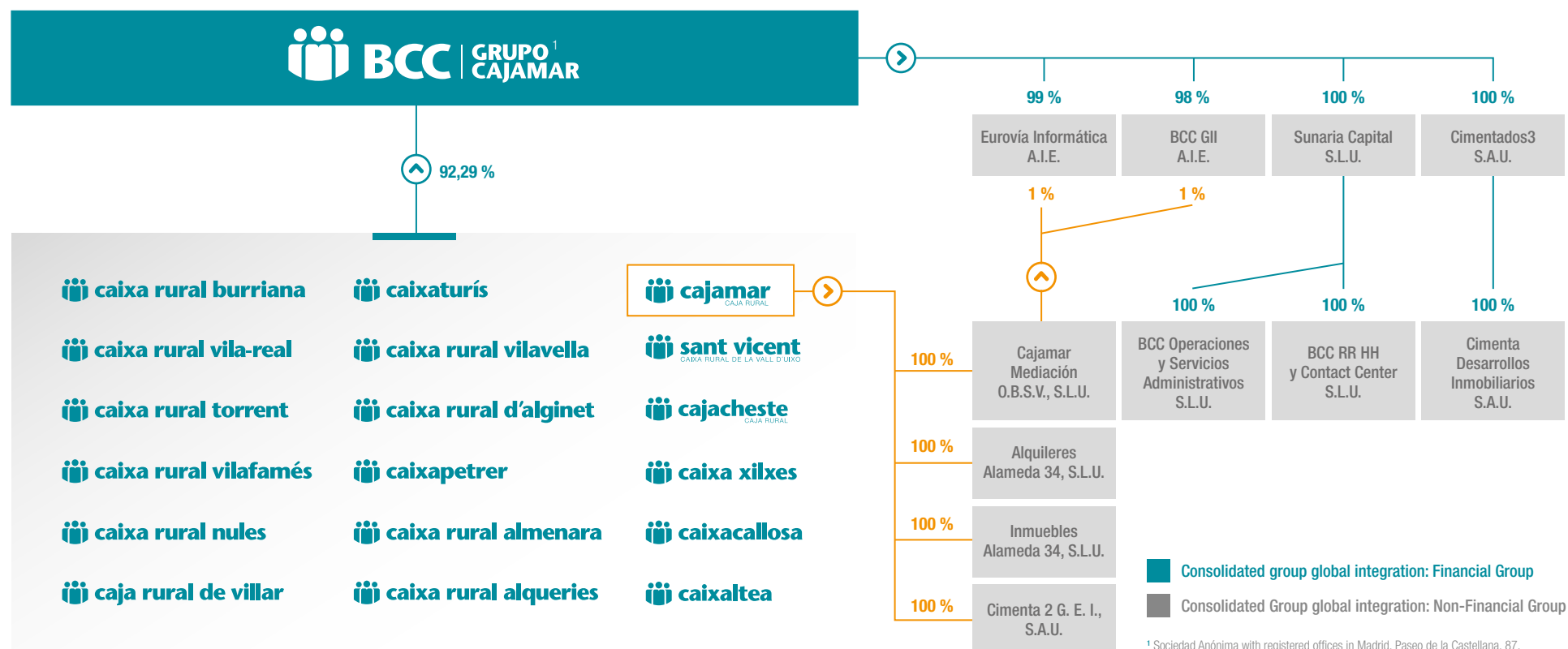
Both the non-financial information and information related to the Principles for Responsible Banking (PRB) have been verified by an independent auditor, KPMG, in accordance with the terms of the latter's assurance report. The perimeter of this non-financial information comprises all the entities that make up the Group, i.e. the 19 financial entities (Financial Group) together with 11 other non-financial entities that are also part of the Group.

The economic and financial information contained in the report is taken from the audited 2020 annual accounts for Grupo Cooperativo Cajamar, in accordance with the consolidation perimeter established therein (Consolidated Group).

Throughout the report, to avoid unnecessary repetition, links are included to corporate websites www.bcc.es/en/ and www.grupocooperativocajamar.es, as well as other relevant addresses that provide additional information on the subjects covered (e.g.: www.compromisosocial.es).

This report has been compiled in accordance with the criteria established by the International Integrated Reporting Council (IIRC) - Integrated Report, by the Global Reporting Initiative (GRI Standards, GSSB) and by standard ISAE 3000.

Perimeter of the Consolidated Group (financial and non-financial)



Letter from the President



Luis Rodríguez González
President
BCC-Grupo Cooperativo Cajamar

2020 was a particularly complex year for the global economy and in particular for the Spanish economy. The health situation generated by the COVID-19 pandemic has led to a profound economic crisis as a result of restrictions on mobility and productive activity.

Against this backdrop, cooperative banking must contribute to providing horizons of stability, certainty, and confidence where it operates. Through solvency, strong connections on the ground with the territory, knowledge of economic agents, and sensitivity to social and environmental issues; issues that share an affinity with our banking model.

By bolstering this certainty and confidence, both at an individual and an institutional level, we can help companies, the self-employed, and business owners to innovate, generate wealth, and create stable quality employment. This is how we understand financial performance at Grupo Cooperativo Cajamar.

A multi-lateral approach, legal certainty, long-term planning, the relationship between individuals and institutions, cooperation, integration, and so many other mechanisms that we know, must be common elements and practices in our lives. And all within an ethical framework that allows us to gain a future by responsibly sacrificing something from the present.

In short, this is the model of sustainability that we have been promoting through Grupo Cooperativo Cajamar, based on people, ideas and territories: to guarantee the well-being and development of people, generating ideas and innovation that help to connect and support territories.

Banks must support SMEs, the self-employed and business owners to manage their risks more efficiently so that they can continue to innovate, invest with confidence, and create employment. But above all, to take on the great challenges posed by the three major macro-processes that will define our future in the short, medium, and long term: the decarbonisation of the economy, digital transformation, and a knowledge-based economy.

These challenges are undoubtedly all closely interrelated and will lead us to an economic structure that is much more efficient, more dematerialised, and less dependent on carbon, in which intangible assets and knowledge will be crucial when it comes to improving business competitiveness within an environment of sustainability and joint responsibility.

The ecological transition began a few years ago, in 2015, with two major milestones: the Paris Agreement and the Sustainable Development Goals; and a time horizon: the year 2030. In this period, we must concentrate all our efforts on adapting and laying the foundations for a more sustainable economy. The banking sector has a great responsibility to speed up the process and prevent anyone from getting left behind. In short, to contribute to a fair transition.

A proper understanding of these processes, their scope and consequences, their risks and opportunities, is essential for banking activity to perform its role of providing support to companies and families. "A proper understanding of these processes involves developing sustainable finance and incorporating environmental, social and governance criteria into financial activity."

Through Grupo Cooperativo Cajamar's pledge to adhere to the Principles for Responsible Banking last year, we have been able to further develop a model of banking that is more committed to our surroundings in terms of ethics, responsibility, and sustainability. But it is also allowing us to strengthen introspectively our own model of social economy, commitment to local territories, our bond with local production systems, the rural environment and, above all, to the people who are the very embodiment and necessary projection of cooperative banking.

The Sustainability Report drawn up by Grupo Cooperativo Cajamar every year aims to fulfil our commitment to transparency and to report back to society on our economic and financial performance, but also our social, environmental and governance performance, including, because of our unique nature, our cooperative performance. In addition, the purpose of this document is to serve as the basis for the Global Compact Progress Report, revalidating our commitment to its ten principles, which we have maintained for thirteen years.

We have the solvency and the economic-financial, technological, and human resources necessary to face the great challenges posed by the future. And above all we have the impetus, the endorsement and the explicit support of our shareholders, members, and customers, as well as our employees, who, through their professionalism, ethics, commitment, and dedication, make our great cooperative and social banking project possible and visible.

Major ESG¹ milestones in 2020

In 2020, Grupo Cooperativo Cajamar continued building and moving towards a more responsible and sustainable banking model.

¹ Environmental, Social, and Governance

² Risk Appetite Framework (RAF)

First disbursement based on the commitment acquired for the **subscription of €1M in the social venture capital fund** promoted by AFI and the participatory finance platform La Bolsa Social.

In view of the evolution of the health crisis caused by COVID-19, **the Business Continuity Plan (PCN) established in our protocols has been activated**, guaranteeing the continued operation of our Group under any circumstances.

100 % of CO₂ emissions declared in 2019 have been offset via a project for the conservation of the Amazon Rainforest in Peru.

We signed up to the **manifesto for a green and sustainable recovery** in the management of Spain's roadmap out of the COVID-19 crisis.

We have signed up to the **United Nations Target Gender Equality programme**, committed to setting and meeting ambitious goals to increase women's leadership in business.

The prestigious international consulting firm, **Great Place To Work**, now identifies and certifies Grupo Cajamar as an excellent place to work.

We have signed up to the **RE100 initiative**, a collaborative platform whereby influential companies commit to 100% renewable energy.

Sustainalytics has rated Grupo Cooperativo Cajamar **second in the world**, among 378 entities included in the diversified (retail) banking subindustry, in environmental and social, and governance risk management.

Approved reference frameworks for future **issues of our green and social bonds**, whose net funds will be used to finance or refinance environmentally and socially sustainable projects and assets.

Inclusion in the **RAF² of concentration indicators in carbon-intensive sectors**, incorporating and prospectively identifying climate-related factors and metrics that the entity has been developing, anticipating regulatory expectations associated with climate change mitigation.

Further recognition for the Group's management of our **carbon footprint and climate change by the Carbon Disclosure Project (CDP)** obtaining the A- rating, which positions us as banking industry leaders in Spain.

"Plataforma Tierra" is launched, an ambitious project created by Grupo Cooperativo Cajamar with the aim of promoting the transformation and digitalisation of the agri-food sector.

Contextual Analysis

COVID-19 has had an imminent effect on all dimensions in our surroundings. Contextual analysis shows that its influence is global and absolute, driving new trends and accelerating or slowing other existing trends in each of its dimensions, in record time.

Macro-trends in the context of Grupo Cooperativo Cajamar



New trends driven	Important stimulus packages such as NextGeneration EU	A sharp fall in GDP and a weakening of the global economy		State of emergency and mobility restrictions to combat the health crisis	Increased R&D spending and confidence in Science Prioritisation of biosafety areas		Major boost to remote working
Existing trends accelerated		Decarbonisation of the economy and energy transition	Expansion of digital and decentralised currencies Growing role of sustainable finance		Digitisation Investment in cybersecurity	Investment in cybersecurity European Green Pact	Greater polarisation and radicalisation of society Increased inequality
Trends not affected	Geopolitical instability and the rise of nationalism		Low interest rates persist Proliferation of new disruptive competitors (FinTech, RegTech, BigTech)	Regulatory expectations for incorporating environmental factors into risk management EU Sustainable Finance Action Plan (disclosure and transparency)	Robotics, artificial intelligence and <i>big data</i>	Increase in the environmental demands of stakeholders	Population ageing
Slowed trends	Reduction of outsourcing with the repatriation of strategic activities	Increased unemployment, changing the pre-pandemic trend					Rural depopulation
	POLITICAL	ECONOMIC	SECTOR	LEGAL/REGULATORY	TECHNOLOGICAL	ENVIRONMENTAL	SOCIAL

The immediate consequences have been devastating, with appalling loss of human life, collapses in health services, restrictions on the mobility of people, the closure of businesses and many people in situations of vulnerability as a result of job losses.



However, the emergence of this pandemic could also serve as a catalyst for beneficial changes,

as many of the trends identified in this contextual analysis highlight. Trends that are the result of an increase in our perception of climate vulnerability to biodiversity loss, greater recognition for key workers and essential sectors, the realisation of dangerous inequalities in our societies, and the conviction that greater coordination between countries and administrations is necessary.

In other words, there is an opportunity for this crisis and the accompanying process of reconstruction to become a turning point on our path towards the ecological transition, the narrowing of gaps and inequalities, and the replacement of short-sightedness with a longer-term vision, all paradigms that form the arguments in favour of desired sustainable development and towards which we will continue to work at Grupo Cooperativo Cajamar.

1

Grupo Cooperativo Cajamar



2020 Sustainability
Report



RELATED INFORMATION

Corporate culture and Ethical Management System

Sustainability Policy

Our key figures

The **7** Principles of Cooperativism and our Ethical Management System, along with the values, mission, vision and purpose of the Group, shape our business culture, which establishes a unique framework governing our actions and relationships with our surroundings, putting people before profits.

We are the **1st** largest cooperative financial group in Spain by volume of assets, and a leading example of cooperative lending in southern Europe



3.5 MILLION CUSTOMERS

1.4 MILLION ARE MEMBERS



Leading entity in the agri-food sector with a **15.03 %** market share in the primary sector

18 credit cooperatives make up Grupo Cooperativo Cajamar, together with Banco de Crédito Social Cooperativo acting as the parent company

Present in **46** provinces in Spain, supporting the real economy, committed to the territory, and dedicated to local productive systems and the recovery of the rural environment

One of **12** Spanish entities classed as significant, supervised by the MUS (Single Monitoring Mechanism)

■ Provinces in which the Group operates
■ Provinces in which the Group does not operate



88,369 millions of euros of total managed business



53,617 millions of euros in assets



6,215 employees



910 branches
145 agencies



15.49 % Solvency ratio
Phased in



235.23 % LCR Liquidity Ratio

2nd best worldwide rated among 378 entities included in the diversified (retail) banking sub-industry, by the agency Sustainalytics, in environmental, social and governance risk management



For the **1st** time ever, we have been **certified** as 'A Great Place to work'. The most prestigious award in the field of people management and business strategy nationally and internationally, presented annually to the best employers in the world

We offset **100 %** of our **CO₂** emissions, by allocating the corresponding economic amount to conservation projects in the Amazon through Madre de Dios (Peru)



Cooperative Banking, Grupo Cooperativo Cajamar and the Ecological Transition

A banking model based on cooperative principles that put people before profits.

The cooperative movement emerges, governed by a series of ideals and principles, which will give rise to the cooperative credit movement, with the aim of improving access to finance for people, under the premises of self-help, responsibility, and solidarity.

Which plays an essential role in the revitalisation of local economies by balancing the financial system.

Different crises allowed credit cooperativism to demonstrate its resilience, showing greater resistance than other commercial banks to overcome times of difficulty, and it was established as a component that could diversify and stabilise the system, which is why the cooperative banking model is widely accepted.

Focused on and tailored to its immediate surroundings, ready to respond to new challenges.

Focused on and tailored to its immediate surroundings, ready to respond to new challenges. Europe's major financial cooperative groups carry out an extensive restructuring process. This process, which in our country is led by Grupo Cooperativo Cajamar, has allowed them to improve their efficiency and strengthen their solvency, maintaining their social commitment, territorial connections, and links to the local production sector.

Making it a valuable and effective lever for change, fostering the transition to sustainable development.

Cooperative banking, because of its capacity and characteristics, must become a leading agent in the transition to a more ecological and fairer productive and social model, to overcome the climate emergency we are facing and make it possible to maintain human activities without compromising the sustainability of the planet's resources.

BIRTH AND EXPANSION OF THE COOPERATIVE MODEL

CONSOLIDATION AND ACCEPTANCE OF CREDIT COOPERATIVISM

ADAPTATION AND RESTRUCTURING OF COOPERATIVE BANKING IN EUROPE

ECOLOGICAL TRANSITION

1844

In Lancashire (England), the Rochdale Pioneers found the first cooperative



1850

The first credit cooperative emerges in Saxony, and the model soon spreads to the rest of Europe and later to North America.

1895

The International Co-operative Alliance (ICA) is founded, and the first cooperative principles are established

1929

First acid test: beginning of the great global depression

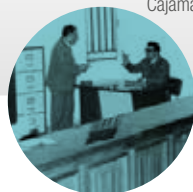
Expansion of credit cooperativism to regions with a lower presence (Africa, Latin America, Asia and Oceania)

1970

Several European cooperative banks set up the EACB to defend the interests of cooperative banks in Europe.

1995

Cooperative principles revised and updated by the ICA, respecting the essence of their creation.



2000

Merger between Grumeco and CR de Málaga, and between the latter and CR de Almería (marking the birth of Cajamar)

2009

Constitution of the first Grupo Cooperativo Cajamar and associated SIP Institutional Protection System Cajamar, Caja Campo, CR Casinos and Caixa Albalat

2014

Constitution of Banco de Crédito Social Cooperativo (the Group's parent company)

2015

Launch of the UN Sustainable Development Goals. Paris Agreement to fight climate change



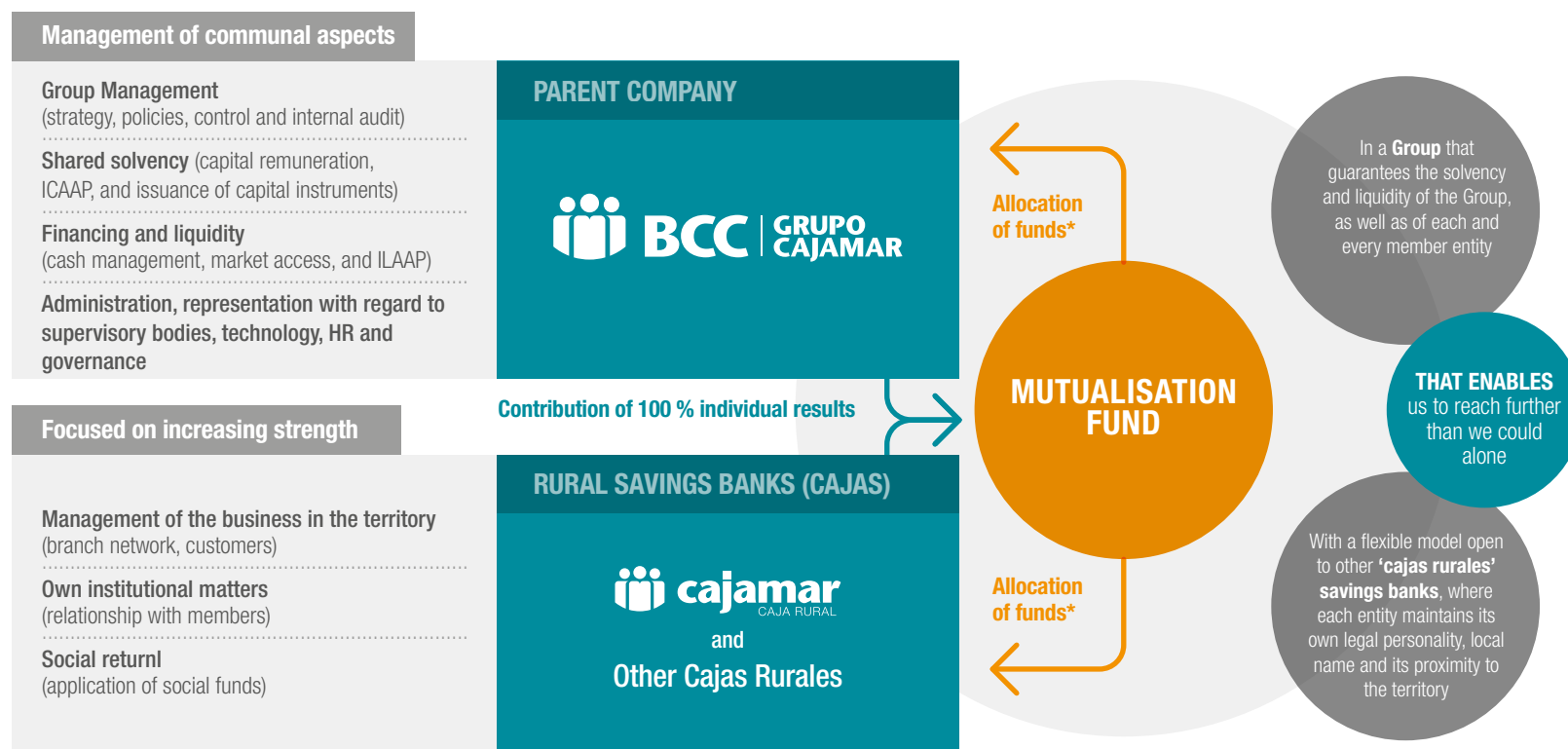
2030

Deadline set for the achievement of the SDGs

Start of activity	Timeline for Grupo Cooperativo Cajamar. Background and history	Milestones in Spanish cooperative banking
<p>1900 > CA and CR del Campo de Cartagena</p> <p>1903 > CR San Isidro-Castellón</p> <p>1913 > CR del Duero</p> <p>1917 > CR de Cheste and CR del Círculo Católico</p> <p>1923 > Credicoop Castellón</p> <p>1926 > CR de Nules</p> <p>1931 > CR de Burriana</p> <p>1935 > CR de Vilafamés and CR de Almenara</p> <p>1938 > CR de Vilavella</p> <p>1946 > CR de Valencia and CR de Chilches</p> <p>1951 > CR de Alicante</p> <p>1959 > CR de Petrer</p> <p>1961 > CR de Málaga</p> <p>1963 > CR de Almería and CR de Turís</p> <p>1964 > CR La Unión-Caja Campo (Requena)</p> <p>1968 > CR de Altea</p> <p>1969 > Grumeco, CR de Villar, CR de Torrent and CR de Callosa</p> <p>1970 > CR de Casinos</p> <p>1972 > CR de Baleares and CR de Sant Vicent de La Vall d'Uixó</p> <p>1978 > CR de Canarias</p> <p>1981 > CR de Alginet</p> <p>1982 > CR Elche</p> <p>1989 > Merger between Cooperativa A. and CR del Campo de Cartagena with CR de Almería</p> <p>1999 > CR Albalat dels Sorells</p> <p>2001 > Credit Valencia</p>	<p>Merger between Grumeco and CR de Malaga, and between the latter with CR de Almería (this marks the birth of Cajamar) — 2000</p> <p>CR de Alicante and Credicoop merge with CR de Valencia (marking the birth of Ruralcaja) — 2002</p> <p>Merger between CR de Elche and Ruralcaja — 2003</p> <p>Merger between CR del Duero and Cajamar — 2007</p> <p>2009 — Constitution of the first Grupo Cooperativo Cajamar and associated institutional protection system (SIP): Cajamar, Caja Campo, CR Casinos and Caixa Albalat</p> <p>CR de Baleares merges with Cajamar — 2010</p> <p>Caja Campo merges with Cajamar — 2011</p> <p>Mergers between CR de Castellón San Isidro and Ruralcaja with Cajamar — 2012</p> <p>Mergers between CR Casinos, Crèdit Valencia and CR Canarias with Cajamar — 2013</p> <p>2014 — Constitution of Banco de Crédito Social Cooperativo (Group's parent company)</p> <p>Fusión de CR Albalat dels Sorells con Cajamar — 2018</p> <p>● Mergers between entities ● Milestones in the formation of Grupo Cooperativo Cajamar</p>	<p>1865 > First credit cooperatives appear. "Manantial de crédito" (Madrid)</p> <p>1906 > Enactment of the Law on Agricultural Trade Unions and Cooperatives of 20th January 1906</p> <p>1931 > Credit cooperatives Decree</p> <p>1942 > Enactment of the Cooperation Act</p> <p>1957 > CRUNA is formed, the first national body to promote cooperative lending</p> <p>1978 > Enactment of the General Cooperative Act and RD 2860/1978 of 3rd November, regulating cooperative credit unions</p> <p>1986 > By virtue of royal legislative decree 1298/1986, of 28th June, cooperative credit unions are granted the status of credit institutions, as are private banks, savings banks, and official credit entities.</p> <p>2008 > Circular 3/2008 issued by the Bank of Spain, on 22nd May, establishes the conditions for the existence and authorisation of Institutional Protection Systems (SIP)</p> <p>2012 > Publication of Royal Decrees on Restructuring and Remediation of the Spanish financial system</p> <p>2017 > Reform of the legal regime of credit cooperative unions by virtue of the measures provided for in RD Law 11/2017, of 23rd June, on urgent financial measures</p>

Integration Model of Grupo Cooperativo Cajamar

In Spain, we have pioneered the adoption of an integration formula for a consolidated group, allowing us to promote a system of mutual support and protection among member entities, strengthening our model of cooperative banking.



* According to the equity contribution of each entity within the Group (net of cross-holdings).

Elements of corporate culture

The Group's cooperative model is based on three pillars through which its corporate culture is structured as an internal (advanced model of cooperative banking) and external (positive socio-economic and environmental impact) transformative element. The first pillar is PEOPLE and their ability to generate and share IDEAS and innovation through cooperation, enterprise, and the generation of certainty, enabling them to contribute to the connectedness of TERRITORIES and creating an appropriate environment for sustainable development.

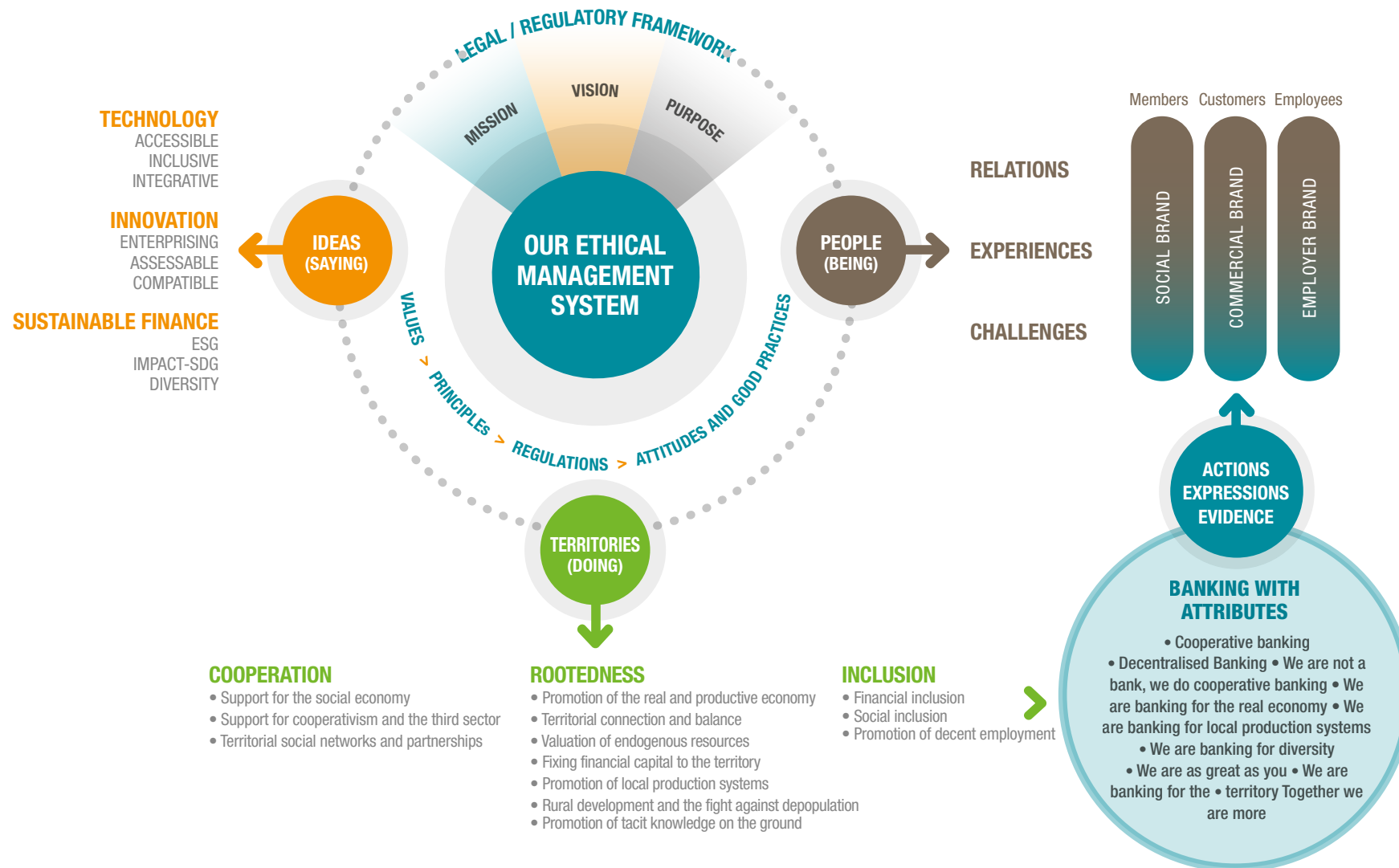
This relational model allows us to generate certainty in the on-going process of economic, social, and environmental transition, using technology, innovation and sustainable finance (IDEAS) effectively and prudently. And all this in an ethical-creative framework that cohesively integrates BEING, SAYING and DOING.

The result is sustainable economic development based on cooperation, on connectedness to the territory and on inclusion (TERRITORIES) that will enable the Group to grow with its environment, create shared value and contribute to the achievement of its PURPOSE:

CORPORATE PURPOSE

Continue to ensure the well-being and progress of PEOPLE, cooperating to generate IDEAS and innovation that contribute to the sustainable connectedness of TERRITORIES





Main partnerships, affiliations, and recognitions



2

Corporate Governance



2020 Sustainability Report



**RELATED
INFORMATION**

BCC By-Laws

Corporate Governance and
Remuneration Policy

Annual Corporate
Governance report

Code
of conduct

Anti-Corruption
Policy

Anti Money Laundering and
Combating the Financing of Terrorism

Internal Code of Conduct in the
Securities Market

Corporate governance

Grupo Cooperativo Cajamar understands corporate governance as the set of policies, instruments and measures that lay the foundation of the rules and practices regulating its governing bodies, which are necessary in order to ensure proper functioning in decision-making. Good corporate governance also ensures ethical and transparent behaviour that allows for a stable, loyal, and constructive dialogue with the various stakeholders.

The cooperative basis of Grupo Cooperativo Cajamar means that the fundamental elements and best practices of corporate governance are present in the organisation. The Group balances elements of governance linked to cooperative principles (one member one vote, internal democracy, people before profits, freedom of affiliation, etc.) and elements of capital companies (market access, protection of minority shareholders, capital stability, etc.), which allows it to capture resources from wholesale capital markets and, in turn, to fix capital to the territory, creating socio-economic development linked to the productive economy and, especially, the social economy. The development of Grupo Cooperativo Cajamar's financial activity within a context of strong ethics and good

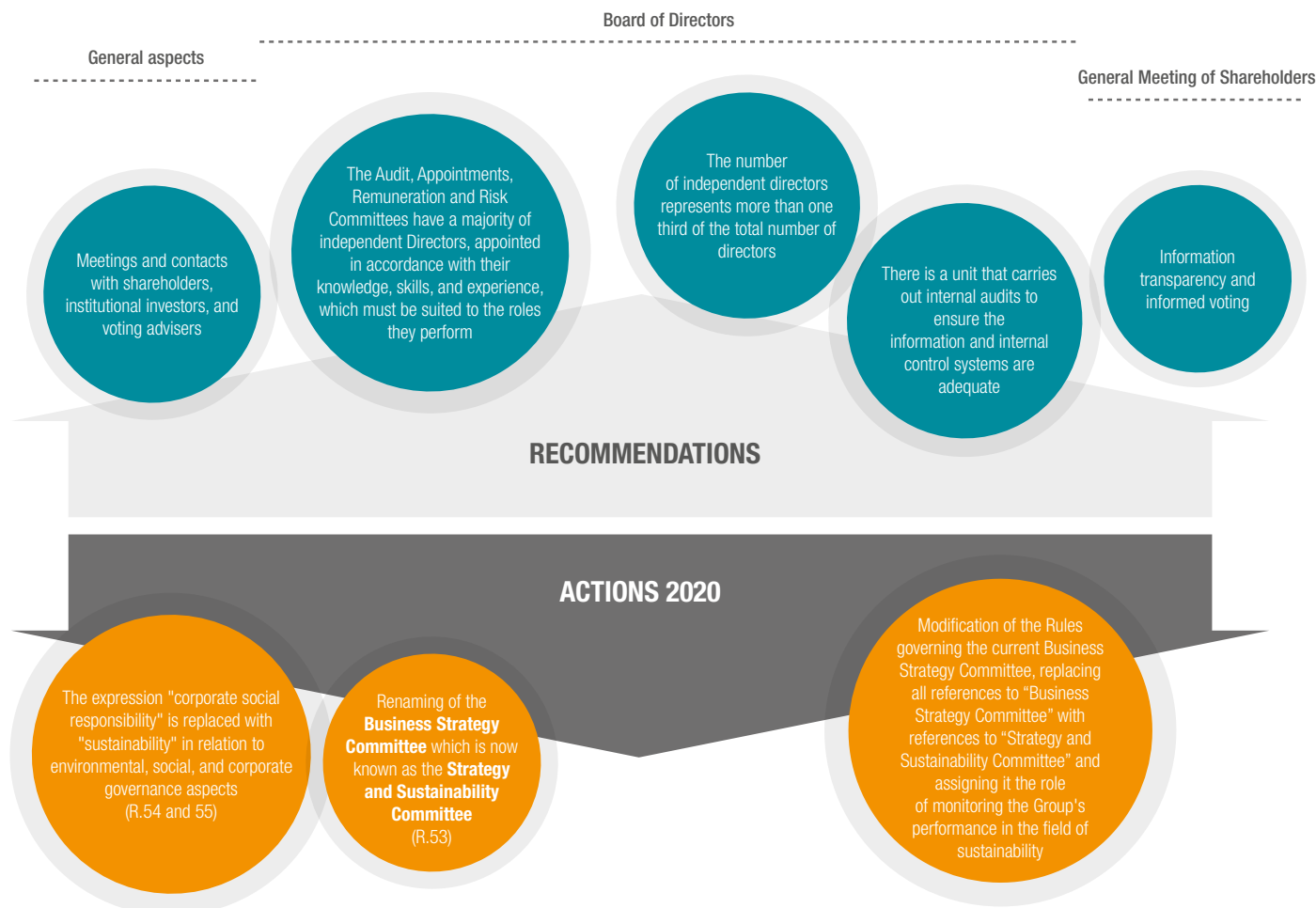
governance allows the Group to reduce the impact of agency costs on the organisation, as well as to forge more lasting and stable the links with stakeholders, especially with shareholders, members, customers, and employees.

As the Group's parent company, BCC accepts its obligations derived from relationships with supervisors and markets, in addition to complying with the requirements of applicable corporate governance legislation. It also takes into consideration the requirements derived from the following documents and practices:

- **EBA Guidelines** on internal governance (GL11).
- **Corporate Governance Principles** issued by the Basel Committee on Banking Supervision.
- **CNMV good governance code for listed companies.**

Follow-up of recommendations in the Good Governance Code for listed companies (CNMV)

Although the recommendations of the *Good Governance Code* are not directly applicable to Grupo Cooperativo Cajamar, since none of its members are classed as a listed company, the Group considers evaluating compliance with these recommendations to be good market practice, in accordance with the principle of complying or explaining, showing the Group's commitment to follow the best governance standards. In June 2020, following the publication of a new revised version of the Code and in view of the greater relevance of sustainability and non-financial aspects, BCC carried out a series of actions to strengthen the monitoring of ESG aspects. The level of compliance with the recommendations of the new Code is around 90 per cent.



The main strengths of our corporate governance



TRANSPARENCY AND INFORMATION AS KEY PRINCIPLES

- Internal audit ensures the adequacy of information and internal control systems.
- Helping to maximise the dissemination and quality of information available to the market, investors, and other stakeholders.
- The Group is a member and leader of the Transparency, Good Governance and Integrity Cluster set up by Forética.



ROBUSTNESS AND SUITABILITY OF THE BOARD OF DIRECTORS

- Commitment to compliance with ethical standards and principles as well as existing legislation.
 - Strategic Plan.
 - Internal Control.
 - Internal Audit.
- Solid structure of Committees that support the Board and availability of a procedure for the annual self-evaluation of the Board's functioning.
- It performs its functions with unity of purpose and independence of judgement and is guided by social interest.

RESPONSIBLE MANAGEMENT AND BUSINESS ETHICS

- **Strategy and Sustainability Committee**, charged specifically with monitoring the performance of Grupo Cooperativo Cajamar in the field of sustainability, in its environmental, social and governance aspects (policy of financial inclusion and environmental policy).
- **Human Rights Policy** (signatory to the United Nations Global Compact).
- **Anti Money Laundering and Combating the Financing of Terrorism**. Training and awareness-raising for comprehensive prevention management.

- **Suitability policy**. Procedures and mechanisms are established to ensure that Directors are suited to the post in terms of knowledge, experience, and personal qualities, including professionalism and personal integrity. The Appointments Committee analyses the knowledge, capacity, diversity, and experience of the Board.
- **Remuneration Policy**. This policy aims to align the remuneration applicable to the Group, including that of the Directors, with the promotion of adequate and effective risk management in the Group.
- **Policy governing conflicts of interest**. This policy establishes the duty of the Board Members to communicate to the Board any conflict situation and to refrain from intervening in the deliberations and votes in which they may have a personal interest.
- **Ethical Management System**. Commitment to members, customers, and employees, encouraging actions in the field of sustainable development and business ethics.
- **Anti-Corruption Policy**. Commitment to maintaining a position of zero tolerance of corruption in all its forms.
- **Risk Management and Control** (Responsible Finance).
- Good fiscal practices. Voluntary adherence to the Code of **Good Taxation Practices** proposal promoted by the Spanish State Agency for Tax Administration.
- **Criminal Risk Prevention Plan** as a control instrument aimed at preventing the commission of crimes within the organisation.

Governing Bodies: structure and composition

The sovereign body within BCC is the General Assembly of Shareholders. The Board of Directors, its Executive Committee and its various other committees are the governing bodies responsible for representation, administration, management, and monitoring. The departments of Internal Audits, Control, Cyber Resilience, Sustainable Finance and Social Economy and Communication report directly to the Board of Directors. To prevent the commission of crimes within the organisation, the entity has a Plan for the Prevention of Criminal Risks. Furthermore, the Group has a procedure for the annual self-assessment of its Board of Directors.

Structure of the Board of Directors



Composition of the Board of Directors

- | | |
|--|---|
|  Luis Rodríguez González
Proprietary President / EC-SSC |  Marta de Castro Aparicio
Independent Vice-President EC- RC- / AC- ApC |
|  Manuel Yebra Sola
CEO /EC |  Ana Núñez Álvarez
Independent Director / AC- RC-ReC |
|  Bernabé Sánchez-Minguet Martínez
Executive Director / EC |  Luis Francisco Fernández-Revuelta Pérez
Independent Director / AC- ApC-ReC |
|  Rafael García Cruz
Executive Director / EC |  María Teresa Vázquez Calo
Independent Director AC- RC- ApC |
|  Joan Bautista Mir Piqueras
Proprietary Director / SSC |  Antonio Cantón Góngora
Independent Director / EC- ReC |
|  Juan Carlos Rico Mateo
Proprietary Director / RC-ReC-SSC |  Antonio José Carranceja López de Ochoa
Independent Director / EC- RC-ReC |
|  José Antonio García Pérez
Proprietary Director / RC- AC-SSC | |

EC
Executive Committee

RC
Risk Committee

AC
Audit Committee

ApC
Appointments committee

ReC
Remuneration Committee

SSC
Strategy and Sustainability Committee

 Non-Executive (Grupo Cajamar)

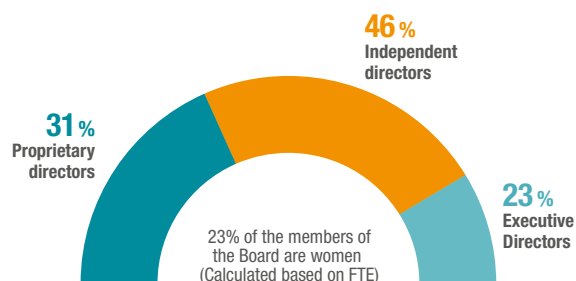
 Non-Executive (Other Grupo Cooperativo Cajamar entities)

 Independent

 Executive

Indicators of Corporate Governance

Indicators of Corporate Governance



Remuneration of BCC Board members in 2020 (thousands of euros)

Fees	1,286.63	Social Security	51.47
Fixed remuneration	1,412.30	Attendance premiums	418.50
Other Remuneration	76.11	Post-employment benefits	86.46
Total	3,331.47		

Composition of corporate governance and management bodies broken down by age and gender

Governing Body	35 and under				36 to 55				> 55 years				Total			
	M	Rate	W	Rate	M	Rate	W	Rate	M	Rate	W	Tasa	M	Rate	W	Rate
Board of Directors	0	0.0 %	0	0.0 %	4	25.0 %	2	12.5 %	8	50.0 %	2	12.5 %	12	75.0 %	4	25.0 %
Steering Committee	0	0.0 %	0	0.0 %	6	66.7 %	1	11.1 %	2	22.2 %	0	0.0 %	8	88.9 %	1	11.1 %
Total	0	0.0 %	0	0.0 %	10	40.0 %	3	12.0 %	10	40.0 %	2	8.0 %	20	80.0 %	5	20.0 %

*People over the year.

Average remuneration of the BCC Board of Directors (miles de euros)

	No. of people	Fees	Premiums	Fixed remuneration	Post-employment benefits	Social Security	Other Remuneration	Total
Executive Director	3	65.50	36.00	370.61	20.10	12.55	15.12	519.88
Man	3	65.50	36.00	370.61	20.10	12.55	15.12	519.88
Non-Executive Director	13	83.86	23.88	300.46	26.16	13.82	30.45	136.29
Man	9	81.80	21.92	300.46	26.16	13.82	30.45	144.96
Woman	4	88.48	28.31					116.79

Average remuneration of the BCC Steering Committee (thousands of euros)

	No. of people	Fixed remuneration	Post-employment benefits	Social Security	Other Remuneration	Total
Steering Committee	9	229.26	16.77	14.62	17.20	277.85
% Woman/Man	12.50 %	84.81 %	84.64 %	105.61 %	51.72 %	83.74 %

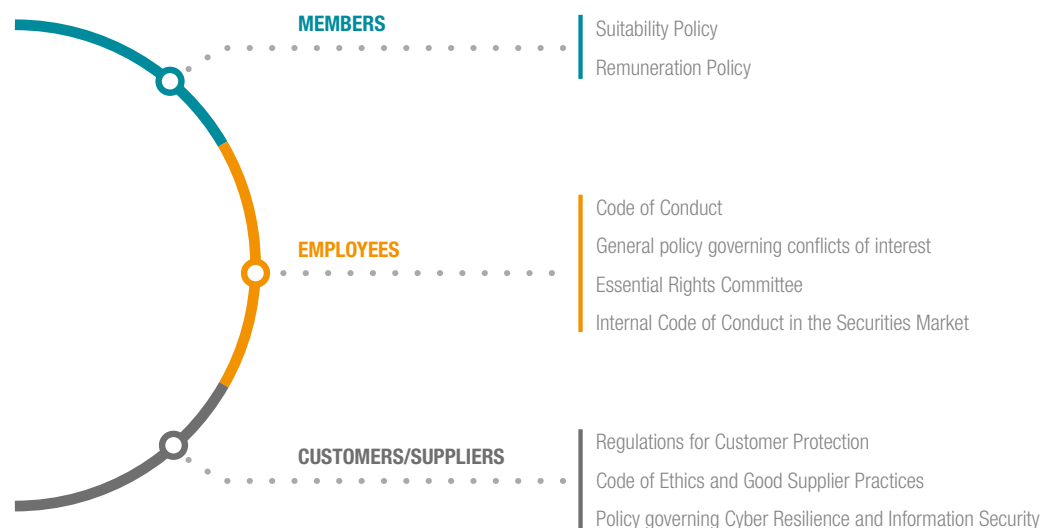
Normative commitment to stakeholders

The Grupo Cooperativo Cajamar Code of Conduct is the most cross-cutting internal code of ethics in place within the organisation, regulating the behaviour of employees, executives, and members of governing bodies, and compiling a series of rules, ethical principles, and values that must be known and enforced.

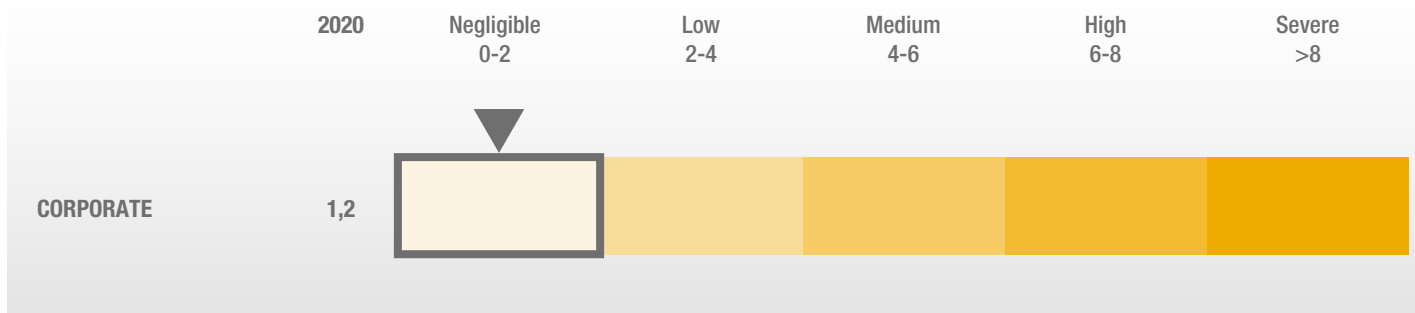
The Control Division, together with the Audits Division, is responsible for ensuring compliance with this Code, passing onto the Control Committee, in coordination with Human Resources, any possible corrective measures and penalties for non-compliance.

This Code is complemented by a whole series of ethical policies and codes, in order to regulate our internal behaviour and stakeholder relations, in accordance with legislation and with our own corporate culture.

In 2020, the ESG ratings agency Sustainalytics, an international reference in ESG risk management assessment, highlighted the Group's strength in Corporate Governance, assigning it a negligible risk.



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ACTIVATION OF MECHANISMS AND GOVERNANCE PROTOCOLS CONCERNING COVID-19

To ensure the continuity of our business and our services,

Grupo Cooperativo Cajamar began to prepare for any possible contingency that could be caused by the evolution of COVID-19, so that we could fulfil the obligations arising from the nature of our financial activity as a basic and essential service.

On 17th March, the Business Continuity Plan Strategic Committee decided to activate the Continuity Plan provided in our protocols to guarantee the continued operation of our Group in the face of any event, circumstance or contingency that could seriously affect its operation.

As a result, from that moment on and for as long as necessary, the Business Continuity Plan Strategic Committee has control of the mechanisms provided for in the protocols. Once the committee was set up, five working groups were defined for the coordination and implementation of the decisions taken; Corporate Communication, Human Resources, Business and Branches, Regulators and Technology/Support.

3

Business Model



2020 Sustainability Report

Business model

The strength of our banking model and its capacity to generate certainty

The COVID-19 pandemic erupted in 2020 as the worst health crisis in a century, and its side effects are also impacting economic and social activity, with still unpredictable consequences in terms of intensity and duration.

Under such circumstances, financial institutions have a key role to play. They must drive the economic measures rolled out and make available to society a substantial volume of public and private resources to ensure the liquidity and credit needed to mitigate the effects of this downturn in business activity. The role of financial institutions in restoring normal business and economic activity will also be essential, particularly those able to bolster confidence in a situation of increasing volatility and complexity such as the one we are currently facing.

Here at Grupo Cooperativo Cajamar, we have always been keenly aware of our ability to generate certainty, strengthening the trust of the communities where we are present. For this very reason, decades ago, the Group was created to provide a solution to the financial exclusion affecting part of the population, often on account of their social status or

where they lived. The need to provide specific support to these disadvantaged groups, especially in rural areas, has boosted the growth of entities like ours throughout the country.

Another defining element of our business model has been our commitment to generating innovation and knowledge transfer that will bring value to any area, but particularly to the agri-food sector. Without a doubt this has allowed us to offer technical advice to our customers, especially in the *agro* sector, improving their performance, reducing their risks and, ultimately, strengthening once again confidence for the development of their activity.

This was also true in the previous economic crisis, which our group managed to survive without needing any kind of government bailout, and we were in a position to lead the restructuring processes carried out in the area of cooperative credit unions. In some cases through mergers and in others through innovative systems of partnerships and integrations, so that many cooperatives managed to secure their scope and strengthen their own structures as required by the exceptional

situation. In this way, Grupo Cooperativo Cajamar once again brought stability and confidence to a system in crisis that longed for certainty.

This approach to banking, rooted in the premises of self-help, responsibility, and solidarity, based on ethical principles and prudence as the essential value of its management, has managed to grow in harmony with its environment, which has allowed it to acquire a great capacity to adapt to different scenarios and circumstances, enabling it to support its members and customers in the face of the various crises we have had to deal with during the last century.

We are experiencing a moment of great upheaval, with widespread loss of confidence among the population, and that is why we are facing this moment with a great sense of responsibility, keenly aware of our

capacity and vocation to foster trust in our communities, and at the same time to contribute to the new social priorities that may emerge in the post-covid era.

Social concerns that have gained importance with the crisis



PROTECTION OF EMPLOYMENT



ACCESS TO FINANCIAL SOLUTIONS



PRESERVE KEY AND STRATEGIC SECTORS



MITIGATE GROWING INEQUALITIES



CONSERVATION OF THE ENVIRONMENT AND BIODIVERSITY

ARE TACKLED BY GRUPO COOPERATIVO CAJAMAR

AS A SOCIALLY RESPONSIBLE COMPANY

that has always held true to its commitment to tackle and overcome challenges together, maintaining jobs and leaving no one behind

AS A FINANCIAL ENTITY

that, through a model of proximity banking, manages to secure financial assistance from the front line to families, businesses, SMEs, retailers, and self-employed people

AS PART OF THE AGRI-FOOD CHAIN

involved in a sector to which, as a leading bank, we provide financial assistance and generate innovation and knowledge transfer for farmers and companies in the sector through our agricultural research centres

AS A COOPERATIVE GROUP THAT INTEGRATES THE SOCIAL ECONOMY

based on a business model and values that put people before profits, and where profit is not the end but the means to improve our communities

AS A SUSTAINABLE ENTITY

that places sustainable development within its strategic framework and sees it as an opportunity to redirect social and economic relations towards a new model characterised by the sustainable economy, digitalisation, and decarbonisation

THE IMPORTANCE OF THE AGRI-SECTOR IN THE FACE OF COVID-19

Living under lockdown has highlighted the importance of the agri-food sector for our economy and our well-being. This is a strategic sector for our country, as it plays a key role as a source of food production and resources essential to the life and health of the population. Furthermore, it undeniably contributes to generating wealth and employment, fixing population to the territory, especially in rural areas, and performing an irreplaceable environmental role, preserving ecosystems and connecting the territory.

During the hardest weeks of spring 2020, the agri-food sector went about its business in exemplary fashion, guaranteeing the quality, quantity, price, and safety of the food it produces and makes available to us.

That is why, now more than ever, we are proud to be part of the great chain of the agri-food industry, one of the leading banking institutions in the sector, and that we are continuing to provide financial solutions and to generate innovation and knowledge transfer for farmers and companies in the sector through our research centres.



<https://www.cajamar.es/es/comun/videos/adhagro/gracias-a-todo-el-sector-agroalimentario/>



A differential banking model, cooperative banking

Cooperative banks such as ours have a number of characteristic features that set us apart from the others. These characteristics include: deep roots in the real local economy sustained by a close relationship with members and customers; the possibility for customers to become owners through very small investments, allowing them to participate in the processes of governance with a direct voice and vote; high level of capitalisation thanks to the generation of non-disbursable surpluses and the creation of social funds with the aim of enforcing the principles and values for which they were formed.

All these characteristics, based on cooperative principles and putting people before profits, allow entities like ours to develop business models geared towards the creation of value for their members and a long-term relationship of trust, as opposed to the profit maximisation approach adopted by other banking models.

This unique relationship with stakeholders facilitates efficiency and good governance, favours our capacity to adapt to changes, and strengthens our resilience and capacity to maintain employment in crisis situations, generating stability and providing the system with beneficial plurality.

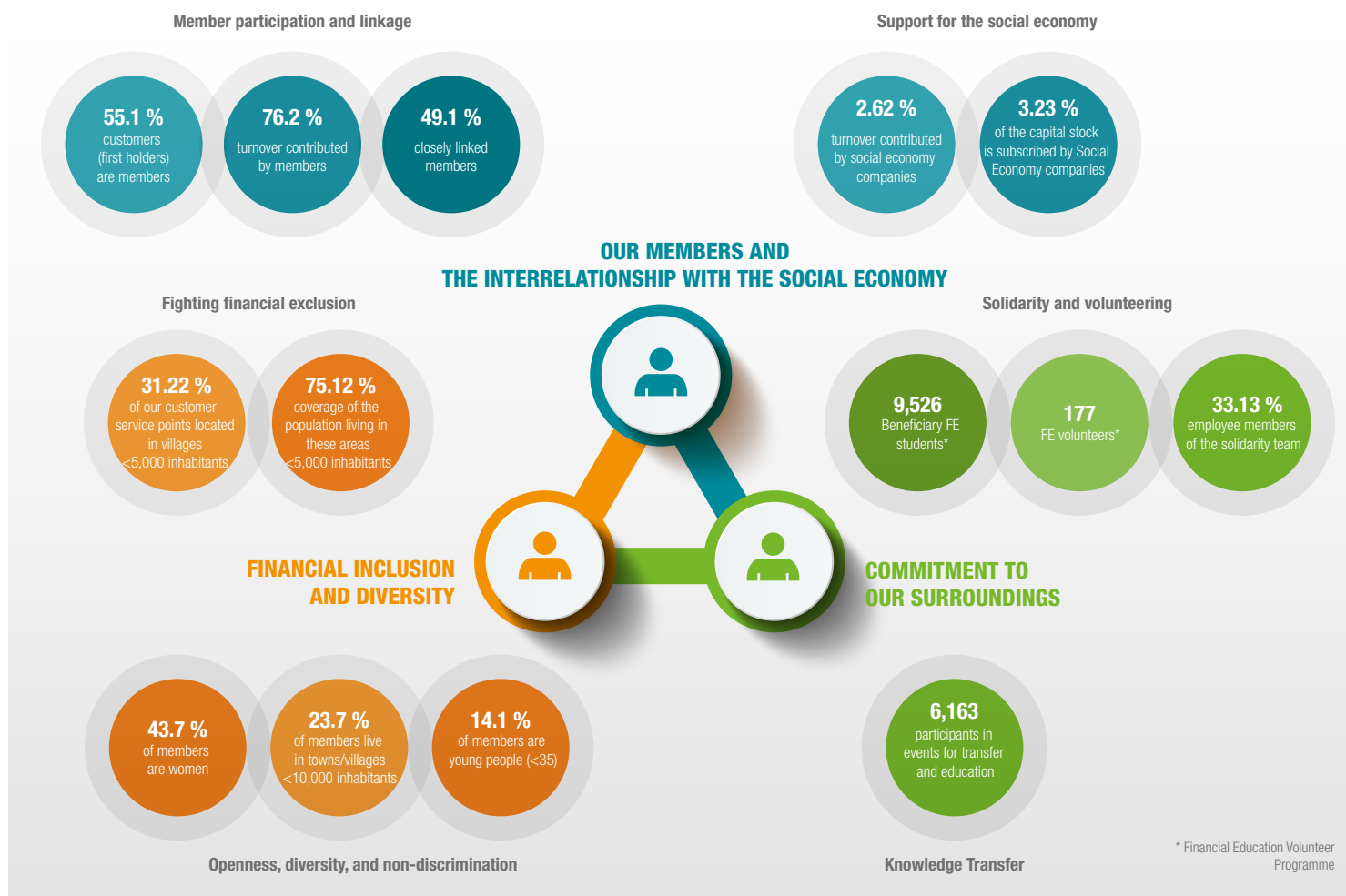
The business model developed by Grupo Cooperativo Cajamar is based on this closeness to the people and communities that make up our surroundings. This proximity allows us to know our members and customers better, which improves our ability to offer financial assistance and channel savings, mainly, into projects

that arise within the communities where we are present, contributing and improving access to finance for families, SMEs, and farmers, among others. This helps to reduce the depopulation of rural areas with lower population densities and to fix capital to the territory.

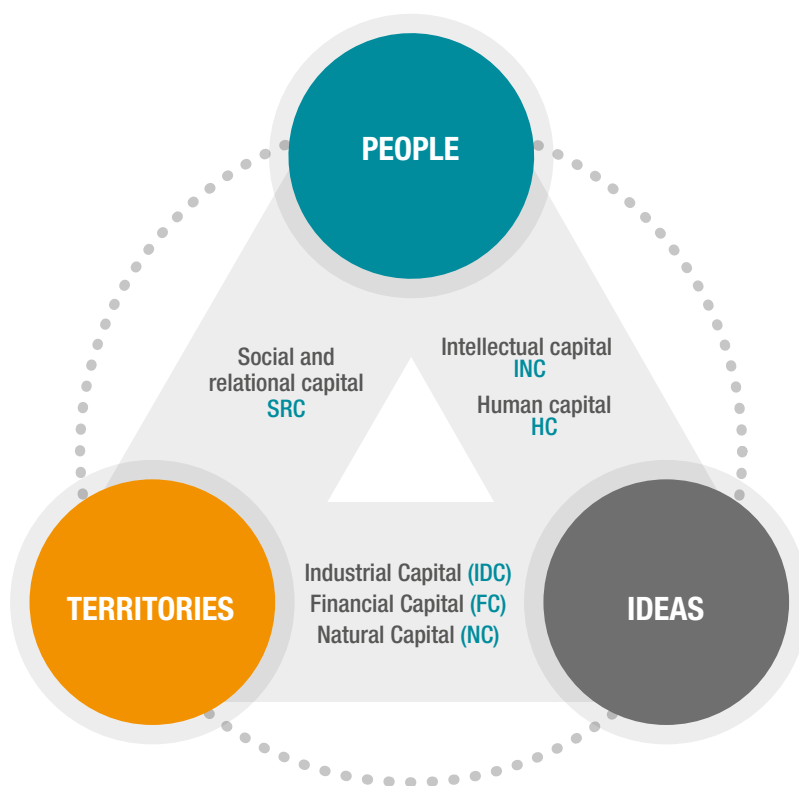
Grupo Cooperativo Cajamar is currently the country's leading financial cooperative group and an example of growth and development alongside its environment. A group that is still firmly committed to supporting innovation, especially in the agri-sector, and which strives to achieve a balanced mix of social, economic and environmental interests, in accordance with the same inspiring principles that guided the founding of our cooperative entities; improving access to finance for our members, promoting self-help, accountability and solidarity.

Convinced of the importance of preserving this essence, here at Grupo Cooperativo Cajamar, we feel it is helpful to set out indicators that allow us to assess our performance as a cooperative entity and monitor their evolution. These should also help us to strengthen the sense of belonging, increase the possibilities of comparison between banking models, and ultimately enrich the information transmitted to our stakeholders.

Indicators of the Group's Cooperative Performance



The creation of shared value through the transformation of capital as a fundamental pillar of the business model



PREMISES AND RESTRICTIONS

$\Delta NC \geq (\text{absolute})$

Preservation of ecosystems and strong idea of sustainability. Natural capital cannot be offset by any other kind of capital. It must be maintained or grown.

$\Delta HC \geq \Delta FC$

Principles of the social economy and putting people before profits.

$\Delta INC \geq \Delta IDC$

Digitalisation and decarbonisation of the economy. Economics of intangibles.

$\Delta (INC+HC+IDC+NC+SRC) \geq 0$

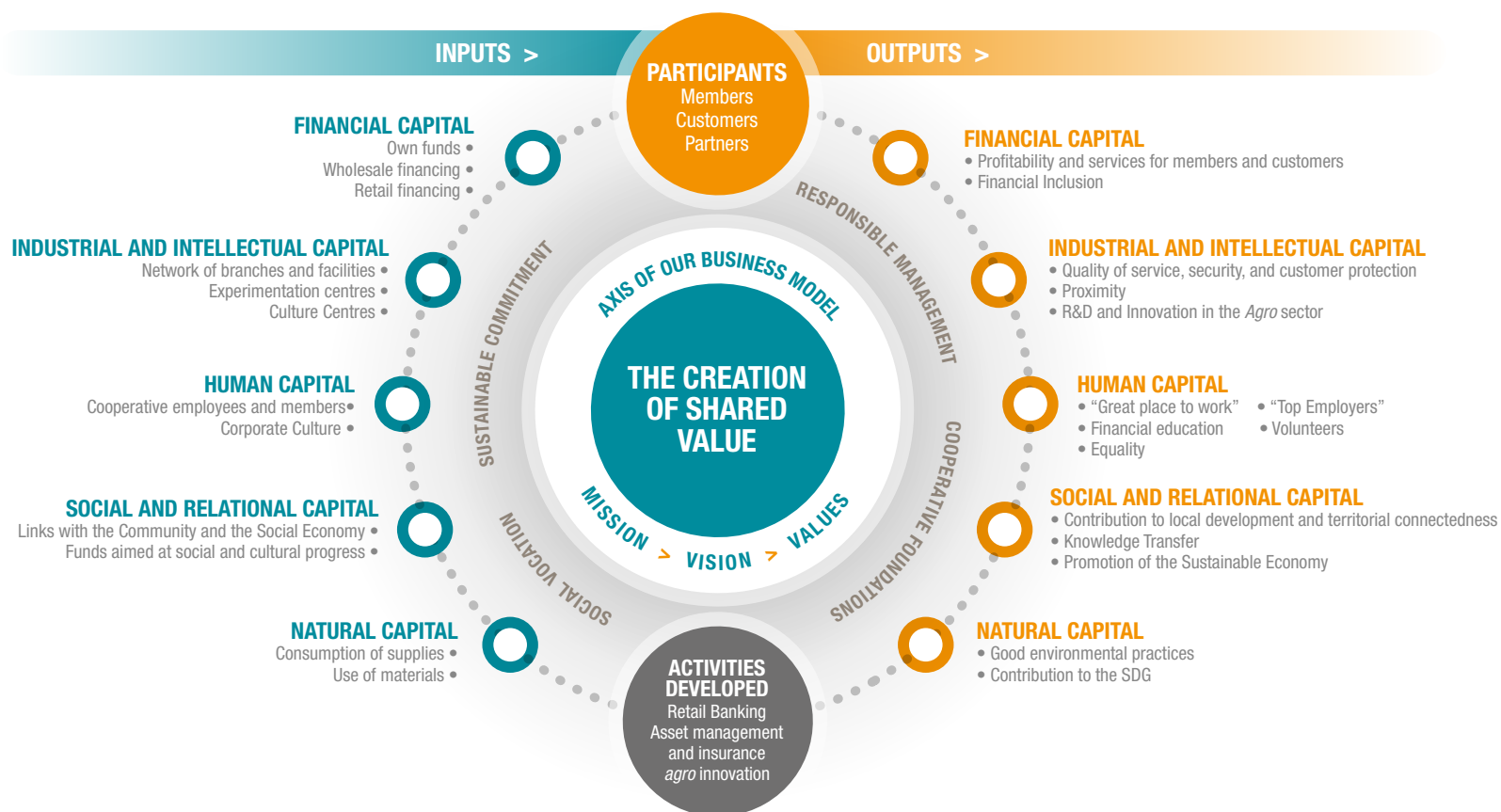
Positive impact on society and the environment, and improvement in capital endowment.

$\Delta HC \geq \Delta IDC$

Welfare and employment.

$\Delta IDC \geq \Delta FC$

Financial Economics at the service of territories and local production systems.



Grupo Cooperativo Cajamar understands the creation of shared value as an essential objective to deploy its business model based on PEOPLE, IDEAS and TERRITORIES.

Through initial resources, the main activities are developed with the close participation of members, customers, and partners. This process of transformation is based on the characteristics of our own model of cooperative banking, our social vocation, and responsible management that is committed to sustainability; characteristics that are in perfect alignment with the Group's mission, vision, and core values.

Territory as a productive base: our commitment to sustainable local development and appreciation of the rural environment

Each territory encapsulates particular characteristics that make it special from a productive point of view: natural resources, location revenues, consolidated innovation habitat, etc. These specificities allow each territory to generate incentives for the creation of small and medium-sized enterprises integrated into a common productive framework based on the territory and geared towards continuous innovation and networking.

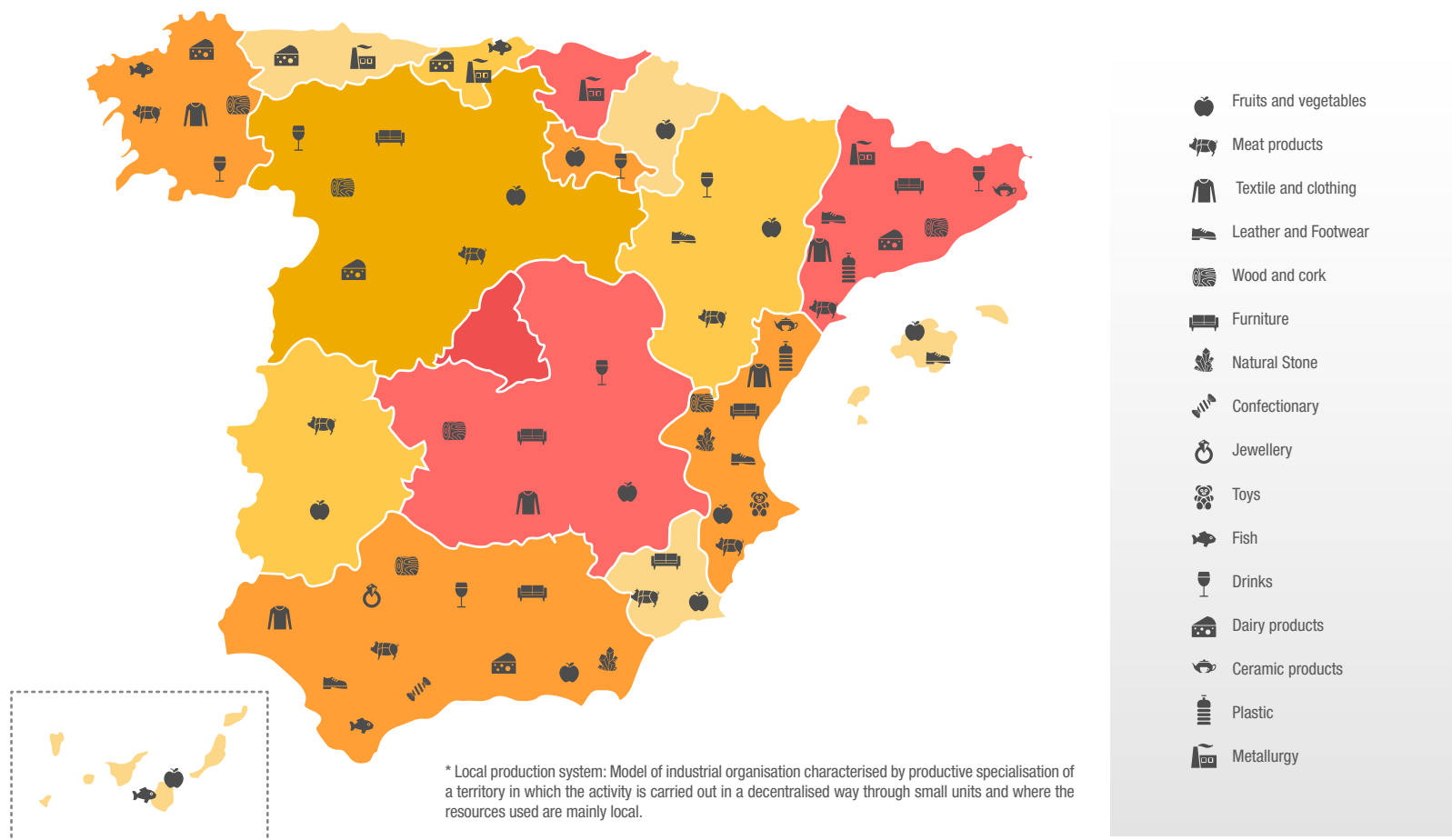
Productive specialisation is common in these local production systems, but complementary diversification processes also occur through the development of industries and ancillary services that ensure reliable supply chains. Furthermore mechanisms of competition and inter-enterprise cooperation tend to co-exist, facilitating an increase in the efficiency and competitiveness of the production system, the emergence of external economies, as well as a positive social and environmental impact that allows companies to grow with their surroundings (creation of shared value).

Local production systems, industrial clusters and districts, innovation parks and centres contribute to creating a very solid and innovative production model based on the territory and in which Grupo Cooperativo Cajamar is strongly involved. In fact, the Group's origins are associated with certain local farming systems. Local production systems are the ideal framework for the potential development of the values of the social economy and cooperative banking, as well as for creating quality employment, fixing capital to the territory, and promoting sustainable local development.



Characterisation of production systems anchored to the territory

Main local production systems* in Spain



4

Risk Management



20
20

Sustainability
Report

Risk Management

Strong tradition and culture in risk management and control

Strong tradition and culture in risk management and control Risk management has traditionally been one of the key priorities for Grupo Cooperativo Cajamar. This is based on the principle of prudence contemplated in the Organisation's Ethical Management System, facilitating its full integration into the organisation's own culture. Successful management requires global management and the commitment of all members of the entity. Hence, in Grupo Cooperativo Cajamar, the ultimate responsibility for the management of risks lies with the Board of Directors of Banco de Crédito Social Cooperativo that, as the head of Grupo Cooperativo Cajamar, supervises and oversees this aspect through the Audits Committee and Risk Committee, chaired in both cases by independent directors. To comply with this appropriate risk management, and on the basis of regulatory standards and the most widespread recommendations, the Group has a system of internal risk control in place, based on three lines of defence.



RISK MANAGEMENT WITH REGARD TO COVID-19

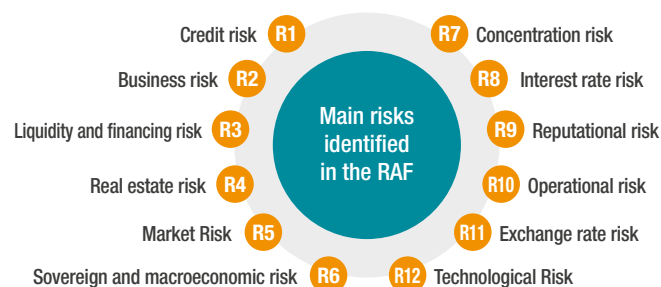
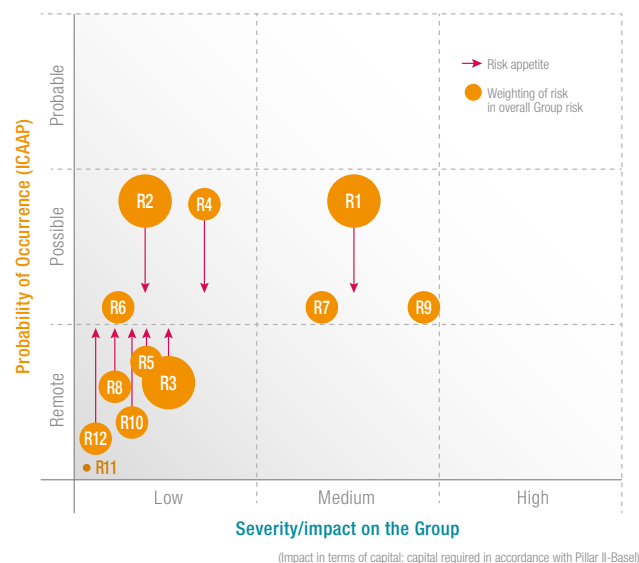
To assess the new scenarios triggered by the COVID-19 crisis, and based on Responsibility and the principle of prudence on which risk management is based within Grupo Cooperativo Cajamar, the risks that could have effects in different fields such as the branch network, technological supports or human resources have been identified. These risks have been classified according to their probability of occurrence as high, low, or medium, and have been adequately monitored and controlled since the outbreak of the crisis caused by COVID-19.

Own risks of the Group's credit activity

In order to maintain a medium-low risk profile in which Grupo Cooperativo Cajamar is situated, in an economic, social, environmental and regulatory environment such as the current one, which is constantly changing, it is essential to identify the risks and opportunities that can affect it in its capacity to create short, medium and long term value. These risks and opportunities include both those derived from the external environment as well as those arising internally from the nature of the organisation's activity itself.

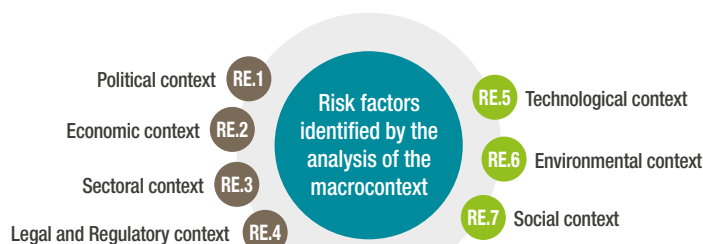
Map of risks

(Materiality Analysis conducted by Global Risk Control)



Main risks

Grupo Cooperativo Cajamar carries out a type of retail banking, which is based on the collection of deposits from its customers and investment in its loan portfolio, focusing chiefly on individuals, the self-employed, micro-enterprises, SMEs and large enterprises, prioritising those in the extended *agro* sector (understood as the agro-value chain) and the social economy. In spite of this, the activity inherent to any credit institution results in exposure to different risks.



[See the contextual analysis](#)

Risk factors

Based on thorough and constant analysis of our surrounding context, we can identify risk factors and relevant opportunities for the Entity from a strategic point of view, allowing us to minimise risks and take advantage of the scope of opportunities.

Emerging risks

In its 2020 *Global Risk Report*, the World Economic Forum, following extensive consultation with more than 800 global experts, identified the main risks that might affect global prosperity over the next decade.

Its analysis highlights how environmental threats occupy the top five risks for the first time by probability of impact. Alongside these environmental risks, there are others of a technological, social or geopolitical nature, which are considered to be emerging and which are expected to also gain prominence in the coming years. Within this group of emerging risks, there are some that affect both Grupo Cooperativo Cajamar and the rest of the banking sector, including:

Cyber risks: This risk includes, but is not limited to, data leaks, theft, or threats to computer systems.

Grupo Cooperativo Cajamar, fully aware of the importance of proper management in this area, has developed a comprehensive policy of cyber-resilience and information security that complies with the main regulations and guidelines. In addition, the entity implements a whole series of measures and actions in the prevention of cyber attacks and fraud, which place it at the highest level in the banking sector.

Risks of economic hibernation: Either caused by new global pandemics, or as a result of digital fragmentation, high technological dependence, and poor governance in this area.

Grupo Cooperativo Cajamar, as a proactive entity in risk management, has already begun to analyse and work on models to assess the degree of portfolio exposure to a possible episode of economic hibernation as a result of disruptive events.

Risks related to climate change: Loss of biodiversity, increased extreme climate phenomena, and decarbonisation of the economy are risk factors related to climate change that affect the financial sector.

For years now, Grupo Cooperativo has identified climate change as one of the most relevant risks and opportunities related to its business and performance, especially considering the importance of the primary sector, which is strategic to the Group's business, in the impact and possible solutions for the resolution of this global problem.

"WHAT ARE THE FINANCIAL RISKS ASSOCIATED WITH CLIMATE CHANGE?"

PHYSICAL

Resulting from the **deterioration of assets** as a result of climate change, such as extreme weather events, which are becoming much more frequent and having a much greater impact

TRANSITION / ADAPTATION

Generated as a result of new market dynamics, either through **regulatory pressure**, or natural market evolution in climate transition and adaptation

LITIGATION

Linked to the legal **responsibilities arising** from the new regulations around climate change

HOW MIGHT THE ENTITY BE IMPACTED BY THE CLIMATE-RELATED RISKS OF COMPANIES IT FINANCES?

FINANCED COMPANY

- + Expenses
- Revenue
- + Stranded assets
- + Physical damage to assets and collateral

ENTITY

- + Probability of default
- + Regulatory capital
- Eligibility as a financial asset

FINANCIAL RISKS	Relationship with climate risks	Degree of relationship
Credit risk	Possibility of incurring losses due to the non-performance of loans as a result of declining credit quality resulting from the transition, adaptation, litigation and physical costs associated with climate change.	
Business risk	Possibility of not generating adequate results due to flawed environmental segmentation strategies, as well as excessive business exposure to carbon-intensive sectors affected by divestment and diversification strategies.	
Liquidity and finance risk	Possibility of incurring higher financing costs as a result of high exposures in assets and sectors with a high degree of carbonisation.	
Real estate risk	Possibility of devaluation of buildings due to physical risks associated with climate change, as well as related to energy efficiency.	
Market risk	Possibility of incurring portfolio losses as a result of asset price volatility in the face of financial strategies (divestiture and diversification) related to the ecological transition and the financing of the <i>decarbonisation</i> of the economy.	
Sovereign risk	Possibility of incurring investment losses in countries that have not implemented policies associated with climate change mitigation, limiting sovereign financing capacity.	
Concentration risk	Possibility of credit risk worsening due to excessive concentration in sectors of the economy with difficulties making the ecological transition and/or which are carbon intensive.	
Interest rate risk	Possible losses resulting from changes in interest rates due to financial flows required by the <i>decarbonisation</i> of the economy and, in general, the ecological transition.	
Reputational risk	Possibility of incurring losses or reduction in business opportunities as a result of negative public opinion for reasons of inadequate environmental practices or <i>green washing</i> practices .	
Operational risk	Potential for losses due to human error, bad practices and/or inappropriate processes not aligned with supervisory/legal measures and standards in relation to the ecological transition and/or decarbonisation of the economy.	
Exchange rate risk	Potential for losses due to exchange rate volatility as a result of overexposure or dependence of certain countries on carbon-intensive economic sectors.	
Technological Risk	N/A	
Capital indicators	Possibility of incurring losses arising from overcost or higher regulatory capital requirements for issues arising from the carbonisation of the credit portfolio.	

■ Degree of relationship - high
 ■ Degree of relationship - medium
 ■ Degree of relationship - low
 ■ Degree of relationship - low

Incorporating climate risk indicators into the RAF

In 2020, Grupo Cooperativo Cajamar carried out an analysis with a series of indicators to measure the concentration of the portfolio in relation to climate risks, resulting in a total of five indicators. These indicators measure the level of concentration of the credit portfolio in those sectors identified by the EU as at risk of carbon leakage, the concentration level of the credit portfolio exposed to at least one physical risk factor or the concentration level of the credit portfolio in those sectors covered by the Taxonomy, among others.

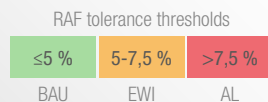
In 2020, Grupo Cooperativo Cajamar carried out an analysis with a series of indicators to measure the concentration of the portfolio in relation to climate risks, resulting in a total of five indicators.

SECTOR CONCENTRATION INDICATOR BASED ON ENVIRONMENTAL RISKS (CRA)

This measures the concentration of the credit portfolio in sectors with the highest environmental risk in terms of the ecological transition.

Risk: Excess concentration in companies belonging to sectors with very high Ecorating values warns us that the portfolio is overinvested in companies with high transition risks.

Opportunity: Diversification of the portfolio into sectors with less environmental exposure and, in the future, with lower capital requirements.

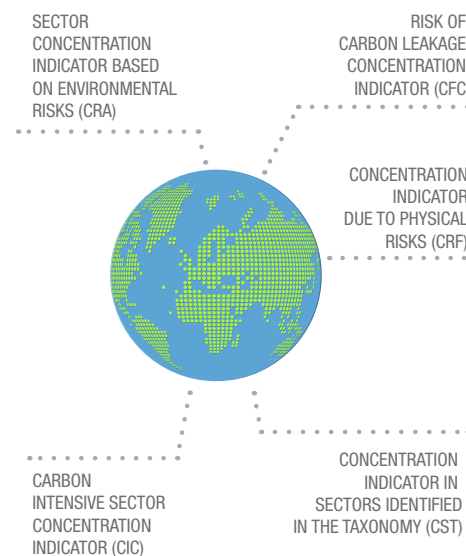
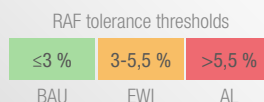


CARBON INTENSIVE SECTOR CONCENTRATION INDICATOR (CIC)

This measures the concentration of the credit portfolio in sectors identified as being energy-intensive based on fossil fuels.

Risk: An excess concentration warns us that the portfolio is overinvested in companies belonging to sectors classified as *brown*, and which therefore, in the medium and long term, will incur risks associated with stranded assets, cost increases or loss of income as a result of climate regulation. From a banking perspective, apart from affecting credit risk, it could affect capital requirements and the infeasibility of considering these assets as collateral for green bond issues.

Opportunity: Financially support carbon-intensive companies in the ecological transition by contributing to their productive diversification and change of their production model.



5

Strategy



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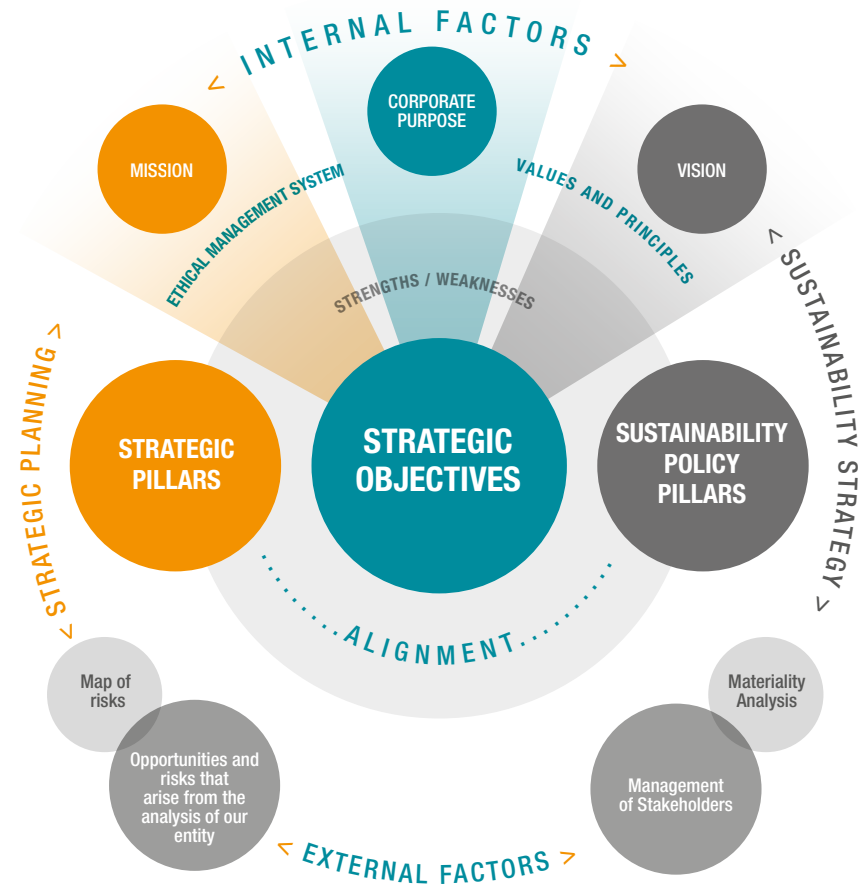
Sustainability
Report

Strategy

Strategic planning and alignment with sustainability

Strategic planning is a fundamental process for developing and implementing the Group's corporate mission, vision and purpose, and involves an internal analysis of our strengths and weaknesses, an external analysis of the risks and opportunities of our surroundings, and the establishment of general objectives on which to design the corresponding implementation and follow-up plans.

Proper deployment of sustainability policy implies a correct alignment with this strategic planning process, which must be based on constant communication with all our stakeholders, allowing us to identify their interests, demands and expectations to carry out the corresponding materiality analysis. To achieve its purposes, Grupo Cajamar is firmly committed to performing its activity responsibly, in line with the principles, values and the Ethical Management System that make up the organisation's business culture.



Strategic Plan 2018-2020

2020 was the year in which Grupo Cooperativo Cajamar completed the strategic plan it had set itself three years previously with the ambition of strengthening its economic-financial situation, optimising its operational model and generating differentiating elements to highlight its singularity and to identify it with a unique business model because of its social nature and ethical and transparent performance committed to its surroundings.

In spite of the outbreak of COVID-19, the Group has managed to achieve, as in previous years, the main objectives of the strategic plan, including **The following milestones:**

STRENGTHEN the balance sheet

- New and improved risk alerts have been designed and implemented
- Improvements have been made to the recovery tool
- Improved controls and automatic locks have been established
- Risk information has been improved and increased
- Various processes related to the management and evacuation of properties have been improved

CONSOLIDATE the technological and operational transformation

- Progress has been made in the development and implementation of the new banking CORE
- Many operating processes have been reviewed and improved to increase their efficiency and agility
- Improvements have been made to increase the productivity of the branch network
- Cybersecurity mechanisms have been improved and a Cyber-Resilience and Information Security Plan has been developed
- The entity's various information systems have been improved

EVOLVE our way of doing business

- New analytical models and solutions have been developed
- Various actions have been taken to roll out a better commercial system
- Improvements have been implemented in a multitude of key processes and interactions with our customers
- New features have been implemented in our APP and we have also expanded our catalogue of products available through the APP and online "
- Improvements have been made and new features been added to our commercial tool
- New channels of communication with our customers have been implemented
- Various actions have been taken to build on our singularity in *agro* and business banking
- New collaborative working tools have been implemented for the whole entity
- Multiple actions have been taken to promote and develop talent in the Group

STRATEGY WITH REGARD TO COVID-19





The Group has decided to extend the 2018-20 plan by one year, until 2021.

This extension will enable us to enhance the most significant aspects of the current plan and selectively incorporate others that have grown in importance recently, while the Group values the real impact of the pandemic on the economy and society.

Sustainability as a cross-cutting element in the strategy

Sustainability is a cross-cutting element in the strategy of Grupo Cooperativo Cajamar. On the basis of the pillars that support the sustainability policy, inspired by the cooperative principles, our commitment to the social economy, sustainable development, and the values represented in our Ethical Management System, we implement different actions that make up our own sustainability roadmap. Thanks to the absolute belief and support of all the people who are part of the organisation, it is possible to strengthen and reinforce each of the pillars that make up the Group's strategic plan.

Associated with each strategic pillar, Grupo Cooperativo Cajamar has also identified the different capitals and risks related with each of them, as well as the stakeholders involved and the associated expectations.

STRATEGIC PILLARS	Change management and development of talent	Improved customer experience	Evolution of the new model of technology	Development of singularity in the target segments	Development of the distribution and commercial model	Optimisation of the operating model	Risk management
 Related capital	Human intellectual Social and Relational Natural	Financial Industrial Intellectual Human Social and relational	Industrial Intellectual Human Natural	Financiero Industrial Intellectual Humano Social y relacional	Financial Industrial Intellectual Human	Financial Industrial Intellectual Human	Financial Industrial Intellectual Human
 Stakeholders	Employees Members Customers	Shareholders Members Customers Employees	Shareholders Members Customers Employees Suppliers Regulator	Shareholders Members Customers Employees	All	Shareholders Members Employees Suppliers Regulator	Shareholders Members Customers Employees Suppliers Regulator Analysts
 Expectations	E1 - E2 - E4 - E5 E6 - S3 - S5 - S6 A1 - A2	E1 - E2 - E4 - E5 S1 - S2 - S4 - S5 S6 - A1 - A3 - A5	E1 - E2 - E3 - E4 E5 - E6 - S1 - S2 S1 - S3 - S6 - A1 A3 - A4	E1 - E2 - E4 - E5 S1 - S2 - S4 - S5 S6 - A1 - A3 - A4 A5	E1 - E2 - E3 - E4 S1 - S2 - S4 - A2	E4 - E5 - E6 A1 - A3 - A4	E3 - E4 - E5 - E6 A1 - A2 - A3
 Related risks	R9 Re1 - Re2 - Re3	R9 Re2 - Re4 - Re5 Re6 - Re7	R12 Re2 - Re5 - Re6	R2 - R9 Re1 - Re2 - Re5 Re7	R5 - R7 - R10 - R12 Re2 - Re3 - Re4 Re5	R10 - R12 Re2 - Re3 - Re4 Re5	Todos
Actions within the framework of the sustainability road map	Development of an internal training plan in sustainable finance	Promotion of transparency and the disclosure of non-financial information	Definition of frameworks for social and green bond issues Development of a sustainability scorecard	Workshops on financial education and digital culture through corporate volunteering programmes Strengthen presence in the social economy	Launch of new products with ESG criteria Support for socially responsible investment	"Follow-up and compliance with eco-efficiency plan 2020-2023"	Developments in environmental risk management
PILLARS OF THE SUSTAINABILITY POLICY	ETHICAL MANAGEMENT AND CORPORATE CULTURE		SUPPORT FOR THE SOCIAL ECONOMY		SUSTAINABLE DEVELOPMENT		

IRELATED INFORMATION

Main channels of interaction with strategic stakeholders.

Materiality Analysis

Grupo Cooperativo Cajamar identifies its material issues through the periodic preparation of a materiality study.

This process identifies the economic, social, and environmental aspects that are relevant to our approach to sustainable development.

To carry out this self-diagnosis, the expectations of the different stakeholders with which we interact are assessed for the purpose of selecting and calibrating the information to be reported.



- E.1** Transparency, compliance, and control
- E.2** Strengthen the business model and financial solidity
- E.3** Risk control and diversification
- E.4** Customer Experience and responsible marketing
- E.5** Cybersecurity and data confidentiality
- E.6** Digital Transformation
- E.7** Promoting economic development and social progress
- S.1** Responsible procurement
- S.2** Financial solutions adapted to different life cycles
- S.3** People management and adaptation to change
- S.4** Financial accessibility and inclusion
- S.5** Social, cultural, and volunteering action
- S.6** Contribution to the Sustainable Development Goals
- A.1** Commitment to the environment
- A.2** Sustainable finance
- A.3** Risks and opportunities arising from climate change
- A.4** Knowledge Transfer
- A.5** Support for innovation and research

Stakeholder selection

Looking at those institutions or groups of people that interact with the entity in the performance of its business activity

Identification of expectations

By means of a thorough analysis of different primary and secondary sources of information

Validation and prioritisation of material issues

Through internal and external consultations to establish priorities based on the relevance to the business of Grupo Cooperativo Cajamar and its different stakeholders.

MATERIALITY MATRIX

For more information on the methodology used in the materiality analysis, see annex VII to the present report.

Founding Signatory to the UN Principles for Responsible Banking

In September 2019, the Financial Initiative of the United Nations Environment Programme (UNEP FI) formally introduced the Principles for Responsible Banking at the United Nations General Assembly, adhered to by Grupo Cooperativo Cajamar alongside 130 other financial institutions spread across the globe.



PRINCIPLES FOR
RESPONSIBLE
BANKING

The Principles for Responsible Banking were developed by the financial institutions themselves with the collaboration of UNEP FI, based on the responsibility and conviction of the essential role that banks play in society, and the close relationship between our future and the sustainable well-being of the environments in which we are present.

On the basis of this firm belief and with the work and contributions made by numerous financial institutions, these Principles for Responsible Banking were defined to provide a unique framework in the sector, to guide affiliated banks in aligning their activity and strategy with the achievement of the United Nations Sustainable Development Goals and the Paris Climate Change Agreement.

One year on from the launch of the Principles for Responsible Banking, and with the progressive adherence of more financial institutions, these principles have gradually been established as the global standard of what it means to be a responsible bank. Progress in their implementation by committed entities has proved their usefulness in incorporating sustainability into all areas of the banking business.

Here at Grupo Cooperativo Cajamar, our assessment of this first year of implementing the Principles for Responsible Banking has been very positive.

In order to accelerate their full implementation, we have developed an action plan that includes reviewing and analysing the relationship of our business model and activity to the Agenda 2030. In this plan, an initial impact analysis, carried out with the UNEP FI Portfolio Analysis Tool, designed to support PRB signatories, is scheduled to be completed next year, with which we will identify our most significant areas of impact. This will certainly help us to set objectives with the greatest possible potential, in order to promote the interests of society.

This first year, we also succeeded in driving forwards other initiatives in the area of our business, as envisaged in this plan for the implementation of the Principles for Responsible Banking, such as the definition of frameworks for the issuance of social bonds and green bonds, the gradual integration of climate risks into global risk management, progress in analysing the carbonisation of our credit portfolio, and the integration of sustainability reports into the analysis of investment operations over €5M.

Always involving our stakeholders, who must become a leading and necessary part for the correct implementation of the Principles for Responsible Banking in Grupo Cooperativo Cajamar.

We have a long way to go; we have always been driven by our commitment to develop a model of cooperative banking for people, concerned with our surroundings, and in accordance with a business model based on the principles of the social economy and solidarity.

The Principles for Responsible Banking can help banking institutions on this journey and to face the great global challenges that are presented, so here at Grupo Cooperativo Cajamar, we are committed to continue working together with other banks to achieve their full implementation.

6 PRINCIPLES DRIVING CHANGE, REALIZING IMPACT



6

Performance



20
20

Sustainability
Report

Economic performance

Transparency, compliance, and control

Transparency

Our cooperative banking model is a benchmark in the financial sector, promoting respect for best practices in good governance policies, transparency, human rights, and economic, social and environmental sustainability in its fields of action, lines of action that are reflected throughout the Group's activity.

Information and transparency are essential components of Maintain stakeholder confidence. For this reason, Grupo Cooperativo Cajamar is

committed to the principle of respecting its Ethical Management System or, alternatively, offering explanations to justify its non-compliance. The Group's ethical principles ensure that all information that, within the legal framework, is provided to the various stakeholders is truthful, exhaustive, rigorous, accurate and set out in understandable, clear and precise language.



Our Group leads, together with other large companies, the Transparency, **Good Governance and Integrity Cluster promoted by Forética**. The aim is to promote a model of sustainable corporate governance, conveying the main trends in this area and serving as a meeting point where companies can engage in dialogue and exchange knowledge.

Compliance and control



The Department of Regulatory Compliance, to which the Departments of Anti-Money Laundering and Combating the Financing of Terrorism, Customer Protection, Data Protection, Corporate Governance and Customer Service all report, ensures regulatory compliance that primarily regulates:

1. Measures to prevent money laundering and terrorist financing.
2. Codes of conduct, especially in the field of securities markets, to prevent market abuse.

3. Transparency of operations and customer protection, both in the field of banking operations and in the area of investment services, insurance and pension funds and plans.
4. The protection of personal data.
5. The remuneration of directors, executives, and employees.
6. Corporate Governance.



At an internal level, the Group's Code of Conduct is the code of ethics that regulates the behaviour of employees, executives, and members of governing bodies, including a set of standards, ethical principles and values that must be known and enforced.

Anti-money laundering and counter terrorist financing measures in place in the Group:

1. AML-CFT policy approved by the Board of Directors.
2. The procedure for analysing and monitoring customers based on their level of risk.
3. Specialised committee for the Prevention of Money Laundering and Combating the Financing of Terrorism, which is aware of all relevant issues in this field.
4. Development and continuous improvement of the IT tool for the generation and management of alerts, the parameters of which are periodically reviewed, in line with the risks at any given time. This tool includes mathematical data analysis scenarios and models (predictive, segmentation, and social media).
5. Increasing number of internal and external resources allocated to AML-CFT.
6. On-going review and updating of the list of risk jurisdictions.
7. Control plan using samples of customers based on their risk level.
8. AML-CFT declaration from suppliers as part of their approval procedure.

9. Controls for the detection of "persons with public responsibility" and persons and entities included on international sanctions lists and negative news lists.

10. Review of internal control mechanisms on an annual basis by an external expert and on a regular basis by the Group's Internal Audit Division.

Effective control systems



BCC-Grupo Cooperativo Cajamar has been awarded the **Quality Assessment Certification** by Spain's Institute of Internal Auditors, achieving the highest rating in the assessment carried out by this independent body. According to the review performed, its procedures are aligned with international best practices with regard to transparency, sustainability and commitment to good corporate governance. They also reveal a clear intention and commitment to operate in accordance with the fundamental principles for the professional practice of internal auditing.

Anti Money Laundering and Combating the Financing of Terrorism (AML-CFT) is a strategic objective for the Group, with an effective, advanced, dynamic and adaptive system for the prevention of money laundering in a changing environment and reality, such as duly informed staff who are trained and sensitive to this reality. In the same vein, in addition to the applicable regulations, the Group complies with the International Financial Action Task Force (FATF) standards and the Wolfsberg Principles.

Strengthen the business model and the economic-financial situation

Despite the exceptional situation generated by the COVID-19 pandemic, the Group continued to strengthen its financial and economic situation in the past year. This has been made possible by the strong performance of our main lines of business and prudent management, with a large part of the revenue being used to strengthen the coverage ratios for non-performing and irregular assets, and a specific allocation of 75 million to cover the impact of the pandemic.

This will enable us to face future difficulties with sufficient strength, guaranteeing the interests of our members, customers and shareholders, and ensuring that our mission is fulfilled.

Results	31/12/2020	Year-on-year	
		Abs.	%
Interest margin	610,644	29,848	3.5 %
Gross Margin	1,052,379	(95,275)	(8.3 %)
Recurring Gross Margin	917,598	(17,625)	(1.9 %)
Operating margin	478,308	(95,334)	(16.6 %)
Recurring operating margin	343,526	(17,584)	(4.9 %)
Earnings before tax	23,085	(90,327)	(79.6 %)
Consolidated earnings for the year	23,760	(68,735)	(74.3 %)
Result attributed to the dominant entity	23,760	(68,735)	(74.3 %)
Turnover			
Total assets on the balance sheet	53,617,061	6,210,606	13.1 %
Own funds	3,362,657	57,985	1.8 %
Retail resources on the balance sheet	35,255,348	4,693,901	15.4 %
Off-balance sheet resources	5,056,227	205,658	4.2 %
Healthy Credit Investment	32,545,816	2,971,250	10.0 %

Strong evolution of the main business figures. Revenue is primarily allocated to strengthening coverage.

Liquidity			
LTD (%)	89.92 %	(5.13)	
LCR (%)	235.23 %	22.90	
NSFR (%)	128.57 %	4.54	
Business gap	3,672,320	2,102,575	133.9 %

Continuous improvement of liquidity ratios: LCR and NSFR.

Phased in solvency			
CET 1 (%)	13.79 %	0.76	
Tier 2 (%)	1.70 %	0.04	
Solvency ratio (%)	15.49 %	0.80	
Leverage ratio (%)	5.71 %	(0.54)	
Fully loaded solvency			
CET 1 (%)	13.06 %	0.74	
Tier 2 (%)	1.71 %	0.04	
Solvency ratio (%)	14.77 %	0.79	
Leverage ratio (%)	5.41 %	(0.50)	

Slight improvement in solvency ratios and ample compliance with minimum requirements imposed by the supervisor with high quality in our computable equity.

Profitability and efficiency

ROA (%)	0.05 %	(0.16)
RORWA (%)	0.10 %	(0.30)
ROE (%)	0.71 %	(2.18)
Efficiency ratio (%)	54.55 %	4.53
Recurrent efficiency ratio (%)	62.56 %	1.17

Improved efficiency ratios through comprehensive control and containment of operating expenses.

Figures from the tables in thousands of euros.



GRUPO COOPERATIVO CAJAMAR MISSION

Contribute financial solutions to the economic development and social progress of its members, customers and the environment in which it operates, through a single strategy based on the principles of cooperation, the social economy and sustainable development

Risk control and diversification

2020 was a year that required all banking institutions to exercise extreme caution and adapt their risk control systems. Since risk management is one of the strategic pillars of Grupo Cooperativo Cajamar, an action plan has been developed that has allowed us to adapt our control systems to the new economic scenario generated by COVID-19.



Main actions developed in 2020 to strengthen global risk control

- Adaptation of the criteria for classification and coverage of operations to the regulatory changes brought about by the COVID pandemic.
- Strengthening of credit risk coverage in anticipation of possible deterioration of the credit portfolio caused by the effects of the pandemic.
- Adaptation of criteria governing the allocation of operations to segments and portfolios.
- Modification of the limits placed on the concentration of exposure in the large companies portfolio, in line with the Group's strategy.
- Completion of technological developments in the coverage of operations based on their delinquency (calendar), as well as the new process of generating risk parameters (Risk Components).
- Recalibration of the cut-off models for guarantees and foreclosures.
- Development of a new model for estimating significant drops in property value.
- Management of troubleshooting for guarantee information in the Information Centre and Tera Data environments.
- Strengthened controls on the correct identification of restructured credit.
- Incorporation of environmental risks into the Risk Appetite Framework.
- In-depth review of the indicators that monitor risk appetite, encompassing both the definition of indicators and the setting of their thresholds.
- Continuous improvement in the information reported to the Board through the Risk Committee, incorporating a specific analysis of sovereign risk, environmental risks, and Covid financing.
- Strengthened controls to ensure data quality.

Risk diversification

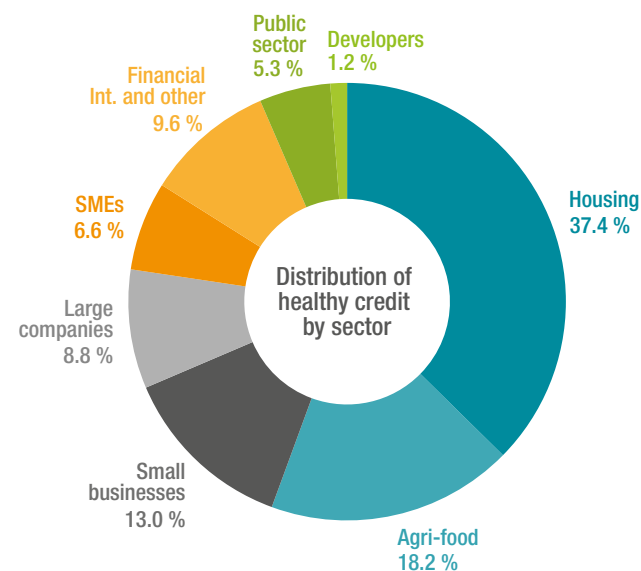
A strategy based on the diversification of our risk portfolio, its segmentation by activity sectors and the network's knowledge of customers, allows us to carry out exhaustive monthly controls to identify our exposure to sectors of activity that are most vulnerable to the impact of COVID-19. In this way, we can see the evolution of customers who are active in the industries most affected by the pandemic and anticipate difficulties, offering the right solutions to our customers and controlling for possible late payments.

The sectors of activity identified as most vulnerable to the impact of Covid-19 represent just 7% of the retail loan portfolio.

	31/12/2020	31/12/2019	YEAR-ON-YEAR	
			Abs.	%
Public administrations	924,491	469,029	455,462	97.1 %
Other financial corporations	1,354,289	1,157,366	196,923	17.0 %
Non-financial corporations	13,945,984	11,838,272	2,107,712	17.8 %
Homes	17,505,469	17,657,433	(151,964)	(0.9 %)
Loans to retail customers (gross)	33,730,233	31,122,100	2,608,133	8.4 %
Of which:				
Real estate developers	753,508	852,469	(98,961)	(11.6 %)
Healthy loans to retail clients	32,071,928	29,174,024	2,897,904	9.9 %
Credit Investment Doubtful Assets	1,658,305	1,948,076	(289,771)	(14.9 %)
Other loans and credits *	-	-	-	-
Fixed income portfolio of clients	473,888	400,542	73,346	18.3 %
Gross Credit Investment	34,204,121	31,522,642	2,681,479	8.5 %
Healthy Credit Investment	32,545,816	29,574,566	2,971,250	10.0 %
Correction by Customer Credit Risk	(977,014)	(956,524)	(20,490)	2.1 %
Total Credit Investment	33,227,107	30,566,118	2,660,989	8.7 %
Off-balance sheet risks				
Contingent Risks	757,314	706,355	50,959	7.2 %
of which: doubtful contingent risks	8,570	7,862	708	9.0 %
Total risks	34,961,435	32,228,997	2,732,438	8.5 %
Total doubtful risks	1,666,875	1,955,938	(289,063)	(14.8 %)

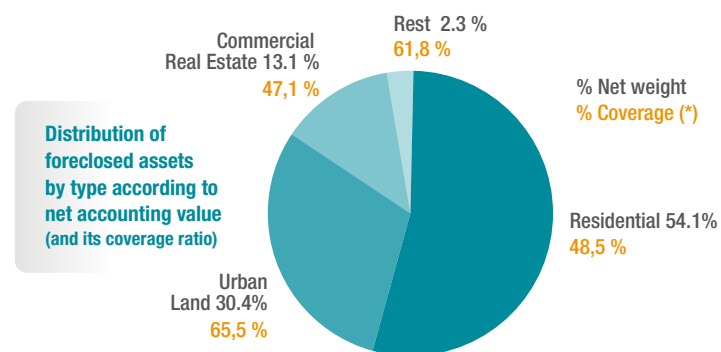
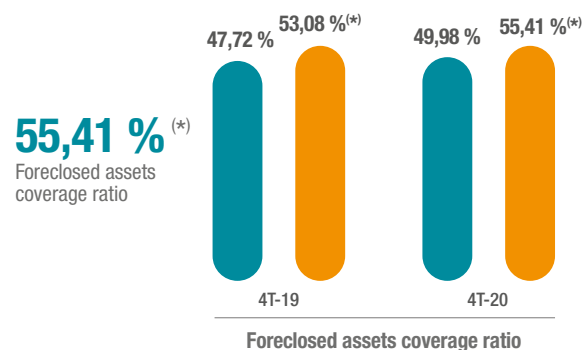
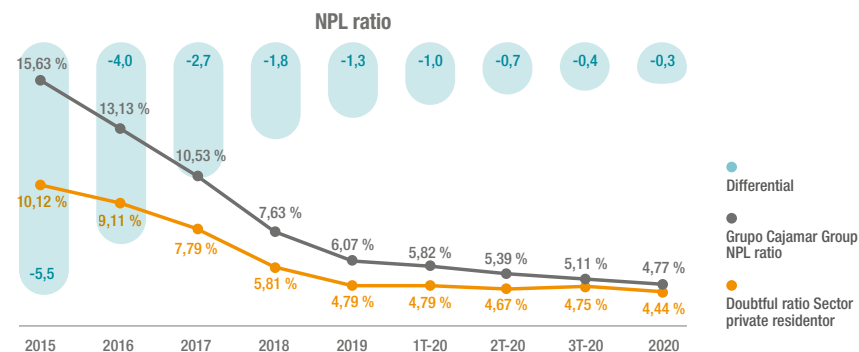
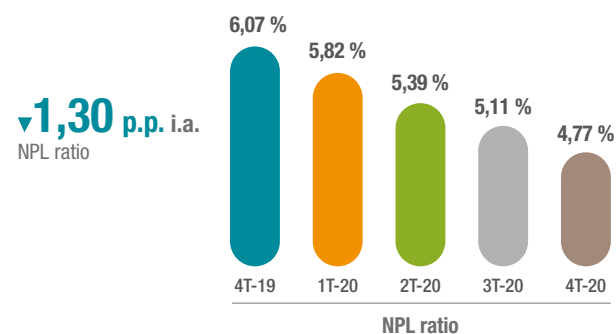
* Primarily temporary acquisition of assets.

Figures from the table in thousands of euros.



Continued improvement in non-performing loans

Despite the impact of COVID-19 on real estate activity, the coverage of foreclosed assets has continued to rise. The Group's continued efforts in risk management has allowed us to continue to decrease the delinquency rate until it converges with the sector's average rate. All this has been achieved without the need for public aid and under a retail banking business model very closely linked to the territory.



(*) Includes assets removed in the foreclosure process.

Recognition of our strong ESG risk management

In 2020, the Group was recognised by the Sustainalytics Agency for its sound management of ESG risk factors, ranking us a leader of the retail banking sector. For this rating, the agency took into account six impact factors and the management of the group linked to the risks inherent to these factors. As a result of its analysis of our ESG risk management, it has categorised the Group's risk as low.

Last year, Grupo Cajamar improved its ESG rating, from 19.1 to **13,7**. This rating positioned us as a **leading entity in the sector with regard to ESG risk factor management**.



Grupo Cooperativo Cajamar

		13,7 Low risk	Negligible. 5-10	Low ▼ 10-20	Medium 20-30	High 30-40	Severe >40
Retail Banking (Spain)							
Impact factors	Score	Negligible. 0-2	Low 2-4	Medium 4-6	High 6-8	Severe >8	
1. Corporate Governance	1,2	▼					
2. Data Security and Privacy	4,0		▼				
3. Business ethics	1,2	▼					
4. ESG-Finance Integration	2,5		▼				
5. Product Governance	2,4		▼				
6. Human Capital	1,7	▼					

Corporate Governance: Overall ESG risk management taking into account Group policies and programmes.

Data Security and Privacy: Governance Practices linked to data management responsibilities.

Business ethics: Management of the ethical considerations inherent to the Group's main business activity.

ESG-Finance Integration: ESG integration activities by the Group.

Product Governance: Management of responsibilities to Group customers.

Human Capital: Management related to the risks associated with the Group's working relationships with its employees.



RELATED INFORMATION

Customer service

Complaints and claims

MIFID directive

Conflict of Interest Management Policy

Security in Online Banking

Global Quality Policy

Accessibility policy

Customer Experience and responsible marketing

Commercial Transparency

The entities that make up Grupo Cooperativo Cajamar accept their ethical commitment to responsibly exercise freedom of commercial communication and contribute to strengthening advertising self-regulation as a means of ensuring respect for the rights of consumers and competitors. So, all credit institutions in the Group are associated with a system of advertising self-regulation in accordance with the provisions of article 37.4 of Law 3/1991, of 10 January, on Unfair Competition, which sets out measures of self-control prior to advertising content, and whose codes of conduct comply with the general principles set out in Circular 4/2020.



Our **Commercial Communication Policy**, updated in 2020 to adapt to the evolution in regulations, aims to develop the internal rules, criteria, principles and procedures and controls that should be considered by the Group in its advertising activity.

Advertising of banking products and services will be clear, balanced, objective and not misleading.



Advertising of banking products and services will be clear, balanced, objective and not misleading.



The banking products and services offered will be clearly distinguished.



Commercial communications and advertising pieces providing information on the cost or cost-effectiveness of the banking product or service to the public shall contain clear, accurate and up-to-date information on its essential characteristics.



Advertising messages and the way in which they are presented shall be adapted to the characteristics of the target audience.



When the media or advertising format used imposes space or time limitations, referral to alternative sources of information should not mislead the recipient.



Where messages of a secondary nature are included in the advertising piece or feature less prominently, they may not contradict the content of the main message or limit it in an essential way.

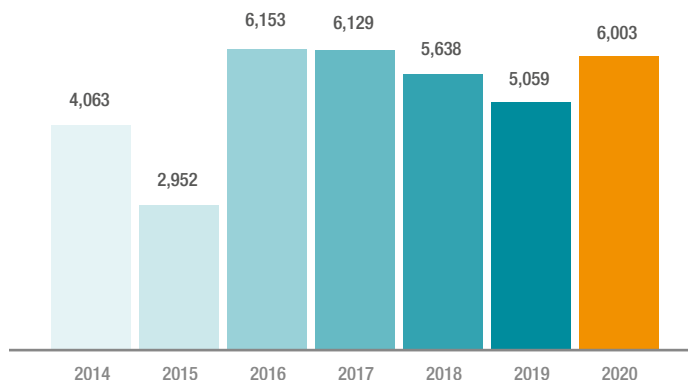


The inclusion in the advertising message of superlative or diminutive adjectives, or expressions indicating preference, advantage or leadership of the advertiser or of the product or service, must be accredited.

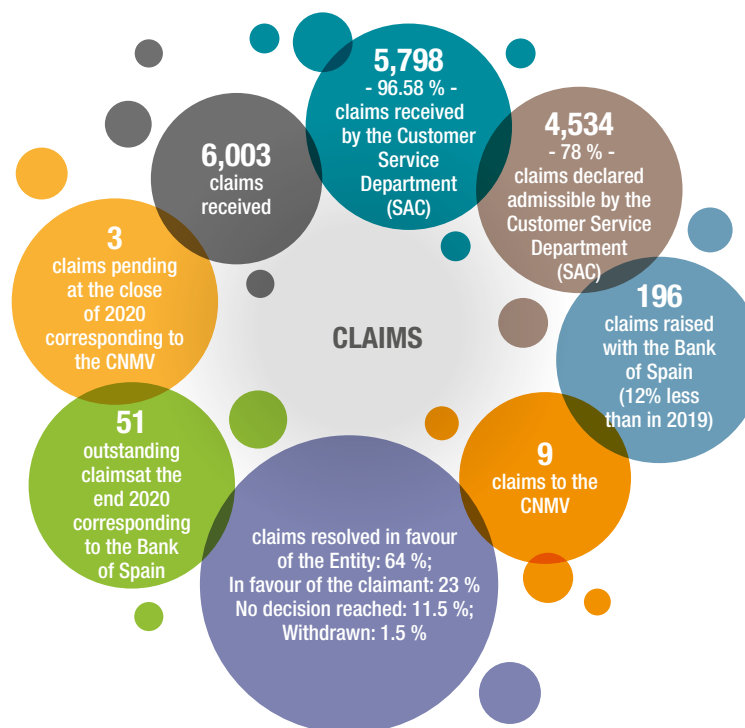
Customer Protection

In accordance with the provisions of Law 44/2002, of 22 November, regarding reform measures for the Financial System, Grupo Cooperativo Cajamar has an internal and independent Customer Service Department to address and resolve complaints and claims that may be submitted in connection with their interests and rights, whether arising from contracts, from the rules of transparency and customer protection or good financial practices and uses. The competences of this service are defined in our *Regulations for Customer Protection*, available on the institutional website.

Evolution of the claims submitted*



* Statistical information for the claims relating to the charges clause has been dissociated on account of the volume of claims made (4,299, including 28 to the Bank of Spain).



Customer Satisfaction Level

We believe that building customer confidence and assessing customer satisfaction is essential to ensure the best possible customer experience. This is also one of the pillars of the Group's strategic plan that places the customer front and centre of our business model.

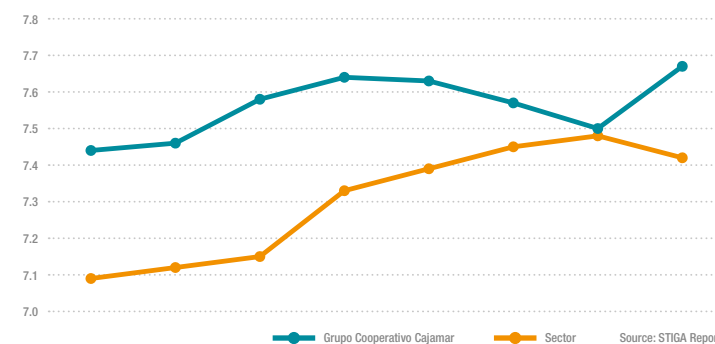
Initiatives such as Club Asocia2.0, a free platform offering discounts and benefits for Group members, shows the importance of our customers in the business model.



Every year, the independent consultancy **STIGA** assesses the degree of satisfaction of consumer clients, both individually and by sector. In 2020, Grupo Cooperativo Cajamar significantly improved its customer ratings, placing it above the sector average.

	Grupo Cooperativo Cajamar	Market average
Net Promoter Score (NPS) ¹	15.40 % (7.50 % en 2019)	2.20 % (4.00 % en 2019)
Overall satisfaction ²	7.67 % (7.50 % en 2019)	7.42 % (7.48 % en 2019)
Satisfaction with the manager ³	8.45 % (8.46 % en 2019)	8.40 % (8.41 % en 2019)
Social commitment ⁴	7.28 % (7.23 % en 2019)	6.78 % (6.75 % en 2019)

Overall satisfaction of customers with the Group



¹ The Net Promoter Score is an index created on the basis of willingness to recommend a service provider, on a scale from 0 to 10. Based on their responses, Customers can be classed as Promoters (scores of 9 and 10) or Detractors (scores of between 0 and 6). So, NPS= % Promoters - % Detractors, so the indicator scale ranges from -100 to +100.

² Satisfaction is measured in average values and is related to overall satisfaction with regard to the entity.

³ Satisfaction is measured in average values and is related to satisfaction with regard to the manager.

⁴ Index resulting from asking whether or not the customer agrees, on a scale of 0 to 10, with the following statement: "Entity X is committed to society." 0 indicates total disagreement and 10 total agreement; the rest are intermediate situations.

Cybersecurity and data confidentiality

Pillars of cybersecurity and data confidentiality



Corporate Governance

The Group has a **Policy on Cyber Resilience and Information Security** and a **Policy on Data Protection**, the approval, revision and updating of which is the responsibility of the Board of Directors.

In the Group we have:

The Information Security Committee, responsible for security initiatives, which are monitored and reported periodically to the Board of Directors (cyber intelligence report, risk map and business continuity report). The Director of Cyber Resilience (CISO) is the person responsible for ensuring that data comply with the established safety standards. In addition, the Regulatory Compliance Manager, as the Group's Data Protection Officer (DPO), is responsible for ensuring the privacy of data.

The Data Protection Committee, which is responsible for organising, coordinating, ensuring and supervising the performance of the Data Protection Officer (DPO) by the departments responsible for each of the DPO's duties.

Regulatory framework

The **Information Security and Cyber Resilience Policy** and the Security Regulatory Body are compliant with the highest international cybersecurity standard (NIST 800-53) and leading standards and guidelines.

Royal Decree-Law 19/2018, of 23 November, on payment services and other urgent financial measures.

Law 3/2018, of 5 December, on the Protection of Personal Data and the Guarantee of Digital Rights.

Royal Decree-Law 12/2018, of 7 September, on the security of networks and information systems.

Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of individuals with regard to the processing of personal data and the free movement of such data.

The Group also has a **Data Protection Policy**, which outlines how personal data are obtained, processed and protected, so that users may determine freely and voluntarily whether they wish to provide their personal data through it and, if they choose to do so, they may understand how these data are processed.

GCC security certifications in effect in 2020

PCI Security Standards Council
PCI-DSS regulations such as payment card Service Providers

PCI Security Standards Council
Payment Card Industry (PCI) PIN Security VISA PIN SECURITY regulations

SWIFT Customer Security Programme (CSP)
Swift Customer Security Programme (CSP)



Awareness and training of employees, customers and suppliers

All **employees** of the Group are required to know and comply with the Cyber Resilience and Information Security Policy, as well as the associated body of regulations. An on-going awareness programme is also in place

The Group has on its website a communication and CPD channel in which it provides **customers** with an information panel on fraud, tips about security, types of fraud and useful links. In addition, the Grupo has a reporting channel available to its **employees**.

The Group ensures that service level agreements and contracts with the **supplier** (outsourcing provider, group entity, or external supplier) include appropriate and proportional objectives and measures regarding information security and data protection.



Grupo Cooperativo Cajamar tiene un equipo altamente cualificado en un entorno multilocalizado.



24 horas / 7 días

Internal SOC (Security Operation Centre)



+31 % vs 2019

Increase in Cybersecurity/cyber resilience staff



+34 % vs 2019

Increased cybersecurity investment



Initiatives have continued to evolve during 2020 to improve cybersecurity in the Group.



+20

Employee phishing campaigns



53 %

Employees with 0-clicks on phishing drills



Updating of protection and forecasting systems

Grupo Cooperativo Cajamar has a highly qualified team in a multi-location environment. The Group implements a whole series of measures and actions to prevent cyber attacks and fraud, which place it at the highest level in the banking sector.

The Group participates in multi-sectoral cyber drills.



Tests are performed to measure the robustness and efficiency of security systems. **TIBER-EU Framework**



DRILLS / YEAR

Performed by an independent third party.

5

RedTeam

In 2020, the Group was rated in the highest category in terms of cybersecurity, according to the prestigious agency **Bitsight**.

Average 2020	 BCC GRUPO CAJAMAR	800	ADVANCED 740-900
	Spanish Financial Entities (Average)	718	INTERMEDIATE 640-740 BASIC 250-640

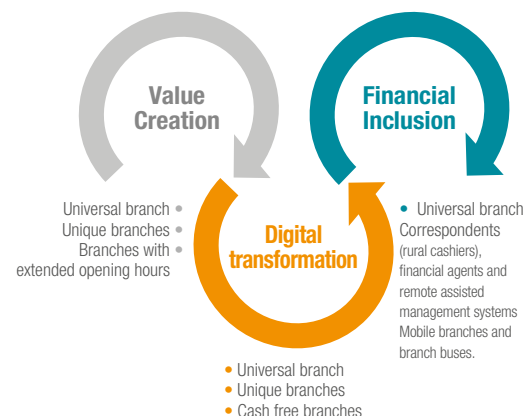
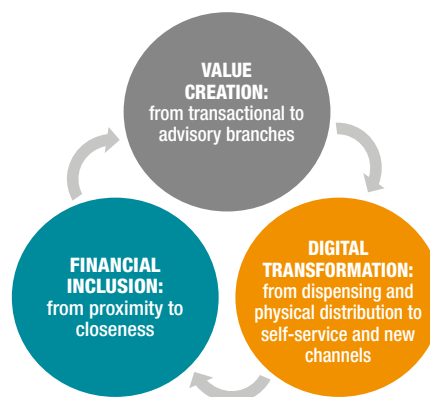
Digital Transformation

Creating value through digital transformation, implementing new channels, and encouraging financial inclusion.



DIGITAL TRANSFORMATION #CULTURA.DIGITAL

Grupo Cooperativo Cajamar's branch model, with strong roots in the territory, allows us to reconcile technological efficiency thanks to the digital transformation and economic-financial sustainability with our social and foundational commitment to the development of rural communities, helping to fix population to the territory, fight against depopulation, create employment, and promote sustainable local development.



+ 100 Digital Ambassadors as drivers of change

To promote digital transformation and sustainability within the Group, in 2017 we launched the "Digital Ambassadors" project. This is a project in which employees, on a voluntary basis, act as drivers of change, supporting the process of adapting people to the digital transformation and new channels within the entity. A session is organised every month, featuring prominent speakers in the digital field who pass on their knowledge to the attendees so that these ambassadors can then convey this knowledge transversally throughout their working environment.

Digital ambassadors in figures

125 digital ambassadors working in different provinces and in different areas of the entity.

12 weare sessions delivered.

9 challenges set to disseminate, analyse and promote the content discussed in the weare sessions.

2 BetaTester pilots carried out to test new features developed in the Cajamar app and e-commerce experience after the implementation of PSD2.

In the sessions we had two "types" of speakers:
- **26 external speakers**
- **12 internal speakers** (employees).



Increasing the digital connection of our members and customers



More than **934 mil** digital customers*
14 % more than in 2019



720 mil mobile banking customers
33,2 % more than in 2019



Almost **1,600** ATMs
43 % of branches have more than one ATM



Of the **1.5 Mn** linked customers
62 % are digital customers



392 Mil 360° customers
11 % increase in turnover



377 Mil Wefferent customers
40 % increase in turnover

We support new alternative means of communication for our digital customers



More than **9,300**
followers on
Twitter



More than **14,000**
followers on
Facebook



More than **2,700**
followers on
Instagram



More than **21,400**
followers on
LinkedIn



Almost **341,000**
views of our YouTube
videos

Promoting economic development and social progress

The economic development and social progress of member customers and the environment in which Grupo Cooperativo Cajamar operates are our real reason for existing and the best way to contribute to the achievement of the SDGs.

The activity of Grupo Cooperativo Cajamar within Spain as a whole generates economic value for local economies and for the Spanish economy in general. To calculate this positive effect, our major outputs and expenditures have been taken into account (wages, purchases from suppliers, cooperative returns and payment of the most significant taxes).

Calculation of Economic Value Generated, Distributed, and Retained (1)

Economic value generated

Gross Margin	1.052,379
Result of disposal of assets	(14,188)
Gains/Losses Non-current assets	-
Total Economic value generated	1.038,191

Economic value distributed

Employees: Staff costs	327,368
Suppliers: General administrative expenses	183,681
Public Administrations: Corporate and other taxes	(675)
Cooperative members: Interest on capital contributions	-
Community (exc. Foundations)	15,043
Total Economic value distributed	525,417

Total economic value distributed

Commitment to society (Foundations)	539
Total economic value distributed	525,956

Economic value retained (EVG-EVD)

512,236

(1) Calculated according to the GRI calculation protocol for EC1.

(2) Approximation in line with payments made to third parties by way of purchases and services rendered, once taxes have been eliminated.

Figures in thousands of euros.

Calculation of Economic Value Added (EVA) (1) broken down by stakeholder group

Shareholders (if applicable)

Interest on capital contributions	-
-----------------------------------	---

Employees

Staff costs	327,368
-------------	---------

Customers

Interest and related charges (2)	92,718
----------------------------------	--------

Suppliers

Other general administrative expenses(3)	183,681
--	---------

Society

Tax on profits	(675)
Resources allocated by the Group	-
Resources allocated by Foundations	539

Total Economic Value Added (EVA)

603,630

(1) Calculated following the GRI SPI model

(2) Interest and similar charges on financial activity. Does not include fees and commissions.

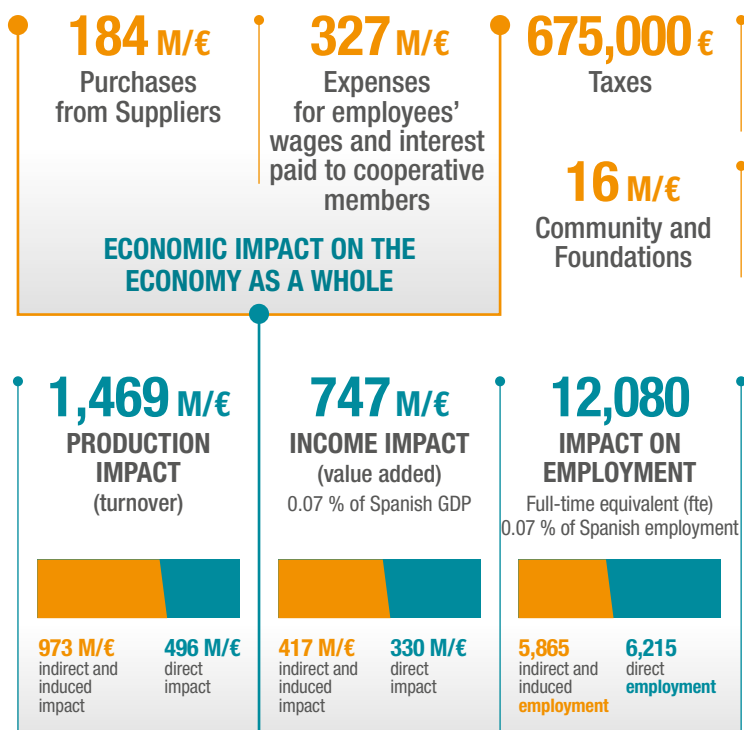
(3) Approximation in line with payments made to third parties by way of purchases and services rendered.

Scope: Grupo Cajamar and its foundations

* In 2020, taxes on profits paid by all Group entities totalled €16.842 (million euros)

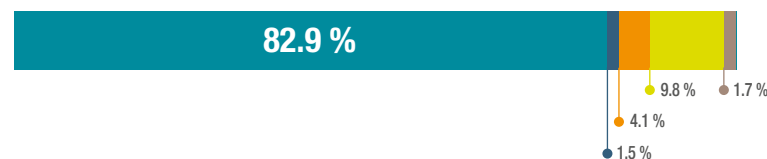
Impact generated by Grupo Cooperativo Cajamar's activity

To estimate the positive impact that the Group's activity generates on the rest of the economy, the impacts on production (turnover), income (value added) and employment have been calculated, using the input-output methodology and the last input-output* table in Spain published by the National Statistics Institute (INE).

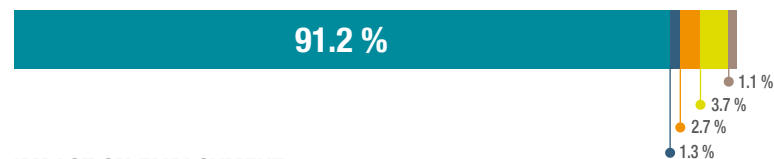


DISTRIBUTION OF IMPACTS BY ACTIVITY SECTORS

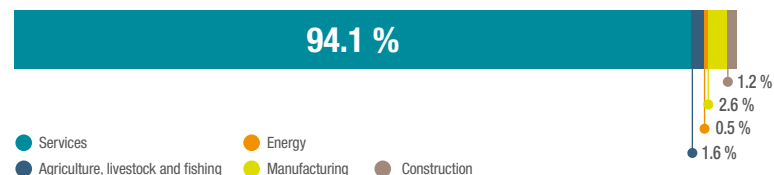
PRODUCTION IMPACT (turnover)



INCOME IMPACT (Value Added)



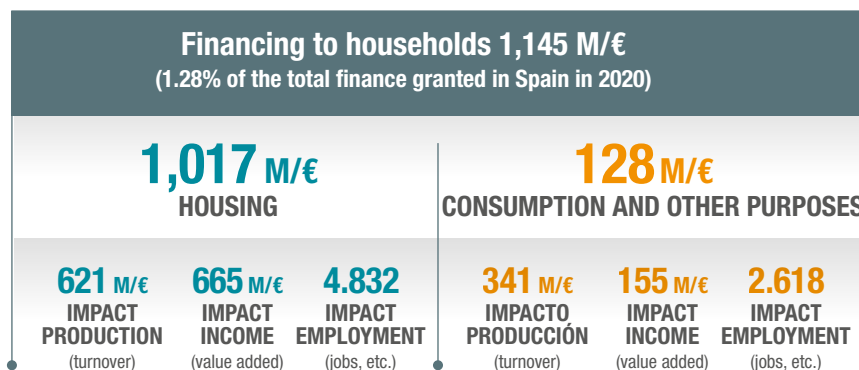
IMPACT ON EMPLOYMENT



* The input-output table lists the productive structure of an economy and quantifies the input requirements that a sector demands from all sectors to satisfy its production.

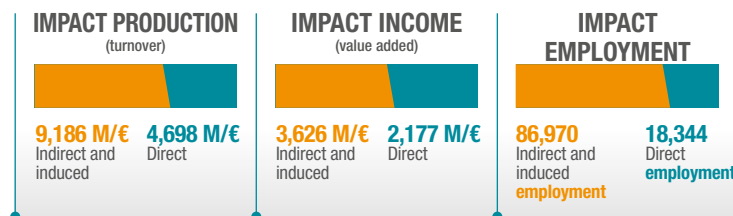
Impact of finance allocated by Grupo Cooperativo Cajamar

The loans granted by the Group to companies and households in 2020 also generate an impact on the Spanish economy through the investments and consumption they finance.

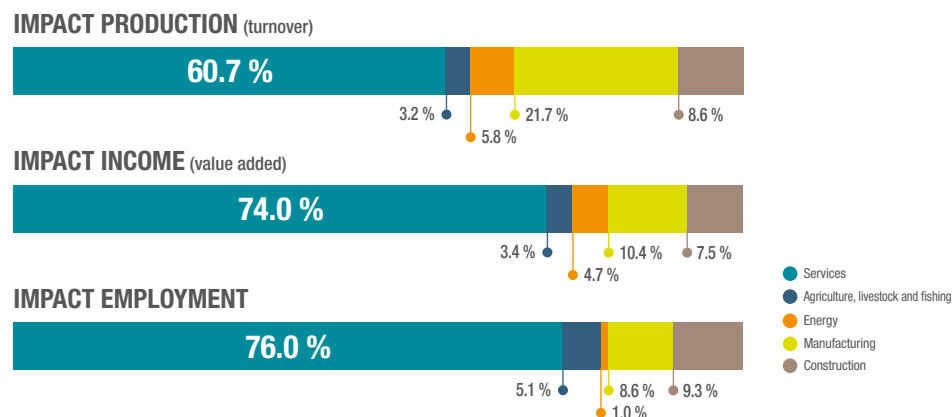


DISTRIBUTION OF IMPACTS

BY TYPES



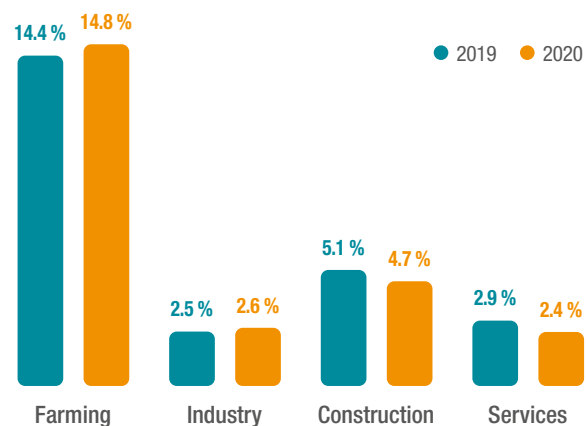
BY SECTOR OF ACTIVITY



The financing of production activities by the Group

Grupo Cooperativo Cajamar is Spain's leading cooperative financial group by volume of assets, and contributes to the development of all productive sectors in the country's economy. It has a particularly strong presence in the agricultural sector, which currently accounts for 14.8 % of all financing of entities in the sector.

Weighting of finance provided by the Group to productive sectors in the sector total in Spain (%)



Productive Sector	Finance provided by financial entities to productive sectors (M€)*	Weighting in total productive activities in Spain (%)	Finance provided by Grupo Cajamar to productive sectors (M€)	Total weight of financing of productive activities in the Group (%)
Farming	22,273	3.9	3,289.00	19.1
Industry	111,256	19.4	2,914	16.9
Construction	28,362	4.9	1,334	7.7
Services	411,733	71.8	9,728	56.3
Total	573.624	100	17.267	100

* EUR million (data available at the end of this report on financing of financial institutions to productive sectors in Bank of Spain).



RELATED INFORMATION

Code of ethics and good practices with suppliers, collaborators and subcontractors

Commitment in supplier approval

Social Performance

Responsible procurement

Grupo Cooperativo Cajamar promotes a commercial relationship with its suppliers, collaborators and subcontractors based on respect, honesty and transparency. It has a code of ethics and a supplier policy in place that aim to establish and/or preserve stable relationships of trust and mutual benefit, sharing principles, professional and socially responsible values and good practices.

ELEMENTS OF THE SUPPLIER POLICY



Categorisation and approval process

The Group has **identified different categories** of suppliers based on their link to its core business and the associated economic, social and environmental risks



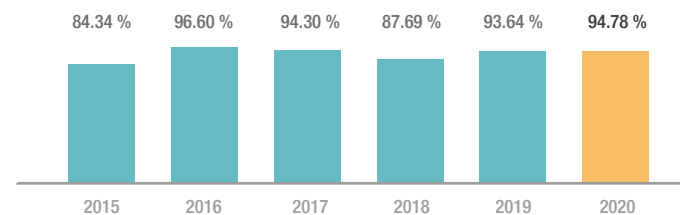
The **approval process** includes, among other factors, express compliance with the commitments arising from the *Global Compact*.

Supplier Approval Process and fundamental commitments

The purpose of the supplier approval process is to establish optimum levels to ensure that a supplier meets Grupo Cooperativo Cajamar's requirements in terms of quality and suitability.



Percentage of approved suppliers



Operations with suppliers and Approval



Turnover	Year 2020
Total turnover (thousands of euros)	220,187,304.35
Turnover of resident companies (thousands of euros)	215,783,745.45
Percentage of turnover from resident companies in relation to total turnover(thousands of euros)	98.00 %
Turnover of non resident companies (thousands of euros)	4,403,558.90
Percentage of turnover from non-resident companies in relation to total turnover(thousands of euros)	2.00 %

Financial solutions adapted to different life cycles


Closer than ever to
our members and
customers

	Financial Solutions for housing 2020	Number of operations	10,796
		Amount (thousands of euros)	1,091,895
	Financial solutions geared towards young entrepreneurs in the agri-food sector 2020	Number of operations	1,477
		Amount (thousands of euros)	457,698
	Financial Solutions for families and individuals 2020	Number of operations	19,055
		Amount (thousands of euros)	63,499
	Financial Solutions for the self-employed 2020	Number of operations	11,307
		Amount (thousands of euros)	342,810
	Financial solutions geared towards sustainable development (green products) 2020	Number of operations	148
		Amount (thousands of euros)	14,777
	Financial Solutions for the completion of studies 2020	Number of operations	3,426
		Amount (thousands of euros)	40,698
	Financial solutions aimed at alleviating the economic crisis caused by covid-19 2020	Number of operations	29,140
		Amount (thousands of euros)	1,947,327



We have a firm commitment and a drive to protect and support our members and customers through the situation caused by covid-19



Promoting home banking

Promoting telephone and email **contact** with branches.

Implementing greater operability and information via the electronic headquarters, online and mobile banking, and in branch.

Universalising access to a remote manager via online banking and the mobile app (mi gestor-conecta)



CONNECT



Protecting individual customers

Promoting the use of payment cards:

- Free debit withdrawals at ATM networks.
- Debit cards with no issuance fee.
- Increasing the limit for contactless payments up to €50.
- Spreading credit card payments over instalments.

Facilitating payment holidays for mortgages other loans and credits via home banking.

Possibility of liquidating pension plan rights for vulnerable customers.

Providing financing under special conditions:

- Advance on redundancy compensation at no cost.
- Technological equipment for teleworking.
- Rental payments (Credirenta) and refund advances (Credianticipo).
- Deferral of up to three rental payments on leased assets at no cost.
- Advances on pensions.
- Advances on unemployment benefits for customers.



Providing solutions for businesses and the self-employed

Special financing to provide liquidity to self-employed persons and companies with capital grace periods (up to 12 months) and term grace periods (up to 5 years). Fee exemption on POS Terminals for retailers with no commercial activity.

New facilities for remote business management:

- Factoring remittances with electronic signature.

Special measures for businesses with commercial activity:

- E-COMMERCE Solutions
- Mobile PoS Terminal Rate.
- Possibility of PoS turnover advance.
- Funds transport service.
- 24 hour paying-in card without charge.



Boosting the agri-food sector

Knowledge transfer actions about the future of the agri-food sector (Finance, Strategy, Leadership and new challenges of the sector) through "2020VISION" webinars.

Special financing for different agri-food sectors affected by the crisis.

Extension of maturity terms for International Business.

Extension of deadline for CAP *farming* subsidies.





RELATED INFORMATION

Non-discrimination and equality in the workplace

Work/life balance

People management

Professional development and training

Code of Conduct

People management and adaptation to change

2020 was a year in which we have seen, **more clearly than ever**, the importance and value for an organisation of its team members. Here at Grupo Cajamar, the people who are part of our group have managed, through these tough times, to embody the characteristic values of our corporate culture such as closeness, responsibility and commitment, generating value both for our customers and members and for the rest of our colleagues, creating reliable and supportive work environments that promote team development and professional enrichment.

That is why the management of people, their well-being and development, is a matter of vital importance here at Grupo Cooperativo Cajamar. As proof of this importance, one of the main pillars that make up our strategic plan is **the management of change and development of talent**, with three main lines of action:



In order to assess the level of employee identification with the values and purpose of the Group, over the year we **monitor different indicators** through random surveys of permanent employees.

89.87 %

Knowledge of the mission.

8.57*

Identification with the purpose of the entity.

8.69*

Rating of commitment to values that facilitate the development of our principles/values.

* Rated on a scale of 1 to 10.

Talent Management

Grupo Cooperativo Cajamar's greatest potential is its people, and they represent one of its distinguishing features capable of generating competitive advantages. One of the main objectives of the Human Resources Division is to provide the necessary resources, processes and policies to ensure that the Group's different entities have the right people and that these people can develop in a healthy environment, that they motivated and committed to the principles, values and corporate purpose on which the organisation's business culture is based.



Attraction and selection of talent

The Group's selection policies are based on well-defined criteria, and this process continues as we monitor and support all new employees until they are fully integrated into their work area..

Staff selection criteria



Professional development

Cultiva is the Group's main talent management programme. It helps us to understand the potential of each employee through a model of conversations between collaborators and managers that promotes professional development within the organisation.

Self-evaluation		Top-down		Bottom-up	
Completed	% of total	Completed	% of total	Completed	% of total
4,901	80.30 %	5,147	84.30 %	9,879	79.20 %

	BCC	Cajamar	Rest Group	Holdings	Total Grupo
Self-evaluation	78.10 %	80.60 %	87.03 %	78.20 %	80.30 %
Top-down	72.20 %	88.90 %	86.70 %	71.60 %	84.30 %
Bottom-up	76.20 %	80.50 %	88.10 %	70.90 %	79.20 %

Note: The percentage of employees evaluated (in top-down assessment) with respect to the number of employees at 31/12/2019. Also, in 2018, the percentage of top-down assessment was 5,254, 93.87 % of the total.



Continuing Professional Development

At the same time, continuing professional development it is one of the pillars necessary to achieve adaptation to change and the training of our professionals

477,377* hours of training received.

75 hours average training per employee.

94.92 % of staff trained.

1.69 % Training expenditure of PAT.

* For more detailed information, see Annex 4 to this report.

Diversity and Equal rights and opportunities



26

Nationalities



118

Employees with functional diversity

The proper management of diversity is a very important step in the integration of people with functional diversity as well as those from other cultural backgrounds. Grupo Cooperativo Cajamar collaborates with various organisations such as ALARES, whose workforce is made up of 70% of people with some kind of functional diversity, and assists in the organisation of activities and charity events aimed at helping groups who face greater difficulties in terms of social integration in different towns and villages.



Socially Responsible Enterprise insignia awarded by Fundación Alares and Fundación para la Diversidad.



As a sign of its commitment to equal opportunities and anti-discrimination, the Group is a signatory to the Diversity Charter, which is a European charter of Principles in this area, to which we have voluntarily adhered since 2011.

A firm commitment to equality



The Group supports the principles of women's empowerment. Initiative promoted by the United Nations for Gender equality, UN Women and the United Nations Global Compact.



We adhere to Target Gender Equality, a gender equality acceleration programme for companies participating in the UN Global Compact. This initiative addresses gender equality barriers and sets corporate targets for equal representation and leadership of women in business.

The gender equality perspective is integrated as a cross-cutting process integrated into all the Bank's internal management processes, favouring change towards a culture of equality.

Based on the cooperative values emanating from its own nature, the Group considers real and effective equality between men and women within the organisation to be a top priority. To do this, it proactively establishes policies, measures, and instruments that guarantee equal treatment, rights and opportunities and are regulated under its Equal Opportunities Framework Policy which applies to all rural banks that are part of Grupo Cooperativo Cajamar

The Human Resources Division is responsible for ensuring compliance with the various plans, agreements and measures as well as compliance with the Equality Act itself, while encouraging a good work-life balance for employees of Grupo Cajamar. In this regard, the Group guarantees the right to disconnect from work and from digital media, and negotiations are being held in accordance with the law to ensure effective policies and measures are in place in this regard.

57.6 % of promotions in 2020 were awarded to women

Gradual reduction of the wage gap (decrease of 0.70% in the average wage gap during last year)

[page 149](#)

The Equality Commission is responsible for overseeing equality and the work/life balance within Grupo Cooperativo Cajamar. It is made up of representatives of the company and union representatives, and is governed by a series of internal regulations.

During 2020, new equality plans were signed by BCC and Cajamar

Office for Equality



Employee Experience

At Grupo Cooperativo Cajamar, people are our biggest priority. That's why we strive to build the best place to develop a career and anticipate the needs of employees, improving their experience and contributing to their well-being, and this also impacts on the commitment and motivation of our staff to participate in the Group's objectives and achievements.



Measuring employee satisfaction and confidence through different kinds of periodic surveys (GPTW, employee experience, psychosocial factors, etc.). This allows us to listen to feedback and suggestions from all our colleagues, which help us to develop action plans and implement measures to improve the experience of all employees.

We take a "by people for people" approach to banking; caring for people both outside and inside is a priority and that is why we are **very attentive to our employees' entire journey within the organisation. muy atentos a todo el viaje del Empleado en la organización.** We measure all the most important moments in this process, through internal surveys and our HR tracking scorecard, evaluating these moments in order to optimise them.



A memo to People from HR, initiated with the launch of: EVERY MONTH, GETTING CLOSER TO YOU. Through this initiative we support all our colleagues and bring them to our Wellness and Personal Development Workshops, which were held online in 2020.

As a consequence of our on-going endeavours to improve employee experience every day and to build together the best possible place to work, in 2020 the Group obtained the Great Place to Work seal, following an evaluation of the organisational environment, which includes a **global survey of employees**, a cultural audit and an evaluation of benefits, policies and good practices within Grupo Cooperativo Cajamar.

78 %

of collaborators think this is an excellent place to work.

84 %

of collaborators consider that they are offered training or other forms of development to grow professionally.

92 %

of collaborators feel pride when they see what they have achieved.

82 %

of collaborators consider that they are treated well, regardless of their position in the company.



Certification as a 'Great Place to Work', awarded by the Great Place to Work® consultancy firm, market leader in identifying and certifying excellent places to work, represents major recognition in the field of people management and business strategy at a national and international level, and is awarded annually to the best employers in the world. This certification accredits our Group, as a financial organisation with a strong culture of trust based on respect, recognition and professional development, capable of attracting and retaining talent.

Measures regarding COVID-19

EMPLOYEE HEALTH AND SAFETY

- Minimise ordinary mobility (travel, meetings, events and training activities).

ENSURE BUSINESS CONTINUITY

- Essential services in the branch network.
- Review of critical staff in Central Services.

PROVISION OF LAPTOP DEVICES TO EMPLOYEES

- Distribution of laptop computers, pre-connected to corporate work platforms, to employees..

IMPLEMENTATION OF TELEWORKING

- Implementation of teleworking for preventive, organisational and work/life balance reasons, reaching approximately 85% of Central Services and 50% of the Branch Network.
- Priority protection of particularly vulnerable staff members (pregnant women and those with vulnerable pathologies).
- Good practice guides for teleworking efficiency (users and managers central services / branches).
- Temporary availability of corporate laptops.
- Financial grants for the purchase of personal computer equipment with security requirements.

HEALTH AND SAFETY IN THE WORKPLACE

- Personal protective measures (gloves, sanitising gels, masks, visors).
- Increased cleaning services..

DISTANCING MEASURES

- Limiting numbers of customers and employees on our premises.

PROTECTION MEASURES

- Protective screens and materials, and increased disinfection.
- Distribution of corporate fabric masks among employees.
- Distribution of corporate anti-bacterial pens.
- Distribution of corporate bottles for personal water use.

REDUCED SERVICE

- Reduced opening hours.
- Temporary closures of premises, concentration of branches in localities with several positions, WITH NO LOSS OF POSITION.

EMPLOYMENT MAINTENANCE COMMITMENT

- No application of collective redundancy or reduction of staff expenditure.



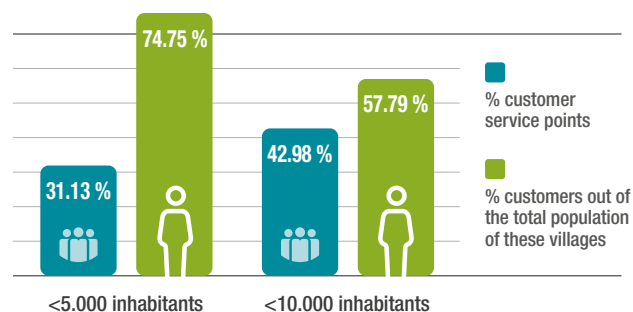
Accessibility and Financial Inclusion

Our model of Cooperative Banking, with its vocation to support the agricultural sector and the rural world, maintains its historical commitment to people and communities, in order to avoid the financial exclusion affecting part of the population, often conditioned by their social status or where they live. We are keenly aware of the importance of our performance in linking and connecting the territory, encouraging ways to fix capital to the territory, creating capital to improve territorial competitiveness, and providing solutions to phenomena such as depopulation in the rural world.

Presence in the Rural World

The Group maintains its links and commitment to the rural world, providing financial services to the groups most vulnerable to financial exclusion. In addition to traditional means, alternative customer service points are available to avoid excluding groups that are most exposed to the accelerated processes of digitalisation and depopulation.

Presence of Grupo Cooperativo Cajamar in 2020



Note: Customer service points include: branches, correspondents, agencies and mobile branches. For customers, only branches. The figure for customers is not allocated to correspondents, agencies, or mobile branches, but only to the main branch that oversees all these other customer service points.
Source: Grupo Cooperativo Cajamar and INE.

Main indicators of Rural Presence

5 Mobile branches
39 Villages
28,321 Inhabitants

The average population is 726, located mainly in the provinces of Almería, Alicante and Valencia.

145 Linked agencies
74 % villages <2,000 inhab.

38 ATMs moved in **37** villages

This includes those serviced by a mobile vehicle (8) as they also have an ATM installed in the village in addition to the service

9.63 %
Coverage of populations at risk of exclusion

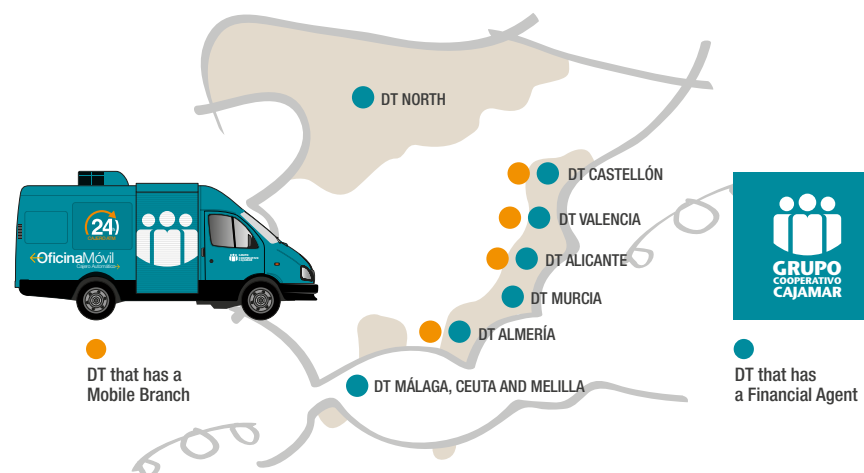
31.13 % of customer service points located in villages <5,000 inhab.

74.75 % coverage of the populations located in these villages

Total population of municipalities <5,000 inhab. where the Group has customer service points with respect to the total population of all municipalities <5,000 inhab.

Customer Service Points

Alternative customer service points to traditional ones (branch and correspondents) have become a valid formula to maintain financial services in areas that are at the greatest risk of exclusion and to make it compatible with the search for higher levels of efficiency demanded by regulators and the market. These include the **Agency Network** and **Mobile Branches** as an effective means of combatting the threat of exclusion.



Protection of the most vulnerable groups

Grupo Cooperativo Cajamar remains committed to **supporting groups with the greatest exposure to financial exclusion**. In addition to regulatory compliance, in terms of protecting this customer profile, the situation of each customer is analysed individually and specifically to take appropriate action.

Measures to protect mortgage holders



80
properties
allocated to the
social housing
fund

484
buying-selling
operations (housing)
/dation in payment
271 of these
operations with rent

Among the measures taken to protect the most vulnerable customers, we should mention our adherence to the **Code of Good Practice** for the viable restructuring of debts on primary places of residence.

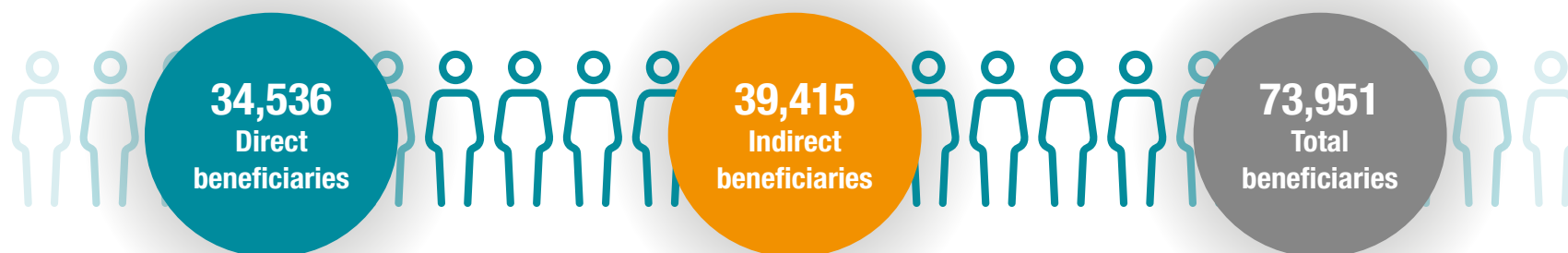
Social, Cultural and Volunteering Action

Social Action

The rural savings banks (cajas rurales) that make up Grupo Cooperativo Cajamar, as cooperative societies, provide a specific reserve fund to finance activities in education, training, and the promotion of cooperative activity. These funds contribute to sustainable local development, through a mode of

social action dedicated to enforcing the principles and values of solidarity and social responsibility on which the cooperative model is founded. In 2020, the Fund for Education, Training, and Promotion contributed **€ 114,502** to social and cultural initiatives (in 2019, this figure was € 163,050)

Beneficiaries of Grupo Cooperativo Cajamar's social and cultural action 2020



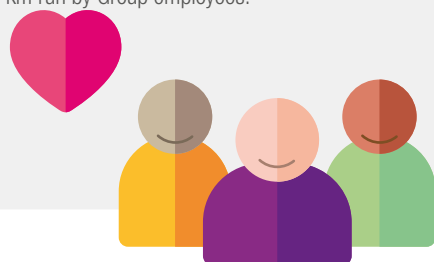
Corporate Volunteering

In 2020, Grupo Cooperativo Cajamar continued to promote corporate volunteering as a tool to mobilise talent and sensitivity among its own employees. This is all channelled through the **Corporate Volunteer Programme (Provoca)**, which the Group has been running since 2006, as well as through the Solidarity Team, an initiative whereby employees make micro-donations in order to support, jointly and democratically, different social, welfare and environmental initiatives.

Corporate Volunteer Programme



- **550 members**
- **Presentation of two humanitarian trips** to employees who had won the "Suma en Positivo" points club, an initiative that involves adding up the number of hours each employee dedicates to volunteering.
- **€4,000 donated to the Spanish Red Cross** for the prevention of malnutrition and poverty among families at risk of social exclusion through the 'km of need' campaign run by the Group: donating 3 euros per km run by Group employees.



Solidarity Team

- **2,059 members** 33.13% of employees
- **Amount raised in 2020: 34,384 €**
- **Accumulated amount raised (2008-20): 477,723.68 €**
- **No. of beneficiary projects (2008-2020): 40**



Since the SDGs were established in September 2015, this initiative has had a direct impact on some of them, including:

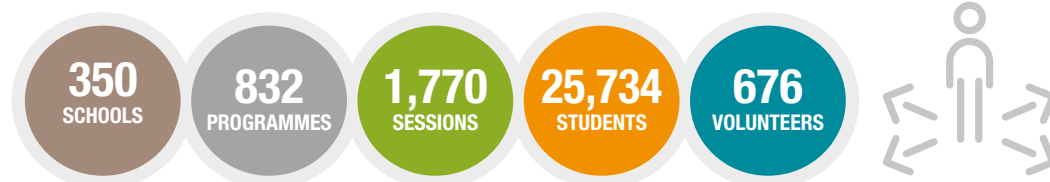
1 FIN DE LA POBREZA	2 HAMBRE CERO	3 SALUD Y BIENESTAR	4 EDUCACIÓN DE CALIDAD	5 IGUALDAD DE GÉNERO	9 INDUSTRIA, INNOVACIÓN E INFRAESTRUCTURA	10 REDUCCIÓN DE LAS DESIGUALDADES	16 PAZ, JUSTICIA E INSTITUCIONES SÓLIDAS
11,440 €	11,440 €	108,327.48 €	35,576.48 €	1,846.00 €	2,500.00 €	3,917.33 €	4,346.00 €

With 9,699 direct beneficiaries.

Financial Education

Financial training and education at different levels of society has always provided Grupo Cooperativo Cajamar with an opportunity and a tool to promote social and territorial cohesion and the financial inclusion of those in vulnerable situations. That is why, at Grupo Cooperativo Cajamar, we have developed projects in favour of the digital education of women in rural areas, assistance to our elderly and, of course, for our young people.

**FINANZAS
QUE TE HACEN
CRECER**



It is a programme, run by Grupo Cooperativo Cajamar since 2015, focused on financial education for young people, in which sessions are led by voluntary employees with the purpose of favouring and contributing to the financial culture of young people, sustained by a commitment to environmental, social and governance factors for individual and collective well-being.

The programme has evolved very satisfactorily, thanks to the great response of the students, the teaching community, and the volunteers themselves. Last year, because of the outbreak of COVID-19, all the activities could not go ahead as planned. For the new edition, we have digitalised all the content with a view to delivering the programme on line, and for the first time we have included gamified content.

	Edition I Academic year 2015-2016	Edition II Academic year 2016-2017	Edition III Academic year 2017-2018	Edition IV Academic year 2018-2019	Edition V Academic year 2019-2020
Schools	8	58	91	114	79
Programmes	31	148	227	253	173
Sessions	62	309	580	480	339
Pupils	930	3,548	5,513	6,217	9,526
Volunteers	13	115	195	176	177



Social action and volunteering in the fight against Covid-19

Grupo Cooperativo Cajamar and the people who are part of it have wanted to join in with the many signs of solidarity that have spontaneously emerged since the outbreak of the pandemic in our country, in order to alleviate the adverse effects faced by those affected and vulnerable groups. Some of the **most important measures** implemented in this regard have been:



#conmiscompañerosdonotodosaldrábien

A charity initiative that raised 82,829 euros, through donations made by employees and the Entity's Social Fund. This fund was allocated to 3 initiatives that addressed health and social care needs generated by the pandemic.

- **Together, we will fight COVID-19;** manufacturing face masks and visors using 3D printers..
- **Manufacturing hospital gowns;** an initiative promoted and coordinated by Grupo Cooperativo Cajamar with the aim of making and distributing gowns to hospitals, made from polypropylene waterproofing sheets, a material widely used in the agriculture around Almería as thermal blankets.
- **Cruz Roja Responde.** Food parcels and essential products. The Group provided EUR 40,000 to Consum and Coviran to support the Spanish Red Cross's relief efforts to provide basic food and hygiene products to 1,950 vulnerable people throughout the country affected by COVID-19.



With you

A new corporate volunteering programme, which emerged in response to the problems detected by the isolation imposed by the restrictions among the elderly. A group of volunteer employees call our older customers on the phone in the afternoons, taking an interest in them, giving them companionship, and taking the opportunity to remind them of the basic security measures they need to take into account to protect their personal data.



Production of the Experimental Station donated to vulnerable collectives

As a complement to other financial measures and social initiatives set out by Grupo Cooperativo Cajamar in support of vulnerable groups as a result of the COVID-19 crisis, the Experimental Station in Las Palmerillas distributed to five social kitchens and shelters the fruit and vegetable crops produced on different plantations, about 1,000 kilos each week.



Donation to the Spanish Federation of Food Banks

17,000 euros donated to the project 'Baby food to alleviate the COVID-19 health emergency' run by the Spanish Federation of Food Banks (FESBAL). This donation was used to purchase and distribute baby food, to alleviate the health emergency among families in need with children under the age of one.



Banking at home

New service promoted by Grupo Cooperativo Cajamar for the elderly. It allows senior citizens to withdraw cash without leaving home, through a new home service provided by local council staff.




RELATED INFORMATION

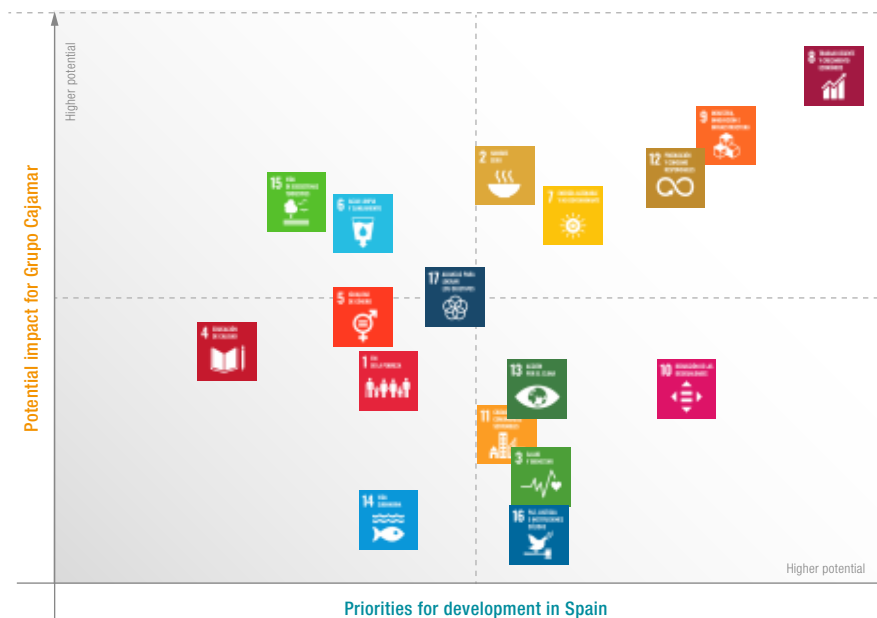
Human Rights Policy

Undesirable Links

Contribution to the Sustainable Development Goals

We work in collaboration with our stakeholders to integrate and align the Sustainable Development Goals into our strategy, business model, and reporting mechanisms.

Periodically, the Group produces a materiality map linked to the SDGs, detecting goals which the Group has the greatest capacity to influence, based on our own characteristics, and those which require further development, considering our own scope of action.



When drawing up this map, the Group takes into consideration its potential impact and relevance in its business model for each SDG, evaluating priorities within its scope of action (Spain), based on the Progress Report for the Implementation of Agenda 2030 prepared by the Government of Spain and the evaluation of Spain's performance presented by the United Nations in its report (SDG Index and Dashboards).

Maximising our impact on the priority SDGs



Promote Sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all

12,080 jobs generated (direct and induced).
747 M€ contribution to GDP (income impact based on value added).



Build resilient infrastructure, promote inclusive and sustainable industrialisation, and promote innovation

Development of **80** agro-food innovation projects.
1,477 operations
and **458 M€** to finance entrepreneurs in the agri-food sector.



Ensure the availability of water and its sustainable and its sustainable management and sanitation for all

16,696 operations
and more than **2,580 M€** in finance to improve efficiency in the *agricultural* sector.



Ensure sustainable consumption and production patterns

16 agri-food innovation projects aligned with goals 12.2 (achieving sustainable management and efficient use of natural resources) and 12.5 (significantly reduce waste generation through prevention, reduction, recycling and reuse).



Sustainably manage forests, combat desertification, stop and reverse land degradation and stop biodiversity loss

30 research **projects** broken down as follows:

- **16 projects** aimed at combating desertification.
- **9 projects** aimed at reducing degradation of natural habitats.
- **5 research projects** for different genetic varieties.



Revitalize the Global Partnership for Sustainable Development

The Group:

- Is involved in the Campaign #COMPANIES4SDGs, contributing training, information and corporate volunteering.
- It is one year since we signed up to the Principles for Responsible Banking as a founding signatory.
- Is affiliated to Spainsif, a leading SRI platform in Spain.
- The Group is also a member and leads various initiatives promoted by Forética in the field of sustainability. Commitment to the Global Compact.

For more information about the Group's other affiliations and partnerships in this field, see page 15 of this report.



Ensure access to affordable, safe, sustainable, and modern energy for all

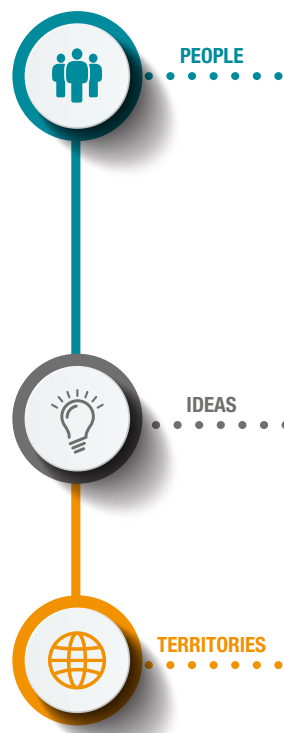
In 2020, **100 %** of Grupo Cooperativo Cajamar's electricity consumption came from renewable energy sources.
81 operations and more than **10 M€** allocated to improving energy efficiency and the installation of photovoltaic panels for self-consumption.



End hunger

37 projects related to new genetic varieties and super-intensive techniques with an impact on goal 2.4 (ensuring the sustainability of food production systems and applying resilient agricultural practices).

Other significant actions with impact on the SDGs



Sustainable Development Goals	Initiatives
<p>1 End poverty in all its forms throughout the world</p> <p>3 Ensure healthy living and promote the well-being of all at all ages</p> <p>5 Achieve gender equality and empower all women all women and girls</p> <p>10 Reduce inequality within and between countries by aiding economic, social, and environmental development</p>	<ul style="list-style-type: none"> Proactively implement measures to protect mortgage borrowers without resources who are at risk of financial exclusion (refinancing, rental, dation in payment).. Allocation of housing to the Social Fund. Activation of teleworking for Group employees, compatible with teleworking as a result of COVID-19. Actions to tackle COVID-19: Manufacture of hospital gowns, food parcels and essential products for vulnerable groups and creation of a donor network capable of producing and providing PPE using 3D printers. Donations of €10,000 and €6,900 for the development of a physical exercise programme aimed at people who have had breast cancer and for the project "Open the door" dedicated to the treatment of children with physical and intellectual disabilities, respectively. Online wellness and personal development workshops. Cruz Roja Responde. This initiative involves distributing and delivering food parcels and essential products throughout Spain to vulnerable groups such as the elderly, people with health problems, and groups in situations of social exclusion.
<p>4 Guarantee an inclusive, fair and quality education, and promote opportunities for lifelong learning for all</p> <p>11 Ensure that cities and human settlements are inclusive, safe, resilient and sustainable</p>	<ul style="list-style-type: none"> Corporate volunteering programme "Finance That Allows You to Grow". AEB Programme and Junior Achievement "Your Finances, Your Future". Management Development School and Finance School. Agro-Food DNA Training.
<p>13 Adopt urgent measures to combat climate change and its effects</p> <p>16 Promote societies that are just, peaceful, and inclusive</p>	<ul style="list-style-type: none"> The achievement of Carbon Neutral status by offsetting our CO₂ emissions through the support of projects with a high social and environmental impact. Eco-Efficiency Plan 2018-2020 designed to minimise aspects that may have a negative environmental impact. Adoption of the Green and Social Bond framework. The Group is among the leading financial institutions in climate change management. The international organisation 'Coal Disclosure Project' (CDP) has certified us in the 'Leadership' category with an A- rating, which positions us among the leading companies in climate change management.

Environmental Performance

Commitment to the environment

Grupo Cooperativo Cajamar maintains a strong commitment to conserving the environment as an essential part of its sustainability strategy. This commitment is structured on the basis of its *Environmental Policy*, which defines the environmental management system and establishes the Group's sustainability principles and criteria.

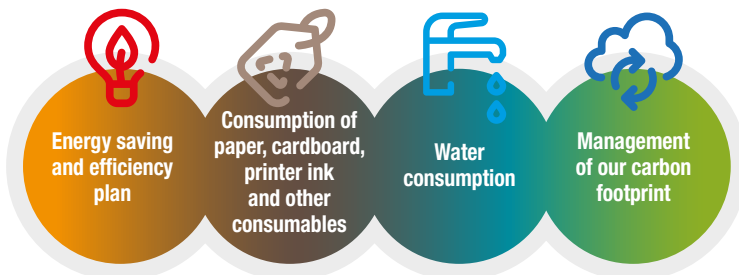


The **Environment Committee**, through the **Sustainability Committee**, is responsible for defining, supervising and monitoring the **implementation, dissemination, maintenance, update** and, therefore, **ensure the proper functioning of the Environmental Management System in accordance with ISO 14001 and the Energy Management System in accordance with ISO 50001**.

- **ISO 14001 standard:** It demonstrates Grupo Cooperativo Cajamar's on-going commitment to improving environmental performance by developing principles and good practices in its actions.
- **ISO 50001 standard:** It demonstrates Grupo Cooperativo Cajamar's commitment to the continuous improvement of energy efficiency, energy security, energy use, and energy consumption.

Eco-efficiency plan

In order to improve the Group's competitiveness through the reduction of costs and the minimisation of the negative impacts of the development of our activity on the environment, the Group has developed a new **Eco-Efficiency Plan 2021-2023**. This plan is accompanied by several key indicators that measure our environmental performance.

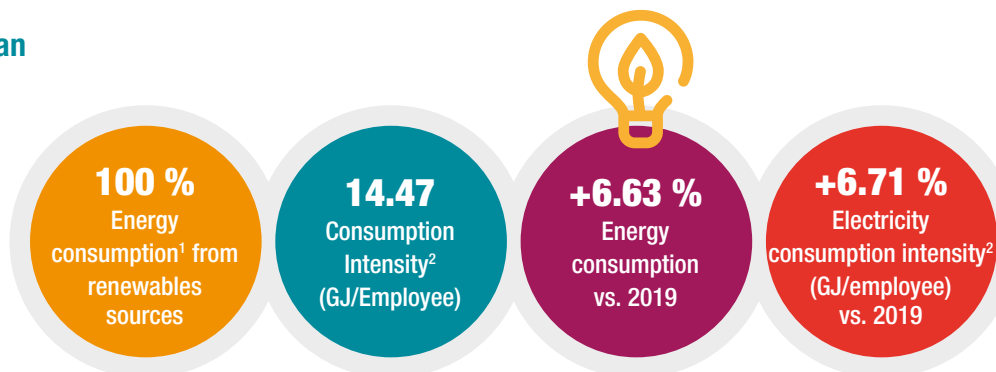


ENVIRONMENTAL INDICATORS AND KPIs

Indicator	Target	KPI	2021	2022	2023
Carbon Footprint	Renewable energy	% renewable energy consumed	100 %	100 %	100 %
	Carbon Neutral	% reduced emissions	-3 %	-3 %	-3 %
		% emissions off-set	100 %	100 %	100 %
Internal energy consumption	Implementation of energy efficiency actions	% reduction in energy consumption	-3 %	-3 %	-3 %

Energy Saving and Efficiency Plan

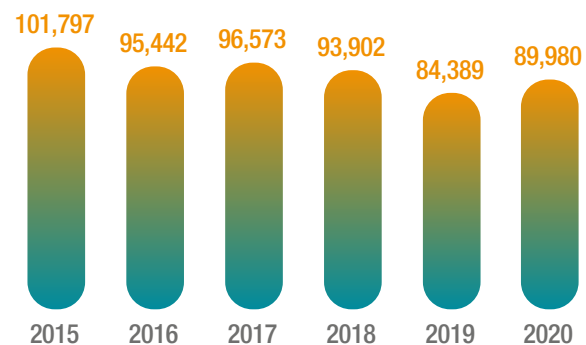
Based on the development of environmental principles and good practices, we seek to optimise resources and continue to improve our energy efficiency.



1 - Diesel consumption has not been considered significant.

2 - The intensity of consumption was calculated based on the number of employees at 31/12/2020. GJ is a unit of power equal to 1 million joules.

Evolution of internal energy consumption (GJ)



RE100
CLIMATE GROUP | CDP

RE100 is the global corporate renewable energy initiative that brings together hundreds of large and ambitious companies committed to achieving 100 % renewable electricity.

Energy savings and efficiency measures

- Insulation measures.
- Optimising the operation of heating and ventilation systems.
- Optimising lighting on our premises.
- Cost-saving measures introduced in our office automation systems.
- Installation of smart printers.
- Installation of automatons.
- Fluorescent and incandescent bulbs swapped for LED technology.
- Use of windows with solar filters.
- Use of energy efficient equipment.
- Optimisation of air conditioning.
- Staff awareness about energy savings on our premises.

Investment and energy savings in 2020 (Eco-Efficiency Plan)

Energy saving lines	Annual actions (unit)	Investment (€)	Energy saving (GJ)
Air conditioning	24	300,316.74	202.20
Renew LED	47	74,593.52	304.01
Installation of automatons	59	212,105	292.69
Total	130	587,015.26	798.90

Other Investment and Energy Savings actions in 2020 (Eco-Efficiency Plan)

Energy saving lines	Annual actions (unit)	Investment (€)	Energy saving (GJ)
Photovoltaic installations for self consumption	10	186,291.69	1,170.23
Total	10	186,291.69	1,170.23

Investment forecast and energy savings in 2021 (Eco-efficiency plan)

Energy saving lines	Annual actions (unit)	Investment (€)	Energy saving (GJ)
Air conditioning	20	270,000	168.50
Renew LED	50	75,000	323.42
Installation of automatons	40	143,800	198.43
Photovoltaic installations for self consumption	15	225,000	1,755.35
Total	125	713,800	2,445.70

External energy consumption (GJ)	Year 2020	Year-on-year variation
Employee commuting	4,892	-47.44 %
Business Travel (train and plane)	2,772	-81.55 %
Vehicles	6,613	-39.26 %
Total consumption	14,277	-59.46 %

We are promoting a new photovoltaic project in our experimental centre

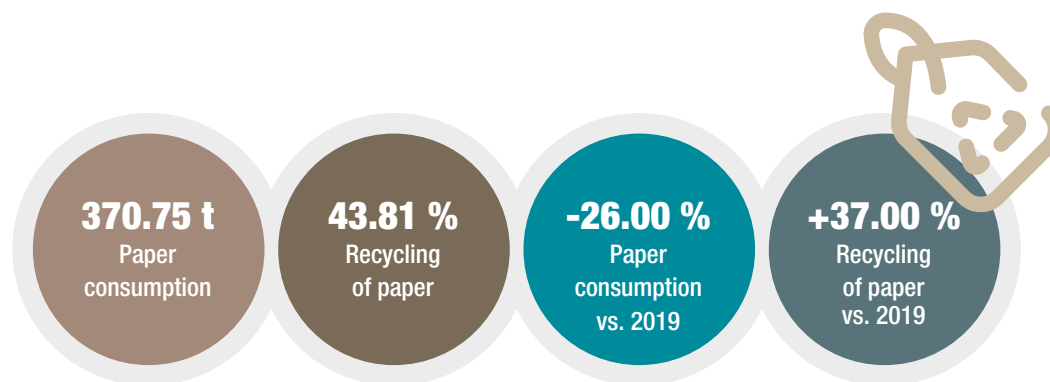
We plan to develop a self-consumption energy project, which will generate more than 150,000 kWh/year of clean energy and will save us 40% on our conventional electricity consumption.



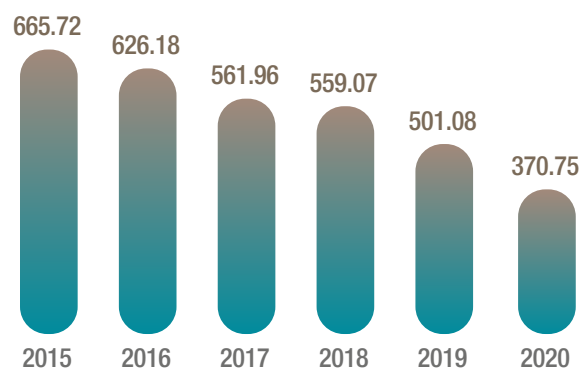
With the introduction of new photovoltaic energy projects in our facilities, we are contributing to the implementation of a sustainable production model, to the mitigation of climate change and to collaboration with the agri-food sector so that our farms and processing and marketing activities can be more efficient, profitable, and sustainable.

Consumption of paper, cardboard, printer ink and other consumables

We are promoting efficient actions in the consumption of resources such as paper, through the digitalisation of processes and campaigns such as the “paperless office” or “paperless mentality”. This commitment is also transferred to the management of all natural resources and, of course, any raw materials that have a negative impact on the environment.



Evolution of paper consumption (t)



Hazardous waste managed

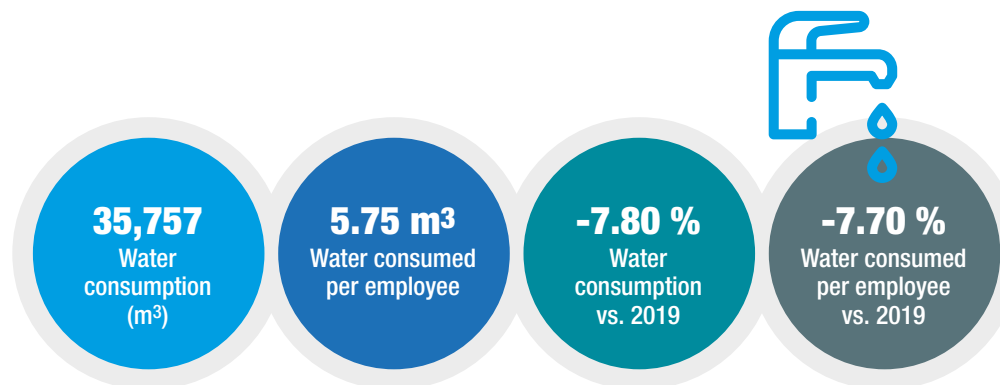
	Year 2020	Var % vs. 2019
Printer cartridges (units)	11,489	-31.23 %
Electrical Equipment (Kg)	35.37	-96.84 %
Tubes and bulbs (units)	327	-52.26 %
Electronic equipment (t)	96.60	-7.73 %

Measures to save on paper, toner, and other consumables

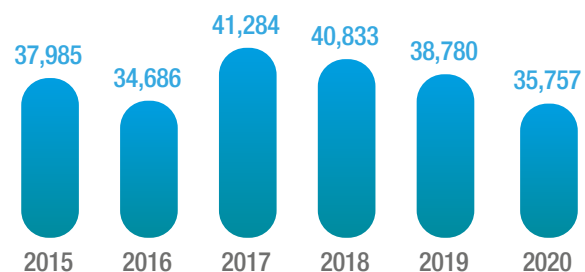
- Signature digitalisation process.
- Installation of dual monitors in offices.
- Plan to replace old printers in branches.
- Use of recycled paper at Central Services and in the branch network.
- Migration of devices to mobile devices.
- Review of processes to avoid printing and optimise operational efficiency.
- Printer centralisation.
- Elimination of plastic cups in offices and branches.
- Awareness of double-sided printing, multiple pages per sheet, colour, etc.

Water consumption

To reduce water consumption in the Group, adjustments are made to the efficiency of existing systems and facilities, and we are also promoting good practices to optimise everyday use.



Evolution of water consumption (m³)



Savings measures in water consumption

- Replacement of conventional toilet cistern for dual flush models.
- Installation of water-saving devices.
- Adjusting flush volumes.
- Incorporation of irrigation systems aimed at promoting water savings and efficiency in green areas.
- Installation of electrical shut-off valves.
- Staff awareness campaigns.



Our carbon footprint

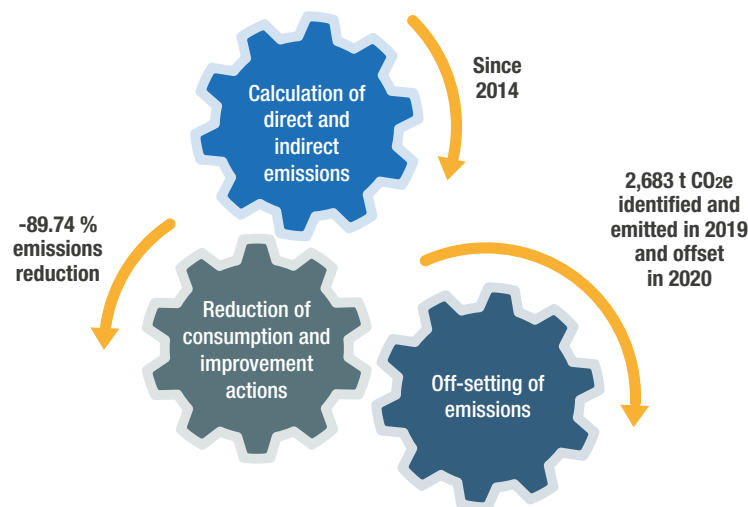
For several years, Grupo Cooperativo Cajamar has been calculating its carbon footprint, with the aim of further reducing it and trying to offset it. This measurement is carried out according to each of the three scopes, taking as a reference the international standard **The Greenhouse Gas Protocol**, developed by the **World Business Council for Sustainable Development (WBCSD)** and the **World Resources Institute (WRI)**.



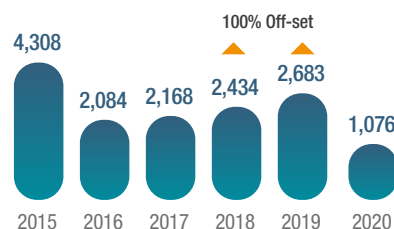
Every year, the Group voluntarily records its carbon footprint through the Spanish Climate Change Office of the Ministry for the Ecological Transition. The seal awarded distinguishes organisations that calculate their carbon footprint and commit to its reduction



The Group leads the Social Impact Cluster; leading business platform in Spain, which seeks to drive strategic positioning in the face of climate change.



Changes in our carbon footprint t CO₂e



2,683 tonnes of CO₂ Off-set in 2020 by the purchase of credits for the project Conservation of Madre de Dios in the Amazon, helping to reduce deforestation in the area, allowing for sustainable forest management and generating benefits for local communities.

In 2020, no fines have been recorded firm penalties for failure to comply with laws or regulations that relate to environmental aspects, performance in society, or the supply and use of products and services, which may be significant in relation to assets, financial situation and consolidated results.

Emissions from refrigerant leaks in 2020

Refrigerant Gas	Recharges (kg)	t CO ₂ equivalent*
R407C	18.15	32.20
R410A	42.10	87.90
Total	60.25	120.10

* Using gas equivalences, calculated on the basis of the 100 year GWP, according to the data in Annex I, of AR4, in the 4th IPCC report.

Direct - Scope 1	t CO ₂ e
Fleet of vehicles	374
Refrigerant gases	120
Total direct emissions	494
Direct - Scope 2	t CO ₂ e
Electricity	0
Direct - Scope 3	t CO ₂ e
Employee commuting	365
Business Travel (train and plane)	217
Total indirect emissions	582
Total Emissions	1,076

Emissions intensity CO ₂ /year 2020 t CO ₂ e	t CO ₂ e
Direct Scope 1	0.08
Indirect Scope 2	0
Indirect Scope 3	0.09
Total emissions	0.17

Sustainable finance

Sustainable finance, with an increasingly relevant presence, has become one of the main tools to drive transformation in the financial system. Hence, the banking sector would play a fundamental role in redirecting capital flows into a decarbonised and digitalised economy, facilitating the achievement of the challenges posed by Agenda 2030, with the Sustainable Development Goals and the Paris Agreement, to combat climate change.

In 2020, in order to strengthen our strategy in the field of sustainability, the Group created the new Division for Sustainable Finance and the Social Economy, with a very cross-cutting approach and the aim of getting more areas of the organisation involved.

This Division reports directly to the Board of Directors and is represented on the Sustainability Committee and the Group's Steering Committee.



Our main challenges in 2021 in the area of the sustainable finance

- **Adaptation to regulatory expectations**, which entail compliance with the EU Action Plan on Sustainable Finance and adaptation to major regulatory changes in environmental risk disclosure and management.
- **Expand the catalogue of products and services that include ESG criteria**, responding to the demand of individuals and companies and taking advantage of the financing opportunities that will arise in the transition to a low carbon economy.
- **Make progress with regard to climate and environmental risk management**, including climate indicators in the methodology and risk manuals, and developments in the portfolio carbonisation analysis process.
- Development and implementation of **the internal training plan in Sustainable Finance**, to strengthen the presence of sustainability-related values in the Group's culture.
- Continue to strengthen the presence of sustainability and the **consolidation of ESG criteria in the Group's strategy and governance**.



In 2019, we joined this United Nations initiative, which, with the collaboration of the global financial sector, seeks to promote sustainable finance and the integration of environmental and social aspects into business.

Socially Responsible Investment (SRI) as a catalyst in the transformation process

Here at Grupo Cooperativo Cajamar, we understand that an investment is socially responsible when we make temporary or permanent investments by combining the economic and financial interests of the Group with environmental, social and governance (ESG) criteria, in other words, generating a positive social impact on society.

In order to achieve this, we promote policies, measures and instruments that favour SRI, always bearing in mind the values and principles of Grupo Cooperativo Cajamar's Ethical Management System, seeking to integrate it into all our financial activity, involving our engagement, credit, and investment activities.

As a consequence of this drive, in 2020 we have continued to make significant progress in this area:

spainsif

The Group is affiliated to Spainsif, a leading SRI platform in Spain.



Approved frameworks for the issuance of social and green bonds

These are reference frameworks for future issues of our green and social bonds, whose net funds will be used for financing or refinancing of environmentally and socially sustainable projects and assets.

Integration of different strategies into the management of our Investment Funds

Through both assessment and exclusionary strategies, in 2020, the manager of our TREA Funds has managed **97.2%** of assets managed comply with ESG criteria.

Incorporation of ESG criteria into risk analysis

Which affects investment operations > 5M, by incorporating a sustainability report. In 2020 there were **> 90** operations analysed. **> 1.600 bn** Investment volume.

Support by investing funds to projects with a social impact

Subscription of **€1M** in the social venture capital fund risk promoted by AFI and the participatory finance platform La Bolsa Social.

Undesirable Links, which guarantee the coherence of our commitment

Also related to the Group's commitment to the promotion of the SRI are our Undesirable Links. With this self-imposition, we pledge not to finance companies and/or projects related to controversial activities bearing in mind the fundamental principles in the field of sustainability, international standards and agreements and the entity's Ethical Management System, all in accordance with the principles of precaution, prevention, and relative importance.

CONTROVERSIAL WEAPONS



We will not finance organisations that produce and/or distribute controversial weapons, including anti-personnel mines, chemical weapons, biological weapons, nuclear weapons, scatter or cluster bombs, and weapons that use depleted uranium.

GAMBLING



We will not finance activities that promote gambling or betting: casinos, betting, bingo, etc. The main controversy lies in the negative effects these activities can have on health, associated with the different forms of gambling addiction SMEs, the activity of state lottery and betting bodies and charitable organisations shall not be subject to exclusion.

NUCLEAR ENERGY



We will not finance projects associated with the production of nuclear energy; we support companies that produce renewable energy. Distribution in industry, large enterprises and SMEs would not be excluded.

LOCATED IN TAX HAVENS



We will not finance companies or organisations whose headquarters are located specifically for the purposes of tax avoidance or evasion. Countries included on the OECD grey list are classed as tax havens.

COAL



We will not finance activities that aim to produce electrical energy, thermal energy or automotive energy through the combustion of coal, as the most polluting fossil fuel with the highest impact on climate change. Distribution in industry, large enterprises and SMEs would not be excluded.

MULTI-LEVEL PYRAMID SCHEMES



We will not finance companies or organisations whose revenues and/or profits derive directly from new members (partners, distributors, etc.). We include in this category companies or organisations with multilevel schemes that can be equated with pyramid schemes through ad hoc analysis.

PORNOGRAPHY AND PROSTITUTION



We will not finance activities involving the production and/or distribution of images featuring sexual content. Other activities that promote and/or profit through the exercise of sexual practices in exchange for money or other economic remuneration.

AT RISK OF CONTROVERSY



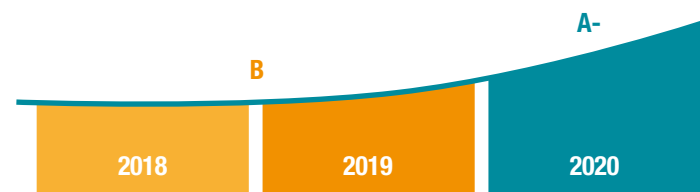
We will not finance companies or organisations, including their administrators, in respect of which the opening of an oral hearing in criminal proceedings has been agreed, as well as those about which controversial cases in social, environmental and/or ethical/governance issues are known following an ad hoc analysis.

Risks and opportunities arising from climate change

Climate change is one of the priority challenges that we must face, as it has become a problem that we must tackle without further delay and with a global approach. Grupo Cooperativo Cajamar is particularly sensitive to the implications of climate change. This is because the primary sector occupies a strategic sector to the Group, which represents both a risk for its own activity and that of its members and customers, as well as an opportunity, considering the unique capacity of this sector to contribute possible solutions. In addition, Grupo Cooperativo Cajamar follows the recommendations established by the **Task Force on Climate-Related Financial Disclosure (TCFD)**, with the objective of assessing and managing impacts of climate change, understanding these as transition and physical risks(*see annex on “potential risks and climate opportunities” included in this report*).



The prestigious international organisation ‘**Coal Disclosure Project**’ (CDP) has classified us in the ‘**Leadership**’ category, with an **A-rating**, which positions us among the leading companies in climate change management.



Rating awarded by CDP to Grupo Cooperativo Cajamar.

What is the purpose of assessing and managing the portfolio's climate risks?

STRATEGY	REGULATORY EXPECTATIONS	RISKS	MARKETS
Improve commercial knowledge based on criteria of sustainability.	Improve knowledge of the environmental impact of credit operations, as well as reporting mechanisms for investors and supervisors with ESG criteria.	Improve Global Risk Control .	Clarify eligibility criteria for potential issuance of ESG-based securities.

Climate classification of Grupo Cooperativo Cajamar's credit portfolio



25.6 %

Exposure of the loan portfolio to potentially mitigating activities.

17.1 %

Exposure of the loan portfolio to physical risks.

2.3 %

Exposure of the loan portfolio to the risk of carbon leakage.

GRUPO COOPERATIVO CAJAMAR LOAN PORTFOLIO

All loans granted, excluding segments of natural persons, Public Administrations, non-profit entities and financial intermediaries. Companies have also been excluded from the consolidation perimeter to give an adjusted figure to the consolidated balance sheet and the risk of default.

POTENTIALLY MITIGATING ACTIVITIES ACCORDING TO THE TAXONOMY

The Taxonomy identifies sectors with activities that are considered potentially aimed at climate change mitigation: agriculture, forestry, manufacturing, electricity supply, etc.

Therefore, according to certain thresholds, activities are considered to contribute to reducing CO2 emissions. So a potentially mitigating activity would be green if it is within the thresholds established by the taxonomy. Activities not classed as mitigation activities either do not have any mitigating potential, or the taxonomy has not yet set thresholds for various reasons.

PHYSICAL RISKS

Physical risks are considered to be those resulting from the increasing severity and frequency of extreme weather events, or from a gradual change in Earth's climate. These risks can directly affect companies through damage to their assets and infrastructure; or, can indirectly affect the medium or long-term viability of their productive activities.

The physical risk factors listed in the Taxonomy are: temperature, wind, water or soil. In addition, these risks are also divided into acute and chronic. Acute physical risks are considered to be those caused by extreme weather events whose frequency and intensity would gradually increase due to global warming (floods, forest fires, etc.). On the other hand, chronic physical risks are considered to be the result of a medium- and long-term change in climate behaviour, especially due to the general increase in temperatures (sea level rise, changes in the level and frequency of rainfall, etc.).

CARBON LEAKAGE

Situation that can occur when, for reasons of costs derived from climate policies, companies move their production to other countries with less stringent emission limits. This can lead to an increase in total emissions. The risk of carbon leakage may be greater in certain industries with high energy consumption. These are companies whose production is highly carbon-intensive, in other words, their transition is going to be more difficult or costly. (List of sectors at risk of carbon leakage in accordance with EC Directive 2003/87/EC of the European Parliament and of the Council of Europe with regard to the determination of sectors and sub-sectors considered to be at risk of carbon leakage for the period 2021-2030).

Breakdown of the loan portfolio's climate rating by sectors

	Abs. (€)	%*	%**
Primary sector			
● Exposure to the risk of carbon leakage in the primary sector	27,174,432.72	0.71 %	0.13 %
● Exposure to physical risks in the primary sector	3,618,235,107.87	94.78 %	17.06 %
● Exposure of the portfolio to potentially mitigating activities in the primary sector	3,246,517,664.49	85.04 %	15.31 %
Secondary Sector			
● Exposure to risk of carbon leakage in the secondary sector	466,521,276.85	7.82 %	2.20 %
● Exposure to physical risks in the secondary sector	13,669,087.24	0.23 %	0.06 %
● Exposure of the portfolio to potentially mitigating activities in secondary sector	1,708,570,569.27	28.64 %	8.06 %
Tertiary Sector			
● Exposure to the risk of carbon leakage in the tertiary sector	-	0.00 %	0.00 %
● Exposure to physical risks in the tertiary sector	-	0.00 %	0.00 %
● Exposure of the portfolio to potentially mitigating activities in the tertiary sector	480,423,775.74	4.38 %	2.27 %
Exposure of the portfolio to climate risks (both physical and carbon leakage) and mitigating activities taking into account all sectors	6,194,132,404.89***		29.20 %***

Figures at 31/12/2020

*
Percentage calculated relative to the sector total

**
Percentage calculated relative to the total portfolio

Both the percentage and the absolute exposure (€) does not correspond exactly to the sum of each of the individual values since there are activities within these sectors that are exposed to two risks simultaneously

Making progress in measuring and improving new indicators that contemplate climate change and other environmental aspects

The Group has developed a tool that allows provides greater knowledge of the environmental regulatory risk exposure its customers, and, consequently, allows its to focus on providing appropriate risk management for customers that might also present a weaker financial position. In 2020 this tool, called Ecorating, was further updated to include new environmental criteria, and training has been provided for its correct use within the Group. At the end of the financial year 2020 the weighted average **Ecorating of the portfolio had a value of 213.6**, with a low environmental risk.

Continuing with the process of measuring and refining new indicators, the Group has calculated the exposure of its portfolio to carbon-intensive sectors based on the data available in the INE regarding CO₂ emissions from the different branches of activity in Spain (CNAE). Furthermore, by crossing the data available in the Bank of Spain and in the INE for turnover and emissions by CNAE, respectively, together with the turnover of customer-members of the Group, we have estimated emissions of these, resulting in a total of **15,228,576.56 tonnes of CO₂**.

CARBON INTENSIVE SECTORS


Productive sectors that use fossil fuels intensively.

ECORATING

Analytical model for the predisposition of the entity's business client portfolio. It models the predisposition to be "sensitive" to the effects of climate change and European regulation regarding the low-carbon economy. This model returns a climate risk predisposition value (output) ranging from 0 to 1000, with 0 being a zero environmental risk prediction and environmental risk prediction.

Environment al Risk (Ecorating)


Low	57.66 %
Medium-low	35.60 %
Medium-high	4.55 %
High	0.05 %

 Portfolio exposure

The remaining 2.15 % corresponds to customers who have not reported a CNAE

Carbon intensity

Low	70.17 %
Medium-low	0.98 %
Medium	24.16 %
Medium-high	0.99 %
High	1.55 %

 Portfolio exposure

The remaining 2.15 % corresponds to customers who have not reported a CNAE

Both indicators have been integrated into the RAF following their approval by BCC's Board of Directors

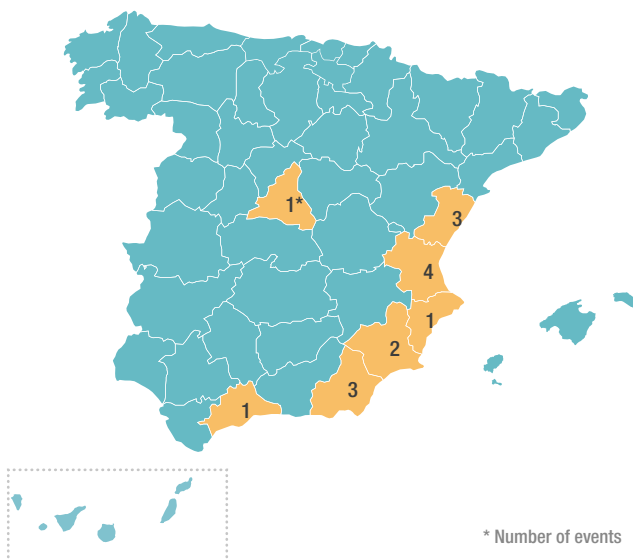
Knowledge transfer

Promoting the transfer of knowledge, especially in the *agro* sector, has always been a priority for Grupo Cooperativo Cajamar. In 2020, with the social and health crisis, the efforts made by Grupo Cooperativo Cajamar in this area of knowledge dissemination and transfer have been brought to the fore. The limitations on physical attendance at events and courses have been counteracted by fluid communication, in webinar/online formats, demonstrating the quality and interest of the training, both at a local and global level.

Face-to-face events

We bring people together with new ideas that can generate innovations

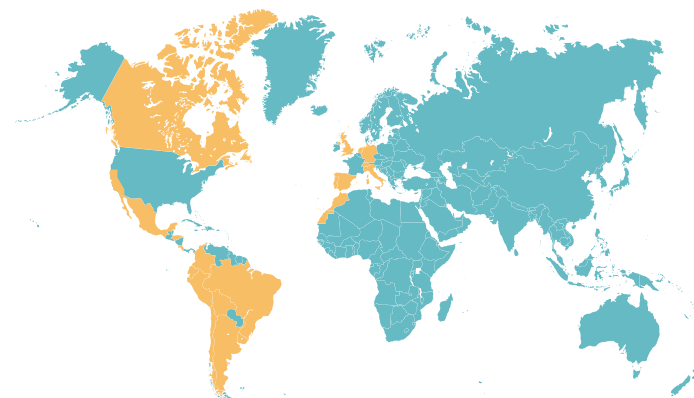
In 2020, a total of **15 events** were held nationally, with **1,153 participants**. Furthermore **915 people** took part in **59 visits** to our Experimental Centres and Stations.



* Number of events

Virtual events

We promote the formation of professional networks, which streamline the exchange of information and facilitate the dissemination of innovations among different agents in the sector.



In 2020, we delivered a total of **56 courses/webinars** attended by **5,010 people** from **14 countries** and **3 continents** (Europe, America and Africa).

Plataforma Tierra

We have developed a unique and differential project for the agri-food sector, with which we want to facilitate and accelerate the generation of new solutions and reach our clients and partners as soon as possible, providing support in long-term strategic decision-making.



Plataforma Tierra is a project for the digitalisation of the agri-food sector developed by Grupo Cooperativo Cajamar, bringing together on a single website all our activity as a leading entity in Spain's agri-food economy: analysis, news, innovation, entrepreneurship, publications, digital tools, training and events to continue moving toward a more efficient, cost-effective and sustainable sector.

<https://www.plataformatierra.es/>

Publications and communications

The publications allow knowledge to be transferred through books, magazines, newsletters, reports and studies that contribute to the promotion of the agri-food sector, with the most complete private publishing collection specialised in agri-food in Spain



Roadmap for citrus
cultivation
in Spain

Analysis of the
campaign
horticulture.
2019/2020 Campaign

Observatory on the sector
regional agri-food in the
European context.
Report 2019

Risks, threats and
opportunities 2020

2020 107,472 106,548

▲ 106.58 %



▲ 159.19 %

2019 52,025 41,108

Support for innovation and research

Agro-food innovation as a hallmark of our identity at Grupo Cooperativo Cajamar

Right from the outset we have been linked to local farmers' initiatives, and we are committed to innovation as a tool to improve the competitiveness and profitability of our members and customers, bringing people closer to innovative ideas that can generate innovations in any area in general and in the *agro*-sector in particular.

For more than 40 years, Grupo Cooperativo Cajamar has contributed to technological development and agro-food innovation through its experimentation and training centres, as well as its numerous collaborations with universities, public research centres and companies, promoting the culture of innovation and cooperation between the different agents in the chain.

At present, the Experimental Centres in Almeria and Valencia are carrying out applied research projects and developing new production technologies, encouraging the generation of added value and increasing productivity through sustainable practices and the efficient use of the resources available to us.



In 2020, **80 projects were developed in 4 strands of research** and in collaboration with technology centres, universities and leading international companies.



One of these reference projects is the **incubator and accelerator for high-tech enterprises for sustainable water resources management**. This is a collaborative project that supports any business idea or project working towards efficient water management.

Innovating to protect the interests of our members and customers

The projects developed in our experimental centres aim to bring our members and customers in the *agro*-sector closer to and facilitate the achievement of the environmental targets described in the EU Taxonomy. At the same time, these projects help to mitigate the risks associated with climate change that might affect them.

Projects and initiatives aligned with environmental objectives

MITIGATION OF CLIMATE CHANGE

- Optimal control and management of heterogeneous resources in agro-industrial productive districts by integrating renewable energies
- Efficient resource management by integrating renewable energy
- Production, processing and commercialisation of biomass for energy purposes under sustainable management
- Use of biomass for energy purposes

SUSTAINABLE USE AND PROTECTION OF WATER AND MARINE RESOURCES

- Improved crop management, reducing contamination of waterways
- Improved efficiency in the use of water in open-air vegetable crops
- Technological innovation and Sustainable Water Management
- Sustainable management of irrigation water in fruit and vegetables
- Studies to improve soil filtration

PROTECTION AND RECOVERY OF BIODIVERSITY AND ECOSYSTEMS

- Implementation of ecological developments for agriculture sustainable
- Pest control to promote biodiversity
- Recover some of the biodiversity lost in the environment of greenhouses

ENVIRONMENTAL OBJECTIVES

ADAPTATION TO CLIMATE CHANGE

- Improve accessibility and strengthen the use and knowledge of genetic resources of agricultural products, in order to address new consumer requirements and challenges related to climate change
- Design of new strategies to maintain high yields in the production of fruits and vegetables under high temperature conditions
- New crops in the face of climate change: stevia and moringa

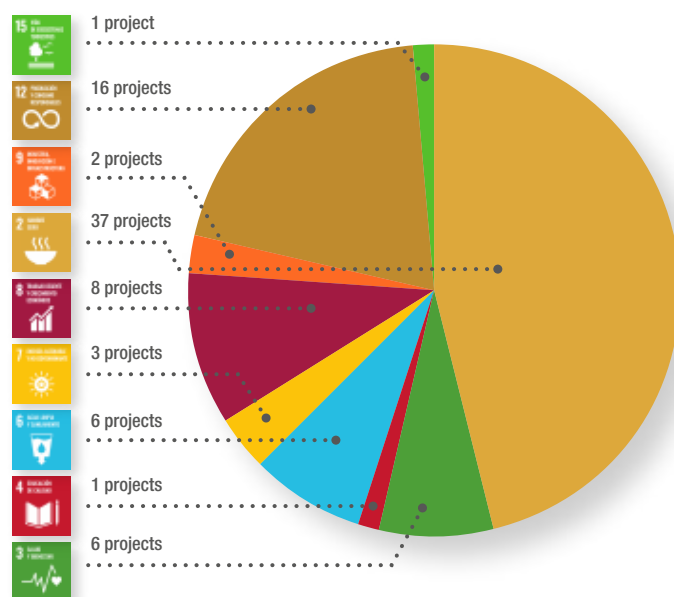
TRANSITION TO A CIRCULAR ECONOMY

- R&D to increase responsible and competitive production
- Reuse of plant waste to improve water use or pest control
- Waste and by-product management

PREVENTION AND CONTROL OF CONTAMINATION

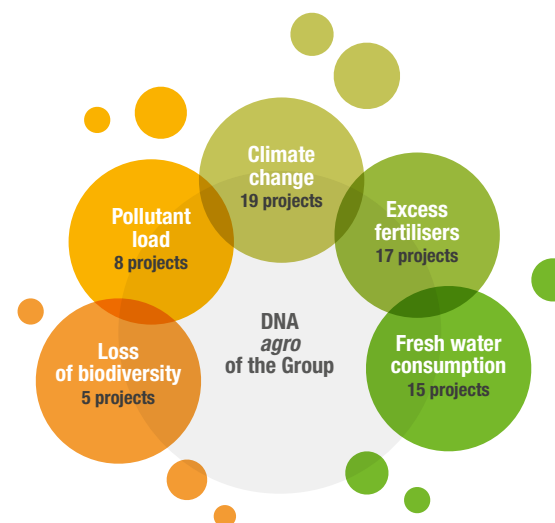
- Improved treatment of purines possibility of reusing
- Innovation for a reduction in chemical use
- Studies on the influence of introducing biocidal plant crops on soil health and soil quality

Innovating to promote the objectives of society



The innovation projects developed in 2020 have a direct impact on 10 of the 17 United Nations Sustainable Development Goals.

These projects are distributed, prioritising goals with the greatest impact potential for the Group, including: ensure the sustainability of food production systems and apply resilient agricultural practices (goal 2.4), achieve sustainable management and efficient use of natural resources (goal 12.2) and significantly reduce waste generation through prevention, reduction, recycling and reuse (goal 12.5).



Our activity in innovation and research is linked to the Group's *agro* DNA, taking into consideration aspects directly related to planetary limits, as a defined framework of reference for ensuring human development.

Efficient management of *water resources*, *biological pest control* systems as an alternative to pesticide use, or *soil management* with enrichment of microfauna and the reduction of chemical fertilisers; these are some examples that focus on achieving competitive growth and increased productivity in a sustainable and environmentally responsible model.

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Future outlook



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Future outlook



Manuel Yebra Sola

Chief Executive Officer
BCC-Grupo Cooperativo Cajamar

The financial industry is undergoing profound changes as a result of the ecological transition process launched in 2015 with the Paris Agreement and Sustainable Development Goals. In the five years since then, the banking sector has become aware that it is and will be a key player in this whole process, helping to redirect financial flows toward increasingly viable, sustainable projects, with a greater positive impact on society, and able to incorporate the long-term perspective into economic-financial decision-making.

Proof of this has been the more recent enactment of the Principles for Responsible Banking, an instrument that will be very useful to signatory entities to acquire new commitments to society, transferring certainty and generating confidence in an increasingly complex world. The horizon for this transition is 2030, as set out in the Agenda for Sustainable Development.

As a result, we have ten years ahead of us in which we will support our customers through the process of adapting to a low carbon economy, with a strong digital presence, and based on knowledge as a differential element. And we will do so by offering our contribution the creation of a framework for a fair transition that leaves no one behind, not people or economic sectors, and which will enable us to build a better society than the one we have ourselves, which is the fundamental premise of sustainable development.

Our group is part of the social economy, and attributes such as trust, commitment to sustainable economic and social development, shared value generation and financial inclusion are inherent in our financial function and social performance because they are part of our cooperative-based nature.

These attributes, together with the creation of stable and close relationships with our stakeholders, transparent management, and long-term planning to ensure sustainable development, are essential to combine forces, to generate social consensus, and create certainty that will enable us to deal with the risks posed by globalisation.

Certainty that is especially necessary in the face of the situation in 2020 and which will mark several generations for years. Because the Covid-19 pandemic, which has caught us all by surprise and has revealed the most vulnerable parts of our society, will force us to review our personal and collective behaviour patterns, how we measure risks, and how we manage our resources and organisations. However, although this situation has shown our most vulnerable part, it has also highlighted our capacity for solidarity, cooperation, and innovation. So, collectively, we are overcoming this very complex scenario and will undoubtedly come out the other side stronger and more knowledgeable.



20 Sustainability 20 Report

Even so, the situation generated by COVID-19 is not the only challenge we must face. We also need to address several important environmental alerts, among which climate change is particularly important because of its short, medium and long-term impact on our society and on our productive sectors. The best way for banks to do this especially those that are very close to the territory as a defining element, is to accompany and support our companies and, in general, our customers, to make an ecological transition that brings risks but also important opportunities that we all need to identify and capitalise on.

In this regard, our group has been working for years to structure this transition process on various fronts, developing a genuine social and cooperative banking model, capable of contributing through its experience and values to sustainable development in a more ethical-inclusive way, reinforcing our territorial base, conveying the possibilities offered by cooperativism and the organisations of the social and solidarity economy, and by making the new global trends in capital markets, which are increasingly abstract and global, compatible with the development of concrete opportunities at regional and local level for our businesses and our citizens.

On this basis, we are convinced that a different, more diverse future is possible, more committed to the territory, and able to understand its needs to strengthen the business fabric of local productive systems, creating development where there are people, and fixing the population where there is potential for development. This is our idea of growing with the environment, something that is inherent in our origins, our governance and our cooperative values. Based on

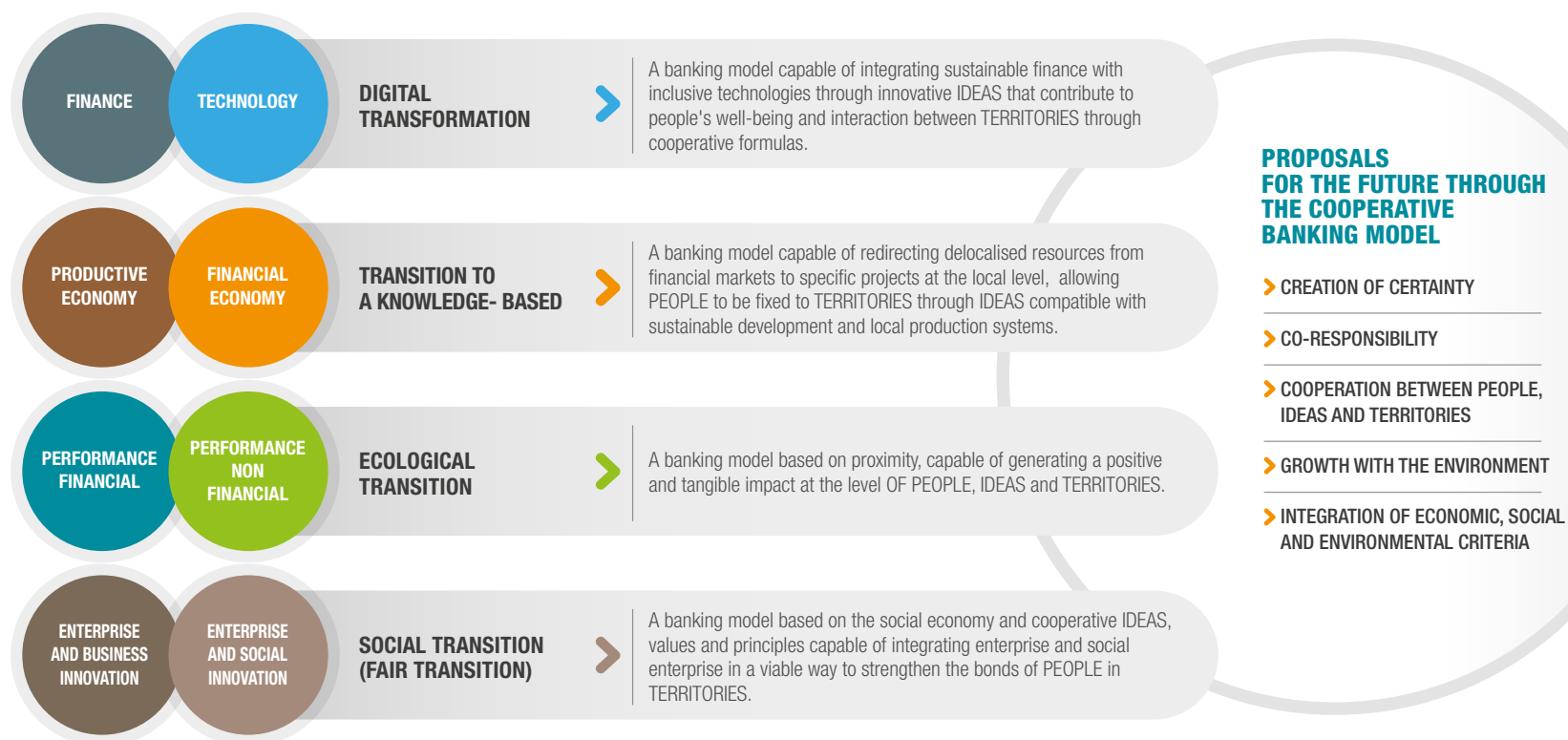
this premise, the cooperative banking model that we promote here at Grupo Cooperativo Cajamar will be more justified than ever, bringing diversity to the banking system, contributing to sustainable local development, fixing capital to the territory, creating stable and quality employment, and supporting local innovation and production systems.

Cooperative banking has great potential to integrate the major thematic areas of an increasingly complex society that are substantially changing the banking business: sustainable finance with inclusive technology, ethics with business, productive economy with financial economy, local with global, financial performance with non-financial, as well as innovation and business enterprise with innovation and social enterprise.

All this necessarily translates into best banking practices based on ethical, social responsibility and sustainability criteria. Financial activity and social performance that creates certainty and trust among our shareholders, members and customers, and that, with the professional involvement of our Group's team, generates a positive impact on our society.

A cooperative social banking model for a different future

Toward inclusive, restorative and sustainable globalisation from a local logic



8

Contents of the report



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Contents of the report

Category	Management Approach	Corporate material aspect	Coverage	Scope
Impact of products and services	Impact of products and services	E.4, E.6, S.2, A.3, A.5	Mixed	GCC
	Audit	E.1, A.1	Mixed	GCC
	Active ownership	E.1, E.6, S.5	Mixed	GCC
	Labelling of products and services	E.4, S.4	Mixed	GCC
Economic Dimension	Economic performance	E.2, E.3, S.3	Internal	GCC
	Presence in the market	E.1, S.3	Mixed	GCC
	Indirect economic consequences	E.2, E.6, S.2, S.4, S.5, S.6, A.3	Mixed	GCC
	Procurement Practices	E.6	Mixed	GCC
Environmental Dimension	Materials	A.1	External	GCC
	Energy	A.1	External	GCC
	Water	A.1	External	GCC
	Biodiversity	S.2, A.5	Mixed	GCC
	Emissions	A.1	External	GCC
	Effluents and Waste	A.1	External	GCC
	Environmental Compliance	A.1	External	GCC
	Environmental assessment of suppliers	E.6	Mixed	GCC
Labour practices and decent work	Employment	S.3	Internal	GCC
	Employee-company relations	S.3	Internal	GCC
	Health and safety at work	S.3	Internal	GCC
	Education and Training	S.3	Internal	GCC
	Diversity and Equal Opportunities	S.3	Internal	GCC
	Evaluation of suppliers' labour practices	E.6	Mixed	GCC
Human rights	Evaluation of human rights	E.1	Mixed	GCC
	Non-discrimination	S.2, S.4	External	GCC
	Freedom of association and collective bargaining	S.3	Internal	GCC
	Child labour	Non material	Not applicable	Not applicable
	Forced labour	Non material	Not applicable	Not applicable
	Security measures	Non material	Not applicable	Not applicable
Society	Rights of the indigenous population	Non material	Not applicable	Not applicable
	Social assessment of suppliers	E.6	Mixed	GCC
	Local communities	S.4, S.5, S.6	External	GCC
	Anti-corruption	E.1	Mixed	GCC
	Public Policy	E.1	Mixed	GCC
	Unfair Competition	E.1	Mixed	GCC
	Socio-economic compliance	E.1	Mixed	GCC
	Social assessment of suppliers	E.6	Mixed	GCC
Product Responsibility	Health and safety of customers	E.4	Mixed	GCC
	Labelling of products and services	E.4	Mixed	GCC
	Marketing Communications	E.1, E.4	Mixed	GCC
	Customer Privacy	E.1, E.4	Mixed	GCC
	Regulatory Compliance	E.1, E.4	Mixed	GCC



International framework for integrated reporting

International framework for integrated reporting Grupo Cooperativo Cajamar understands the need to report on relevant aspects that affect its ability to create value in the short, medium and long term. To this end, the Group has adopted the

international reporting framework for integrated reports drawn up by the International Integrated Reporting Council. Integrated reporting is the most advanced and comprehensive model for integrating and reporting financial and non-financial

Aspects included in the integrated report, according to IIRC content requirements

	Aspects requested	Pages
Description of the organisation and environment.	General Description	9
	Vision, mission and values	9
	Structure	4
	Positioning in the financial sector	9
	Description of the environment	7
Corporate Governance	Governing bodies and mechanisms	20 - 23
	Decision-making process	17 - 23
	Reflection of culture in the use of capital and its effect	29 - 32
	Remuneration and value creation	18 - 20; 46 - 47
Business Model	Value chain	25 - 32
	Materiality	44
	Stakeholders: identification, selection and management	44
	Shared Value Creation	29
Opportunities and risks	Identification of opportunities and risks	34 - 37
	Likelihood of occurrence and opportunity for improvement	38
Strategy and resource allocation: performance	Objectives and actions taken to achieve them	40 - 41
	Allocation of resources	42
	Measuring achievement and goals	43
Outlook for the future	Expectations of the organization regarding its surroundings and effect on the organization	103 - 104
	Readiness of the organisation with respect to the future outlook	105



The Global Compact and GRI

Banco de Crédito Cooperativo, as the head of Grupo Cooperativo Cajamar, signed up to the United Nations Global Compact in 2006 and is committed to implementing ethics, corporate social responsibility and sustainability principles, as well as to report

every year on its performance in relation to the ten principles. Through this report, Grupo Cooperativo Cajamar responds to the reporting requirements set out in the Progress Report for 2018.









Aspects included in the integrated report, according to IIRC content requirements

Management Approach		Equivalence in GRI Standards
Human Rights	Principle 1 Business and Human Rights Businesses should support and respect the protection of internationally proclaimed human rights	406-1; 407-1; 408-1; 409-1; 413-1
	Principle 2 Business and Human Rights Abuses Business should make sure that they are not complicit in human rights abuses	406-1; 407-1; 408-1; 409-1
Labour	Principle 3 Business and freedom of association Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining	102-41, 402-1; 407-1
	Principle 4 Businesses and forced labour and coercion Businesses should uphold the elimination of all forms of forced and compulsory labour	409-1
	Principle 5 Elimination of Child Labour Businesses should uphold the elimination of child labour	408-1
	Principle 6 Discrimination in employment Businesses should uphold the elimination of discrimination in respect of employment and occupation	102-8; 406-1; 414-1 y 414-2
Environment	Principle 7 Business and Environment Businesses should support a precautionary approach to environmental challenges	301-1 and 301-3; 302-1 to 302-5; 303-1; 304-1 to 304-2; 305-1 to 305-5; 306-1 to 306-2; 307-1; 308-1 and 308-2
	Principle 8 Initiatives to respect the environment Businesses should undertake initiatives to promote greater environmental responsibility	301-1 and 301-3; 302-1 to 302-5; 303-1; 304-1 to 304-2; from 305-1 to 305-5; 306-1 to 306-2; 307-1; 308-1 and 308-2
	Principle 9 Diffusion of environmentally friendly technologies Businesses should encourage the development and diffusion of environmentally friendly technologies	301-1 and 301-3; 302-1 to 302-5; 303-1; 304-1 to 304-2; from 305-1 to 305-5; 306-1 to 306-2; 307-1; 308-1 and 308-2
Anti-corruption	Principle 10 Companies and corruption, extortion and bribery Companies must work against corruption in all its forms, including extortion and bribery	From 205-1 to 205-3; and 415-1



Sustainable Development Goals and the GRI

Objective	Correspondences with GRI
	202-1; 203-2; FS3; FS6; FS7; 413-1
	201-1; 203-1; 203-2; 413-1
	203-2; 305-1; 305-2; 305-3; 305-6; 305-7; 306-1; 306-2; 306-3; 306-4; 403-2; 404-1
	102-27; 403-3; 404-1
	102-22; 102-24; 201-1; 202-1; 203-1; 406-1; 401-1; 401-3; 403-1; 404-1; 404-3; 405-1; 405-2; 414-1
	303-1; 306-2; 307-1
	201-1; 203-1; 302-1; 302-2; 302-3; 302-4; 302-5
	102-8; 102-41; 201-1; 202-1; 202-2; 203-2; 301-1; 301-2; 301-3; 302-1; 302-4; 302-5; 303-3; 401-1; 401-2; 401-3; 402-1; 403-1; 403-2; 403-3; 403-4; 404-1; 404-2; 404-3; 405-1; 405-2; 406-1; 407-1; 412-1; 412-2; 412-3; 414-1; 414-2; 413-1; 413-2; FS6; FS7
	201-1; 203-1; FS7; FS8

Objective	Correspondences with GRI
	203-2; FS1; FS2; FS3; FS4; FS5; FS7; FS10; FS11; FS15; FS16
	203-1; 301-2; 301-3; 302-4; 304-3; 305-5; 306-1; 308-1; 413-1; 414-1; FS7; FS8; FS13
	301-1; 301-2; 301-3; 302-1; 302-2; 302-3; 302-4; 302-5; 303-3; 304-3; 305-1; 305-2; 305-3; 305-4; 305-5; 305-6; 305-7; 413-1; 414-1; 417-1; FS10; FS7; FS8; FS11; FS13
	201-2; 301-2; 301-3; 302-1; 302-2; 302-3; 302-4; 302-5; 303-1; 305-1; 305-2; 305-3; 305-4; 305-5; 306-2; 308-1; FS8
	305-1; 305-2; 305-3; 305-4; 305-5
	305-1; 305-2; 305-3; 305-4; 305-5
	102-16; 102-17; 102-21; 102-22; 102-23; 102-24; 102-25; 102-29; 102-37; 205-1; 205-2; 206-1; 307-1; 406-1; 408-1; 410-1; 414-1; 414-2; 415-1; 416-2; 417-2; 417-3; 418-1; 419-1;
	102-12; 102-13; 102-14; 102-41; 203-2



Correspondence between non-financial information legislation and the GRI

Aspects included in the integrated report on the basis of Act 11/2018, of 28 December 28, amending the Code of Commerce, the revised Capital Corporations Act

approved by Royal Legislative Decree 1/2010, of 2 July, and the Accounts Auditing Act 22/2015, of 20 July, in the field of non-financial information and diversity.

Aspects requested		Correspondences with GRI Standards	Pages
Information about the business model	Brief description of the Group's business model Business environment, organisation, structure, markets in which it operates, objectives and strategies, and the main factors and trends that may affect its future evolution.	102-1 (a); 102-2 (a y b); 102-3 (a); 102-4 (a); 102-5 (a); 102-6 (a); 102-7 (a); 102-8 (a, b, c and f); 102-9 (a); 102-10 (a); 102-14 (a); 102-15 (a); 102-18 (a and b)	4, 6-7, 9-14, 17, 19-20, 22, 25-38, 40-42, 61-66, 90, 103-105 and 133-159
Information about environmental issues	Environment Detailed information on the current and foreseeable effects of the company's activities on the environment and, where appropriate, health and safety, environmental evaluation or certification procedures; resources dedicated to the prevention of environmental risks; application of the principle of precaution, the quantity of provisions and guarantees for environmental risks.	102-11 (a); 103-1 (a, b and c); 103-2 (a, b and c); 103-3 (a); 201-2 (a); 308-1 (a)	9, 35-38, 65, 90, 93-96 and 162
	Pollution and Contamination Measures to prevent, reduce or repair carbon emissions that seriously affect the environment; taking into account any specific form of air pollution of an activity, including noise and light pollution.	103-1 (a, b and c); 103-2 (a, b and c); 103-3 (a); 301-1 (a); 301-2 (a); 301-3 (a and b); 302-1 (a, b, c, d, f and g); 302-2 (a, b and c); 302-3 (a, b, c and d); 302-4 (a, b, c and d); 302-5 (a, b and c); 305-1 (a, b, c, d, e, f and g); 305-2 (a, b, c, d, e, f and g); 305-3 (a, b, c, d, e, f and g); 305-4 (a, b, c and d); 305-5 (a, b, c, d and e); 306-2 (a and b); 307-1 and FS8.	67, 82, 84-87 and 89



	Aspects requested	Correspondences with GRI Standards	Pages
Information about environmental issues	Circular Economy and prevention and management of waste Measures of prevention, recycling, reuse, other forms of recovery and disposal of waste; actions to combat food waste.	103-1 (a, b and c); 103-2 (a, b and c); 103-3 (a); 301-1 (a); 301-2 (a); 301-3 (a and b); 303-1 (a) and 306-2 (a and b).	87-88
	Sustainable use of resources: water consumption and water supply in accordance with local constraints Consumption of raw materials and measures taken to improve the efficiency of their use; direct and indirect consumption of energy, measures taken to improve energy efficiency and the use of renewable energies.	103-1 (a, b y c); 103-2 (a, b y c); 103-3 (a); 302-1 (a, b, c, d, f y g); 302-2 (a, b y c); 302-3 (a, b, c y d); 302-4 (a, b, c y d) y 302-5 (a, b y c).	84-86
	Climate change The important elements of greenhouse gas emissions generated as a result of the company's activities, including the use of the goods and services it produces; the measures taken to adapt to the consequences of climate change; the voluntarily established medium- and long-term reduction targets to reduce greenhouse gas emissions and the means implemented for this purpose.	103-1 (a, b and c); 103-2 (a, b and c); 103-3 (a); 305-1 (a, b, c, d, e, f and g); 305-2 (a, b, c, d, e, f and g); 305-3 (a, b, c, d, e, f and g); 305-4 (a, b, c and d) and 305-5 (a, b, c, d and e);	89
	Protection of biodiversity Measures taken to preserve or restore biodiversity; impacts caused by activities or operations in protected areas.	103-1 (a, b and c); 103-2 (a, b and c); 103-3 (a) and 304-2 (a and b). 67, 82 and 101	67, 82 and 101
Information about social issues and relating to staff	Employment Total number and distribution of employees by gender, age, country and occupational classification; total number and distribution of types of employment contract, average annual permanent contracts, temporary contracts and part-time contracts by gender, age and occupational classification, number of dismissals by gender, age and occupational classification; the average pay and its evolution disaggregated by gender, age and occupational classification or equal value; wage gap, the remuneration of equal or average jobs in society, the average remuneration of directors and executives, including variable remuneration, allowances, indemnities, payments into long-term retirement savings and any other amounts received, disaggregated by gender, implementation of work disconnection policies, employees with disabilities.	1102-8; 103-1 (a, b and c); 103-2 (a, b y c); 103-3 (a); 401-1 (a and b); 401-2 (a); 401-3 (a, b, c, d and e).	9, 69 and 133-156
	Organisation of working time Number of hours of absenteeism; measures to facilitate a work/life balance and to encourage joint parental responsibility.	103-1 (a, b and c); 103-2 (a, b and c); 103-3 (a); 401-3 (a, b, c, d and e) and 403-2 (a and b).	69 and 153-155



	Aspects requested	Correspondences with GRI Standards	Pages
Information about social issues and relating to staff	Health and safety Health and safety conditions in the workplace; Accidents at work, in particular their frequency and severity, as well as occupational diseases; disaggregated by gender.	103-1 (a, b and c); 103-2 (a, b and c); 103-3 (a) and 403-2 (a and b) (Given the nature of the activity, severity and frequency indices are not considered material and other similar more relevant ones are included)	153-154
	Social Relations Organisation of the social dialogue, including procedures for informing and consulting staff and negotiating with them; percentage of employees covered by collective bargaining agreements by country; the balance of collective agreements, particularly in the field of health and safety at work.	102-8 (a, b, c and f); 102-41 (a); 103-1 (a, b and c); 103-2 (a, b and c); 103-3 (a); 402-1 (a and b); 403-1 (a and b); 403-4 (a and b); 412-3 (a and b).	64-66, 74 and 133-160
	Training Policies implemented in the field of training; total number of hours of by professional categories.	103-1 (a, b and c); 103-2 (a, b and c); 103-3 (a); 404-1 (a); 404-2 (a and b); 404-3 (a); 412-2 (a and b)	70 and 157-159
	Universal accessibility of persons with disabilities	103-2 (a, b y c) y FS14	75-76
	Equality Measures taken to promote equal treatment and opportunities between women and men; Equality plans (Chapter III of Organic Law 3/2007, of 22 March, for the effective equality of women and men), measures adopted to promote employment, protocols against sexual and gender-based harassment, integration and universal accessibility of persons with disabilities; the policy against all forms of discrimination and, where appropriate, the management of diversity.	102-8 (a and c); 103-1 (a, b and c); 103-2 (a, b and c); 103-3 (a); 405-1 (a and b); 405-2 (a and b) and 406-1 (a and b)	21-22, 122 and 146-152
Information on respect for human rights	Implementation of due diligence procedures in the field of human rights; prevention of the risks of human rights violations and, where appropriate, measures to mitigate, manage and redress possible abuses; complaints of human rights violations; promotion and enforcement of the provisions of the fundamental Conventions of the International Labor Organization relating to respect for freedom of association and the right to collective bargaining; elimination of discrimination in employment and occupation; the elimination of forced or compulsory labour; the effective abolition of child labour.	102-8 (a, b and c); 102-41 (a); 103-1 (a, b and c); 103-2 (a, b and c); 103-3 (a); 402-1 (a and b); 406-1 (a and b); 407-1 (a and b); 408-1 (c); 409-1 (b); 412-1 (a); 412-2 (a and b); 412-3 (a); 413-1 (a); 414-1 (a) and 414-2 (a, b and c).	64-66, 74, 76-83, 99-101 90, 122 and 158-160,



	Aspects requested	Correspondences with GRI Standards	Pages
Information relating to anti-corruption and bribery	Measures taken to prevent corruption and bribery; anti money laundering measures, contributions to foundations and non-profit organisations.	103-1 (a, b and c); 103-2 (a, b and c); 103-3 (a); 205-1 (a and b); 205-2 (a, b, d and e); 205-3 (a and b); 415-1 (a).	118 and 123.
Other relevant information about society	The company's commitments to sustainable development The impact of the company's activity on employment and local development; the impact of the company's activity on local populations and the territory; relationships with local agents and types of dialogue held with them; actions of association or sponsorship.	102-2 (a and b); 103-1 (a, b and c); 103-2 (a, b and c); 103-3 (a); 413-1 (a); 413-2 (a); FS13 and FS16	9-10, 25-27, 68, 74, 76-80 and 97.
	Subcontracting and suppliers Incorporation of social issues, gender equality and environmental concerns in procurement policy; consideration of social and environmental responsibility in relations with suppliers and subcontractors; supervision systems and audit, and the results of these.	103-1 (a, b and c); 103-2 (a, b and c); 103-3 (a); 308-1 (a); 308-2 (a, b, c, d, and e); 414-1 (a) and 414-2 (a, b and c); FS1; FS3 and FS9.	64-66, 17, 19, 57, 64-66, 69 and 84-100.
	Consumers Measures for the health and safety of consumers; claims systems, complaints received and their resolution.	103-1 (a, b and c); 103-2 (a, b and c); 103-3 (a); 416-1 (a) and 416-2 (a y b).	53-54 and 123.
	Tax Information Profits by country; taxes on profits paid and public subsidies received.	102-5 (a); 103-1 (a, b and c); 103-2 (a, b y c); 103-3 (a); 201-1 (a and b); 201-4 (a), 207-4 (a, b.vi, b.viii and c)	9, 48, 52, 60, 82, 90, 92 and 158,

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Annexes



20 Informe de
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Annex I- GRI Contents Index



General basic contents

GRI Standard	Content	Pages/Omission	Scope	Revision
GRI 101: Foundations, 2016				
Profile of the organisation				
GRI 102: General Contents, 2016	102-1 Name of the organisation	9, 10, 11	GCC	167-168
	102-2 Activities, brands, products and services	9, 10, 25, 26, 27	GCC	167-168
	102-3 Location of headquarters	9	GCC	167-168
	102-4 Location of operations	9, 10, 28, 32	GCC	167-168
	102-5 Ownership and Legal Form	9	GCC	167-168
	102-6 Markets Served	25, 26, 27, 28, 32, 61, 62, 63	GCC	167-168
	102-7 Size of the organisation	4, 9	GCC	167-168
	102-8 Information about employees and other workers	70, 71, 72, 74, 77, 78, 79, 80, 83, 88, 133, 134, 135, 136, 137, 138, 139, 140, 141, 142, 143, 144, 145, 146, 147, 148, 149, 150, 151, 152, 153, 154, 155, 156, 158, 159	GCC	167-168
	102-9 Supply Chain	64, 65, 66	GCC	167-168
	102-10 Significant changes in the organisation and its supply chain	9	GCC	167-168
	102-11 Precaution principle or precautionary approach	9, 56	GCC	167-168
	102-12 External Initiatives	9, 15, 44, 46, 48, 93	GCC	167-168
	102-13 Affiliation to associations	9, 15, 44, 46, 48, 93	GCC	167-168
Strategy				
GRI 102: General Contents, 2016	102-14 Declaration of senior decision-makers	5, 44, 103, 104, 105	GCC	167-168
	102-15 Main impacts, risks and opportunities	6, 7, 26, 29, 20, 31, 35, 36, 37, 38, 40, 41, 42, 44, 68	GCC	167-168
Ethics and Integrity				
GRI 102: General Contents, 2016	102-16 Values, principles, standards and rules of conduct	9, 13, 14, 17, 18, 19, 46, 48	GCC	167-168
	102-17 Advisory mechanisms and ethical concerns	13, 14, 17, 18, 19, 23, 53, 81	GCC	167-168
Governance				
GRI 102: General Contents, 2016	102-18 Governance Structure	17, 19, 20, 34	GCC	167-168
	102-19 Delegation of authority	17, 19, 20, 34	GCC	167-168
	102-20 Executive responsibility regarding economic, environmental and social issues	17, 18, 19, 20, 34	GCC	167-168
	102-21 Stakeholder consultation regarding economic, environmental and social issues	42	GCC	167-168
	102-22 Composition of the highest governing body	17, 19, 20	GCC	167-168
	102-23 Chair of the highest governing body	17, 20	GCC	167-168

* For the Materiality Disclosure Service, GRI services reviewed that the GRI content index is clearly presented and references in Disclosures 102-40 and 102-49 are aligned with the corresponding sections in the body of the report.

* For the Materiality Disclosures Service, GRI Services reviewed that the GRI content index is clearly presented and the references for Disclosures 102-40 to 102-49 align with appropriate sections in the body of the report. / The service was performed in the spanish version of the report.

GRI Standard	Content	Pages/Omission	Scope	Revision
GRI 102: General Contents, 2016	102-24 Nomination and selection of the highest governing body	17, 19	GCC	167-168
	102-25 Conflict of Interest	17, 19, 53	GCC	167-168
	102-26 Function of the highest governing body in the selection of goals, values and strategy	17, 19	GCC	167-168
	102-27 Collective knowledge of the highest governing body	17, 19	GCC	167-168
	102-28 Performance evaluation of the highest governing body	17, 19, 23	GCC	167-168
	102-29 Identification and management of economic, environmental and social impacts	17, 19, 23, 26, 29, 30, 31, 47, 93, 94, 95, 161, 162	GCC	167-168
	102-30 Effectiveness of risk management processes	17, 19, 23, 49, 56	GCC	167-168
	102-31 Evaluation of economic, environmental and social issues	12, 17, 19, 23, 34	GCC	167-168
	102-32 Function of the highest governing body in the development of sustainability reports	17, 19	GCC	167-168
	102-33 Communication of critical concerns	17, 19, 23, 81	GCC	167-168
	102-34 Nature and total number of critical concerns	42, 43, 81, 163, 164, 165, 166	GCC	167-168
	102-35 Remuneration policies	17, 19	GCC	167-168
	102-36 Process for determining remuneration	17, 19	GCC	167-168
	102-37 Stakeholder involvement in Remuneration	42	GCC	167-168
	102-38 Total annual compensation ratio	149, 150, 151, 152	GCC	167-168
	102-39 Ratio of percentage increase of total annual compensation	149, 150, 151, 152	GCC	167-168
Stakeholder Participation				
GRI 102: General Contents, 2016	102-40 List of stakeholders	42	GCC	167-168
	102-41 Collective Bargaining Agreements	40, 41, 160	GCC	167-168
	102-42 Identification and selection of stakeholders	42	GCC	167-168
	102-43 Approach to stakeholder participation	42, 44, 53	GCC	167-168
	102-44 Key issues and concerns mentioned	42, 43, 44, 53, 163, 164, 165, 166	GCC	167-168
Reporting practices				
GRI 102: General Contents, 2016	102-45 Entities included in the consolidated financial statements	4	GCC	167-168
	102-46 Definition of the report contents and coverage of the topic	3, 42, 43, 108, 109, 110, 111, 112, 113, 163, 164, 165, 166	GCC	167-168
	102-47 List of material issues	42, 43, 81, 83, 107, 163, 164, 165, 166	GCC	167-168
	102-48 Re-wording of information	3	GCC	167-168
	102-49 Changes in reporting	3	GCC	167-168
	102-50 Reporting Period.	3	GCC	167-168
	102-51 Date of last report	3	GCC	167-168
	102-52 Reporting Cycle	3	GCC	167-168
	102-53 Point of contact for questions about the report	167	GCC	167-168
	102-54 Reporting declaration in accordance with GRI standards	124	GCC	167-168
	102-55 GRI Contents Index	116, 117, 118, 119, 120, 121, 122, 123, 124	GCC	167-168

GRI Standard	Content	Pages/Omission	Scope	Revision
GRI 102: General Contents, 2016	102-56 External verification	3, 167	GCC	167-168
Economic dimension				
Economic performance				
GRI 103: Management Approach, 2016	103-1 Explanation of the material issue and its coverage	43, 60, 107	GCC	167-168
	103-2 Management approach and its components	43, 60, 107	GCC	167-168
	103-3 Evaluation of the management approach	43, 60, 107	GCC	167-168
GRI 201: Economic Performance, 2016	201-1 Direct economic value generated and distributed	52, 82, 90, 91	GCC	167-168
	201-2 Financial implications and other risks and opportunities arising from climate change	35, 36, 37, 38, 60, 82, 90, 93, 96, 161, 162	GCC	167-168
	201-3 Obligations of defined benefits plan and other retirement plans	156	GCC	167-168
	201-4 Financial assistance received from the government	159	GCC	167-168
Presence in the market				
GRI 103: Management Approach, 2016	103-1 Explanation of the material issue and its coverage	133-156	GCC	167-168
	103-2 Management approach and its components	133-156	GCC	167-168
	103-3 Evaluation of the management approach	133-156	GCC	167-168
GRI 202: Presence in the market, 2016	202-1: Wage ratio of standard initial category by gender compared to local minimum wage	149	GCC	167-168
	202-2: Proportion of senior executives recruited from the local community	94, 95, 145, 146, 147	GCC	167-168
Indirect economic Impacts				
GRI 103: Management Approach, 2016	103-1 Explanation of the material issue and its coverage	61, 62	GCC	167-168
	103-2 Management approach and its components	61, 62	GCC	167-168
	103-3 Evaluation of the management approach	61, 62	GCC	167-168
GRI 203: Indirect economic impacts, 2016	203-1: Investments in infrastructure and services supported	61, 62, 67, 99, 101	GCC	167-168
	203-2: Significant indirect economic impacts	52, 60, 61, 62, 68, 82, 90, 92, 99, 101	GCC	167-168
Procurement Practices				
GRI 103: Management Approach, 2016	103-1 Explanation of the material issue and its coverage	65, 66	GCC	167-168
	103-2 Management approach and its components	65, 66	GCC	167-168
	103-3 Evaluation of the management approach	65, 66	GCC	167-168
GRI 204: Procurement practices, 2016	204-1: Proportion of expenditure on local suppliers	65	GCC	167-168
Anti-corruption				
GRI 103: Management Approach, 2016	103-1 Explanation of the material issue and its coverage	19, 22, 46, 47	GCC	167-168
	103-2 Management approach and its components	19, 22, 46, 47	GCC	167-168
	103-3 Evaluation of the management approach	19, 22, 46, 47	GCC	167-168
GRI 205: Anti-corruption, 2016	205-1: Operations evaluated for risks related to corruption	22, 46, 47	GCC	167-168
	205-2: Communication and training on anti-corruption policies and procedures	22, 46, 47, 158	GCC	167-168
	205-3: Confirmed cases of corruption and measures taken	In 2020, no signs of corruption were detected within the organisation	GCC	167-168

GRI Standard	Content	Pages/Omission	Scope	Revision
Unfair Competition				
GRI 103: Management Approach, 2016	103-1 Explanation of the material issue and its coverage	50	GCC	167-168
	103-2 Management approach and its components	50	GCC	167-168
	103-3 Evaluation of the management approach	50	GCC	167-168
GRI 206: Unfair Competition, 2016	206-1: Legal actions related to unfair competition and monopolistic practices and against free competition	No such incidents of this kind were recorded in 2020	GCC	167-168
Taxation				
GRI 207: Taxation, 2019	207-1 Fiscal approach	46-47, 159	GCC	167-168
	207-2 Fiscal governance, control and risk management	22, 47, 49-50-51, 57, 159	GCC	167-168
	207-3 Stakeholder participation and management of concerns in fiscal matters	22, 159	GCC	167-168
	207-4 Country-by-country reporting	48, 60, 158	GCC	167-168

Environmental dimension

Materials				
GRI 103: Management Approach, 2016	103-1 Explanation of the material issue and its coverage	87	GCC	167-168
	103-2 Management approach and its components	87	GCC	167-168
	103-3 Evaluation of the management approach	87	GCC	167-168
GRI 301: Materials, 2016	301-1: Materials used by weight or volume	87	GCC	167-168
	301-2: Recycled Inputs	87	GCC	167-168
	301-3: Reused products and packaging materials	87	GCC	167-168
Energy				
GRI 103: Management Approach, 2016	103-1 Explanation of the material issue and its coverage	82, 84-86	GCC	167-168
	103-2 Management approach and its components	82, 84-86	GCC	167-168
	103-3 Evaluation of the management approach	82, 84-86	GCC	167-168
GRI 302: Energy, 2016	302-1: Energy consumption within the organisation	82, 84, 85	GCC	167-168
	302-2: Energy consumption outside the organisation	86	GCC	167-168
	302-3: Energy intensity	85	GCC	167-168
	302-4: Reduction of energy consumption	84, 86	GCC	167-168
	302-5: Reduction of the energy requirements of products and services	86	GCC	167-168
Water				
GRI 103: Management Approach, 2016	103-1 Explanation of the material issue and its coverage	88	GCC	167-168
	103-2 Management approach and its components	88	GCC	167-168
	103-3 Evaluation of the management approach	88	GCC	167-168
GRI 303: Water, 2016	303-1: Extraction of water by source	88	GCC	167-168

GRI Standard	Content	Pages/Omission	Scope	Revision
Biodiversity				
GRI 103: Management Approach, 2016	103-1 Explanation of the material issue and its coverage	67, 100-101	GCC	167-168
	103-2 Management approach and its components	67, 100-101	GCC	167-168
	103-3 Evaluation of the management approach	67, 100-101	GCC	167-168
GRI 304: Biodiversity, 2016	304-2: Significant impacts of activities, products and services on biodiversity	67, 100-101	GCC	167-168
Emissions				
GRI 103: Management Approach, 2016	103-1 Explanation of the material issue and its coverage	89	GCC	167-168
	103-2 Management approach and its components	89	GCC	167-168
	103-3 Evaluation of the management approach	89	GCC	167-168
GRI 305: Emissions, 2016	305-1: Direct GHG emissions (scope 1)	89	GCC	167-168
	305-2: Indirect GHG Emissions when generating energy (scope 2)	89	GCC	167-168
	305-3: Other Indirect GHG emissions (scope 3)	89	GCC	167-168
	305-4: Intensity of GHG emissions	89	GCC	167-168
	305-5: Reduction of GHG emissions	89	GCC	167-168
Effluents and Waste				
GRI 103: Management Approach, 2016	103-1 Explanation of the material issue and its coverage	87	GCC	167-168
	103-2 Management approach and its components	87	GCC	167-168
	103-3 Evaluation of the management approach	87	GCC	167-168
GRI 306: Effluents and Waste, 2016	306-2: Waste by type and method of disposal	87	GCC	167-168
Environmental Compliance				
GRI 103: Management Approach, 2016	103-1 Explanation of the material issue and its coverage	84, 89	GCC	167-168
	103-2 Management approach and its components	84, 89	GCC	167-168
	103-3 Evaluation of the management approach	84, 89	GCC	167-168
GRI 307: Environmental compliance, 2016	307-1: Failure to comply with environmental legislation and regulations	89	GCC	167-168
Environmental assessment of suppliers				
GRI 103: Management Approach, 2016	103-1 Explanation of the material issue and its coverage	65, 66	GCC	167-168
	103-2 Management approach and its components	65, 66	GCC	167-168
	103-3 Evaluation of the management approach	65, 66	GCC	167-168
GRI 308: Environmental assessment of suppliers, 2016	308-1: New suppliers that have passed evaluation and selection filters in accordance with the environmental criteria	64, 65, 66	GCC	167-168
	308-2: Negative environmental impacts on the supply chain and measures taken	64, 65, 66	GCC	167-168

GRI Standard	Content	Pages/Omission	Scope	Revision
Social dimension				
Employment				
GRI 103: Management Approach, 2016	103-1 Explanation of the material issue and its coverage	69-74	GCC	167-168
	103-2 Management approach and its components	69-74	GCC	167-168
	103-3 Evaluation of the management approach	69-74	GCC	167-168
GRI 401: Employment, 2016	401-1: New employees and staff turnover	143-145	GCC	167-168
	401-2: Benefits for full-time employees not given to part-time or temporary employees	156	GCC	167-168
	401-3: Parental leave	72, 155	GCC	167-168
Employer-Employee relations				
GRI 103: Management Approach, 2016	103-1 Explanation of the material issue and its coverage	160	GCC	167-168
	103-2 Management approach and its components	160	GCC	167-168
	103-3 Evaluation of the management approach	160	GCC	167-168
GRI 402: Employee -Employer Relations, 2016	402-1: Minimum notice periods on operational changes	160	GCC	167-168
Health and safety at work				
GRI 103: Management Approach, 2016	103-1 Explanation of the material issue and its coverage	153, 154, 160	GCC	167-168
	103-2 Management approach and its components	153, 154, 160	GCC	167-168
	103-3 Evaluation of the management approach	153, 154	GCC	167-168
GRI 403: Health and safety at work, 2016	403-1 Health and safety management system at work	73, 74	GCC	167-168
	403-2 Hazard identification, risk assessment and accident investigation	73, 74	GCC	167-168
	403-3 Occupational health services	73, 74, 153	GCC	167-168
	403-4 Workers' participation, consultation and communication on health and safety at work	73, 74, 160	GCC	167-168
	403-5 Employees' training on health and safety at work	73, 74, 158, 160	GCC	167-168
	403-6 Promotion of workers' health	73, 74, 153, 158	GCC	167-168
	403-7 Prevention and mitigation of health impacts and the safety of workers directly linked to the trade relations	73, 74	GCC	167-168
	403-8 Coverage of the health and safety management system at work	73, 74, 160	GCC	167-168
	403-9 Injuries due to work accidents	74, 153, 154	GCC	167-168
	403-10 Occupational ailments and diseases	153, 154	GCC	167-168
Education and Training				
GRI 103: Management Approach, 2016	103-1 Explanation of the material issue and its coverage	70	GCC	167-168
	103-2 Management approach and its components	70	GCC	167-168
	103-3 Evaluation of the management approach	157-159	GCC	167-168

GRI Standard	Content	Pages/Omission	Scope	Revision
GRI 404: Education and Training, 2016	404-1: Average hours of training per year per employee	157-159	GCC	167-168
	404-2: Programmes to improve employee skills and to facilitate transition	157, 159	GCC	167-168
	404-3: Percentage of employees who receive periodic performance reviews and professional development	70	GCC	167-168
Diversity and Equal Opportunities				
GRI 103: Management Approach, 2016	103-1 Explanation of the material issue and its coverage	71, 72	GCC	167-168
	103-2 Management approach and its components	71, 72	GCC	167-168
	103-3 Evaluation of the management approach	71, 72	GCC	167-168
GRI 405: Diversity and Equal Opportunities, 2016	405-1: Diversity among governing bodies and employees	21, 148, 149	GCC	167-168
	405-2: Ratio between the basic salary and remuneration of women versus men	149, 150	GCC	167-168
Non-discrimination				
GRI 103: Management Approach, 2016	103-1 Explanation of the material issue and its coverage	71, 72	GCC	167-168
	103-2 Management approach and its components	71, 72	GCC	167-168
	103-3 Evaluation of the management approach	71, 72	GCC	167-168
GRI 406: No discrimination, 2016	406-1: Cases of discrimination and corrective actions taken	No such incidents of this kind were recorded in 2020, 122	GCC	167-168
Freedom of association and collective bargaining				
GRI 103: Management Approach, 2016	103-1 Explanation of the material issue and its coverage	160	GCC	167-168
	103-2 Management approach and its components	160	GCC	167-168
	103-3 Evaluation of the management approach	160	GCC	167-168
GRI 407: Freedom of association and collective bargaining, 2016	407-1: Operations and suppliers whose right to freedom of association and collective bargaining may be at risk	160	GCC	167-168
Evaluation of human right				
GRI 103: Management Approach, 2016	103-1 Explanation of the material issue and its coverage	64, 65, 66, 90, 92	GCC	167-168
	103-2 Management approach and its components	64, 65, 66, 90, 92	GCC	167-168
	103-3 Evaluation of the management approach	64, 65, 66, 90, 92	GCC	167-168
GRI 412: Evaluation of human rights, 2016	412-1: Operations subject to reviews or impact assessments on human rights	64, 65, 66, 90	GCC	167-168
	412-2: Training of employees in policies or procedures on human rights	158, 159	GCC	167-168
	412-3: Significant investment agreements and contracts with clauses on human rights or subject to human rights assessment	64, 65, 66, 90, 92	GCC	167-168
Local communities				
GRI 103: Management Approach, 2016	103-1 Explanation of the material issue and its coverage	64, 76-80	GCC	167-168
	103-2 Management approach and its components	64, 76-80	GCC	167-168
	103-3 Evaluation of the management approach	64, 76-80	GCC	167-168
GRI 413: Local Communities, 2016	413-1: Operations involving the local community, impact assessments and development programmes	68, 74, 76, 77, 78, 79, 80, 83, 99, 100, 101	GCC	167-168
	413-2: Operations with significant negative impacts - real and potential - on local communities	76	GCC	167-168

GRI Standard	Content	Pages/Omission	Scope	Revision
Social assessment of suppliers				
GRI 103: Management Approach, 2016	103-1 Explanation of the material issue and its coverage	64, 65, 66	GCC	167-168
	103-2 Management approach and its components	64, 65, 66	GCC	167-168
	103-3 Evaluation of the management approach	64, 65, 66	GCC	167-168
GRI 414: Social Assessment of Suppliers, 2016	414-1: New suppliers that have passed selection filters in accordance with the social criteria	65, 66	GCC	167-168
	414-2: Negative social impacts in the supply chain and measures taken	65, 66	GCC	167-168
Public Policy				
GRI 103: Management Approach, 2016	103-1 Explanation of the material issue and its coverage	22	GCC	167-168
	103-2 Management approach and its components	22	GCC	167-168
	103-3 Evaluation of the management approach	22	GCC	167-168
GRI 415: Public Policy, 2016	415-1: Contributions to political parties and/or political representatives	GCC not have any finance or guarantee operations in place nor does it offer any special conditions more favourable than market conditions to political parties, 123	GCC	167-168
Health and safety of customers				
GRI 103: Management Approach, 2016	103-1 Explanation of the material issue and its coverage	53, 54	GCC	167-168
	103-2 Management approach and its components	53, 54	GCC	167-168
	103-3 Evaluation of the management approach	53, 54	GCC	167-168
GRI 416: Health and safety of customers, 2016	416-1: Assessment of impacts on health and safety of the categories of products or services	53, 54	GCC	167-168
	416-2: Cases of non-compliance related to impacts on health and safety of the categories of products or services	During the 2020 financial year, there was one case of a breach of security measures, giving rise to an administrative fine of 20,001 123	GCC	167-168
Marketing and Labelling				
GRI 103: Management Approach, 2016	103-1 Explanation of the material issue and its coverage	53, 54	GCC	167-168
	103-2 Management approach and its components	53, 54	GCC	167-168
	103-3 Evaluation of the management approach	53, 54	GCC	167-168
GRI 417: Marketing and Labelling, 2016	417-1: Requirements for information and labelling of products and services	54	GCC	167-168
	417-2: Cases of non-compliance related to information and the labelling of products and services	No such incidents of this kind were recorded in 2020, 123	GCC	167-168
	417-3: Cases of non-compliance related to Marketing Communications		GCC	167-168
	406-1: Cases of discrimination and corrective actions taken	During 2020, two cases were resolved favourably to Cajamar (one initiated in 2018 and one in 2020). However, a payment of €31,000 was made for three infringements that occurred in 2018 and two cases are pending resolution after submitting the corresponding declaration, 123	GCC	167-168
Customer privacy				
GRI 103: Management Approach, 2016	103-1 Explanation of the material issue and its coverage	56, 57	GCC	167-168
	103-2 Management approach and its components	56, 57	GCC	167-168
	103-3 Evaluation of the management approach	56, 57	GCC	167-168
GRI 418: Customer privacy, 2016	418-1: Substantiated complaints concerning violations of customer privacy and loss of customer data	During 2020, there were contentious-administrative proceedings against an AEPD sanction pending resolution and a monetary sanction for a serious transparency violation, 123	GCC	167-168
Socio-economic compliance				
GRI 103: Management Approach, 2016	103-1 Explanation of the material issue and its coverage	53, 54	GCC	167-168
	103-2 Management approach and its components	53, 54	GCC	167-168
	103-3 Evaluation of the management approach	53, 54	GCC	167-168

GRI Standard	Content	Pages/Omission	Scope	Revision
Socio-economic compliance				
GRI 419: Socio-economic compliance, 2016	419-1: Non-compliance with social and economic laws and regulations	In 2020, a case initiated in previous years was resolved unfavourably, resulting in a fine of €45,000, 124	GCC	167-168

Specific contents of the financial sector

Impact of products and services

FS1	Policies with specific environmental and social aspects applied to lines of business	17, 19, 57, 64, 65, 66, 69, 84, 100	GCC	167-168
FS2	Procedures for the evaluation and monitoring of social and environmental risk in lines of business	34, 35, 36, 38, 44, 49, 52, 68, 93, 94, 95, 96, 161, 162	GCC	167-168
FS3	Processes to monitor customer implementation of social and environmental requirements included in contracts or transactions	35, 36, 38, 49	GCC	167-168
FS4	Processes to improve the competence of employees to implement environmental and social policies and procedures in lines of business	75	GCC	167-168
FS5	Interactions with Customers/Holdings/Business Partners in relation to risks and environmental and social opportunities	28, 42, 44, 53, 54, 55, 56, 59, 60, 68, 83, 94, 95, 97, 98, 99, 100, 101	GCC	167-168
FS6	Percentage of the portfolio for lines of business	50, 51, see note (a)	GCC	167-168
FS7	Monetary value of the products and services designed to provide a specific social benefit for each business line, broken down according to purpose	67, 68, 82, 99, 101	GCC	167-168
FS8	Monetary value of the products and services designed to provide a specific environmental benefit for each business line, broken down according to purpose	67, 68, 82, 99, 101	GCC	167-168

Audit

FS9	Scope and frequency of audits to assess the implementation of social and environmental policies and the risk assessment procedures	See note (b)	GCC	167-168
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Active ownership

FS10	Percentage and number of companies within the Group's portfolio with which the organisation has interacted in relation to environmental and social issues	94, 95	GCC	167-168
FS11	Percentage of assets subject to environmental or social controls both positive as negative	94, 95	GCC	167-168
FS12	Voting policies on environmental or social matters in holdings in which the organisation has the right to vote or voting recommendation	92, 101, see note (c)	GCC	167-168

Local communities

FS13	Access to financial services in unpopulated/disadvantaged areas by type of access	76	GCC	167-168
FS14	Initiatives to improve access for people with disabilities and impairments	53, 57, 58, 59, 60, 75, 76	GCC	167-168

Labelling of products and services

FS15	Fair marketing policies of financial products and services.	53, 59, 60	GCC	167-168
FS16	Initiatives to expand financial culture, broken down by types of beneficiaries	53, 76, 77, 78, 79, 80, 83, 97	GCC	167-168

(a) Information related to the breakdown of the portfolio for the lines of business by region is not disclosed for reasons of confidentiality.
(b) Currently unavailable - Grupo Cooperativo Cajamar is working to identify social and environmental risks, and to develop actions aimed at auditing and assessing these risks. The Group shall establish in the medium term procedures to provide this information.
(c) In relation to the voting intention of Grupo Cooperativo Cajamar regarding environmental issues, any decisions to be taken, internally, and within the entities and holdings, will continue to be the guidelines for action set out by the Group's Environmental Policy

Annex II - Index of report on UNEP FI Principles for Responsible banking

Reporting requirements and self-assessment	High-level summary of the bank's response	Reference (s) / Link(s) to full bank response / relevant information
Principle 1: Alignment: We will align our business strategy to be consistent with and contribute to individuals' needs and society's goals, as expressed in the Sustainable Development Goals, the Paris Climate Agreement and relevant national and regional frameworks.		
1.1 Describe (high-level) your bank's business model, including the main customer segments served, types of products and services provided, the main sectors and types of activities, and where relevant the technologies financed across the main geographies in which your bank has operations or provides products and services.	<p>Grupo Cooperativo Cajamar is characterised by its social nature founded on the principle of cooperativism and its belief in the promotion of the social economy as a socio-economic model that aims to put economic and financial resources at the service of people and ideas.</p> <p>Our scope of action is limited to Spanish territory where we are present in 46 of its 50 provinces, and our commercial proposal is based mainly on the search for financial solutions aimed at ensuring the welfare of families, supporting small and medium-sized enterprises, and especially the development of the agri-food sector.</p> <p>Among the hallmarks of our identity that set our business model apart is our close relationship with members and customers and our determined commitment to innovation and knowledge transfer, in any field in general and in the <i>agro</i> sector in particular, as a strategic sector for the entity. All of this gives us the opportunity to better understand the needs of our members and customers and provide more efficient support, reducing risks and improving the technical advice needed.</p> <p>The Group is present in both urban and rural areas, and we are especially committed to the rural environment, the economic activities developed there, and the economic and social structuring and connection of the territories.</p> <p>Hence, the weighting of productive activities in the Group's total lending are: Agrarian (19.0 %), Industry (16.9 %), Construction (7.7 %), Services (56.3 %).</p>	<p>See the following sections of our Sustainability Report 2020:</p> <ul style="list-style-type: none"> Group Perimeter (page 4) Key Figures (page 9) Promoting Economic Development and Social Progress (pages 60-63) Business Model (pages 25-30)
1.2 Describe how your bank has aligned and/or is planning to align its strategy to be consistent with and contribute to society's goals, as expressed in the Sustainable Development Goals (SDGs), the Paris Climate Agreement, and relevant national and regional frameworks	<p>Grupo Cooperativo Cajamar has long worked to integrate the Sustainable Development Goals and the Paris Agreement into its strategy, business model and reporting mechanisms. Periodically, the Group designs a materiality map linked to the SDGs based on relevance to the Group's business model and its impact potential for each of these SDGs.</p> <p>This way, we can detect aspects in relation to which the Group has the greatest capacity to influence, based on our own characteristics and which require greater development, considering our own scope of action (Spain). Different reports are taken into consideration when preparing this map, such as the progress report on the implementation of Agenda 2030 carried out by the Government of Spain, and the evaluation of Spain's performance presented by the United Nations in its report (SDG Index and Dashboards). The SDGs identified as priorities in the past year were (2,6,7,8,9,12,15 and 17). In this regard, an analysis was also conducted to see the impact of the innovation and research projects being promoted by the Group on the SDGs and that whether there was adequate alignment with the priorities identified.</p>	<p>See the following sections of our Sustainability Report 2020:</p> <ul style="list-style-type: none"> Contribution to the Sustainable Development Goals (pp. 81-83) Commitment to the environment (p 84) Support for innovation and research (pp. 99 -101)

Reporting requirements and self-assessment	High-level summary of the bank's response	Reference (s) / Link(s) to full bank response / relevant information
	<p>In parallel to and on the basis of the plan established by the entity for the full implementation of the PRB, over the past year the Group continued to analyse the relationship of our business model and business activity to Agenda 2030, which allowed us to launch new green products, define and approve frameworks for the issuance of future social/green bonds and adhere to new initiatives directly linked to Agenda 2030, such as RE100.</p> <p>Also over the past financial year, we began work to carry out an impact analysis of the most significant areas, based on the tool designed by the signatory banks of the PRB under the guidance of UNEP FI, which complements the current SDG materiality analysis and allows us to set new targets for this coming year and identify new related strategic opportunities in the second phase of this implementation plan.</p>	
Principle 2: Impact and goal setting We will continually increase our positive impacts while reducing negative impacts and managing the risks to people and the environment that result from our activities, products and services. To this end, we will establish and publish objectives where we can have the most significant impacts.		
<p>2.1 Impact analysis:</p> <p><i>Show</i> that your bank has identified the areas in which it has its most significant (potential) positive and negative impact through an impact analysis that fulfils the following elements:</p> <p>a) Scope: The bank's core business areas, products / services across the main geographies that the bank operates in have been as described under 1.1. have been considered in the scope of the analysis</p> <p>b) Scale of Exposure: In identifying its areas of most significant impact the bank has considered where its core business/its major activities lie in terms of industries, technologies and geographies</p> <p>c) Context and Relevance: Your bank has taken into account the most relevant challenges and priorities related to sustainable development in the countries / regions in which it operates.</p> <p>d) Scale and intensity/salience of impact: In identifying its areas of most significant impact, the bank has considered the scale and intensity / salience of the (potential) social, economic and environmental impacts resulting from the bank's activities and provision of products and services</p>	<p>We are working to advance the measurement of our impacts in all our activities, products and services. In order to achieve this, we are working with our stakeholders to integrate and align the Sustainable Development Goals into our strategy and business model. Periodically, we draw up a materiality map linked to the SDGs, detecting the targets which the Group has the greatest capacity to influence, based on our own characteristics and those which require further development, considering our own scope of action. Currently, in the Group:</p> <ul style="list-style-type: none"> • We measure the impact on those SDGs identified as priorities based on our own financial activity. • Assessment of the impact of our social action and volunteer programme, deeply rooted in our organisation. • We identify the SDGs to which we contribute through all our activity in innovation and research, specialised in the agri-food sector. <p>The projects currently developed in the Group's experimental centres, within our research and innovation activity, also facilitate the fulfilment of the environmental targets described in the EU taxonomy and include aspects directly related to planetary limits, so we conduct an analysis of all our projects, seeking to identify their impact and their alignment with the Group's priorities.</p> <p>Also in 2020 we defined a series of indicators that allow us to measure the concentration of the portfolio in relation to climate risks, two of which have been incorporated into our Risk Appetite Framework (RAF). These indicators measure the level of concentration of the credit portfolio in those sectors identified by the EU as at risk of carbon leakage, the concentration level of the credit portfolio exposed to at least one physical risk factor, and the concentration level of the credit portfolio in those sectors covered by the Taxonomy.</p> <p>In addition, over the past year, we have started working with the UNEP FI Portfolio Analysis Tool for Banks, designed to support PRB signatories. This tool will allow us to identify our most significant areas of potential impact to set targets with associated performance indicators, considering different criteria such as scope, scale of exposure, intensity and scope of action.</p>	<p>See the following sections of our Sustainability Report 2020:</p> <ul style="list-style-type: none"> ☞ Contribution to the Sustainable Development Goals (pp. 81- 82- 83) ☞ Risks and opportunities arising from climate change (pp. 93-96)) ☞ Support for innovation and research (pp. 99 -101) ☞ Social Action and Volunteering (pp. 77-80)) ☞ Strategy (page 44)

Reporting requirements and self-assessment	High-level summary of the bank's response	Reference (s) / Link(s) to full bank response / relevant information
<p>(your bank should have engaged with relevant stakeholders to help inform your analysis under elements c) and d))</p> <p>Show that building on this analysis, the bank has:</p> <ul style="list-style-type: none"> Identified and disclosed its areas of most significant (potential) positive and negative impact Identified strategic business opportunities in relation to the increase of positive impacts / reduction of negative impacts 	<p>We have made progress in processing the data in our portfolio required to carry out this analysis and, over the next financial year, as specified in our PRB implementation plan, we plan to complete this comprehensive process and set at least two significant targets in the areas of impact identified.</p>	

Please provide your bank's conclusion/statement if it has fulfilled the requirements regarding Impact Analysis

We identified how our financial activity, social action, volunteering, and research projects impact the SDGs and other targets in the area of Sustainability. We developed indicators to measure portfolio concentration in relation to climate risks, and we have incorporated two of them into our Risk Appetite Framework (RAF). Next year, we anticipate that we will have concluded a rigorous analysis of our portfolio in order, with the help of the UNEP FI Portfolio Analysis Tool for Banks, to identify our potential areas of most significant impact in relation to which we will set at least two targets.

<h4>2.2 Target Setting</h4> <p>Show that the bank has set and published a minimum of two Specific, Measurable (can be qualitative or quantitative), Achievable, Relevant and Time-bound (SMART) targets, which address at least two of the identified "areas of most significant impact", resulting from the bank's activities and provision of products and services</p> <p>Show that these targets are linked to and drive alignment with and greater contribution to appropriate Sustainable Development Goals, the goals of the Paris Agreement, and other relevant international, national or regional frameworks. The bank should have identified a baseline (assessed against a particular year) and have set targets against this baseline.</p> <p>Show that the bank has analysed and acknowledged significant (potential) negative impacts of the set targets on other dimensions of the SDG/climate change/society's goals and that it has set out relevant actions to mitigate those as far as feasible to maximize the net positive impact of the set targets</p>	<p>In our Eco-Efficiency Plan 2021-2023, a number of environmental indicators have been defined, on the basis of which targets have been proposed for the next 3 years related to: the reduction and off-setting of emissions, the reduction of energy consumption, and the use of renewable energy.</p> <p>In order to facilitate the achievement of the targets proposed in the reduction of these indicators, a number of environmental efficiency measures have been defined, which are directly related to performance.</p> <p>We have also developed a scorecard over the last year with indicators in the field of sustainability in order to monitor and set targets in relation to them. Together with this scorecard, a series of indicators measuring our cooperative performance have been defined that seek to capture the essence of our cooperative nature and vocation for the social economy.</p> <p>Both the Sustainability Scorecard and the cooperative performance indicators have been approved by our highest Sustainability Committee and we expect to report on their progress to the Board of Directors at least twice a year.</p> <p>Once, with the help of the UNEP FI Portfolio Analysis Tool for Banks, we have completed the analysis of our portfolio and identified our significant impact areas, we will define at least two targets with different associated KPIs that we will incorporate into our Sustainability Scorecard.</p>	<p>See the following sections of our Sustainability Report 2020:</p> <ul style="list-style-type: none"> Strategy (p 44) Commitment to the environment (pp. 84- 89) Indicators of the Group's Cooperative Performance (p 28)
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Please provide your bank's conclusion/statement if it has fulfilled the requirements regarding Target Setting.

We have defined indicators pertaining to environmental efficiency and assigned certain reduction targets for the next three years. We have also launched our Sustainability Scorecard, with indicators that measure our performance in this area. We will incorporate into this framework the new indicators associated with the targets defined in our significant areas of impact, based on the analysis we are carrying out using the UNEP FI Portfolio Analysis Tool for Banks.

Reporting requirements and self-assessment	High-level summary of the bank's response	Reference (s) / Link(s) to the bank's full response / relevant information
<p>2.3 Plans for target implementation and monitoring</p> <p>Show that your bank has defined actions and milestones to meet the set targets</p> <p>Show that your bank has put in place the means to measure and monitor progress against the set targets. Definitions of key performance indicators, any changes in these definitions, and any rebasing of baselines should be transparent.</p>	<p>With the help of the UNEP FI Portfolio Analysis Tool for Banks, we are conducting an analysis of our portfolio and identifying our significant impact areas. When this process is complete, scheduled for next year, we will define at least two targets with different associated KPIs that we will incorporate into our Sustainability Scorecard.</p> <p>These targets will be monitored by the area of sustainability, and the Group's most senior Sustainability Committee will be kept regularly informed. In the event of deviations, alternative measures will be proposed and should also be monitored by the Sustainability Committee. The plan is to include a follow-up on the evolution of all these objectives in the Board of Directors' Sustainability Agenda, to keep the Board duly informed.</p>	<p>See the following sections of our Sustainability Report 2020:</p> <p>Corporate Governance (pp. 17-20)</p> <p>Strategy (p 44)</p>

Please provide your bank's conclusion/statement if it has fulfilled the requirements regarding Plans for Target Implementation and Monitoring.

Once the objectives and associated key performance indicators have been defined, according to our most significant impact areas, they will be monitored and reported periodically to the most senior Sustainability Committee for monitoring.

<p>2.4 Progress on Implementing Targets</p> <p>For each target separately:</p> <p>Show that your bank has implemented the actions it had previously defined to meet the set target.</p> <p>Or explain why actions could not be implemented / needed to be changed and how your bank is adapting its plan to meet its set target.</p> <p>Report on your bank's progress over the last 12 months (up to 18 months in your first reporting after becoming a signatory) towards achieving each of the set targets and the impact your progress resulted in. (where feasible and appropriate, banks should include quantitative disclosures)</p>	<p>The targets we have set so far refer to environmental efficiency. The targets are for the period 2021-2023, although performance over the past year has been satisfactory and in line with our proposal for the coming financial years.</p> <p>In the next self-assessment report, we will be able to provide information on our progress in implementing the targets set during the next year, following the approved action plan for the total implementation of the PRB within Grupo Cooperativo Cajamar.</p>	<p>See the following sections of our Sustainability Report 2020:</p> <p>Strategy (p 44)</p> <p>Commitment to the environment (pp. 84- 89)</p>
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Please provide your bank's conclusion/statement if it has fulfilled the requirements regarding Progress on Implementing Targets

We are defining new targets in our significant impact areas, using the UNEP FI Portfolio Analysis Tool for Banks. In the next self-assessment report, we will report on progress in implementing these targets.

Reporting requirements and self-assessment	High-level summary of the bank's response	Reference (s) / Link(s) to the bank's full response / relevant information
Principle 3: Clients and Customers We will work responsibly with our clients and our customers to encourage sustainable practices and enable economic activities that create shared prosperity for current and future generations.		
3.1 Provide an overview of the policies and practices your bank has in place and/ or is planning to put in place to promote responsible relationships with its customers. This should include high-level information on any programmes and actions implemented (and/or planned), their scale and, where possible, the results thereof.	<p>Grupo Cooperativo Cajamar currently has more than 3.5 million customers, who are at the centre of its business model. This model is based on the creation of a stable, close, responsible relational framework and the generation of shared value. In order to achieve this, the entity considers it essential to be able to generate trust among our customers and constantly search for solutions to continually improve their experience as customers of the Group.</p> <p>To promote this commitment of responsibility to our customers, we have our Ethical Management System, the framework of action for the development and implementation of a series of policies, measures and instruments that safeguard our customers' interests and ensure adequate levels of transparency and quality in the products and services offered. In this regard, last year we updated our Commercial Communication Policy, to adapt it to the impact of digital technology, and to strengthen the levels of transparency in communications directed at our customers, defining our advertising model.</p> <p>Also, over the past financial year, to ensure adequate staff training in this area, different training programmes were held that addressed aspects related to compliance and the code of conduct.</p> <p>At the same time, the Group feels that promoting financial culture among its customers is a responsible practice, so it runs digital culture workshops aimed at the most vulnerable groups and has extended its financial education programmes to younger customers, available in an online format. In 2020, despite the interruption by COVID-19, more than 9,500 young people participated in this programme to promote financial culture, and we intend to continue expanding this programme in 2021.</p> <p>Finally, we also rolled out a new service, based on our commitment of responsibility to our customers "The Bank at Home". This is an initiative developed for older people, given the risks generated by the COVID-19 pandemic among our older customers. It allows senior citizens to withdraw cash without leaving home, through a new home service provided by local council staff.</p>	<p>See the following sections of our Sustainability Report 2020:</p> <ul style="list-style-type: none"> ☞ Customer experience and responsible marketing (pp. 53- 55) ☞ Financial Education (p 79) ☞ Social action and volunteering in the fight against Covid-19 (p 80) ☞ Annex IV Staff Training (pp. 157-159)
3.2 Describe how your bank has worked with and/or is planning to work with its clients and customers to encourage sustainable practices and enable sustainable economic activities. This should include information on actions planned/implemented, products and services developed, and, where possible, the impacts achieved.	<p>The vocation with which the entities that make up Grupo Cooperativo Cajamar were founded was to give financial assistance to their members, especially in rural areas, who were excluded from the usual credit circuits. Today the Group has more than 1.4 million members, contributing 76.2% of the total volume managed, and in their dual status as a member/customer, they allow us to strengthen our commitment to our surroundings and promote sustainable economic practices and activities.</p> <p>In order to guarantee this commitment to the promotion of financial inclusion in rural areas, the Group operates alternative customer service points to traditional ones (branches and correspondents), including an Agency Network and Mobile Branches, as an effective means of combating the threat of exclusion.</p>	<p>See the following sections of our Sustainability Report 2020:</p> <ul style="list-style-type: none"> ☞ Business model (pp. 25-32) ☞ Financial accessibility and inclusion (pp. 75-76) ☞ Sustainable finance (p 90) ☞ Support for innovation and research (pp. 99-101)

Reporting requirements and self-assessment	High-level summary of the bank's response	Reference (s) / Link(s) to the bank's full response / relevant information
	<p>In addition, for the agri-food sector, a strategic sector for the Group, numerous innovation and applied research projects were developed through our Experimental Centres in Almería and Valencia in 2020, promoting the creation of added value and increasing productivity through sustainable practices and the efficient use of resources at our disposal, thus supporting our customers through the transition to more sustainable business models.</p> <p>Finally, during the past financial year, we expanded the catalogue of products and services that include ESG criteria, responding to the demands of individuals and companies and taking advantage of the financing opportunities that will arise in the transition to a low carbon economy. In this regard, we plan to continue expanding our specialised products and services in the next financial year.</p>	
Principle 4: Stakeholders We will proactively and responsibly consult, engage and partner with relevant stakeholders to achieve society's goals.		
4.1 Describe which stakeholders (or groups/types of stakeholders) your bank has consulted, engaged, collaborated or partnered with for the purpose of implementing these Principles and improving your bank's impacts. This should include a high-level overview of how your bank has identified relevant stakeholders and what issues were addressed/results achieved.	<p>When choosing its stakeholders, Grupo Cooperativo Cajamar takes into consideration institutions or groups of people that interact with the entity within the scope of its business. In 2020, the Group carried out a new materiality analysis, which looked at the main expectations of its different stakeholders so as to identify the economic, social and environmental aspects that are relevant to its approach to sustainable development.</p> <p>Furthermore, the agri-food sector, which is strategic to the Group, will be a key player in the ecological transition, and the main focus and target for most knowledge transfer activities and innovation projects promoted by our entity. In 2020, we held numerous events, courses and webinars, involving more than 6000 people, from 14 different nationalities, with the aim of bringing people together with new ideas that can generate innovation in the sector, thereby favouring the achievement of the goals for 2030.</p> <p>Also in 2020, we were able to launch our project "Plataforma Tierra", for the digitalisation of the agri-food sector, bringing together on a single website all our activity as a leading entity in Spain's agri-food economy: analysis, current affairs, innovation, enterprise, publications, digital tools, training and events to continue moving towards a more efficient, cost-effective and sustainable sector.</p> <p>In addition, in 2020, Grupo Cooperativo Cajamar continued to strengthen its involvement in initiatives at both the local and global levels, which will help us to develop our model of responsible banking and the implementation of the Principles for Responsible Banking (leadership of the Forética Social Impact and Climate Change cluster, UNEP FI, RE100, Target Gender Equality, etc.).</p>	<p>See the following sections of our Sustainability Report 2020:</p> <ul style="list-style-type: none"> 🔗 Main partnerships, affiliations, and recognitions (p. 15) 🔗 Materiality analysis (pp. 43, 163-166) 🔗 Knowledge Transfer (pp. 97-98)

Reporting requirements and self-assessment	High-level summary of the bank's response	Reference (s) / Link(s) to the bank's full response / relevant information
Principle 5: Governance and culture We will implement our commitment to these Principles through effective governance and a culture of responsible banking.		
5.1 Describe the relevant governance structures, policies and procedures your bank has in place/is planning to put in place to manage significant positive and negative (potential) impacts and support effective implementation of the Principles.	<p>Our Ethical Management System is the ethical framework of action that regulates all the activities of the entities that make up Grupo Cooperativo Cajamar, based on a set of values, principles and objectives developed and implemented through a system of coherent and interrelated policies, measures, and instruments.</p> <p>In these months, since we signed up to the PRB, some of the relevant governance procedures developed to promote the implementation of PRB have been:</p> <ul style="list-style-type: none"> • Establishment of a top-level Sustainability Committee composed of senior management members and chaired by an executive director. • Development and approval of a corporate purpose directly linked to sustainability. • Approval of the PRB Implementation Plan by the Sustainability Committee, which is kept regularly informed of its progress for the purpose of reviewing compliance. <p>So that the Board of Directors can monitor the Plan, over the next year we plan to approve a sustainability agenda.</p>	<p>See the following sections of our Sustainability Report:</p> <p>🔗 Corporate Governance (pp. 18-22)</p> <p>🔗 Group Cooperativo Cajamar's Ethical Management System.</p>
5.2 Describe the initiatives and measures your bank has implemented or is planning to implement to foster a culture of responsible banking among its employees. This should include a high-level overview of capacity building, inclusion in remuneration structures and performance management and leadership communication, amongst others	<p>Grupo Cooperativo Cajamar is keenly aware of the importance of fostering a culture of responsible banking among the members of the organisation, strengthening the values and principles that are inherent to our own cooperative nature and our vocation towards the social economy that our banking model represents.</p> <p>In this regard, employees regularly attend different courses related to the Code of Conduct and Conflicts of Interest (30.88% of the employees attended such courses over the last two years). In this regard, employees regularly attend different courses related to the Code of Conduct and Conflicts of Interest (30.88% of the employees attended such courses over the last two years).</p> <p>We also have strong corporate volunteering programmes (since 2006), to promote solidarity and social cohesion, mobilise talent and sensitivity among employees themselves. Specifically in our "Finances that allow you to grow" programme, volunteer employees lead sessions in schools to spread financial culture and education among young people under the premises of responsibility, solidarity, and social and environmental commitment. Last year, despite the outbreak of COVID-19, a total of 9,526 pupils benefited from this programme, with 177 volunteers participating, and in 2021 we plan to complete the digital adaptation of the programme, which will allow us to broaden its reach.</p> <p>In addition, we maintain active internal communication between employees on topics and news of interest related to finance and sustainable development (internal newsletter, social engagement blog, etc.). To strengthen this internal communication policy, we plan to incorporate the sustainability component into the digital ambassadors programme next year, through which employees voluntarily promote change within the organisation.</p> <p>Finally, in 2021, ESG indicators will be incorporated into the variable remuneration scheme for senior management, and the possibility of including non-financial criteria in performance appraisals (volunteering, etc.) will be studied.</p>	<p>See the following sections of our Sustainability Report 2020:</p> <p>🔗 Social Action and Volunteering (pp. 77-80).</p> <p>🔗 People management and adaptation to change (pp. 69 - 70).</p> <p>🔗 Annex IV Staff Training (pp. 157-159)</p> <p>🔗 Digital transformation (pp. 58).</p>

Reporting requirements and self-assessment	High-level summary of the bank's response	Reference (s) / Link(s) to the bank's full response / relevant information
<p>5.3 Governance structure for the implementation of the Principles</p> <p>Show that your bank has a governance structure in place for the implementation of the PRB, including:</p> <ul style="list-style-type: none"> a) target-setting and actions to achieve targets set b) remedial action in the event of targets or milestones not being achieved or unexpected negative impacts being detected. 	<p>The Sustainability Area, under the Division of Sustainable Finance and Social Economy, is responsible for designing the implementation plan for the PRB, promoting the actions established for the development of each of the principles, analysing the impacts generated and writing a regular progress report. This report, together with any recommendations that may arise from the application of the Principles, is forwarded to the top level Sustainability Committee, chaired by an Executive Director and composed of members of the entity's senior management. This Committee is responsible for supervision in the field of Sustainability and will monitor adequate progress in the total implementation of the Principles for Responsible Banking within the entity.</p> <p>In this regard, the Group complies with the requirements of applicable legislation and best practices in the field of corporate governance, taking into consideration: EBA Guidelines on Internal Governance (GL11), the Basel Committee on Banking Supervision's Principles of Corporate Governance for Banks, and the CNMV Code of Good Governance for Listed Companies. In this latter case, over the past year, following the publication of a new revised version of the Code and in view of the greater relevance of sustainability and non-financial aspects, Grupo Cooperativo Cajamar carried out a series of actions to strengthen the monitoring of ESG aspects. The level of compliance with the recommendations of the new Code is around 90 per cent.</p> <p>Moreover, as a sign of its commitment to the best standards in governance, the Group is the lead member of Forética's transparency, good governance and integrity cluster.</p>	<p>See the following sections of our Sustainability Report 2020:</p> <ul style="list-style-type: none"> ☞ Corporate Governance (pp. 17-23) ☞ Strategy (pp. 40- 44)

Please provide your bank's conclusion/ statement if it has fulfilled the requirements regarding Governance Structure for Implementation of the Principles.

Grupo Cooperativo Cajamar has continued to adopt measures to strengthen its governance structure by developing mechanisms and procedures that will enable it to meet future challenges and develop our activity responsibly and sustainably. We have an action plan that will allow us to achieve full implementation of the PRB, within the established timeframe, monitored by the Sustainability Committee, which will be kept regularly informed.

Principle 6: Transparency and accountability

We will periodically review our individual and collective implementation of these Principles and be transparent about and accountable for our positive and negative impacts and our contribution to society's goals.

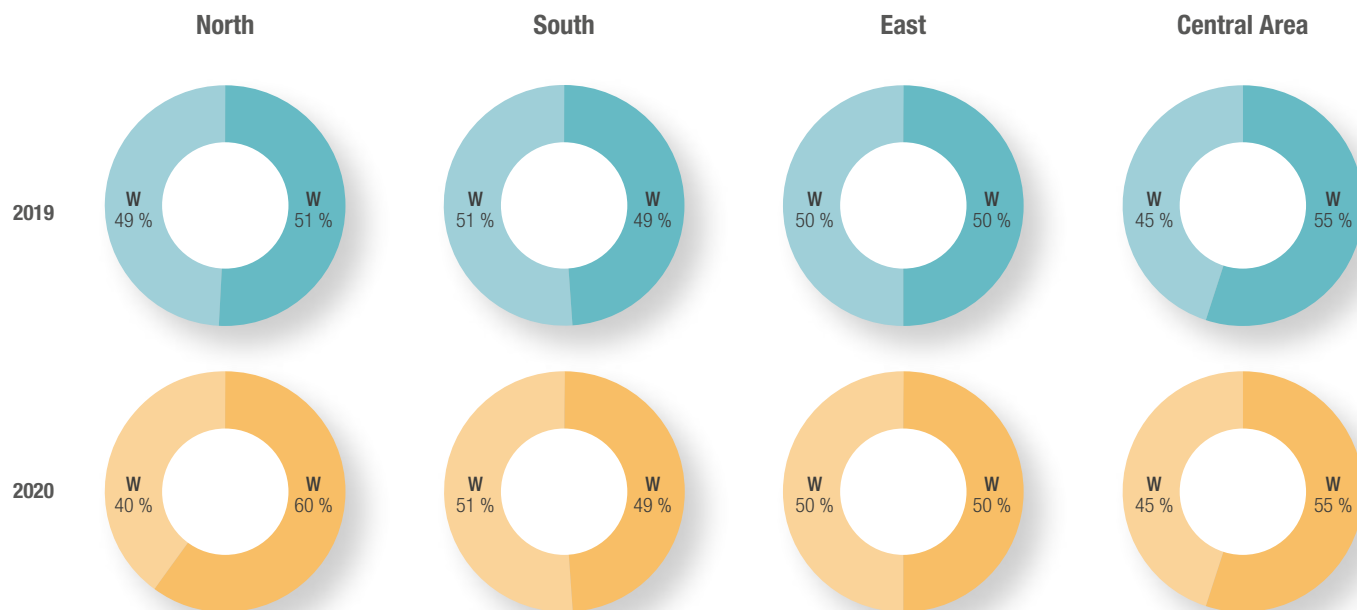
<p>6.1 Progress on Implementing the Principles for Responsible Banking</p> <p>Show that your bank has progressed on implementing the six Principles over the last 12 months (up to 18 months in your first reporting after becoming a signatory) in addition to the setting and implementation of targets in minimum two areas (see 2.1-2.4).</p> <p>Show that your bank has considered existing and emerging international/regional good practices relevant for the implementation of the six Principles for Responsible Banking. Based on this, it has defined priorities and ambitions to align with good practice.</p> <p>Show that your bank has implemented/is working on implementing changes in existing practices to reflect and be in line with existing and emerging international/regional good practices and has made progress on its implementation of these Principles.</p>	<p>In order to ensure adequate progress in the implementation of the PRB , last year a plan for the implementation of the PRB was defined within Grupo Cooperativo Cajamar, which was ratified by the Top Level Sustainability Committee. This plan envisaged specific actions for each of the principles and was structured into 3 distinct phases, thereby ensuring the full implementation of the PRB before the deadline we had committed to when we signed up to the Principles as a founding signatory in September 2019.</p> <p>During the last year, progress has been satisfactory in the development of each of the principles, and practically all the actions envisaged in the plan have been implemented.</p> <p>This year we have also followed up on the EBA Sustainable Finance Action Plan, to accommodate regulatory requirements on disclosure issues and applicable metrics.</p> <p>At the same time, in 2020, we mapped out good practices in the market, identifying a series of Science Based Targets (SBT), and over the course of 2021 we want to develop science-based greenhouse gas emission reduction targets in order to achieve the objectives of the Paris Agreement.</p> <p>In this regard, Grupo Cooperativo Cajamar follows the recommendations established by the Task Force on Climate-related Financial Disclosures(TCFD) in order to deal with potential impacts related to climate risks both in terms of transition risks and physical risks.</p> <p>In addition, in 2020 we joined the Global Renewable Energy Corporate Initiative RE100 as a committed company that uses 100% renewable electricity.</p>	<p>See the following sections of our Sustainability Report 2020:</p> <ul style="list-style-type: none"> ☞ Strategy (pp. 41-44) ☞ Risks and Opportunities from Climate Change (pp. 161-162) ☞ Commitment to the environment (Page 85)
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Please provide your bank's conclusion/statement if it has fulfilled the requirements regarding Progress on Implementing the Principles for Responsible Banking.

Over the last 18 months, Grupo Cooperativo Cajamar has made significant progress in implementing the Principles for Responsible Banking. We have an implementation plan that we are successfully rolling out. In addition, we are following the EBA Action Plan on Sustainable Finance to adapt to new regulatory requirements. We are part of the main local and global initiatives that promote responsible practices and work to follow best market practices, such as the SBT, to make further progress in the development of targets related to the implementation of the Paris Agreement and Agenda 2030.

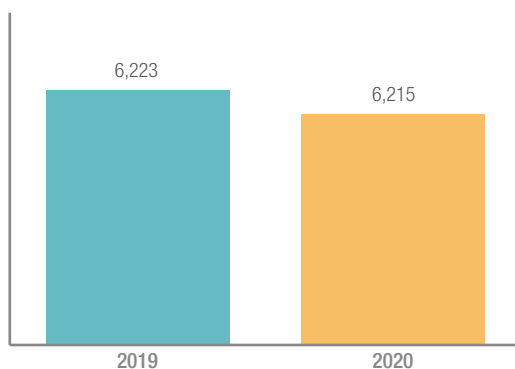
Annex III- Staff profile

Grupo Cooperativo Cajamar Staff Profile



The North Area includes data from Galicia, Asturias, Cantabria, the Basque Country and Navarra; the Central Area includes data for La Rioja, Aragon, Castilla y León, Madrid, La Mancha, Extremadura; the East area encompasses data for Catalonia, Valencia, Murcia, the Balearic Islands; and the South Area includes data for Andalusia, the Canary Islands, Ceuta and Melilla.

Number of Employees



Job Stability

Employees	2019	2020
Employees with a permanent contract	97.43 %	98.12 %
Full time employees	97.86 %	97.89 %

Geographical distribution¹ of Grupo Cajamar staff

Area	2019		2020	
	W	W	W	W
North	23	22	35	23
South	1,320	1,360	1,329	1,366
East	1,430	1,437	1,404	1,430
Centre	346	285	345	283
Total	6,223		6,215	

¹ The North Area includes data from Galicia, Asturias, Cantabria, the Basque Country and Navarra; the Central Area includes data for La Rioja, Aragon, Castilla y León, Madrid, La Mancha, Extremadura; the East area encompasses data for Catalonia, Valencia, Murcia, the Balearic Islands; and the South Area includes data for Andalusia, the Canary Islands, Ceuta and Melilla.

The data relating to staff numbers are total data (in view of the low level of temporary employment in the Group, the averages are not included as they are not considered relevant).

Mobility: The private insurance brokerage agreement establishes that secondments of less than 3 months require notice of 5 working days, and secondments lasting longer than 3 months require notice of 15 calendar days. In addition, in the event of a transfer or a substantial modification of working conditions, notice shall not be less than 30 days.

Staff numbers broken down by age group, sex and geographical area (401-1)

Area	35 and under			36 to 55			> 55 years of age			Total		
2019	W	W	Total	W	W	Total	W	W	Total	W	W	Total
North	3	8	11	20	14	34	0	0	0	23	22	45
South	149	203	352	1,120	1,148	2,268	51	9	60	1,320	1,360	2,680
East	70	132	202	1,329	1,300	2,629	31	5	36	1,430	1,437	2,867
Centre	36	52	88	301	230	531	9	3	12	346	285	631
Total	258	395	653	2,770	2,692	5,462	91	17	108	3,119	3,104	6,223

Area	35 and under			36 to 55			> 55 years of age			Total		
2020	W	W	Total	W	W	Total	W	W	Total	W	W	Total
North	3	8	11	32	15	47	0	0	0	35	23	58
South	130	175	305	1,126	1,171	2,297	73	20	93	1,329	1,366	2,695
East	46	88	134	1,289	1,324	2,613	69	18	87	1,404	1,430	2,834
Centre	33	36	69	295	245	540	17	2	19	345	283	628
Total	212	307	519	2,742	2,755	5,497	159	40	199	3,113	3,102	6,215

Staff distribution by employment contract and sex

Sex	2019		2020	
	Permanent contract	Temporary contract	Permanent contract	Temporary contract
Men	3,066	53	3,063	50
Women	2,997	107	3,035	67
Total	6,063	160	6,098	117

Staff distribution by type of working day

Sex	2019		2020	
	Full-time	Part-time:	Full-time	Part-time:
Men	3,107	12	3,103	10
Women	2,983	121	2,981	121
Total	6,090	133	6,084	131

Staff numbers broken down by sex, age and occupational classification according to the different types of contract and type of working day at Grupo Cooperativo Cajamar

Temporary full-time (fixed period)

Jobs	35 and under				36 to 55				> 55 years of age				Total			
2019	W	Rate	W	Rate	W	Rate	W	Rate	W	Rate	W	Rate	W	Rate	W	Rate
Board (with contract)	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Senior management	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Type 1 Executive	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Type 2 Executive	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Middle managers	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Other	15	30.60 %	34	69.40 %	6	37.50 %	10	62.50 %	0	0.00 %	0	0.00 %	21	32.30 %	44	67.70 %
Total	15	30.60 %	34	69.40 %	6	37.50 %	10	62.50 %	0	0.00 %	0	0.00 %	21	32.30 %	44	67.70 %

Temporary full-time (interim)

Jobs	35 and under				36 to 55				> 55 years of age				Total			
2019	W	Rate	W	Rate	W	Rate	W	Rate	W	Rate	W	Rate	W	Rate	W	Rate
Board (with contract)	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Senior management	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Type 1 Executive	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Type 2 Executive	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Middle managers	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Other	26	34.70 %	49	65.30 %	0	0.00 %	6	100.00 %	0	0.00 %	0	0.00 %	26	32.10 %	55	67.90 %
Total	26	34.70 %	49	65.30 %	0	0.00 %	6	100.00 %	0	0.00 %	0	0.00 %	26	32.10 %	55	67.90 %

Full-time permanent (ordinary)

Jobs	35 and under				36 to 55				> 55 years of age				Total			
2019	W	Rate	W	Rate	W	Rate	W	Rate	W	Rate	W	Rate	W	Rate	W	Rate
Board (with contract)	0	0.00 %	0	0.00 %	3	100.00 %	0	0.00 %	4	100.00 %	0	0.00 %	7	100.00 %	0	0.00 %
Senior management	0	0.00 %	0	0.00 %	27	81.80 %	6	18.20 %	3	100.00 %	0	0.00 %	30	83.30 %	6	16.70 %
Type 1 Executive	0	0.00 %	1	100.00 %	114	75.50 %	37	24.50 %	11	100.00 %	0	0.00 %	125	76.70 %	38	23.30 %
Type 2 Executive	26	55.30 %	21	44.70 %	741	71.30 %	299	28.80 %	4	80.00 %	1	20.00 %	771	70.60 %	321	29.40 %
Middle managers	28	35.40 %	51	64.60 %	466	45.20 %	566	54.80 %	9	90.00 %	1	10.00 %	503	44.90 %	618	55.10 %
Other	163	41.20 %	233	58.80 %	1,410	44.40 %	1,765	55.60 %	57	80.30 %	14	19.70 %	1,630	44.80 %	2,012	55.20 %
Total	217	41.50 %	306	58.50 %	2,761	50.80 %	2,673	49.20 %	88	84.60 %	16	15.40 %	3,066	50.60 %	2,995	49.40 %

Other types of contracts

Jobs	35 and under				36 to 55				> 55 years of age				Total			
2019	W	Rate	W	Rate	W	Rate	W	Rate	W	Rate	W	Rate	W	Rate	W	Rate
Board (with contract)	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Senior management	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Type 1 Executive	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Type 2 Executive	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Middle managers	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Other	0	0.00 %	6	100.00 %	3	50.00 %	3	50.00 %	3	75.00 %	1	25.00 %	6	37.50 %	10	62.50 %
Total	0	0.00 %	6	100.00 %	3	50.00 %	3	50.00 %	3	75.00 %	1	25.00 %	6	37.50 %	10	62.50 %

Temporary full-time (fixed period)

Jobs	35 and under				36 to 55				> 55 years of age				Total			
2020	M	Rate	W	Rate	M	Rate	W	Rate	M	Rate	W	Rate	M	Rate	W	Rate
Board (with contract)	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Senior management	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Type 1 Executive	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Type 2 Executive	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Middle managers	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Other	8	44.40 %	10	55.60 %	6	66.70 %	3	33.30 %	0	0.00 %	0	0.00 %	14	51.90 %	13	48.10 %
Total	8	44.40 %	10	55.60 %	6	66.70 %	3	33.30 %	0	0.00 %	0	0.00 %	14	51.90 %	13	48.10 %

Temporary Full-time (interim)

Jobs	35 and under				36 to 55				> 55 years of age				Total			
2020	M	Rate	W	Rate	M	Rate	W	Rate	M	Rate	W	Rate	M	Rate	W	Rate
Board (with contract)	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Senior management	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Type 1 Executive	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Type 2 Executive	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Middle managers	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Other	18	45.00 %	22	55.00 %	1	33.30 %	2	66.70 %	0	0.00 %	0	0.00 %	19	44.20 %	24	55.80 %
Total	18	45.00 %	22	55.00 %	1	33.30 %	2	66.79 %	0	0.00 %	0	0.00 %	19	44.20 %	24	55.80 %

Full-time permanent (ordinary)

Jobs	35 and under				36 to 55				> 55 years of age				Total			
2020	M	Rate	W	Rate	M	Rate	W	Rate	M	Rate	W	Rate	M	Rate	W	Rate
Board (with contract)	0	0.00 %	0	0.00 %	2	100.00 %	0	0.00 %	5	100.00 %	0	0.00 %	7	100.00 %	0	0.00 %
Senior management	0	0.00 %	0	0.00 %	26	78.80 %	7	21.20 %	5	100.00 %	0	0.00 %	31	81.60 %	7	18.40 %
Type 1 Executive	0	0.00 %	0	0.00 %	119	76.30 %	37	23.70 %	11	91.70 %	1	8.30 %	130	77.40 %	38	22.60 %
Type 2 Executive	23	65.70 %	12	34.30 %	700	69.20 %	312	30.80 %	11	91.70 %	1	8.30 %	734	69.30 %	325	30.70 %
Middle managers	18	29.50 %	43	70.50 %	441	44.10 %	560	55.90 %	19	79.20 %	5	20.80 %	478	44.00 %	608	56.00 %
Other	135	40.40 %	199	59.60 %	1,442	44.20 %	1,824	55.80 %	106	76.80 %	32	23.20 %	1,683	45.00 %	2,055	55.00 %
Total	176	40.90 %	254	59.10 %	2,730	49.90 %	2,740	50.10 %	157	80.10 %	39	19.90 %	3,063	50.20 %	3,033	49.80 %

Other types of contracts

Jobs	35 and under				36 to 55				> 55 years of age				Total			
2020	M	Rate	W	Rate	M	Rate	W	Rate	M	Rate	W	Rate	M	Rate	W	Rate
Board (with contract)	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Senior management	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Type 1 Executive	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Type 2 Executive	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Middle managers	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Other	10	32.30 %	21	67.70 %	5	33.30 %	10	66.70 %	2	66.70 %	1	33.30 %	17	34.70 %	32	65.30 %
Total	19	32.30 %	21	67.70 %	5	33.30 %	10	66.70 %	2	66.70 %	1	33.30 %	17	34.70 %	32	65.30 %

Staff dismissals within Grupo Cajamar broken down by professional category, age and sex

Jobs	35 and under				36 to 55				> 55 years of age				Total			
2019	M	Rate	W	Rate	M	Rate	W	Rate	M	Rate	W	Rate	M	Rate	W	Rate
Board (with contract)	0	0,00 %	0	0,00 %	0	0,00 %	0	0,00 %	0	0,00 %	0	0,00 %	0	0,00 %	0	0,00 %
Senior management	0	0,00 %	0	0,00 %	0	0,00 %	0	0,00 %	0	0,00 %	0	0,00 %	0	0,00 %	0	0,00 %
Type 1 Executive	0	0,00 %	0	0,00 %	0	0,00 %	0	0,00 %	0	0,00 %	0	0,00 %	0	0,00 %	0	0,00 %
Type 2 Executive	0	0,00 %	0	0,00 %	5	83,30 %	1	16,70 %	1	100,00 %	0	0,00 %	6	85,70 %	1	14,30 %
Middle managers	0	0,00 %	0	0,00 %	0	0,00 %	1	100,00 %	0	0,00 %	0	0,00 %	0	0,00 %	1	100,00 %
Other	0	0,00 %	0	0,00 %	9	37,50 %	15	62,50 %	2	100,00 %	0	0,00 %	11	42,30 %	15	57,70 %
Total	0	0,00 %	0	0,00 %	14	45,20 %	17	54,80 %	3	100,00 %	0	0,00 %	17	50,00 %	17	50,00 %

Jobs	35 and under				36 to 55				> 55 years of age				Total			
2020	M	Rate	W	Rate	M	Rate	W	Rate	M	Rate	W	Rate	M	Rate	W	Rate
Board (with contract)	0	0,00 %	0	0,00 %	0	0,00 %	0	0,00 %	0	0,00 %	0	0,00 %	0	0,00 %	0	0,00 %
Senior management	0	0,00 %	0	0,00 %	0	0,00 %	0	0,00 %	0	0,00 %	0	0,00 %	0	0,00 %	0	0,00 %
Type 1 Executive	0	0,00 %	0	0,00 %	0	0,00 %	0	0,00 %	0	0,00 %	0	0,00 %	0	0,00 %	0	0,00 %
Type 2 Executive	0	0,00 %	1	100,00 %	2	100,00 %	0	0,00 %	0	0,00 %	0	0,00 %	2	66,67 %	1	33,33 %
Middle managers	0	0,00 %	0	0,00 %	0	0,00 %	0	0,00 %	0	0,00 %	0	0,00 %	0	0,00 %	0	0,00 %
Other	2	100,00 %	0	0,00 %	4	36,36 %	7	63,64 %	0	0,00 %	0	0,00 %	6	46,15 %	7	53,85 %
Total	2	66,67 %	1	33,33 %	6	46,15 %	7	53,85 %	0	0,00 %	0	0,00 %	8	50,00 %	8	50,00 %

Staff numbers broken down by sex, age and occupational classification according to the different types of contract and type of working day at Grupo Cooperativo Cajamar

Temporary full-time (fixed period)

Jobs	35 and under				36 to 55				Total			
2019	M	Rate	W	Rate	M	Rate	W	Rate	M	Rate	W	Rate
Board (with contract)	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Senior management	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Type 1 Executive	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Type 2 Executive	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Middle managers	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Other	21	36.80 %	36	63.20 %	12	54.50 %	10	45.50 %	33	41.80 %	46	58.20 %
Total	21	36.80 %	36	63.20 %	12	54.50 %	10	45.50 %	33	41.80 %	46	58.20 %

Temporary full-time (interim)

Jobs	35 and under				36 to 55				Total			
2019	M	Rate	W	Rate	M	Rate	W	Rate	M	Rate	W	Rate
Board (with contract)	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Senior management	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Type 1 Executive	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Type 2 Executive	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Middle managers	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Other	52	28.40 %	131	71.60 %	0	0.00 %	15	100.00 %	52	26.30 %	146	73.70 %
Total	52	28.40 %	131	71.60 %	0	0.00 %	15	100.00 %	52	26.30 %	146	73.70 %

Staff numbers broken down by sex, age and occupational classification according to the different types of contract and type of working day at Grupo Cooperativo Cajamar

Permanent full-time

Jobs	35 and under				36 to 55				Total			
2019	M	Rate	W	Rate	M	Rate	W	Rate	M	Rate	W	Rate
Board (with contract)	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Senior management	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Type 1 Executive	0	0.00 %	0	0.00 %	3	100.00 %	0	0.00 %	3	100.00 %	0	0.00 %
Type 2 Executive	0	0.00 %	0	0.00 %	9	64.30 %	5	35.70 %	9	64.30 %	5	35.70 %
Middle managers	0	0.00 %	2	100.00 %	5	45.50 %	6	54.50 %	5	38.50 %	8	61.50 %
Other	12	44.40 %	15	55.60 %	43	44.80 %	53	55.20 %	55	44.70 %	68	55.30 %
Total	12	41.40 %	17	58.60 %	60	48.40 %	64	51.60 %	72	47.10 %	81	52.90 %

Other

Jobs	35 and under				36 to 55				Total			
2019	M	Rate	W	Rate	M	Rate	W	Rate	M	Rate	W	Rate
Board (with contract)	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Senior management	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Type 1 Executive	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Type 2 Executive	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Middle managers	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Other	0	0.00 %	8	100.00 %	3	27.30 %	8	72.70 %	16	15.80 %	16	84.20 %
Total	0	0.00 %	8	100.00 %	3	27.30 %	8	72.70 %	16	15.80 %	16	84.20 %

Staff numbers broken down by sex, age and occupational classification according to the different types of contract and type of working day at Grupo Cooperativo Cajamar

Temporary Full-time (fixed period)

Jobs	35 and under				36 to 55				> 55 years of age				Total			
2020	M	Rate	W	Rate	M	Rate	W	Rate	M	Rate	W	Rate	M	Rate	W	Rate
Board (with contract)	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Senior management	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Type 1 Executive	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Type 2 Executive	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Middle managers	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Other	9	52.94 %	8	47.06 %	6	54.55 %	5	45.45 %	0	0.00 %	0	0.00 %	15	53.57 %	13	46.43 %
Total	9	52.94 %	8	47.06 %	6	54.55 %	5	45.45 %	0	0.00 %	0	0.00 %	15	53.57 %	13	46.43 %

Temporary Full-time (interim)

Jobs	35 and under				36 to 55				> 55 years of age				Total			
2020	M	Rate	W	Rate	M	Rate	W	Rate	M	Rate	W	Rate	M	Rate	W	Rate
Board (with contract)	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Senior management	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Type 1 Executive	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Type 2 Executive	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Middle managers	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Other	11	33.33 %	22	66.67 %	1	50.00 %	1	50.00 %	1	100.00 %	0	0.00 %	13	36.11 %	23	63.89 %
Total	11	33.33 %	22	66.67 %	1	50.00 %	1	50.00 %	1	100.00 %	0	0.00 %	13	36.11 %	23	63.89 %

Permanent full-time

Jobs	35 and under				36 to 55				> 55 years of age				Total			
2020	M	Rate	W	Rate	M	Rate	W	Rate	M	Rate	W	Rate	M	Rate	W	Rate
Board (with contract)	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Senior management	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Type 1 Executive	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Type 2 Executive	0	0.00 %	0	0.00 %	5	71.43 %	2	28.57 %	0	0.00 %	0	0.00 %	5	71.43 %	2	28.57 %
Middle managers	3	100.00 %	0	0.00 %	3	100.00 %	0	0.00 %	0	0.00 %	0	0.00 %	6	100.00 %	0	0.00 %
Other	10	83.33 %	2	16.67 %	28	93.33 %	2	6.67 %	1	100.00 %	0	0.00 %	39	90.70 %	4	9.30 %
Total	13	86.70 %	2	13.30 %	36	90.00 %	4	10.00 %	1	100.00 %	0	0.00 %	50	89.30 %	6	10.70 %

Other

Jobs	35 and under				36 to 55				> 55 years of age				Total			
2020	M	Rate	W	Rate	M	Rate	W	Rate	M	Rate	W	Rate	M	Rate	W	Rate
Board (with contract)	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Senior management	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Type 1 Executive	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Type 2 Executive	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Middle managers	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Other	23	56.10 %	18	43.90 %	9	52.94 %	8	47.06 %	0	0.00 %	0	0.00 %	32	55.17 %	26	44.83 %
Total	23	56.10 %	18	43.90 %	9	52.94 %	8	47.06 %	0	0.00 %	0	0.00 %	32	55.17 %	26	44.83 %

Evolution of new employee numbers

New employees	2019		2020	
New employees that continue	272	73,91 %	127	71,34 %
New employees that stop working	96	26,08 %	51	28,65 %

Number and % of new employees compared to the total number of employees distributed by age, sex and geographical area (401-1)

Area	35 and under				36 to 55				> 55 years of age				Total			
2019	M	Rate	W	Rate	M	Rate	W	Rate	M	Rate	W	Rate	M	Rate	W	Rate
North	1	14.30 %	6	85.70 %	4	57.10 %	3	0.00 %	0	0.00 %	0	0.00 %	5	35.70 %	9	64.30 %
South	51	33.80 %	100	66.20 %	19	45.20 %	23	100.00 %	0	0.00 %	0	0.00 %	70	36.30 %	123	63.70 %
East	32	34.40 %	61	65.60 %	5	41.70 %	7	100.00 %	0	0.00 %	0	0.00 %	37	35.20 %	68	64.80 %
Centre	15	46.90 %	17	53.10 %	19	79.20 %	5	100.00 %	0	0.00 %	0	0.00 %	34	60.70 %	22	39.30 %
Total	99	35.00 %	184	65.00 %	47	55.30 %	38	44.70 %	0	0.00 %	0	0.00 %	146	39.70 %	222	60.30 %

Area	35 and under				36 to 55				> 55 years of age				Total			
2020 ¹	M	Rate	W	Rate	M	Rate	W	Rate	M	Rate	W	Rate	M	Rate	W	Rate
North	0	0.00 %	3	100.00 %	9	81.80 %	2	18.20 %	0	0.00 %	0	0.00 %	9	64.30 %	5	35.70 %
South	48	56.50 %	37	43.50 %	31	72.10 %	12	27.90 %	2	100.00 %	0	0.00 %	81	62.30 %	49	37.70 %
East	5	38.50 %	8	61.50 %	4	57.10 %	3	42.90 %	0	0.00 %	0	0.00 %	9	45.00 %	11	55.00 %
Centre	3	60.00 %	2	40.00 %	8	88.90 %	1	11.10 %	0	0.00 %	0	0.00 %	11	78.60 %	3	21.40 %
Total	56	52.80 %	50	47.20 %	52	74.30 %	18	25.70 %	2	100.00 %	0	0.00 %	110	61.80 %	68	38.20 %

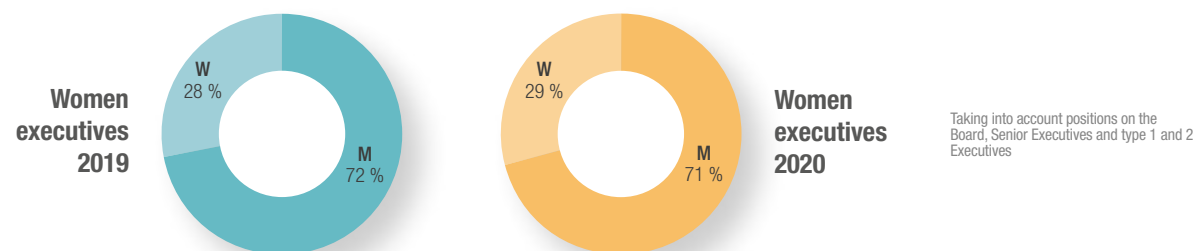
¹ Those with temporary contracts that were not active as of 31/12/2019 or new staff members with a permanent contract have been classified as new employees. In addition, in 2020, a total of 60 people with permanent contracts who were not active as at 31/12/2019 also rejoined the staff.

Number and % of staff departures compared to the total number of employees distributed by age, sex, and geographical area (401-1)

Area	35 and under				36 to 55				> 55 years of age				Total			
2019	M	Rate	W	Rate	M	Rate	W	Rate	M	Rate	W	Rate	M	Rate	W	Rate
North	1	50.00 %	1	50.00 %	1	100.00 %	0	0.00 %	0	0.00 %	0	0.00 %	2	66.70 %	1	33.30 %
South	26	43.30 %	34	56.70 %	12	36.40 %	21	67.70 %	10	90.90 %	1	2.00 %	48	46.20 %	56	53.80 %
East	16	40.00 %	24	60.00 %	24	36.40 %	42	85.70 %	7	77.80 %	2	4.10 %	47	40.90 %	68	59.10 %
Centre	4	30.80 %	9	69.20 %	5	45.50 %	6	75.00 %	2	100.00 %	0	0.00 %	11	42.30 %	15	57.70 %
Total	47	40.90 %	68	59.10 %	42	37.80 %	69	62.20 %	19	86.40 %	3	13.60 %	108	43.50 %	140	56.50 %

Area	35 and under				36 to 55				> 55 years of age				Total			
2020 ¹	M	Rate	W	Rate	M	Rate	W	Rate	M	Rate	W	Rate	M	Rate	W	Rate
North	0	0.00 %	0	0.00 %	0	0.00 %	1	100.00 %	0	0.00 %	0	0.00 %	0	0.00 %	1	10.00 %
South	16	43.20 %	21	56.80 %	14	50.00 %	14	50.00 %	17	68.00 %	8	32.00 %	47	52.20 %	43	47.80 %
East	8	38.10 %	13	61.90 %	26	50.00 %	26	50.00 %	8	66.70 %	4	33.30 %	42	49.40 %	43	50.60 %
Centre	0	0.00 %	2	100.00 %	8	61.50 %	5	38.50 %	3	75.00 %	1	25.00 %	11	57.90 %	8	42.10 %
Total	24	40.00 %	36	60.00 %	48	51.10 %	46	48.90 %	28	68.30 %	13	31.70 %	100	51.30 %	95	48.70 %

Management of diversity and equal opportunities (405-1)



Grupo Cajamar staff numbers broken down by professional category, age and sex (405- 1)

Jobs	35 and under				36 to 55				> 55 years of age				Total			
2019	M	Rate	W	Rate	M	Rate	W	Rate	M	Rate	W	Rate	M	Rate	W	Rate
Board (with contract)	0	0.00 %	0	0.00 %	3	100.00 %	0	0.00 %	4	100.00 %	0	0.00 %	7	100.00 %	0	0.00 %
Senior management	0	0.00 %	0	0.00 %	27	81.80 %	6	18.20 %	3	100.00 %	0	0.00 %	30	83.30 %	6	16.70 %
Type 1 Executive	0	0.00 %	1	100.00 %	114	75.50 %	37	24.50 %	11	100.00 %	0	0.00 %	125	76.70 %	38	23.30 %
Type 2 Executive	26	55.30 %	21	44.70 %	741	71.30 %	299	28.80 %	4	80.00 %	1	20.00 %	771	70.60 %	321	29.40 %
Middle managers	28	35.40 %	51	64.60 %	466	45.20 %	566	54.80 %	9	90.00 %	1	10.00 %	503	44.90 %	618	55.10 %
Other	204	38.80 %	322	61.20 %	1,419	44.30 %	1,784	55.70 %	60	80.00 %	15	20.00 %	1,683	44.20 %	2,121	55.80 %
Total	258	39.50 %	395	60.50 %	2,770	50.70 %	2,692	49.30 %	91	84.30 %	17	15.70 %	3,119	50.10 %	3,104	49.90 %

Jobs	35 and under				36 to 55				> 55 years of age				Total			
2020	M	Rate	W	Rate	M	Rate	W	Rate	M	Rate	W	Rate	M	Rate	W	Rate
Board (with contract)	0	0.00 %	0	0.00 %	2	100.00 %	0	0.00 %	5	100.00 %	0	0.00 %	7	100.00 %	0	0.00 %
Senior management	0	0.00 %	0	0.00 %	26	78.80 %	7	21.20 %	5	100.00 %	0	0.00 %	31	81.60 %	7	18.40 %
Type 1 Executive	0	0.00 %	0	0.00 %	119	76.30 %	37	23.70 %	11	91.70 %	1	8.30 %	130	77.40 %	38	22.60 %
Type 2 Executive	23	65.70 %	12	34.30 %	700	69.20 %	312	30.80 %	11	91.70 %	1	8.30 %	734	69.30 %	325	30.70 %
Middle managers	18	29.50 %	43	70.50 %	441	44.10 %	560	55.90 %	19	79.20 %	5	20.80 %	478	44.00 %	608	56.00 %
Other	171	40.40 %	252	59.60 %	1,454	44.20 %	1,839	55.80 %	108	76.60 %	33	23.40 %	1,733	44.90 %	2,124	55.10 %
Total	212	40.80 %	307	59.20 %	2,742	49.90 %	2,755	50.10 %	159	79.90 %	40	20.10 %	3,113	50.10 %	3,102	49.90 %

Appointments

Jobs	2019				2020			
	M	Rate	W	Rate	M	Rate	W	Rate
Board (with contract)	1	100.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Senior management	0	0.00 %	1	100.00 %	2	66.57 %	1	33.33 %
Type 1 Executive	10	71.00 %	6	29.00 %	17	73.91 %	6	26.09 %
Type 2 Executive	61	58.00 %	40	42.00 %	56	58.33 %	40	41.67 %
Middle managers	34	33.00 %	92	67.00 %	54	36.99 %	92	63.01 %
Total	106	47.00 %	139	53.00 %	129	48.13 %	139	51.87 %

Staff departures

Jobs	2019				2020			
	M	Rate	W	Rate	M	Rate	W	Rate
Board (with contract)	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Senior management	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Type 1 Executive	11	85.00 %	2	15.00 %	5	71.43 %	2	28.57 %
Type 2 Executive	76	78.00 %	22	22.00 %	75	68.81 %	34	31.19 %
Middle managers	45	38.00 %	72	62.00 %	72	48.98 %	75	51.02 %
Total	132	58.00 %	96	42.00 %	152	57.79 %	111	42.21 %

Other indicators of staff diversity in Grupo Cajamar(405-1)

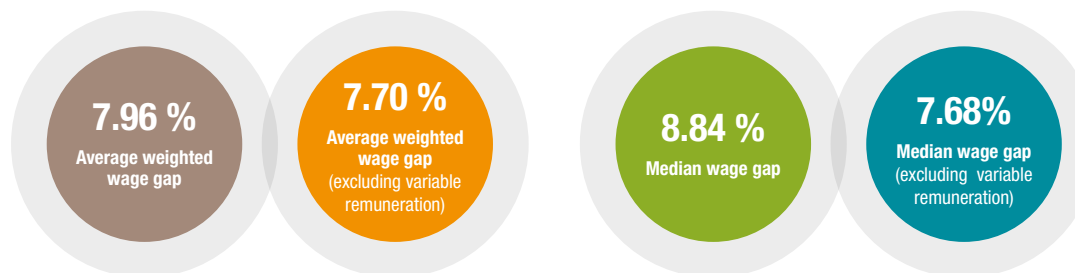
	2019								2020								
	Foreign Nationals				Integration of Disability GCC Partic. (only >50 workers)				Foreign Nationals				Integration of Disability GCC Partic. (only >50 workers)				
Jobs	M	Rate	W	Rate	M	Rate	W	Rate	M	Rate	W	Rate	M	Rate	W	Rate	
Board (with contract)	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	
Senior management	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	
Type 1 Executive	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	
Type 2 Executive	1	0.10 %	1	0.10 %	11	0.20 %	3	0.10 %	2	0.20 %	2	0.20 %	11	0.20 %	2	0.00 %	
Middle managers	1	0.10 %	3	0.30 %	9	0.20 %	11	0.20 %	0	0.00 %	2	0.20 %	11	0.20 %	10	0.20 %	
Other	13	0.30 %	11	0.30 %	35	0.60 %	50	0.80 %	11	0.30 %	9	0.20 %	36	0.60 %	48	0.80 %	
Total	15	0.20 %	15	0.20 %	55	0.90 %	64	1.10 %	13	0.20 %	13	0.20 %	58	1.00 %	60	1.00 %	
GCC + Partic employees.>50 workers									5,903								
									5,901								

Data corresponding to Entities/Companies with more than 50 workers are given. At an individual level, the 2% figure is not achieved in Banco, Cajamar and Eurovia Informática, but there are alternative measures in place with the company Alares.

In 2020, for the first time, the sustainability report includes the average weighted wage gap, which is the difference between men's average wages and women's average wages (average wage gap) weighted by the number of men and women in each position (average weighted gap = sum of [(average M - average W) / average M] per job).

The gap is reduced from 8.31% to 7.96% if we consider fixed and variable remuneration - and from 8.10% to 7.70% based on fixed income alone - weighted by the number of people, given that women have a lower representation in more senior positions. (Data for 2019 have been calculated for comparability purposes, since they were not reported last year).

Wage gap



In median terms, the gap has been reduced from 10.31% to 8.84% considering fixed and variable remuneration - from 9.38% to 7.68% in terms of fixed remuneration. (Median wage gap = (median M - median W) / median M).

The average remuneration of women has improved, taking into account all the positions in the various companies (financial and holdings) that make up Grupo Cajamar, reducing the average wage gap from 16.90% to 16.20% - and from 15.83% to 15.61% if we consider fixed pay only. (average wage gap = [(average M - average W) / average M]).

Equal pay between women and men (405-2)

Ratio men's/women's salary by professional category and entity (405-2)

Jobs	BCC			Cajamar Caja Rural			Other financial entities			Holdings		
2019	%	Seniority		%	Seniority		%	Seniority		%	Seniority	
		M	W		M	W		M	W		M	W
Board (with contract)	0.00 %	28.37	0.00	0.00 %	24.54	0.00	0.00 %	0.00	0.00	0.00 %	0.00	0.00
Senior management	79.02 %	19.58	13.42	0.00 %	27.59	0.00	88.99 %	24.60	23.37	0.00 %	0.00	0.00
Type 1 Executive	79.30 %	19.27	17.72	86.22 %	20.57	20.87	0.00 %	22.42	0.00	85.02 %	19.38	23.65
Type 2 Executive	94.33 %	17.75	17.53	91.61 %	18.08	16.86	95.73 %	19.91	20.67	80.81 %	22.67	16.19
Middle managers	87.21 %	20.93	16.37	94.79 %	18.63	16.90	100.33 %	23.01	22.29	91.28 %	16.30	17.71
Other	93.86 %	17.37	15.17	92.24 %	18.82	16.17	95.49 %	19.52	19.05	91.01 %	11.43	12.78

Ratio men's/women's salary by professional category and entity (405-2)

Jobs	BCC			Cajamar Caja Rural			Other financial entities			Holdings		
2020	%	Seniority		%	Seniority		%	Seniority		%	Seniority	
		M	W		M	W		M	W		M	W
Board (with contract)	0.00 %	29.27	0.00	0.00 %	25.54	0.00	0.00 %	0.00	0.00	0.00 %	0	0.00
Senior management	84.66 %	20.29	14.43	92.31 %	28.59	31.44	87.89 %	25.61	24.37	0.00 %	0	0.00
Type 1 Executive	80.97 %	19.88	19.52	76.07 %	20.96	19.54	0.00 %	23.42	0.00	86.60 %	20.38	24.65
Type 2 Executive	93.67 %	18.37	17.70	91.75 %	18.32	17.85	97.97 %	20.62	22.04	84.65 %	21.37	15.47
Middle managers	87.15 %	21.66	17.57	94.05 %	19.26	17.49	97.69 %	23.49	22.91	92.52 %	17.71	19.19
Other	95.24 %	17.75	16.01	93.09 %	19.90	17.39	96.41 %	20.83	20.08	92.07 %	11.93	13.73

The difference in the men's / women's salary ratio is directly related to their seniority within their professional category. Hence, the wage difference is derived from add-ons and not the basic salary, since the basic salary for men and women in each professional category is the same. This equal relationship is maintained in all the entities that make up Grupo Cooperativo Cajamar.

Only full-time permanent employees have been considered in the calculation of data.

Average staff salary and evolution in Grupo Cooperativo Cajamar broken down by sex, age and occupational classification

Jobs	35 and under			Between 36 and 55 years of age			> 55 years			Total		
2019	M	W	Gap	M	W	Gap	M	W	Gap	M	W	Gap
Board (with contract)	-	-	-	341,662.00	-	-	196,992.80	-	-	258,993.90	-	-
Senior management	-	-	-	131,725.20	91,828.80	30.30 %	170,545.30	-	-	135,607.20	91,828.80	32.30 %
Type 1 Executive	-	60,828.80	-	76,626.10	63,416.70	17.20 %	89,472.90	-	-	77,756.60	63,348.40	18.50 %
Type 2 Executive	45,642.70	44,531.70	2.40 %	52,317.60	48,119.50	8.00 %	70,044.70	49,030.90	30.00 %	52,184.40	47,888.00	8.20 %
Middle managers	37,140.50	37,325.60	-0.50 %	44,846.60	41,029.60	8.50 %	56,215.00	43,820.60	22.00 %	44,621.00	40,728.40	8.70 %
Other	26,151.10	26,430.80	-1.10 %	37,969.10	35,625.20	6.20 %	55,834.80	60,391.70	-8.20 %	37,166.40	34,404.50	7.40 %
Total	29,308.00	28,886.90	1.40 %	45,796.20	38,656.60	15.60 %	70,417.70	58,748.60	16.60 %	45,152.40	37,523.30	16.90 %

Jobs	35 and under			Between 36 and 55 years of age			> 55 years			Total		
2020	M	W	Gap	M	W	Gap	M	W	Gap	M	W	Gap
Board (with contract)	-	-	-	451,336.30	-	-	217,009.30	-	-	283,959.90	-	-
Senior management	-	-	-	134,740.30	105,495.20	21.70 %	167,635.40	-	-	140,045.90	105,495.20	24.67 %
Type 1 Executive	-	-	-	75,303.20	61,225.90	18.69 %	87,016.20	65,704.90	24.49 %	76,294.30	61,343.80	19.60 %
Type 2 Executive	43,911.80	42,978.40	2.13 %	51,750.90	47,995.00	7.26 %	55,574.70	64,412.80	-15.90 %	51,562.60	47,860.30	7.18 %
Middle managers	38,354.90	36,884.50	3.83 %	44,846.80	40,758.70	9.12 %	54,160.10	45,435.30	16.11 %	44,972.60	40,523.20	9.89 %
Other	26,465.40	26,623.30	-0.60 %	38,035.10	35,798.90	5.88 %	44,485.50	39,009.30	12.31 %	37,295.50	34,760.10	6.80 %
Total	29,367.70	28,699.80	2.27 %	45,468.00	38,706.80	14.87 %	58,649.00	41,115.10	29.90 %	45,044.80	37,747.50	16.20 %

The difference in the men's / women's salary ratio is directly related to their seniority within their professional category. Hence, the wage difference is derived from add-ons and not the basic salary, since the basic salary for men and women in each professional category is the same. This equal relationship is maintained in all the entities that make up Grupo Cooperativo Cajamar.

Distribution of promoted employees broken down by sex

Sex	Staff		Promotions	
	Number	%	Number	%
2019				
Men	3,119	50.12 %	305	44.08 %
Women	3,104	49.88 %	387	55.92 %
Total	6,223	100.00 %	692	100.00 %

Sex	Staff		Promotions	
	Number	%	Number	%
2020				
Men	3,113	50.09 %	522	42.37 %
Women	3,102	49.91 %	710	57.63 %
Total	6,215	100.00 %	1,232	100.00 %

2019

Starting salary for new employees	Minimum wage	Ratio
18,288.73 €	12,600.00 €	1.45

Bearing in mind that 91.46% of staff members at GCC+Partic are covered by the Collective Agreement for Cooperative Credit Institutions, the standard starting salary for new employees set out in that Agreement is taken into consideration, since the salary for other employees not covered by the agreement would be €14,845).

Total annual fixed remuneration for the best paid position within the Group is 14.96 times the average total annual fixed remuneration for all Grupo Cajamar (GCC + Partic) staff.

2020

Starting salary for new employees	Minimum wage	Ratio
18,435.04 €	13,300.00 €	1.39

Medical check-ups carried out in Grupo Cooperativo Cajamar entities.

Number of check-ups	2019	2020
Total	3.889	2.593

In addition to these regular medical check-ups, during 2020, more than 1,800 measures (diagnostic tests and prevention reports) have been carried out, due to the health crisis resulting from COVID-19.

Grupo Cajamar employee workplace accidents broken down by sex and region (403-2)

2019	Men					Women					Total
	North	South	East	Centre	Total	North	South	East	Centre	Total	
Total accidents	0	12	10	3	25	0	31	32	6	69	94
Accidents without leave	0	8	7	2	17	0	17	9	3	29	46
Accidents with leave	0	4	3	1	8	0	14	23	3	40	48
Occupational illness	0	0	0	0	0	0	0	0	0	0	0
Total days lost with leave	0	158	54	7	219	0	237	464	57	758	977

2020	Men					Women					Total
	North	South	East	Centre	Total	North	South	East	Centre	Total	
Total accidents	0	8	14	7	29	0	6	24	2	32	61
Accidents without leave	0	3	7	5	15	0	2	10	2	14	29
Accidents with leave	0	5	7	2	14	0	4	14	0	18	32
Occupational illness	0	0	0	0	0	0	0	0	0	0	0
Total days lost with leave	0	105	385	22	512	0	22	477	0	499	1,011

Grupo Cajamar employee cases of Covid-19 broken down by sex and region (403-2)

2020	Men					Women					Total
	North	South	East	Centre	Total	North	South	East	Centre	Total	
Occupational illness	2	103	227	53	385	1	145	256	67	469	854
Total days lost with leave	12	878	1,837	484	3,211	6	1,281	2,088	641	4,016	7,227

Up to 2020 we have had no recorded cases of occupational illness. Corresponding to leave taken as a result of COVID-19.

Volume and type of employee absenteeism in Grupo Cajamar by sex and region (403-2)

2019	Men					Women					Total
	North	South	East	Centre	Total	North	South	East	Centre	Total	
Total leave	5	317	317	58	697	9	500	504	112	1,125	1,822
New leave	4	297	292	51	644	8	464	456	101	1,029	1,673
Incorporations	5	288	299	55	647	9	460	453	99	1,021	1,668
Total working days lost	165	7,447	7,124	1,597	16,333	103	13,012	14,620	3,535	31,270	47,603
Total working days lost ¹	0.000	0.009	0.009	0.007	0.008	0.000	0.023	0.021	0.022	0.022	0.015
Rate of days lost due to accidents ²	0.000	0.000	0.000	0.001	0.000	0.000	0.001	0.000	0.006	0.001	0.001
Absenteeism rate ³	0.029	0.020	0.004	0.077	0.018	0.020	0.037	0.009	0.199	0.038	0.028
Total staff working days	5,787	367,886	430,552	92,443	896,688	5,069	354,572	390,722	73,641	824,004	1,720,672

2020	Men					Women					Total
	North	South	East	Centre	Total	North	South	East	Centre	Total	
Total leave	7	333	489	107	936	8	564	679	158	1,409	2,345
New leave	7	305	471	104	887	8	520	625	145	1,298	2,185
Incorporations	6	314	452	97	869	8	518	611	144	1,281	2,150
Total working days lost	252	7,739	10,512	2,109	20,612	46	16,028	16,594	3,201	35,869	56,481
Total working days lost ¹	0.000	0.006	0.010	0.020	0.009	0.000	0.004	0.017	0.007	0.010	0.010
Rate of days lost due to accidents ²	0.000	0.000	0.001	0.000	0.001	0.000	0.000	0.001	0.000	0.001	0.001
Absenteeism rate ³	0.031	0.020	0.024	0.022	0.022	0.008	0.044	0.045	0.043	0.044	0.033
Total staff working days	8,093	384,754	430,024	96,089	918,960	5,845	364,320	371,646	73,896	815,707	1,734,667

¹ Total number of accidents / staff number.

² Days lost due to accidents/No. of staff working days in the area.

³ Total working days lost/No. of staff working days in the area.

Grupo Cajamar Employees entitled to maternity or parental leave (401-3)

	2019		2020	
	Men	Women	Men	Women
No. of employees entitled to leave	105	159	140	133
No. of employees who exercised that right	104	159	140	133
Number of employees still on leave	9	37	10	29
No. of employees who, after their statutory leave, are on a leave of absence	0	31	4	32
No. of employees who, after their statutory leave finished, returned to work	95	75	126	72
% of staff members who returned to work after taking statutory leave	100.00 %	82.42 %	96.92 %	69.23 %

% of employee retention at Grupo Cooperativo Cajamar after maternity or paternity leave, broken down by sex (401-3)

	2019 ¹		2020 ²	
	Men	Women	Men	Women
Maternity/paternity leave taken previous year	93	133	104	159
No. of employees who returned to work	84	62	95	75
No. of employees who are still working in the Group 12 months later	89	122	103	142
% of retention	95.70 %	91.73 %	99.04 %	89.31 %

¹ To ascertain employees' working situation 12 months later, the date taken into account is 31/12/2019. As of 31/12/2020 only one person has not returned to work and two remain on a leave of absence.

² To ascertain employees' working situation 12 months later, the date taken into account is 31/12/2020. Only two people have not returned to work; the rest are still on child care leave.

Social benefits (401-2)

	Permanent (full time or part-time)	Temporary	Observations
Life Insurance	Yes	Yes	
Medical insurance	No	No	Not paid by the entity. Included in flexible remuneration payable by the employee
Incapacity or disability cover	Yes	Yes	
Pension fund*	Yes	Yes (min. 2 years working)	
Shares/Holdings	Yes	Yes	Possibility of making contributions to the entity's equity capital
Study grants	Yes	Yes	
Flexible remuneration	Yes	Yes	In the case of temporary employees, provided the duration of the contract is at least equal to the duration of service (nursery, insurance...)
Training and professional development	Yes	Yes	
Holiday and leaves of absence (paid and unpaid)	Yes	Yes	
Flexible working day	Yes	Yes	
Social finance	Yes	No	
Corporate culture	Yes	Yes	
Equality plan	Yes	Yes	
Plan to help employees whose children have disabilities	Yes	No	

* The Employment Pension Plan Oversight Committee agreed as a mandate for the management of the Employment Fund to apply ethical, social, environmental and corporate governance criteria to investments made. Furthermore, it must also comply with the UN principles of responsible investment. At 31 December 2020, the Pension Plan encompassed 7,233 members, 523 beneficiaries, and the total assets managed amount to € 183,371,949.86. The plans offer defined fixed and fixed contributions, including some groups with fixed benefits only, and other mixed groups (fixed contributions and benefits). All obligations are outsourced, either in the employment pension plan or through insurance policies.

Annex IV- Staff Training.

Hours of training delivered to Group employees broken down by professional category and sex

	Professional category (No. of employees)					Sex (No. of Employees)		Training Expenditure relative to PAT*
	Board members (with contract) + Senior management	Type 1 Executive	Type 2 Executive	Middle managers	Other	Men	Women	
Number of employees trained	43	171	1,148	1,110	3,852	3,163	3,161	1.69 %
Hours received**	2,472	9,802	89,968	79,957	295,479	230,456	246,921	
Average number of hours	57.48	57.32	78.37	71.76	76.71	72.86	73.98	

* PAT: Profits after tax. In 2019 it was 3.37 %. The fact that it has decreased is because it is the ratio between training costs and net profit. Costs in 2020 were much lower.

The total hours of training received were 504,315 in 2019 and 477,377 in 2020.

Number of employees trained in programmes for skills management and continuing professional development

Finance School (Savings)	2019		2020	
	Employees	% of total	Employees	% of total
EFF Savings-Basic level-MIFID II	237	3.73 %	96	1.51 %
EFF Savings - Intermediate level - MiFID II	304	4.78 %	154	2.43 %
EFF Savings - Advanced level - MiFID II	111	1.74 %	110	1.73 %
EFF Savings-Specialist level-MIFID II	-	-	1	0.01 %
EFF Savings-Specialist level + Mod. Advice - MIFID II	-	-	58	0.91 %
EFF Savings - Recertification	4,241	66.76 %	4,562	72.13 %

Finance School (Finance)	2019		2020	
	Employees	% of total	Employees	% of total
EFF Finance - Level I	312	4.91 %	117	1.85 %
EFF Finance - Level II	273	4.29 %	213	3.36 %
EFF Finance - Level III	-	-	29	0.46 %
EFF Finance - Recertification	3,465	54.54 %	1,145	18.11 %

The ratio compared to the total number of employees has been calculated bearing in mind the number of employees who have received training (6,353 in 2019 and 6,324 in 2020), regardless of whether they are still active staff members by the end of the year.

The information for 2019 has been modified on account of changes in the calculation of certifications, which include those carried out during the year.

Main courses delivered regarding regulatory compliance

Courses	2019		2020				
	Employees	% of total	Employees	Financial Agent	Intern	Total	% of total
Money laundering	2,100	33.05 %	2,007	52	66	2,125	33.60 %
Cyber Security	6,178	97.25 %	6,128	106	82	6,316	99.87 %
LOPD Data Protection Legislation	3,006	47.32 %	1,420	14	67	1,501	23.73 %
Equal opportunities and work/life balance	543	8.55 %	422	8	75	505	7.99 %
Market abuse	316	4.97 %	170	2	74	246	3.89 %
Code of Conduct	1,749	27.53 %	206	-	72	278	4.40 %
Interest Conflict	-	-	212	3	76	291	4.60 %
Security in branches	310	4.88 %	292	8	67	367	5.80 %
Criminal Risks**	191	3.05 %	2,839	33	68	2,940	46.49 %
Health and Safety in the Workplace	2,694	42.41 %	2,519	28	78	2,625	41.51 %

The ratio compared to the total number of employees has been calculated bearing in mind the number of employees who have received training (6,353 in 2019 and 6,324 in 2020), regardless of whether they are still active staff members by the end of the year.

Information regarding courses on regulatory compliance for employees, financial agents, and interns is broken down.

An employee may have been trained on two occasions, due to a change in their professional category or a change in their type of contract, within the same year.

Training in Criminal Risks

Board	2020
Members of the Board	No. of people
Director	90
Board President	16
Board Secretary	16
Vice President	16

Other Professional Categories

Professional category	2020
No. of people	
Senior management	25
Type 1 Executive	161
Type 2 Executive	1,041
Middle managers	957
Other	3,736

In order to know the number of people who have received training in relation to "corruption", the course on "criminal risks" has been taken into account for all professional categories except for Directors and members of the Board of Directors who have their own Training Plan.

In the Training Plan for the Board of Directors, the following training actions have been considered:
- Corporate Governance Module
- Anti Money Laundering and Combating the Financing of Terrorism

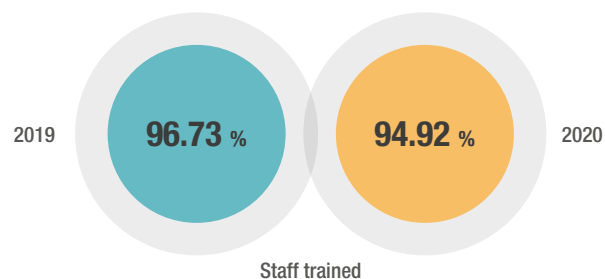
Board Training Plan

Members of the Board	No. of people	Hours received	2020
			Average
Director	100	2,315	23.15
Board President	19	393.5	20.71
Board Secretary	14	354.5	25.32
Vice President	18	410	22.77
General Total	151	3,473	23.00

FUNDAE Grants

Courses	2019	2020
Credits awarded (euros)	770,640.61	825,306.43
Credits spent (euros)	427,511.48	219,440.01
Training Actions	357	597
Students	4,267	2,302
Employees	2,195	1,556

Other information



Skills School	Employees	Hours received	2020
			% of total*
Generic Skills	572	1,804	9.04 %
Specialisation skills	27	135	0.43 %
Comercial Skills Campus	273	1,801	4.32 %
Management Skills Campus	691	5,639	10.93 %
Personal Skills Campus	102	152	1.61 %
Personal Skills Campus	501	3,252	7.92 %

* Percentage of total employees trained in 2020 (6,324 people).

Training Method	2019				2020			
	Total T.A.*	Participants	Employees	H. received	Total T.A.*	Participants	Employees	H. received
Face-to-face	853	14,338	4,718	78,296.09	166	2,381	1,967	16,218.69
Virtual training	227	5,217	1,795	13,311.38	604	11,811	3,903	34,698.31
E-learning	1,702	87,952	6,572	439,116.63	1,941	90,892	6,471	440,119.96
Total	2,782	107,507	6,597	530,724.10	2,711	105,084	6,503	491,036.96

The figures for "face-to-face" training actions were significantly reduced in 2020, mainly due to health safety measures derived from COVID-19. However, in general, prior to the special circumstances of 2020, there is a clear tendency to carry out most training sessions in a digital format (virtual training and e-learning).

* T.A.: Training action

Annex V- Trade union relations

Grupo Cooperativo Cajamar understands that freedom of association and labour representation are a right that needs to be preserved by ensuring that the functions of worker representation and defence can be carried out in an appropriate environment that enables the improvement of working conditions to be negotiated through the approach of creating shared value. In this regard, Human Resources Management provides all the information necessary for social agents to represent and defend the interests of Grupo Cooperativo Cajamar workers swiftly and effectively, through on-going dialogue between the different entities that make up the Group and trade union representatives.

In accordance with labour regulations, employees are represented by unions and they are kept constantly informed of any changes and agreements made within the organisation itself. Equally, Grupo Cooperativo Cajamar provides union representatives with all the appropriate resources to carry out their activity. Furthermore, internal channels of communication are kept up to date so as to provide information to all the Group's staff members.

At present, with regard to trade union representation, Grupo Cooperativo Cajamar has a structure comprising four group-wide union sections, empowered to represent and negotiate on behalf of any Group employee.

In terms of representative bodies, taking into account all the entities and companies that make up the Group as well as the parent company, BCC, there are a total of **293 workers' representatives** operating in **37 provinces**, and sitting on 18 company committees

present in 14 provinces, and 56 representative bodies with staff representation, distributed in 33 provinces.

92.14 % of Group **staff members** are covered by the XXI Collective Agreement for Cooperate Credit Unions and Institutions. Published in BOE issue 10, 20 December 2016, as well as by the **labour agreements signed** with union representatives in Group Cooperativo Cajamar, since social dialogue is taken into consideration at all times.

8.51 % of the Group's **workforce** is regulated by the **Almeria Branch and Office Agreement**. Published in the Almeria BOP Issue 17, of 26 January 2017, as well as the **labour agreements signed** with the trade union representation of each company.

0.03 % of all Group **staff members** are covered by the **Private Insurance Brokerage Agreement**. Published in the BOE, Issue 261, 28 October 2016.

In 2020, there were no situations that jeopardised workers' rights to freedom of association within the Group or within significant suppliers linked to the Group's activity.

Grupo Cooperativo Cajamar entities are members of the ASEMECC employers' organisation, an associative entity that represents and defends the interests of its members in the field of collective bargaining and labour relations. The social purpose of the association is to represent its members in collective bargaining and labour relations, and to carry out any complementary and related activities necessary for the achievement of the above purpose.

Annex VI - Risks and opportunities arising from climate change

Potential consequences of climate change for Grupo Cooperativo Cajamar

Aspects requested	Timeframe (1)	Impact on financial strategy			
		A	B	C	D
Political and Legal					
Increased operational costs due to increased taxes on electricity and fuels	1-3 years	X	X		
Depreciation of the assets of those companies in the investment portfolio that require high energy consumption	1-3 years	X		X	
Technological					
Costs and investments associated with more efficient technologies	3-5 years	X	X		
Market					
Increase in operating costs for customers due to the increased cost of raw materials	1-3 years	X			
Cost of adaptation for customers	1-3 years				
Reputation					
Reduction of income and associated costs resulting from a reputational crisis.	1-3 years	X			X
Acute physical risks					
Reduction in income due to the negative impacts on companies in the investment portfolio, or on customers, whose solvency and payment capacity has been affected	1-3 years	X			
Chronic physical risks					
Increase in the costs of those customers to deal with damages or losses in their assets caused by climate-related incidents, thus affecting their solvency or payment ability.	1-3 years	X			

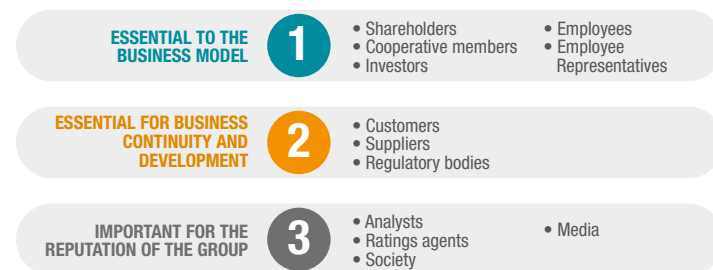
Potential opportunities of climate change for Grupo Cooperativo Cajamar

Relevant climate opportunities	Timeframe (1)	Potential financial impacts				
		Description	A	B	C	D
Resource efficiency						
1. Use of more efficient production and distribution processes	1-3 years	A. Cost reduction due to improvements in operational eco-efficiency (use and management of energy, water, paper, etc.).	X	X		
	1-3 years	1B. Greater contribution of revenue from new opportunities for credit and investment related to new more efficient forms of production and distribution systems.	X			
	3-6 years	1C. Greater contribution of revenue from advice on risks and opportunities in the agricultural sector.	X			
1. Use of more efficient production and distribution processes	3-6 years	2A. Greater contribution of revenue from new credit opportunities for customers who will adapt their properties to reduce their energy consumption.	X			
Energy sources						
3. Use of new technologies	<1 year	3.A New finance opportunities with customers who promote the use of new technologies such as drones in precision agriculture, irrigation sensors, etc.				
Products and Services						
4. Development and/or expansion of low emission goods and services	3-6 years	4A. Increase in the number of investors demanding green bonds.	X			X
	3-6 years	4B. Greater contribution of revenue from the financing of low carbon and low water consumption technology and infrastructure projects, sustainable mobility projects, etc.	X			
5. Developing solutions for climate adaptation and the assurance of risks	3-6 years	5A. Greater contribution of revenue from solutions delivered to companies with a high environmental profile.	X			
	3-6 years	5B. Greater contribution of revenue from more specific insurance solutions tailored to customers exposed to ROCC.	X			
6. Change in consumer preferences	3-6 years	6A. Greater contribution of revenue from securing a competitive position that reflects changing consumer preferences.	X			
Markets						
7. Use of public sector incentives	1-3 years	7A. Greater contribution of revenue from participation and agreements with public sector initiatives and investors and public agents (collaborations with banks such as the European Investment Bank to promote efficiency in the agricultural sector).		X		X
8. Access to new insurance coverage	3-6 years	8A. Greater contribution of revenues from new insurance and reinsurance solutions as a result of the forecast of natural disasters.	X			
Resilience						
9. Participation in renewable energy programmes and adoption of energy efficiency measures	3-6 years	9A. Increase in market valuation through resilience planning and the ability to adapt. For example, through research and development in more efficient technologies in the agricultural sector.		X		
	3-6 years	9A. Increase in market valuation through resilience planning and the ability to adapt. For example, through research and development in more efficient technologies in the agricultural sector.		X		

Annex VII - Materiality Analysis

Stakeholder selection and classification

Grupo Cooperativo Cajamar understands the term stakeholders to encompass institutions or groups of people that interact with the entity in the performance of its business activity, understanding the latter in its broadest sense.



Identification of expectations

Based on an analysis of available documentation carried out on the basis of different primary and secondary sources of information, a series of expectations (68) relevant to the entity and its stakeholders were pre-selected and grouped into 18 material themes.

Sources of information:

- Strategies and Priorities Grupo Cooperativo Cajamar:
 - Strategic Plan 2018-2020.
 - Risk policy.
 - Materiality analyses previous years.
- Requirements external evaluators: CDP, Sustainalytics, Vigeo.
- Recommendations Global initiatives: Global Compact, Agenda 2030, Principles for Responsible Banking, TCFD, European Commission Action Plan, GRI, SASB.
- Analysis of sectoral trends and good practices.
- Suggestion boxes, complaints and claims filed by different stakeholders (customers, employees, suppliers).
- Customer satisfaction studies.
- Social and other media.
- Suggestion boxes for employees and customers.
- Employee surveys.
- Questionnaires to managers of different areas.

Validation and prioritisation of material issues

Through internal and external consultations with 416 members of the organisation from different areas, to establish priorities based on the relevance to the business of Grupo Cooperativo Cajamar and its different stakeholders.

Classification of Material Aspects / Economic Dimension

PRESELECTED EXPECTATIONS	MATERIAL ASPECTS INTO WHICH THEY ARE GROUPED	DIMENSION	STAKEHOLDERS INVOLVED
<ul style="list-style-type: none"> • Transparency • Compliance with good governance recommendations • Internal control and evolution in data management • Inclusive language • Stakeholder dialogue and active listening • Proximity to members • Anticipation of regulatory changes • Rigorous compliance 	E.1 Transparency, compliance and control	ECONOMIC DIMENSION	Shareholders, cooperative members, investors, employees, workers' representatives, customers, suppliers, regulators, analysts, ratings agencies, society, media
<ul style="list-style-type: none"> • Economic results • Margin in compliance of solvency ratios. • Improving business efficiency and productivity • Development of singularity in target segments 	E.2 Strengthen the business model and financial solidity		Shareholders, cooperative members, employees, workers' representatives, regulatory bodies
<ul style="list-style-type: none"> • Business diversification • Improvement in irregular asset reduction • Active risk management 	E.3 Risk control and diversification		Shareholders, cooperative members, employees, customers, regulatory bodies
<ul style="list-style-type: none"> • Improved customer experience • Easy and clear communication in contracts and communications with customers • Customer intelligence and optimisation of key interactions • Defence and protection of consumer rights • Evolution of the advice model 	E.4 Customer experience and responsible marketing		Cooperative members, customers, regulatory bodies
<ul style="list-style-type: none"> • Privacy • Cybersecurity • Data protection 	E.5 Cybersecurity and data confidentiality		Cooperative members, customers, regulatory bodies, employees, ratings agencies
<ul style="list-style-type: none"> • Development of the cross-channel distribution model • Self-service and digital solution development • Optimisation of production 	E.6 Digital transformation		Cooperative members, customers, regulatory bodies, employees
<ul style="list-style-type: none"> • Supplier approval • Compliance with and dissemination of the principles of the Global Compact • Promotion of local procurement 	E.7 Responsible procurement		Suppliers

Classification of material aspects / Social Dimension

PRESELECTED EXPECTATIONS	MATERIAL ASPECTS INTO WHICH THEY ARE GROUPED	DIMENSION	STAKEHOLDERS INVOLVED
<ul style="list-style-type: none"> Support for the <i>agro</i>-sector Support for families, SMEs and self-employed persons Promotion of enterprise Contribution to employment and the financing of productive sectors 	S.1 Promoting economic development and social progress	SOCIAL DIMENSION	Cooperative members, customers, society
<ul style="list-style-type: none"> Products and services adapted to the different needs of the customers Development of new products in accordance with ESG criteria 	S.2 Financial solutions adapted to life cycles		Cooperative members, customers
<ul style="list-style-type: none"> Telework and adaptation of the ways of working Talent management and equal opportunities Equality and work/life balance Diversity Health and safety 	S.3 People management and adaptation to change		Employees, workers' representatives, regulatory bodies
<ul style="list-style-type: none"> Financial inclusion in rural areas Innovative ways to combat financial exclusion Initiatives to support depopulated areas of Spain Respect for measures to protect mortgage holders Financial education for the most vulnerable groups 	S.4 Accessibility and Financial Inclusion		Customers, cooperative members, regulatory bodies, society, ratings agencies
<ul style="list-style-type: none"> Socio-cultural programmes Corporate volunteering Support and promotion of solidarity initiatives in favour of sustainable local development 	S.5 Social, cultural and volunteering action		Employees, society
<ul style="list-style-type: none"> Adherence to initiatives in favour of the SDGs Partnerships with organisations that favour the Group's contribution to the SDGs Optimise impact on SDGs and identify areas of significant impact 	S.6 Contribution to the Sustainable Development Goals		Society

Classification of material aspects / Environmental Dimension

PRESELECTED EXPECTATIONS	MATERIAL ASPECTS INTO WHICH THEY ARE GROUPED	DIMENSION	STAKEHOLDERS INVOLVED
<ul style="list-style-type: none"> • Reduction and off-setting of our carbon footprint • Energy efficiency • Eco-efficiency • Commitment to the environment 	A.1 Commitment to the environment	ENVIRONMENTAL DIMENSION	Customers, cooperative members, shareholders, investors, society
<ul style="list-style-type: none"> • Socially responsible investment • Undesirable Links • Encourage investments with positive social impact 	A.2 Sustainable finance		Cooperative members, shareholders, investors, society
<ul style="list-style-type: none"> • Follow-up on TCFD recommendations • Climate risk management and development of analysis tools • Adaptation to the taxonomy of the European Commission • Progress in portfolio carbonisation analysis 	A.3 Risks and opportunities arising from climate change		Cooperative members, shareholders, rating agencies, regulators
<ul style="list-style-type: none"> • Support for research in favour of sustainable development • Promotion of Agro Innovation • Collaboration and cooperation with new agents in the sector 	A.4 Support for innovation and research		Cooperative members, society
<ul style="list-style-type: none"> • Knowledge transfer and dissemination events • Development of publications and organisation of forums • Agroanalysis 	A.5 Knowledge Transfer		Cooperative members, society

Annex VIII - Assurance Report of the KPMG



KPMG Asesores, S.L.
Pº de la Castellana, 259 C
28046 Madrid

Independent Assurance Report on Sustainability Report of Banco de Crédito Social Cooperativo, S.A. and subsidiaries for 2020

(Translation from the original in Spanish. In case of discrepancy, the Spanish language version prevails.)

To the shareholders of Banco de Crédito Social Cooperativo, S.A.:

We have been engaged by Banco de Crédito Social Cooperativo, S.A. management to perform a limited assurance review of the accompanying Sustainability Report for the year ended 31 December 2020 of Banco de Crédito Social Cooperativo, S.A. (hereinafter, the Parent) and subsidiaries (hereinafter, the Group), prepared in accordance with the Sustainability Reporting Standards in its comprehensive option, with the financial Sector Supplement of Global Reporting Initiative and with the UNEP FI Principles for Responsible banking (hereinafter, the Report).

In addition, pursuant to article 49 of the Spanish Code of Commerce, we have performed a limited assurance review to verify that the Consolidated Non-Financial Information Statement (hereinafter NFIS) of the Group for the year ended 31 December 2021, included in the aforementioned Report, has been prepared in accordance with the contents required by prevailing mercantile legislation.

The Report includes additional information to that required by GRI standards in its comprehensive option and prevailing mercantile legislation governing non-financial information that has not been the subject of our assurance engagement. In this regard, our work was limited only to providing assurance on the information contained in the tables "Correspondence between non-financial information legislation and the GRI", "Annex I - GRI Content Index" and "Annex II - Index of report on UNEP FI Principles for Responsible banking" of the Report, attached hereto.

Responsibility of the Parent's Directors and Management

Management of the Parent is responsible for the preparation and presentation of the Report in accordance with the GRI Standards: comprehensive option, with the financial Sector Supplement of Global Reporting Initiative and with the UNEP FI Principles for Responsible banking, and based on the content for each subject area in the "Annex I - GRI Content Index" and "Annex II - Index of report on UNEP FI Principles for Responsible banking" of the Report.

The Directors of the Parent are responsible for the contents and the authorisation for issue of the NFIS which has been prepared in accordance with the contents required by prevailing mercantile legislation and selected GRI Standards, for each subject area in the table "Correspondence between non-financial information legislation and the GRI" of the aforementioned Report.

This responsibility also encompasses the design, implementation and maintenance of the internal control deemed necessary to ensure that the Report is free from material misstatement, whether due to fraud or error.

KPMG Asesores S.L., a limited liability Spanish company and a member firm of the KPMG global organization of independent member firms affiliated with KPMG International Limited, a private English company limited by guarantee. Paseo de la Castellana, 259C - Torre de Cristal - 28046 Madrid

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The Directors of the Parent are also responsible for defining, implementing, adapting and maintaining the management systems used to obtain the information required to prepare the Report.

Our Independence and quality control

We have complied with the independence and other ethical requirements of the International Code of Ethics for Professional Accountants (including international independence standards) issued by the International Ethics Standards Board for Accountants (IESBA), which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.

Our firm applies International Standard on Quality Control 1 (ISQC1) and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

The engagement team comprised professionals specialised in reviews of non-financial information and, specifically, in information on economic, social and environmental performance.

Our responsibility

Our responsibility is to express our conclusions in an independent limited assurance report, based on the work performed.

We conducted our review engagement in accordance with the requirements of the Revised International Standard on Assurance Engagements 3000, "Assurance Engagements other than Audits or Reviews of Historical Financial Information" (ISAE 3000 Revised), issued by the International Auditing and Assurance Standards Board (IAASB) of the International Federation of Accountants (IFAC), and with the Performance Guide on assurance engagements on the Non-Financial Information Statement issued by the Spanish Institute of Registered Auditors (ICJCE).

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement, and consequently, the level of assurance provided is also lower.

Our work consisted of making inquiries of management and of the different units and areas of the Parent that participated in the preparation of the Report, reviewing the processes for compiling and validating the information presented in the Report and applying certain analytical procedures and sample review tests, which are described below:

- Meetings with the Parent's personnel to gain an understanding of the business model, policies and management approaches applied, the principal risks related to these questions and to obtain the information necessary for the external review.
- Analysis of the scope, relevance and completeness of the content of the Report based on the materiality analysis performed by the Parent and described in the Annex VII- Materiality Analysis considering the content required by prevailing mercantile legislation.



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- Analysis of the processes for compiling and validating the information presented in the Report for 2020.
- Review of the information relating to the risks, policies and management approaches applied in relation to the material aspects presented in the Report for 2020.
- Review of cooperative performance indicators related to the members.
- Review of the information reported in the framework of the UNEP FI Principles for Responsible Banking in the Annex II "Index of report on UNEP FI Principles for Responsible banking"
- Analysis of the coherence between the information described in Annex II "Index of report on UNEP FI Principles for Responsible banking", the monitoring of the requirements and principles, the response given by the Group and the references of relevant information with the rest of the information of the Report under the requirements established by UNEP FI in its reporting and self-assessment template.
- Corroboration, through sample testing, of the information relative to the content of the Report for 2020 and whether it has been adequately compiled based on data provided by the information sources.
- Procurement of a representation letter from the Directors and management.

Conclusion

Based on the assurance procedures performed and the evidence obtained, nothing has come to our attention that causes us to believe that:

- a.) The Sustainability Report of Banco de Crédito Social Cooperativo, S.A. for the year ended 31 December 2020 has not been prepared, in all material respects, in accordance with the GRI Standards in its comprehensive option as described in point 102-54 of the GRI content index, with the financial Sector Supplement of Global Reporting Initiative and with the UNEP FI Principles for Responsible banking according to the Annex II "Index of report on UNEP FI Principles for Responsible banking",
- b.) The NFIS of Banco de Crédito Social Cooperativo, S.A. and subsidiaries for the year ended 31 December 2020 has not been prepared, in all material respects, in accordance with the contents included in prevailing mercantile legislation and with the GRI Standards selected, and based on the content indicated for each subject area in the table "Correspondence between non-financial information legislation and the GRI" included in the Report.

Other matters

On 10 March 2020 a different assurance provider issued a favorable independent assurance report on the Consolidated Non-Financial Information Statement of Banco de Crédito Social Cooperativo, S.A. and subsidiaries for 2019, included in the Sustainability Report.



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Use and distribution

In accordance with the terms of our engagement, this Independent Assurance Report has been prepared for Banco de Crédito Social Cooperativo, S.A. in relation to its 2020 Sustainability Report and for no other purpose or in any other context.

In relation to the Consolidated Non-Financial Information Statement, this report has been prepared in response to the requirement established in prevailing mercantile legislation in Spain, and thus may not be suitable for other purposes and jurisdictions.

KPMG Asesores, S.L.

(Signed on original in Spanish)

Ramón Pueyo Viñuales
10 March 2021