

Sustainability Report

2021

CONSOLIDATED NON-FINANCIAL STATEMENT



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Presentation of the report

The *Sustainability Report 2021* contains relevant financial and non-financial information that allows for a comprehensive assessment of **Grupo Cooperativo Cajamar**'s economic-financial, social and environmental performance for the financial year 2021. 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 Reporting requirements set out in Act 11/2018, of 28 December.

The non-financial information and information related to the principles for responsible banking (PRB) have been verified by an independent auditor, KPMG, according to the terms of the latter's verification 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 12 other non-financial entities that are also part of the Group.

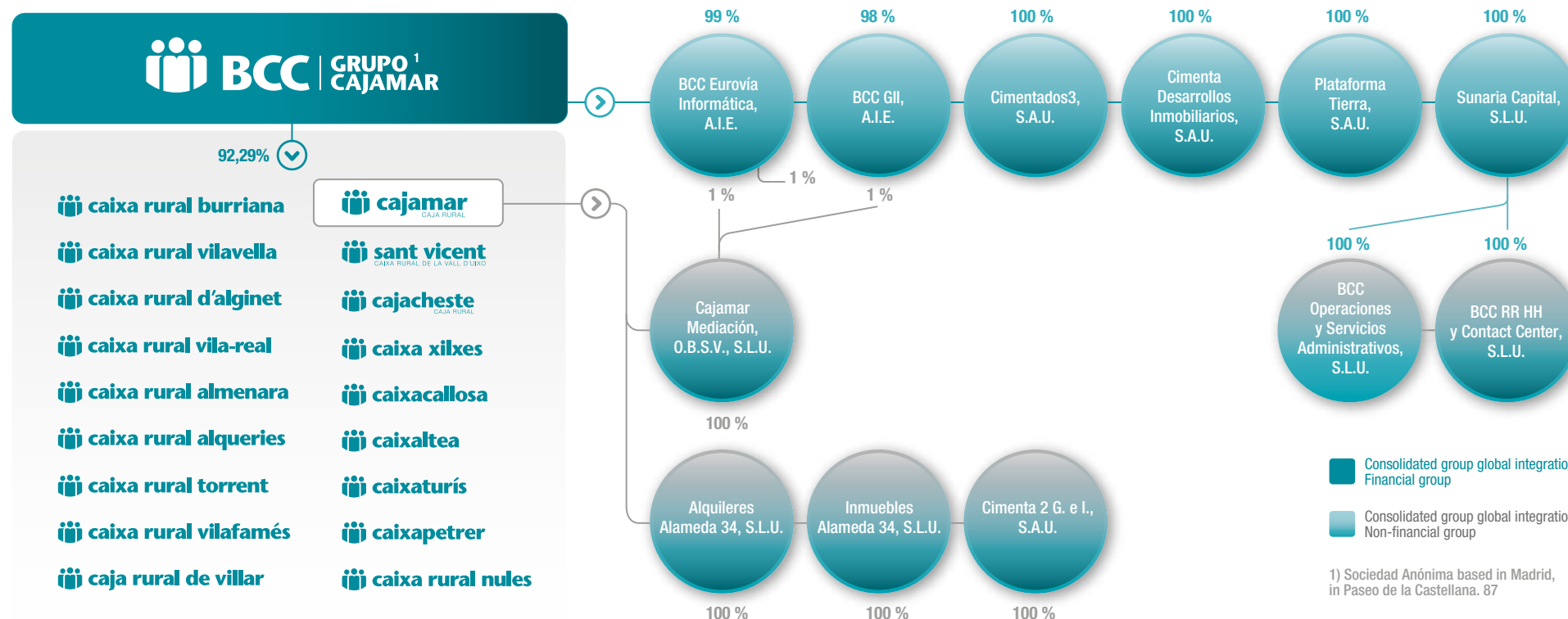
The economic and financial information contained in the report is taken from the audited 2021 annual accounts for Grupo Cooperativo Cajamar, in accordance with the consolidation perimeter established therein (Consolidated Group).

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

This report has been compiled using the criteria established by the International Integrated Reporting Council (IIRC) – Integrated Report, the Global Reporting Initiative (GRI Standards, GSSB) and ISAE 3000. In addition, for the first time, the indicators defined by the Sustainability Accounting Standards Board (SASB), following its Industry Standards Version 2018-10 edition, have been considered in the preparation of this report.

Perimeter of the consolidated Group

(financial and non-financial)



Letter from the President

2021, like the previous year, has been marked by the evolution of the pandemic and restrictions on mobility, although, in this case, somewhat relieved by the vaccination roll-out and economic recovery. However, we are continuing to face an environment characterised by increased uncertainty and risk in an increasingly globalised, interconnected, and complex economy, in which environmental risks are becoming particularly important.

In light of these premises, through our cooperative and sustainable banking project, we greatly value the creation of stability, certainty, and confidence to mitigate indecision and shore up the steps our society is taking towards sustainability and a just ecological transition. Solvency, the linking and fixing of capital to the territory, support for the social economy, sustainable local development and local production systems, as well as knowledge of our environment based on proximity and the creation of shared value, are undoubtedly the keys components in our banking model and also our strength to continue generating certainty.

The financial sector must develop sufficient innovation capacity to interpret and measure new emerging risks, especially those associated with climate change, so they may be turned into opportunities. In this sense, in 2021, Grupo Cooperativo Cajamar drew up a *Sustainable Finance Plan* with a very clear objective, to achieve climate neutrality by 2050, setting rigorous environmental targets to achieve this. In fact, we have signed up to the Science-Based Goals initiative (SBTI), so we are committed to aligning our institutional objectives with the targets set out in the Paris Agreement.



Luis Rodríguez González

President
BCC-Grupo Cooperativo Cajamar

If all of this is done well, and more so if it is done through the social economy model and a firm commitment to the local environment, which are the basic premises of cooperative banking, we will be talking about an increase in the capital of territories in all dimensions: financial capital, social capital, relational capital, human capital, industrial capital... And all in the strict pursuit of sustainability, always preserving natural capital and contributing to the major environmental and social goals to which we aspire.

Moreover, the banking sector will be a cornerstone in the decarbonisation strategy for achieving climate neutrality by 2050 in the European Union. Financial institutions have the capacity to redirect and steer financial flows towards greener and more sustainable activities. And so our responsibility is twofold. In this sense, we must support our members and customers to achieve the ecological transition in an orderly, fair and inclusive manner, ensuring that no one is left due to problems accessing finance or banking products and services, regardless of their socio-economic status or where they live.

This is precisely what our sustainability policy and business model are all about, focusing on three fundamental pillars: people, ideas, and territories. In short, our commitment to sustainability, and in general to society through our corporate purpose, is quite simply to guarantee the well-being and development of people, generating ideas and innovation that contribute to the sustainable interconnection and organisation of territories.

Letter from the President

And this model of social banking, one that is responsible and committed to its surrounding environment, continues to bear fruit in terms of sustainability. In particular, the ratings awarded to Grupo Cooperativo Cajamar in 2021 by the Sustainability and Vigeo Eiris agencies, positioning us as European leaders in our retail banking segment, are yet another sign that the path we took all those years ago, following the social economy and the principles of cooperative banking, was the right one. But it also serves as an incentive for us to continue making a firm commitment to sustainable local development, because we are convinced that globalism can only be understood and managed through a local approach.

This model of social and sustainable banking, strongly rooted in territories, is key to providing banking diversity and addressing the possible negative effects of globalisation and the process of relocating financial markets. In recent years, we have seen how globalisation brings both positive and negative aspects. Phenomena such as the pandemic, market volatility, the crisis associated with raw materials, energy and certain supplies, as well as, among others, global cybersecurity problems, are forcing us to reconsider some of the assumptions that have underpinned the process of globalisation and, therefore, the two macro-processes currently underway: digital transformation and the transition to a low-carbon economy. While interconnection is generally a step forward in terms of transparency and cost reduction, not all forms of interdependence are favourable.

In this context, our Group is committed to one of the most cross-cutting sectors in the Sustainable Development Goals: agriculture. The food system, and implicitly the water management system, is about to change radically, especially in the areas of digitisation and technification. In this regard, we

must actively contribute to the sustainable development of the agri-food sector, and especially to farmers and agricultural enterprises developing and applying appropriate technologies to make this transformation a reality in the most equitable way for the whole value chain. Similarly, we continue to strengthen our contribution to financing and knowledge-building in the *agro* sector. Agricultural research centres, the incubation and acceleration initiative of high-tech water companies (Cajamar Innova) and the Plataforma Tierra initiative, aimed at promoting the digitisation of the agri-food sector, are several examples of our active commitment to this sector.

The *Sustainability Report* we present here aims to serve and revalidate our commitment to transparency and good disclosure practices, conveying to society the performance of our Group. It also serves as the basis for the Global Compact *Progress Report*, revalidating the pledge we made 13 years ago to its ten principles.

Grupo Cooperativo Cajamar has the necessary organisational, technological, human and financial resources to face the great challenges that the future holds, with determination and drive. 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 banking and social banking project possible and visible.



Grupo Cooperativo Cajamar at a glance

2021: milestones and key figures

Ready to promote more just and sustainable development

Firm steps to build a great shared project

A pioneering model of integration, flexible and open

A particular way of being and doing: our corporate culture

Better together. Main partnerships and affiliations

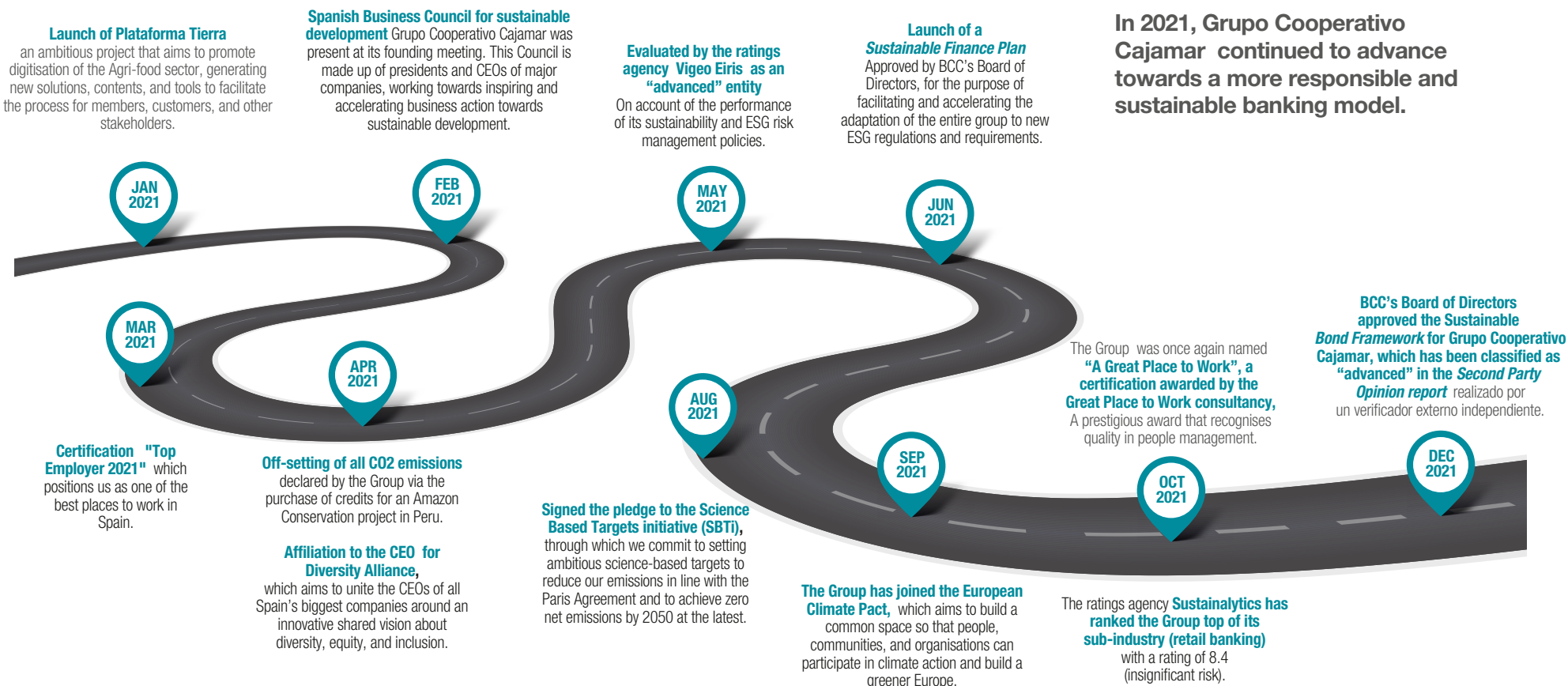
A dynamic environment with increasing uncertainty

We have a Plan. Climate neutrality by 2050

Sustainability
Report
2021



2021: milestones and key figures



18
credit cooperatives
make up Grupo
Cooperativo Cajamar

Leading
cooperative financial
group in Spain by
volume of assets

TOP 10
entity in Spain's finance
sector by turnover
and gross margin

Outstanding balance
between results and the
economic-financial situation ...



3.5
million
CUSTOMERS

1.5
million
MEMBERS

6,229
EMPLOYEES
+ 6,171 indirect
and induced jobs

873 **+1,500**
BRANCHES **ATMs**



1.371
Billion €
Gross margin



59.636
Billion €
Total resources managed



15.71 %
Solvency ratio
Phased in



85.71 %
Liquidity ratio
LTD



3.60 %
NPL ratio



which allows it to promote social progress, improve environmental performance...



→ **76.3 %** of turnover is provided by members.



→ Leading group in the Agri-food sector with a **15.1 % market share in the primary sector..**



→ In 2021, we **increased the level of face to face service for customers aged over 70**, who account for 18% of our total personal banking customers.



→ **Providing coverage for 11.14% of the total population living in towns and villages with fewer than 5000 inhabitants**, through physical branches, financial agents, and mobile branches.



→ **72 research projects** developed in experimental centres, for the purpose of ensuring the sustainability of the sector and quality in the food chain and production, additionally generating a direct impact on the SDGs and the environmental targets of the EU.



→ **Progressive reduction of the Wage gap.** 1.09% decrease in the median wage gap and 0.25% in the waited average wage gap over the last year. 61.72% of promotions were achieved by women.



→ **Off-setting of 100 % of CO₂ emissions** emitted and identified the previous year. In 2021 , we calculated for the first time the emissions financed using the PCAF methodology.

... and spearhead progress in an increasingly responsible and sustainable banking model.

Founding signatory to the Principles for Responsible Banking, promoted by the United Nations, and in line with the Sustainable Development Goals and the Paris agreement on climate change



PRINCIPLES FOR
RESPONSIBLE
BANKING



SCIENCE
BASED
TARGETS

DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

Recognised as one of the best companies in the world in the management of ESG risks (environmental, social, and governance)



SUSTAINALYTICS

a Morningstar company

ESG
REGIONAL
TOP RATED



2022



SUSTAINALYTICS

a Morningstar company

ESG
INDUSTRY
TOP RATED



2022



SUSTAINALYTICS

a Morningstar company

ESG
GLOBAL 50
TOP RATED



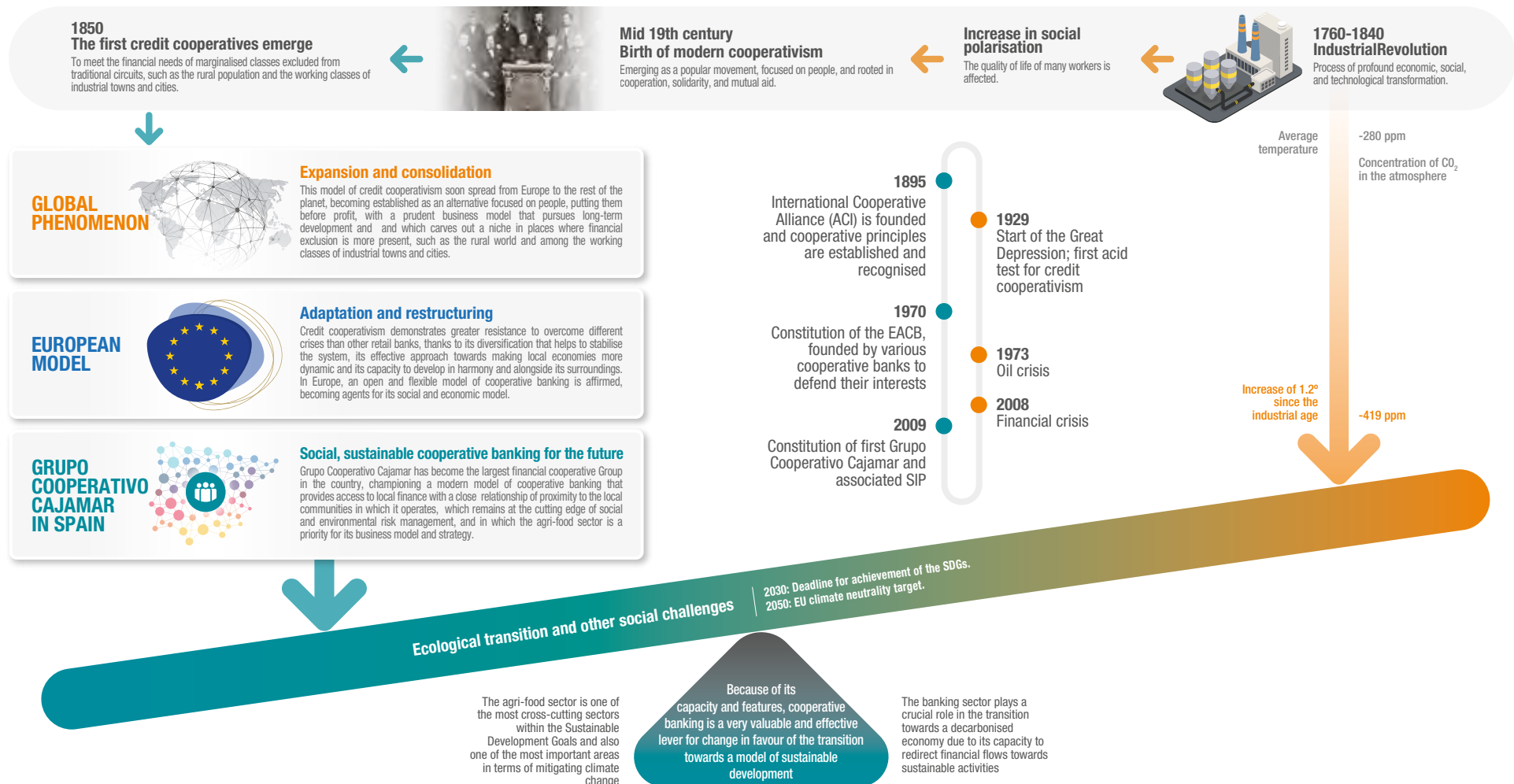
2022

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Ready to foster fairer, more sustainable development



Firm steps towards building a great shared project

Start of activity

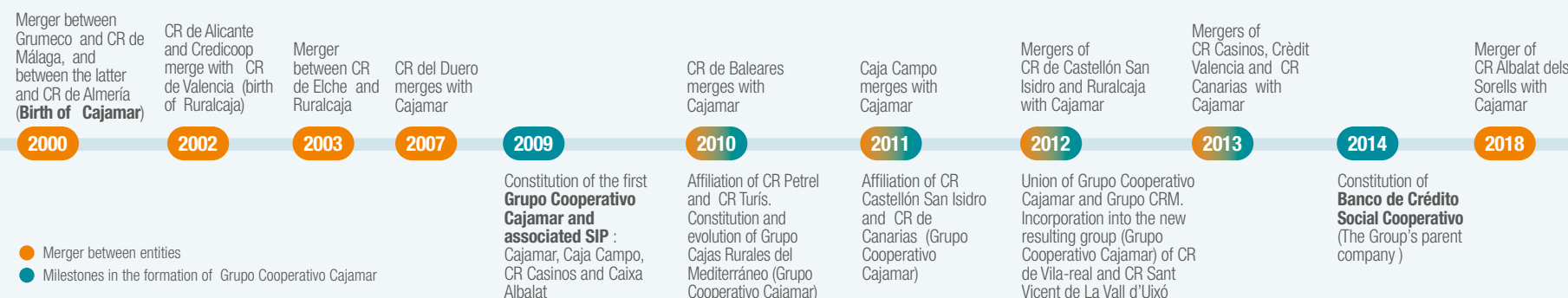
1900 > CA and CR del Campo de Cartagena
1903 > CR San Isidro-Castellón
1909 > CR de Vilafamés
1913 > CR del Duero
1917 > CR de Cheste and CR del Círculo Católico
1923 > Credicoop Castellón
1926 > CR de Nules

1931 > CR de Burriana
1935 > CR de Almenara
1938 > CR de Vilavella
1946 > CR de Valencia and CR de Chilches
1951 > CR de Alicante
1959 > CR de Petrer
1961 > CR de Málaga

1963 > CR de Almería and CR de Turís
1964 > CR La Unión-Caja Campo (Requena)
1968 > CR de Altea
1969 > Grumeco, CR de Villar, CR de Torrent and CR de Callosa
1970 > CR de Casinos
1972 > CR de Baleares and CR de Sant Vicent de La Vall d'Uixó
1978 > CR de Canarias

1981 > CR de Alginet
1982 > CR Elche
1989 > Fusión de Cooperativa A. and CR Campo de Cartagena con CR Almería
1999 > CR Albalat dels Sorells
2001 > Credit Valencia

Timeline of Grupo Cooperativo Cajamar. Background and historic development



Milestones in Spanish cooperative banking

1865 > First credit cooperatives appear. "Manantial de crédito" (Madrid).
1906 > Enactment of the Farming Unions Act of 28th January.
1917 > Creation of Caja Central de Crédito (which encompasses provincial federations).
1931 > Credit cooperatives decree.

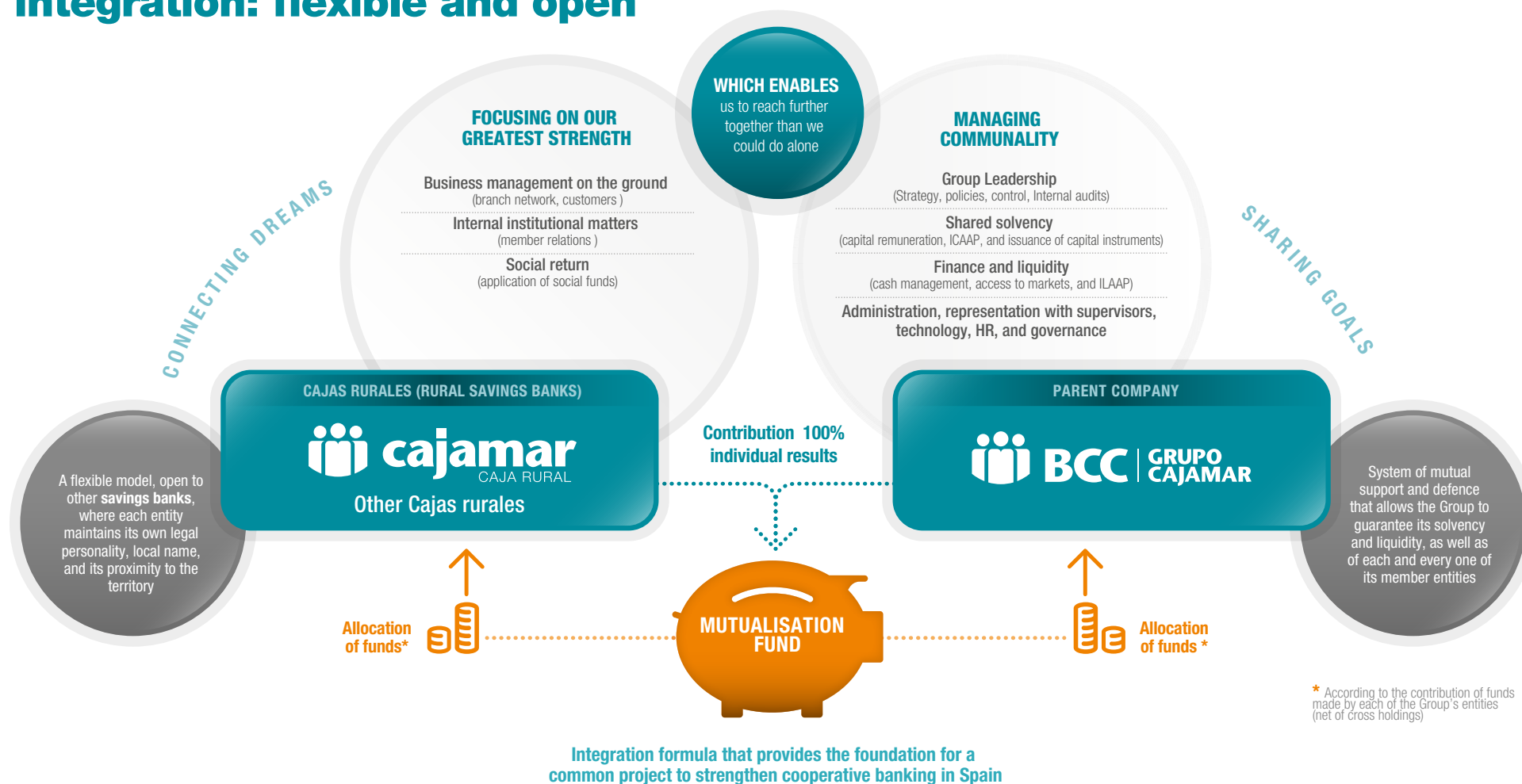
1942 > Enactment of the Cooperation Act.
1957 > CRUNA set up, national body regulated by the State, which promotes cooperative credit.
1978 > Enactment of the General Cooperative Act and RD 2860/1978, of 3rd November, regulating credit cooperatives.

1986 > By virtue of royal legislative decree 1298/1986, of 28th June, credit cooperatives are granted the status of credit institutions.
2008 > Circular 3/2008 issued by the Bank of Spain, on 22nd May, sets out the conditions for the existence and authorisation of institutional protection systems (known as SIP).

2012 > Publication of royal decrees about the restructuring and improvement of the Spanish financial system.
2017 > Reformation of the legal system governing credit cooperatives, by virtue of the measures set out in RD Act 11/2017, of 23rd June, regarding



A pioneering model of integration: flexible and open

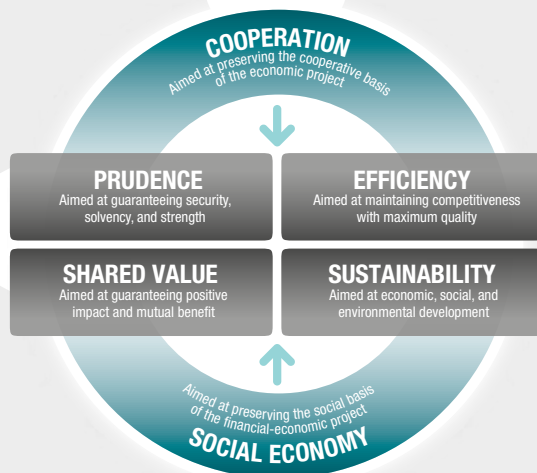


A particular way of being and doing: our corporate culture

The Group's model of cooperative banking is based on cooperative principles that put people before profits. This defines our Group and sets us apart from other financial institutions, putting people at the very heart of our activity and conditioning what we do (mission), what we want to achieve (vision) and how we conduct ourselves (corporate culture).

To articulate the set of ethical-social values, principles and norms that govern the Group's conduct in each of its fields of action, it has an Ethical Management System that represents the most complete expression of its corporate culture.

PRINCIPLES OF THE ETHICAL MANAGEMENT SYSTEM



GROUP VALUES

TRANSPARENCY. This is related to making stakeholders aware of information that is relevant to them to identify, measure, and mitigate the risks they incur, and which arise from the Group's activity. It involves clearly, explicitly, rigorously and truthfully conveying the objectives, pretensions and procedures of the Group so that such information is subject to public scrutiny and the general assessment of society.

INTEGRITY. This refers to moral fortitude, honesty, duty, conviction, and honourability as qualities of the Group's conduct. It entails acting decisively so that the Group remains true to its nature, its origins, its convictions and its vocation, bearing in mind stakeholder expectations.

DIVERSITY. This refers to observing, respecting, and valuing the plurality of interests, perceptions, beliefs, ways of thinking, capacities and sensitivities, both within the organisation and in society as a whole.

RESPONSIBILITY. This refers to the proper identification, assessment and assumption of the consequences of the Group's actions, bearing in mind the obligations undertaken and stakeholder expectations.



MISSION. To contribute financial solutions to the economic development and social progress of our members, customers, and the context in which Grupo Cooperativo Cajamar operates, through a unique strategy based on the principles of cooperation, the social economy, and sustainable development.

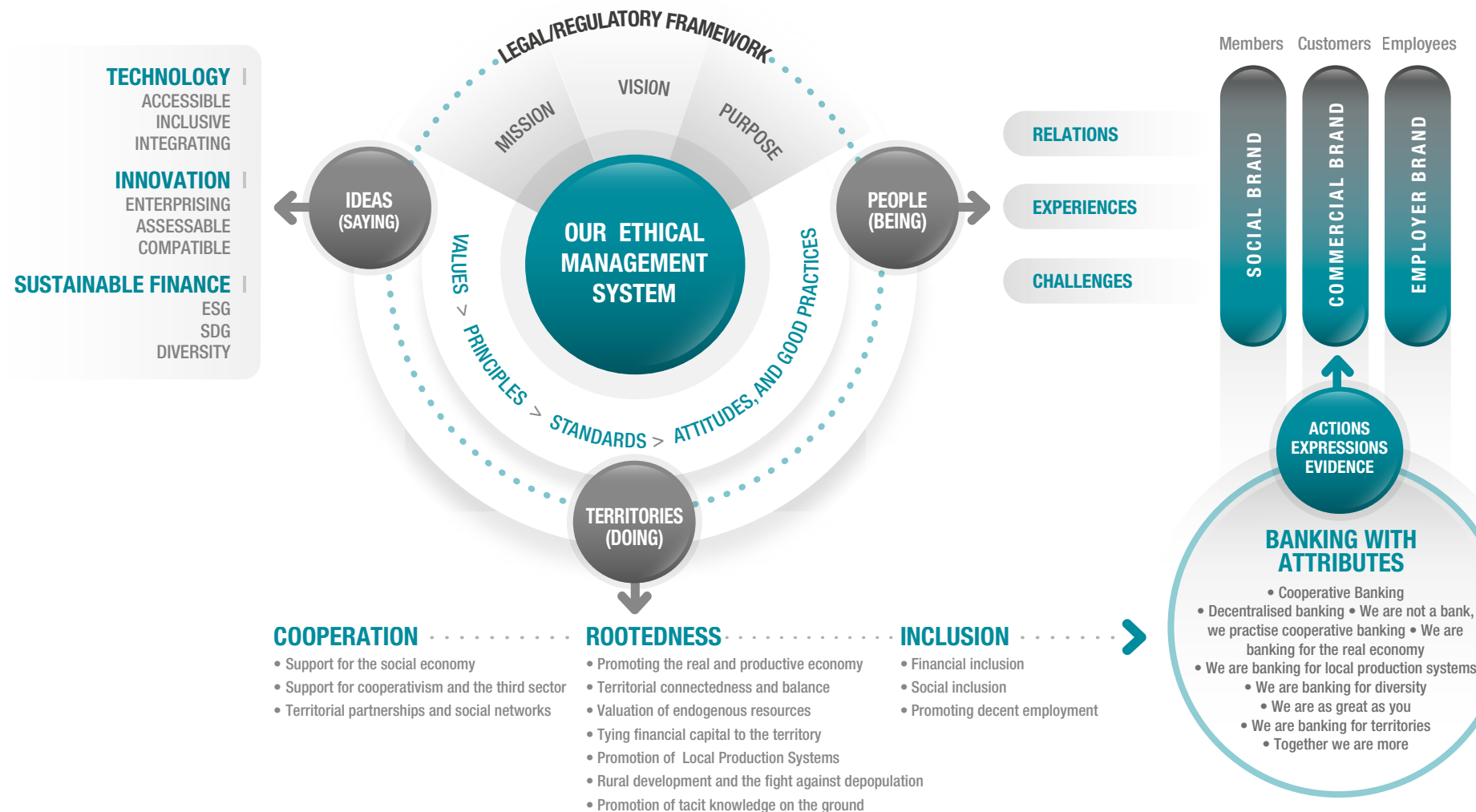
VISION. To be a market leader in cooperative banking and a point of reference for the agri-food sector in Spain, recognised for its strength, commitment, and high ethical standards in relation to its customers, members, employees, and the context in which it operates, based on a sustainable model.

PURPOSE. To continue contributing to the well-being and progress of **PEOPLE**, cooperating to generate **IDEAS** and innovation that foster the sustainable connectedness of **TERRITORIES**.

PROXIMITY. Through its multiple expressions and manifestations, the notion of proximity is present throughout the Group's Ethical Management System, in each of its elements, defining a model of ETHICS OF PROXIMITY based on knowledge and mutual benefits between the Entity and its stakeholders (creation of shared value).



Our Ethical Management System



Better together. Main partnerships and affiliations



The Group leads the climate change cluster promoted by Forética, Spain's leading business platform in the area of climate change.



Since 2014, the Group has been awarded this seal by the Ministry for the Ecological Transition which distinguishes organisations that calculate their carbon footprint and have a plan in place to reduce their emissions.



RE100 is the global corporate renewable energy initiative that encompasses a large number of leading companies committed to increasing their consumption of renewable energy.



GREENHOUSE
GAS PROTOCOL

The Group calculates its carbon footprint in accordance with The Greenhouse Gas Protocol, an international tool to calculate greenhouse gas emissions.



International environmental management standard that demonstrates the Group's constant commitment to improving environmental performance.



The Group maintains the Energy Management System and improves it to achieve greater efficiency.



Every year the Group takes part in the Earth Hour campaign organised by the World Wildlife Fund (WWF), an international environmental mobilisation initiative.



The group is part of the #PorElClima Community, a platform that works towards mobilisation in order to accelerate climate action in different sectors of society.



The Group has signed up to the European Climate Pact, an EU wide initiative that invites people, communities, and organisations to take part in climate action and build a greener Europe.



The Group leads the Social Impact Cluster promoted by Forética, a business platform focusing on leadership, knowledge, exchange, and dialogue in the area of social impact.



Voluntary commitment that aims to foster equality and diversity in the workplace, respecting current equal opportunities and anti discrimination legislation, and implementing the 10 principles on inclusion and diversity.



Equality distinction that recognises the Group's work in the area of equal opportunities and working conditions for its staff, within its models of organisation and other areas, such as services and advertising.



"Socially Responsible Company" seal awarded by Fundación Alares and Fundación para la Diversidad, recognising the Group's social responsibility policies, providing employees and relatives with free services that help them achieve a healthy work/life balance and foster equal opportunities.



The Group has been named a "Great Place to Work", one of the most prestigious certificates nationally and internationally in the area of people management and business strategy.



The Top Employers Institute certifies organisations through the results of its 'HR Best Practices Survey', a periodic analysis it conducts based on issues such as the professional management of people, working environment, talent acquisition, learning, well-being, and diversity and inclusion.



We are affiliated to Target Gender Equality, a programme to accelerate gender equality in companies that signed up to the United Nations Global Compact, exploring the implementation of the Women's Empowerment Principles and contributing to the achievement of Sustainable Development Goal 5.5, which demands the participation of women and equal opportunities in leadership roles.



Every year, the Group participates in a joint financial education initiative together with other financial entities, through the Spanish Banking Association and Junior Achievement.



We support the Women's Empowerment Principles, an initiative promoted by the United Nations for Gender Equality, UN Women, and the United Nations Global Compact.





EUROPEAN ASSOCIATION
OF CO-OPERATIVE BANKS

Represents, promotes and defends the interests of member cooperative banks.



Financial Initiative of the United Nations Environment Programme, as a platform that joins the United Nations and the finance sector worldwide, to steer private sector financing towards sustainable development.



Financial Initiative of the United Nations Environment Programme, as a platform that joins the United Nations and the finance sector worldwide, to steer private sector financing towards sustainable development.



The Group, as founding signatory to the Principals for Responsible Banking, promoted by the Financial Initiative of the United Nations Environment Programme (UNEP FI) aligns its business model with the Sustainable Development Goals and the Paris Agreement on climate change.



The Group is the leading member of the transparency, good governance, and integrity cluster promoted by Foretica, a business platform that seeks to promote sustainable corporate governance models, encompassing different issues related with ESG.



The Group has signed a pledge to the Science Based Targets initiative, which allows it to establish ambitious climate targets based on science to reduce greenhouse gas emissions, through which the Group has pledged to reduce its emissions in line with the Paris Agreement and to achieve net zero emissions by 2050 at the latest.



The Group is committed to the business responsibility initiative of the United Nations Global Compact for sustainable development, pledging to uphold its 10 principles, and to the Sustainable Development Goals. The group is also a member of the Spanish Association of the Global Compact.



The Group is affiliated to Spainsif, Spain's leading platform for Socially Responsible Investment



The Group received a "B" rating for its environmental performance and management in the year 2021. CDP is the leading global index in the processing of data about carbon footprint and climate change management.



In 2021, the Group received a score of 62 out of 100, putting it in the category of "advanced" entities in terms of the performance of its sustainability policies and its management of environmental, social, and corporate governance (ESG) risks.



The ratings agency Sustainalytics has awarded Grupo Cooperativo Cajamar a score of 8.4 (insignificant risk) in the management of environmental, social, and corporate governance (ESG) risks, positioning the Group as the leading entity in its sub-industry (retail banking) both nationally and internationally.



A dynamic environment of opportunities with increased uncertainty

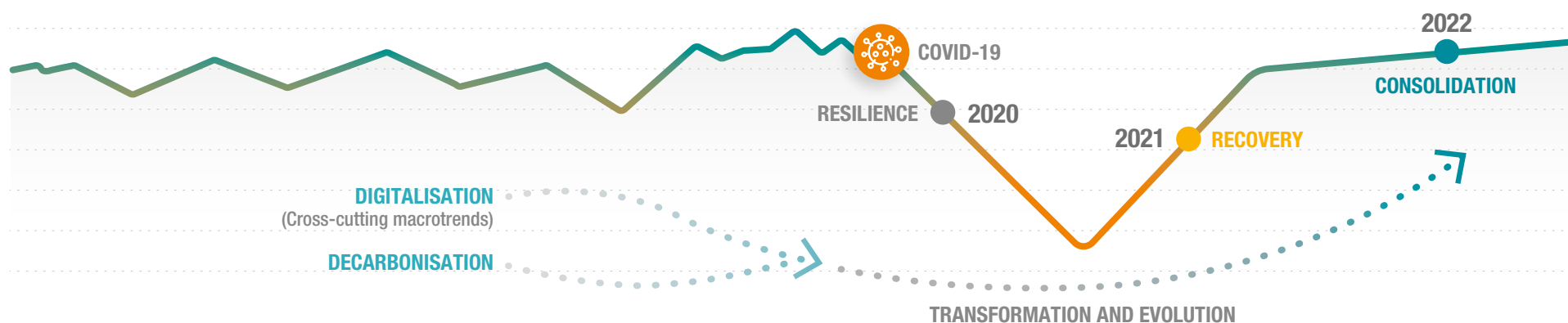
When, in early 2020, news began to break about the emergence of a new virus in China's Wuhan province, few could have predicted the imminent impact it would have on all dimensions of our environment.

Two years on, and having analysed the general and specific environment of the Group, we can see that the pandemic generated by SARS-CoV-2 continues to have a major influence on the main macrotrends identified in each of its dimensions. The assessment of these strategic factors should be of great importance in any organisation to try to minimise risks and harness the potential of the opportunities derived from them.




These past two years have been devastating, with loss of life reaching the millions, restrictions on movement, and increasing insecurity for many families as a result of job loss or instability. Add to this a widespread disruption of the economy, which generated even more uncertainty and forced many companies to adapt their business models to generate resilience in the face of this new reality.

Also as a result of the pandemic and the paralysis of social life, digital solutions became more necessary, accelerating the process of digital transformation that was already underway, and spontaneously opening up a process of reflection through which more widespread consensus emerged on issues where previously there was none, such as: the need to protect strategic industries and activities, confidence in science and the desirability of increasing investment in R&D, the importance of achieving greater coordination between different administrations and strengthening the public health system, the growing threat of increasing inequalities, and the perception of climate vulnerability to the loss of biodiversity, which, together with other environmental problems, puts us in an extreme situation that requires immediate intervention.

So, despite the suffering inflicted by this pandemic, it would be a mistake to give up the opportunities that its emergence can provide to accelerate the incorporation of beneficial changes in our models and way of life, which will facilitate their evolution and improve their alignment with the major challenges that humanity has set itself in the coming years, embodied in the Sustainable Development Goals of the 2030 Agenda and the Paris Agreement to Combat Climate Change.



Macrotrends within Grupo Cooperativo Cajamar

				
POLITICAL ENVIRONMENT	V	Next Generation European funds, which should be used to strengthen consolidation of growth	●	●
	V	Accommodative monetary policy with gradual withdrawal of stimuli		
	V	Increase in pensions and threatened conflict between major geopolitical blocks (West/East)	●	●
ECONOMIC ENVIRONMENT	V	Adjustment of problems in the supply chain		●
	X	Containment of inflation, following a price hike driven by the energy crisis	●	●
	V	Growth in GDP, although slower and below forecasts at the start of the recovery		
LEGAL/REGULATORY ENVIRONMENT	V	New normality and the end of restrictions on movement	●	●
	X	EU action plan for sustainable finance (disclosure and transparency)	●	●
	X	Regulatory expectations for the incorporation of environmental factors in the management of climate and environmental risks	●	●
TECHNOLOGICAL ENVIRONMENT	V	Robotics, artificial intelligence and big data		●
	V	Need to increase investment in cyber security	●	●
	V	Rise of the <i>contactless</i> economy	●	
NATURAL ENVIRONMENT	V	Increase in the environmental demands of stakeholders	●	●
	X	Roll-out of the National Integrated Energy and Climate Plan (PNIEC) 2021-2030		●
	X	Growing prominence of the agricultural sector as an alternative in CO ₂ Fixation	●	●
SOCIAL ENVIRONMENT	V	Consolidation of telework as an alternative in professions that can be carried out remotely		●
	X	Population ageing and rural depopulation	●	●
	V	Changes in urban mobility preferences	●	●
SPECIFIC/SECTORAL ENVIRONMENT	V	Application of blockchain technology, with the expansion of digital currencies and decentralised finance (DeFi)	●	●
	V	Growing prominence of sustainable finance		●
	V	Proliferation of new disruptive competitors (FinTech, RegTech, BigTech)	●	

V) SARS-CoV-2 has influenced the activation or acceleration of the trend.
X) SARS-CoV-2 has not had a significant influence on the development of the trend.

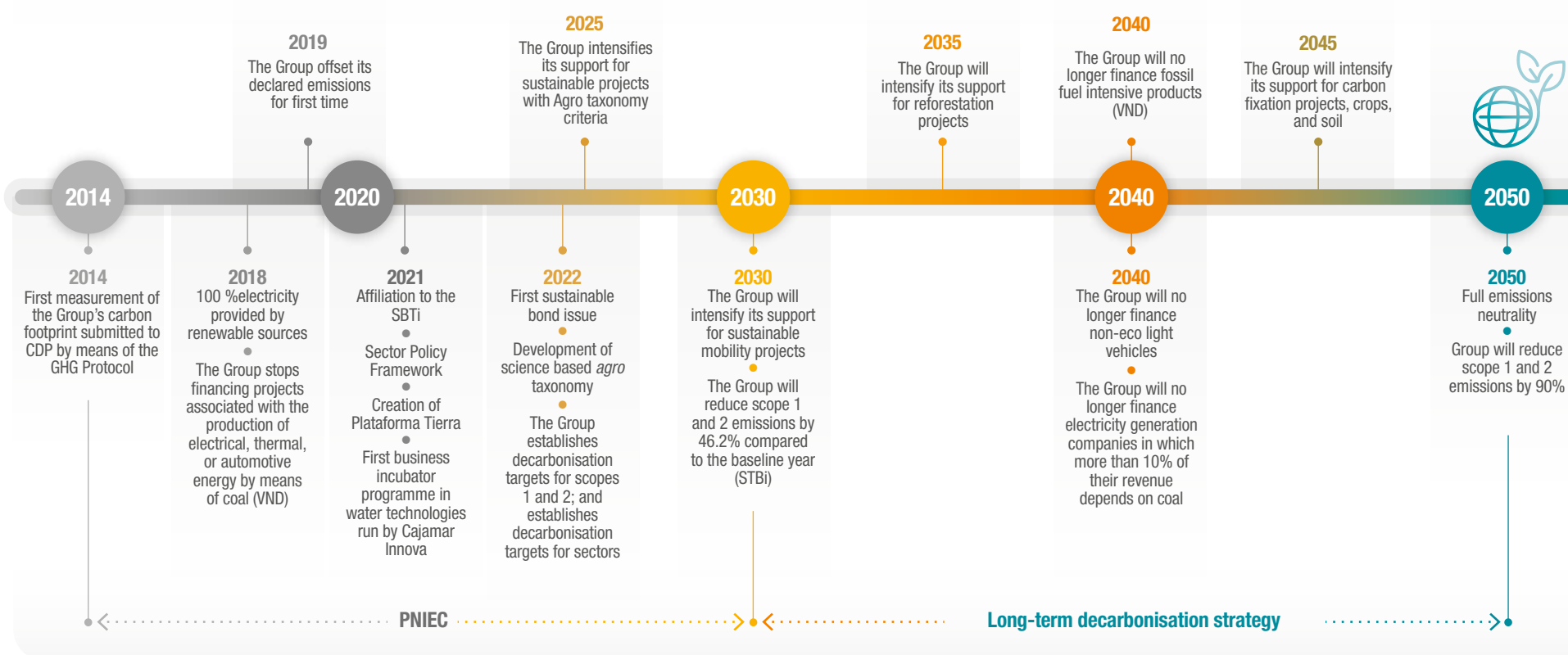
● Impact the process of digital transformation.
● Impact on the Defib urbanisation of the economy.



We have a Plan.

Climate neutrality by 2050

Major milestones in the decarbonisation of Grupo Cooperativo Cajamar





Strategy

Materiality

Strategic planning and sustainability

Sustainability as a cross-cutting cornerstone in our strategy

Sustainable Finance Plan

Integration of material issues into our strategy Adherence to Science-Based Targets

Adherence to Science-Based Targets



Sustainability
Report
2021



Materiality

Just as every year, Grupo Cooperativo Cajamar has conducted a materiality analysis to identify all the economic, social, and environmental aspects that are priorities for the business and its stakeholders. The result of this analysis has dual functionality: on the one hand it serves to define the aspects that will be developed in this sustainability report, and on the other, it also serves to ensure proper alignment between the organisation's strategy and practices and the main expectations and concerns of the stakeholders consulted.



Consultations carried out

Relevance for the Business

38 Questionnaires
completed by organisation's executives

Relevance for stakeholders

Questionnaires and various consultations made to a group of 15 experts in CSR,
April and diverse group, guaranteeing proper representation of all stakeholders.

Methodology

The process of analysing the Group's materiality is broken down into a series of phases

Selection of stakeholders

Considering institutions or groups of people that interact with the entity during the course of its business.

Identification of expectations

By means of an exhaustive analysis of documents based on different primary and secondary sources of information.

Validation and prioritisation of material issues

By means of internal and external consultations to prioritise issues based on relevance for Grupo Cooperativo Cajamar's business and for the different stakeholders.

MATERIALITY MATRIX

Classification of stakeholders

- | | | |
|---|---|---|
| 1 ESSENTIAL FOR THE BUSINESS MODEL | <ul style="list-style-type: none"> Shareholders Co-operative members Investors | <ul style="list-style-type: none"> Employees Workers' representatives |
| 2 ESSENTIAL FOR CONTINUITY AND BUSINESS DEVELOPMENT | <ul style="list-style-type: none"> Customers Suppliers | <ul style="list-style-type: none"> Regulatory bodies |
| 3 IMPORTANT FOR THE GROUP'S REPUTATION | <ul style="list-style-type: none"> Analysts Ratings agencies | <ul style="list-style-type: none"> Society Media |

Sources of information

Group strategies and properties
(Strategic plan, risk policy, materiality analysis from previous years, etc.)

Requirements of external evaluators: CDP, Sustainalytics, Vigeo.

Recommendations of 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 surveys.

Social and other media.

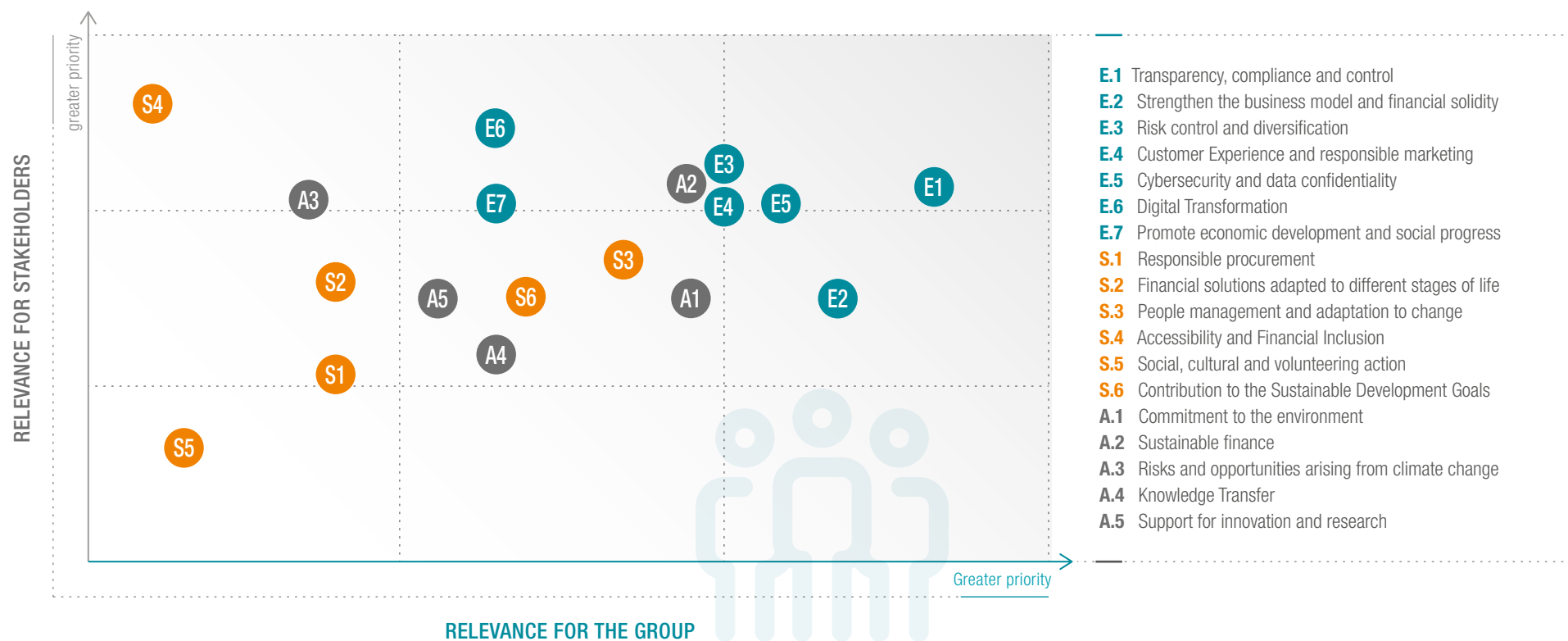
Suggestion boxes for employees and customers.

Surveys of managers from different areas and experts outside the organisation.

Regulatory expectations.



Materiality matrix



Strategic planning and sustainability

For Grupo Cooperativo Cajamar, strategic planning is a fundamental process to achieve the integration of our mission, vision, and fundamental objectives, such as the creation of shared value and the generation of a positive impact on society. In order to achieve this, the Group is aware of the need to foster dialogue and maintain constant communication with all its stakeholders. It will also be essential to identify its strengths and weaknesses, as well as to analyse the opportunities and risks it faces.

On the basis of this process, the Group sets out general objectives and designs the corresponding implementation and monitoring plans, with which the sustainability policy must be properly aligned, making it possible to develop the social and responsible banking model, based on cooperative principles, the fixing of capital to the territory, and sustainable development.

Strategic Plan 2018-2021

In 2021, the strategic plan originally designed for the period 2018-2020, which was expanded for one more year, was finalised, while the Group continued to promote the major initiatives and evaluated the true impact of the pandemic on the economy and society.

The result in terms of the implementation of this Plan has been very satisfactory, successfully achieving the main objectives set out, including the following major milestones :

- Improvement of the Group's customer experience.
- Strengthening the balance sheet and a substantial reduction of problematic assets.
- Development and improvement of the cross-channel distribution model.
- Evolution of the Group's technological model.
- Consolidation of leadership in the agri-food world and development of Business Banking.
- Improving the efficiency and effectiveness of the Group's main processes.
- Developing the talent of the people who make up Grupo Cajamar.
- Enhancing sustainability and integrating it into the Group's strategy.

Strategic Plan 2022-2024

A strategic plan for the period 2022-2024 was defined and approved in 2021, which aims to guide the Group towards a new phase of positioning and significant development of its capabilities in an increasingly changing competitive environment.

This Plan underlies a series of structural options in terms of its ambition and the type of organisation that Grupo Cooperativo Cajamar aspires to be, such as:

Increasingly differential business positioning, focused on higher value segments:

- Focus on and selective investment in value segments with identified potential.
- Defense and strengthening of leadership in key segments.

Increasingly robust balance sheet and income statement:

- Focus on more stable segments, underweighting medium-high risk segments.
- Development of market-leading capabilities to measure and grant risk.
- Resource allocation for rapid reduction of irregular assets.
- Specific focus on enhancing the Group's profitability.

Value-added banking, customer-focused, supporting their preferential growth through digital channels:

- Maintenance of a relevant presence in operational territories, with branches focused on higher value activities.
- Commitment to the development of remote management and digital channels, and the education of customers in this regard.
- Improving the agility of key customer impact processes.

World-class technology capabilities to support business development:

- Development of new capacities.
- Commitment to a robust, reliable and modern data infrastructure.

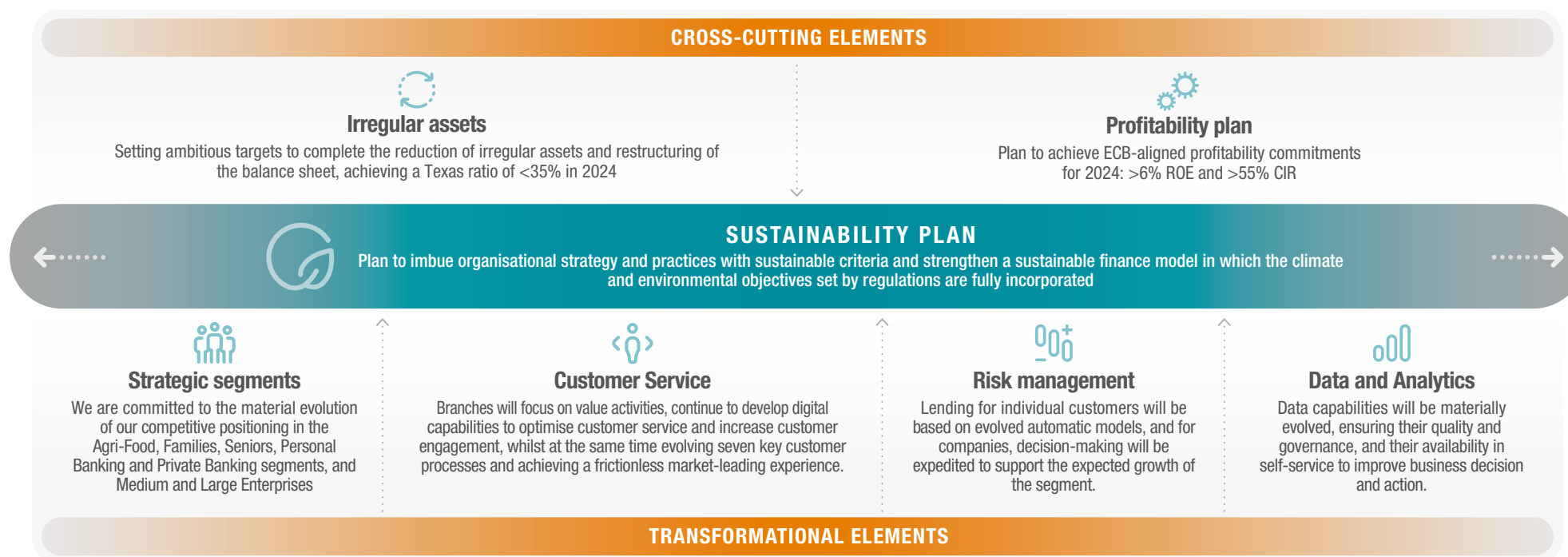


Sustainability as a cross-cutting element in the entity's strategy

• Strategic plan 2022-2024

In order to articulate the ambition defined by Grupo Cooperativo Cajamar, the **Strategic Plan 2022-2024** has been structured around four transformational pillars. On these, two initiatives are planned which aim to lay the foundations of the Group, and which focus on a number of actions to improve its structural profitability and accelerate the reduction of irregular assets.

The commitment to sustainability runs through the Plan as a driving concept, with a *Sustainable Finance Plan*, and this has an impact on the other strategic pillars. So, sustainability, focusing particularly on the fight against climate change and the risks and opportunities that arise from it, is positioned as a cross-cutting priority element, reinforcing the Group's resilience to different climate scenarios, and subject to high-level monitoring, establishing different control points during the development of the Strategic Plan itself.



Sustainable Finance Plan

The current climate emergency is a transition process to a circular, low-carbon economy that carries risks and opportunities for the economy and financial institutions. The European Central Bank (ECB) is confident of the important role that financial institutions can play in this process, and hopes that they will adopt a prospective and comprehensive approach to climate and environmental risks. To encourage this, the ECB has articulated a broad regulatory repertoire that is in addition to other European and international recommendations that entities must follow.

For Grupo Cooperativo Cajamar, sustainability is the backbone of its activity, striving to create shared value through long-term resource management and growth with the environment, thereby favouring sustainable development. On this basis, the Group has always sought to anticipate regulatory requirements, to follow best practices, and to stand as a reference point in the sector for its responsible management and social and environmental commitment.

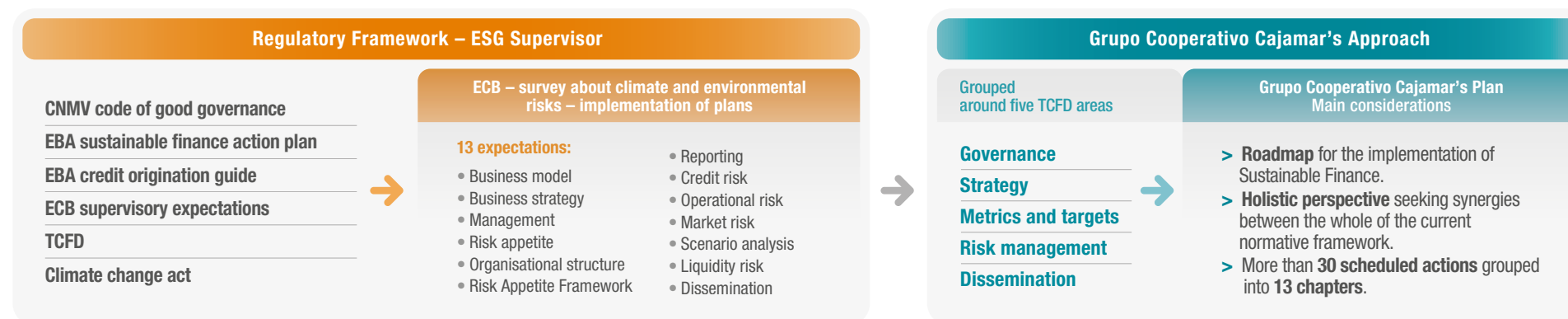
In this regard, and in order to respond to regulatory expectations in this area, the Group has implemented a Master Plan as a roadmap for decarbonisation. Its main objective is to achieve a reduction of CO₂ emissions in the atmosphere down to net zero emissions by 2050. The plan sets out the actions that will enable the Group to assist its members and customers in the transition, minimising risks and maximising the opportunities identified, as well as facilitating integration into the strategy of its commitment to align its finance portfolio with the scenarios compatible with the Paris Agreement.



Sustainable finance regulation seeks to generate an impact on the real economy through the financial system on the following bases:

- > **Capital flows:** channelling them towards sustainable objectives.
- > **Risk management:** integrating environmental, social, and governance aspects at an organisational level.
- > **Dissemination:** providing information and transparency to the market

• Foundations and structure of Grupo Cooperativo Cajamar's Sustainable Finance Plan



Integration of material issues into the Group's strategy

Evolution	Material issues	STRATEGIC AREAS	Plan	Stakeholders	Related capitals
↑	E.1 Transparency, compliance, and control		X, XIII	Shareholders, cooperative members, investors, employees, workers' representatives, customers, suppliers, regulatory bodies, analysts, ratings agencies, society, media.	Intellectual, financial, human, natural.
↑	E.2 Strengthen the business model and financial solidity		II, XI	Shareholders, cooperative members, employees, workers' representatives, regulatory bodies.	Intellectual, financial, human, social and relational
↑	E.3 Risk control and diversification		V, VII, VIII, XI	Shareholders, cooperative members, employees, customers, regulatory bodies.	Intellectual, financial, industrial.
↑	E.4 Customer experience and responsible marketing		IV, XII	Cooperative members, customers, regulatory bodies.	Intellectual, financial, industrial, human, social and relational.
↓	E.5 Cyber security and data confidentiality		IX	Cooperative members, customers, regulatory bodies, employees, ratings agencies.	Intellectual, financial, human, social and relational.
↓	E.6 Digital transformation		IX	Cooperative members, customers, regulatory bodies, employees, society.	Intellectual, financial, human, social and relational.
↑	E.7 Promote economic development and social progress		IV	Cooperative members, customers, society.	Intellectual, human, social and relational, financial and industrial.
↑	S.1 Responsible procurement		II	Suppliers, employees.	Human, industrial.
↓	S.2 Financial solutions adapted to different stages of life		II, IV	Cooperative members, customers.	Intellectual, social and relational, financial.
↑	S.3 People management and adaptation to change		IV, IX	Cooperative members, customers.	Intellectual, human, social and relational.
↑	S.4 Accessibility and Financial Inclusion		IV	Customers, cooperative members, regulatory bodies, society, ratings agencies.	Human, social and relational, financial.
↑	S.5 Social, cultural, and volunteering action		II, IV	Employees, society.	Human, social and relational, natural.
↑	S.6 Contribution to the Sustainable Development Goals		II, IV	Society, customers, cooperative members.	Natural, human, social and relational.
↑	A.1 Commitment to the environment		II, IV	Customers, cooperative members, shareholders, investors, society.	Natural, human, intellectual, industrial.
↑	A.2 Sustainable finance		I, II, III, IV, VI, XII	Cooperative members, shareholders, investors, society, customers.	Financial, industrial, intellectual, natural.
↑	A.3 Risks and opportunities derived from climate change		I, V, VII, VIII, XI	Cooperative members, shareholders, ratings agencies, regulators, customers.	Natural, industrial, intellectual, human, financial.
↑	A.4 Knowledge transfer		XIII	Cooperative members, society	Human, intellectual, industrial, social and relational
↓	A.5 Support for innovation and research		XIII, IV	Cooperative members, society	Human, intellectual, industrial, natural

STRATEGIC AREAS

Transformational

- Customer service
- Strategic segment
- Risk management
- Data and analytics

Transversal

- Irregular assets
- Profitability plan
- Sustainability

SUSTAINABLE FINANCE PLAN CHAPTERS

- I** Conceptual framework: ecological transition, risks, and risk factors
- II** Business model and ecological transition
- III** Decarbonisation schedule
- IV** Governance in the ecological transition and support for stakeholders
- V** Scenario analysis: baseline and adverse scenarios
- VI** Strategic approach and key indicators (KPI)
- VII** Risk appetite framework

- VIII** Risk analysis: taxonomy, materiality analysis and risk map
- IX** Processes, procedures, and documentary architecture
- X** Control model and triple line of defence
- XI** Resistance tests
- XII** Finance with impact
- XIII** Communication and dissemination

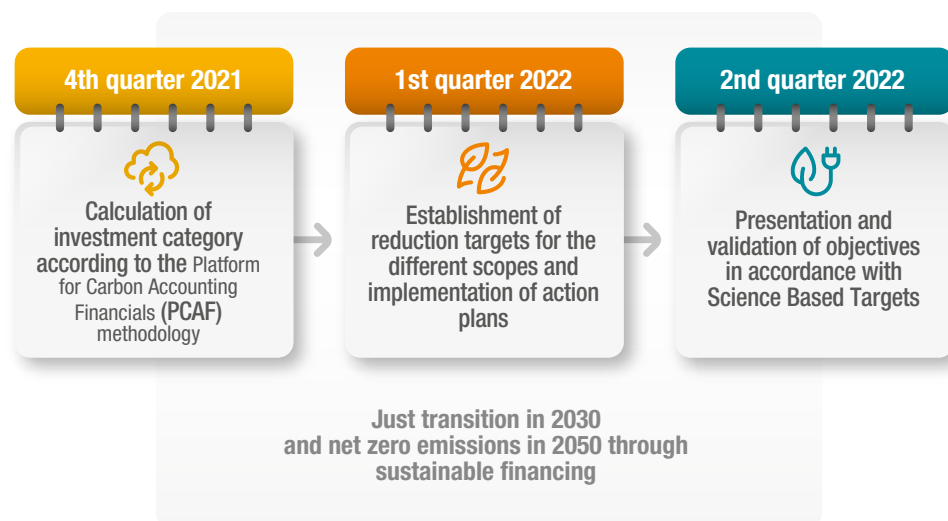


Grupo Cooperativo Cajamar's commitment to the Science-Based Goals Initiative

SBTi enables companies, through tools and their own methodology, to align themselves scientifically and in a relevant way with the Paris Agreement, which states that the global temperature rise should be kept below 1.5°C.

The decisive factor contributing to global warming is the increase in concentrations of greenhouse gases generated. In this context, and as a sign of the Group's ambition to contribute to sustainable development, it has shown its commitment to the Science Based Targets initiative as a tool to align its strategy with the Paris Agreement and achieve net zero emissions by 2050.

The objective of the Group is to reduce greenhouse gas emissions in all three scopes, focusing its efforts on the reduction of financed emissions associated with loans and investments. For this reason, the Group is working to establish climate targets that will strengthen the de-carbonisation route undertaken, supporting its members and customers throughout the transition process towards a low-carbon economy.



GRUPO COOPERATIVO CAJAMAR PLEDGE

The Group pledges to establish science-based emission reduction targets in accordance with the 1.5 °C emission scenario according to the criteria and recommendations of the SBTi

The Group pledges to establish a long-term science-based target for achieving net zero greenhouse gas emissions by 2050, as well as to set intermediate targets in all relevant areas and in line with the criteria and recommendations of the SBTi.



SCIENCE
BASED
TARGETS

DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

SBTi is a joint initiative of CDP, the UN Global Compact, the World Resources Institute (WRI) and the World Wildlife Fund for Nature (WWF); and one of the commitments of the We Mean Business Coalition that identifies and promotes innovative approaches to setting ambitious and significant corporate emission reduction targets in accordance with climate science.

By making a pledge to SBTi, the Group has evaluated and published the greenhouse gas emissions from its 2021 finance portfolio following the Partnership for Carbon Accounting Financials (PCAF) methodology, which allows it to:

- Assess climate-related risks in line with the Climate Financial Disclosure Working Group (TCFD).
- Establish science-based targets using methods developed by the SBTi.
- Inform stakeholders such as CDP.
- Report on climate strategies and actions to develop innovative products that support the transition to a net zero economy





Business Model

A differential banking model: cooperative banking

Contribute to ensuring the development of PEOPLE and communities around the world

By generating innovation and IDEAS, in the DNA of our business model

TERRITORY as a productive base:

Our commitment to sustainable local development and *appreciation* of the rural environment

The creation of shared value through the transformation of capital as a fundamental axis of the business mode



Sustainability
Report
2021



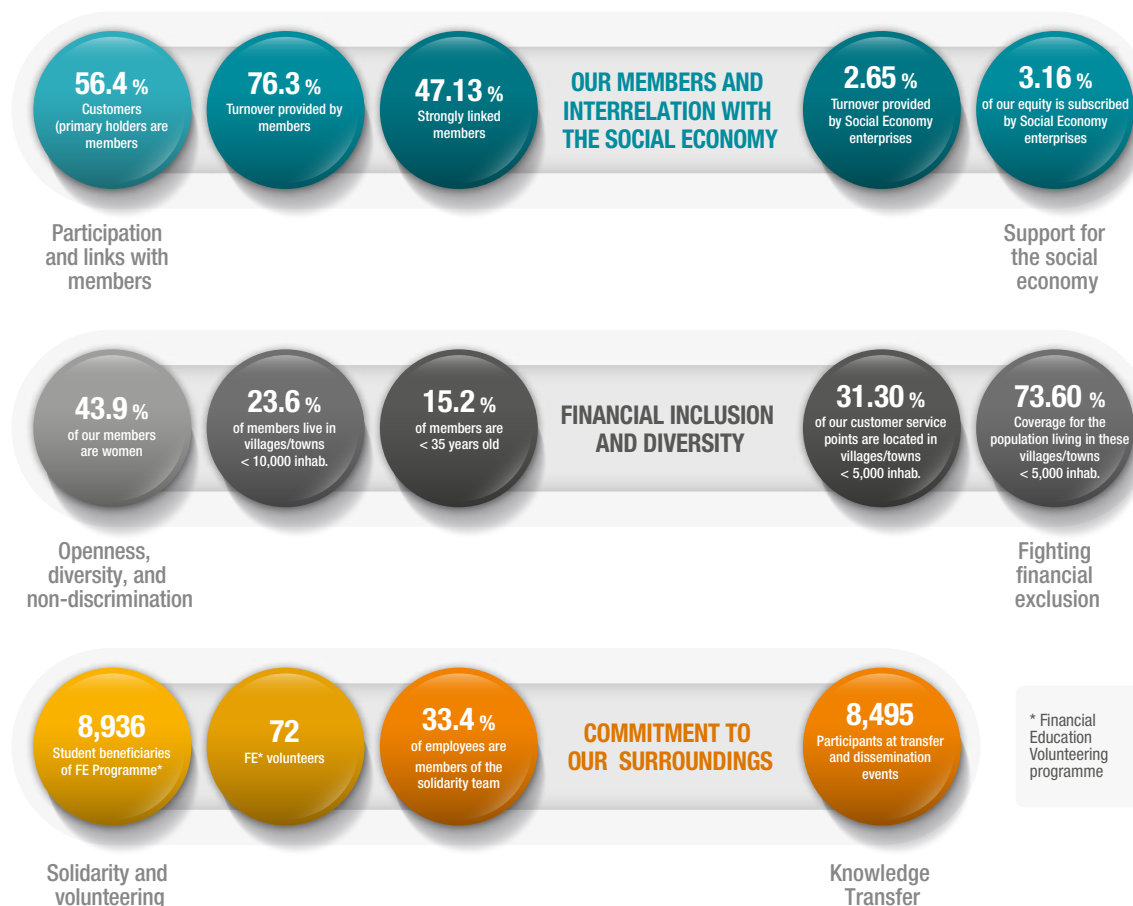
A differential banking model: cooperative banking

The cooperative banking model is characterised by developing business schemes aimed at creating value for its members, based on a long-term relationship of trust and therefore opposed to the short-term and profit-maximising approach adopted by other banking models.

This differential form of banking activity has also allowed the Group to be more resilient in crisis situations, with a greater capacity to retain employment and maintain the usual financial assistance to members and customers, thus bringing stability and plurality to the system. In addition, in phases of economic recovery such as the one we are currently experiencing, credit cooperativism has proved to be an efficient means of channelling savings toward projects that emerge from the communities where it is present, fixing capital to the territory, mitigating the exodus from rural areas and places with lower population density, favouring mainly families, SMEs, and farmers, and striving not to leave anyone behind.

Certain of the importance of preserving this model of cooperative banking in order to promote sustainable development and social progress in our surroundings, based on the cooperative principles that inspired the Group's constitution and evolution, Grupo Cooperativo Cajamar decided to establish a series of indicators that allow us to assess our performance as a cooperative entity and to monitor our performance and evolution as a cooperative entity. These indicators, which are reported periodically to the governing bodies of the Group, take into account those unique aspects that characterise the Group, such as: promotion of the real and local economy, the special partnership with its members, the fight against financial exclusion, the defence of diversity and non-discrimination, solidarity, and a firm commitment to share and collaborate to generate knowledge.

Indicator's of the Group's cooperative performance



Helping to ensuring the development of PEOPLE and communities in our surroundings

Grupo Cooperativo Cajamar is currently the country's leading financial cooperative group and an example of growth and development alongside its surroundings. Its cooperative nature facilitates its commitment to these surroundings, ensuring that a model of banking by and for people is available to the communities where it is present, committed to providing financial assistance by developing the

essential close relationship with its members and customers. In order to achieve this, its resources are focused, in addition to the agri sector, on providing financial support for families, entrepreneurs, micro-businesses, and SMEs.



We are in...

49/52 provinces nationwide

Rural and urban settings

Present in 336 towns/villages
<5,000 inhabitants.



We focus on...

Families

Micro-enterprises

SMEs

Agri sector



AGRI MARKET SHARE

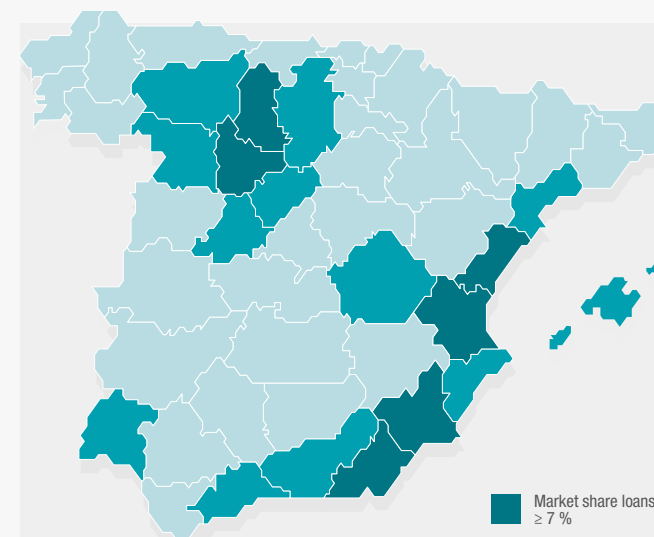
15.1 %
LOANS

The *agri* sector is an integral part of its origin and essence, representing a strategic priority for the Group. Our leadership in this market demonstrates the industry's confidence and recognition of a business model focused on meeting the needs of our members, helping to increase industry productivity, and supporting it in the process of ecological transition in which it is called upon to play an essential role.

NATIONAL MARKET SHARE*

2.90 %
INVESTMENT

2.49 %
DEPOSITS



Market share loans
≥ 7 %

Market share loans
≥ 2 % and < 7 %

Market share loans
< 2 %

* Figures at 30 September 2021.



The generation of innovation and IDEAS, in the DNA of our business model

Since the very beginning, linked to initiatives by local farmers, one of key elements in the Group's business model has been its firm support for innovation, especially in the agri-food sector.

Bringing people closer to innovative ideas, generating useful knowledge, and transferring that knowledge provides an opportunity for our members and customers to improve their competitiveness and profitability, and for the Group to offer more efficient financial assistance, by designing the most appropriate products and at the same time reducing risk.

Through this determined commitment to innovation, in the territories in which it grown, Grupo Cooperativo Cajamar has demonstrated the validity of its sustainable growth model based on responsibility, efficiency, and innovative creativity.



Pillars to foster innovation and ideas



Experimental centres

where applied research projects are promoted, and new production technologies are developed in the agri-food field.



Partnerships with universities, public research institutes, and companies,

promoting the culture of innovation and cooperation between different links in the agri-food chain.



Cajamar Innova,

a business incubator for companies with ideas and technologies that transform the water sector, to manage water usage more efficiently.



Knowledge transfer events,

both face-to-face and virtual, bringing people closer to pioneering ideas that can generate innovation.



Publications of books, magazines, newsletters, reports and papers

to facilitate the dissemination of ideas and knowledge, as the most complete private publishing collection specialising in agri-food in Spain.

TIERRA* Plataforma Tierra Project

bringing together on a single website all the Group's activity concerning the agri-food economy to facilitate the development of new solutions, accelerate the digitisation process, promote the productivity of the sector, and ensure its sustainability.



TERRITORY as the basis for production: our commitment to sustainable local development and appreciation of the rural environment



Grupo Cooperativo Cajamar is an entity that, based on the values of the social economy that underpin its cooperative nature and a focus on the real economy and sustainable development, proposes a business model that aims to foster, through its financial activity, the economic-social connectedness of territories and especially the rural environment.

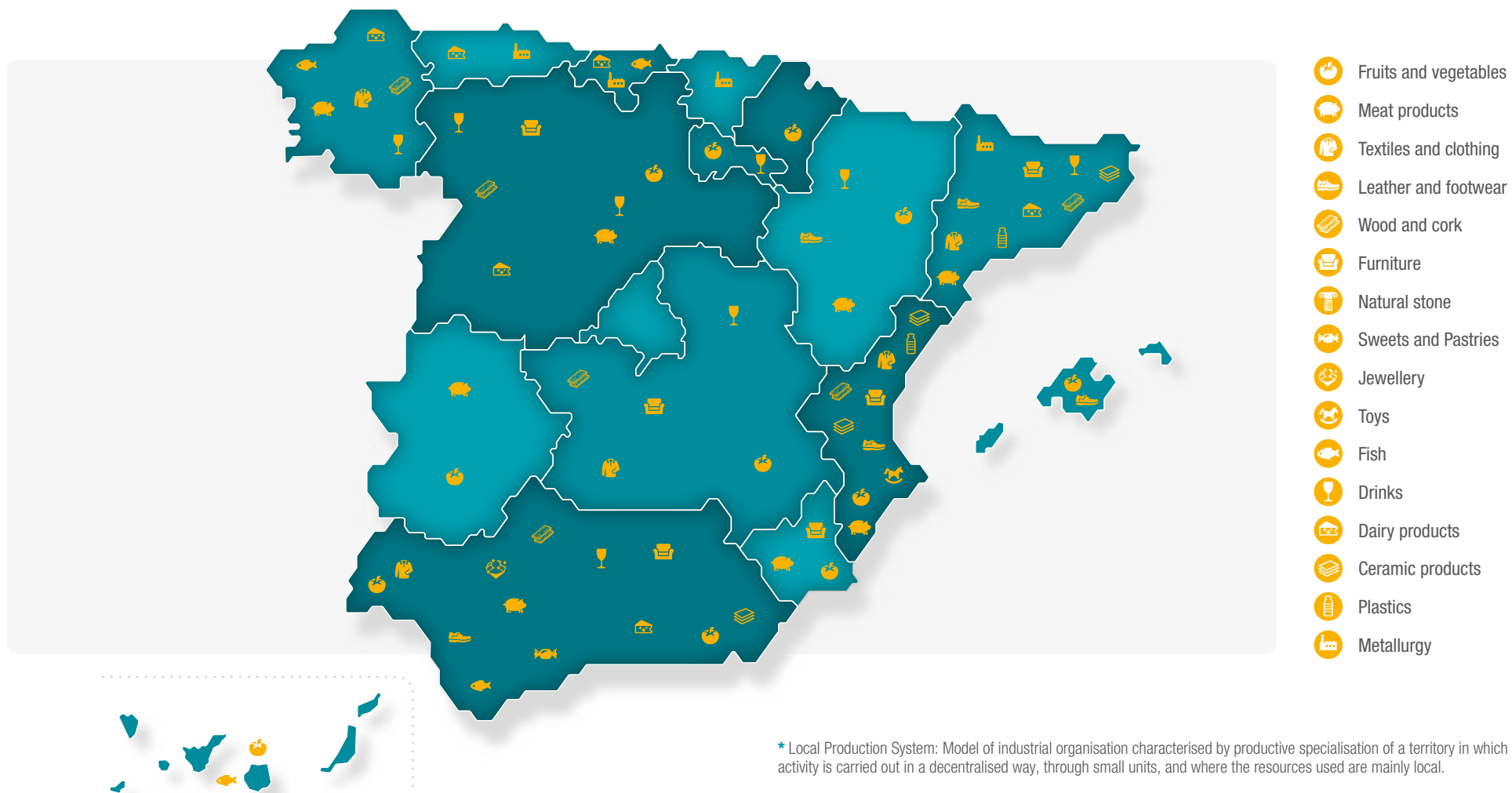
In this sense, we believe that local production systems are fundamental to our business model. These systems, being based on localised production models and the use of specific resources, contribute to quality employment, tying capital to the territory, and promoting sustainable local development.

The Group's own origins are associated with certain local production systems, in this case agricultural, working alongside them to develop through a relationship of strong trust, closeness, and cooperation.

That is why, faced with the current situation, with difficulties curbing the depopulation of the rural world and the pressing need to find alternatives capable of tying capital to the territory, Grupo Cooperativo Cajamar stands more firmly than ever by its commitment to invigorate local economies and seek formulas for territorial competitiveness.



Major local production systems* in Spain



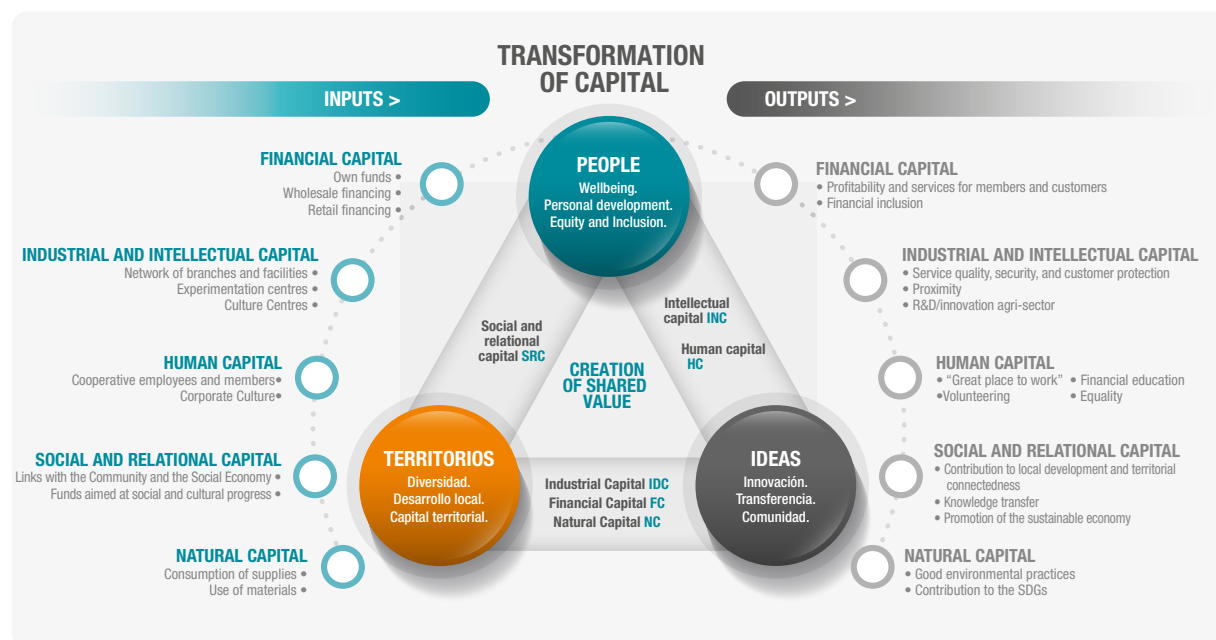
* Local Production System: Model of industrial organisation characterised by productive specialisation of a territory in which activity is carried out in a decentralised way, through small units, and where the resources used are mainly local.



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

The Group's business model is based on three fundamental pillars: people, ideas, and territories. On the basis of these pillars, the Group develops its approach to capital transformation and the creation of shared value, which aims to respond to its corporate purpose. Within this purpose, focused on ensuring people's progress, the Group's true *raison d'être* is reflected, the objectives it pursues with its activity, and the desire to integrate the expectations of society and its stakeholders.

Therefore, in order to achieve this purpose, the capacity to generate shared value through the transformation of different types of capital becomes a key element, and which, through the business model and sustainability policy, is based on cooperative values, support for territorial connectedness, promotion of the social economy, commitment to innovation and preference for a sustainable growth model capable of developing in harmony and simultaneously with the communities where it is present.



PREMISES AND RESTRICTIONS

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

Preservation of ecosystems and a strong notion 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.

$\Delta HC \geq \Delta IDC$

Welfare and employment.

$\Delta IDC \geq \Delta FC$

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

$\Delta (INC+MC+IDC+NC+SRC) \geq 0$
Positive impact on society and the environment, and improvement in capital endowment.

CORPORATE PURPOSE OF GRUPO COOPERATIVO CAJAMAR



Continue contributing to the well-being and progress of **PEOPLE** cooperating to generate **IDEAS** and innovation to connect **TERRITORIES** sustainably





Risk management

The culture of risk management and trust building

Global risks and the proposal to generate certainty for local actors

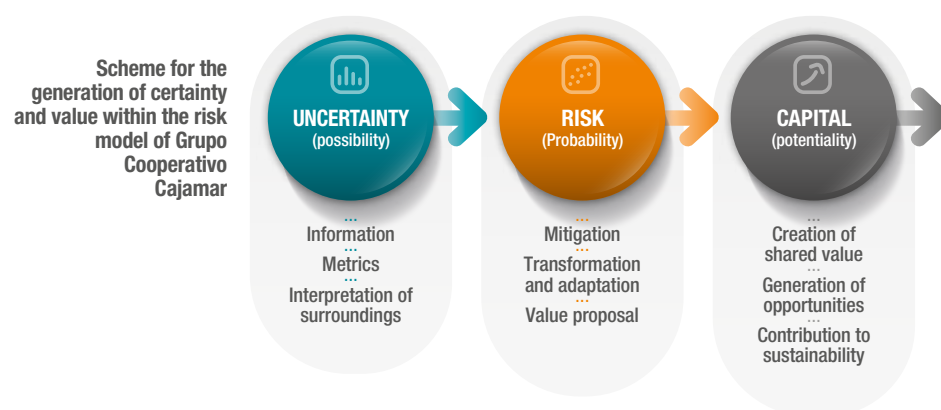
Climate change risk management in Grupo Cooperativo Cajamar: scenarios, strategy, and metrics

Sustainability
Report
2021



The culture of risk management and trust building

For Grupo Cooperativo Cajamar, the main activity of the banking industry is the management and transformation of risks, allowing for the creation of trust and certainty for its surroundings and stakeholders. An appropriate risk management model in the banking sector must be able to transform the main elements of uncertainty into risk, and risk into capital, through appropriate management and the provision of value to its stakeholders.



Grupo Cooperativo Cajamar has a comprehensive model of risk measurement, management, and control in place, in line with its business strategy, its nature and organisational configuration, and the geographical scope in which it operates. This model is sensitive to new emerging risk factors that may have a potential impact on the Group, with the human, organisational, and material resources necessary for effective and efficient risk management.

Ultimate responsibility for the Group's risk management lies with the Board of Directors of Banco de Crédito Social Cooperativo, which oversees this area through the Audit Committee and Risk

Committee, chaired in both cases by independent directors. To comply with the risk model objectives, and on the basis of regulatory standards and best practices in the banking industry, the Group has a system of internal risk control in place, based on three lines of defence.

The risk model of Grupo Cooperativo Cajamar is based on a series of general principles of governance, responsibility and efficiency, with the main objectives of creating opportunities, shared value and certainty, as well as minimising costs for the organisation, and by extension, according to the shared value creation model, for society as a whole: transaction costs; agency costs; costs associated with moral hazard; information asymmetry and adverse selection; and reputational costs. Similarly, the model provides for a Risk Appetite Framework (RAF) that determines the risks, as well as the levels associated with them, which Grupo Cooperativo Cajamar is willing to assume for the achievement of its mission, vision, and purpose.



Main take-aways from the key practices of Grupo Cooperativo Cajamar's risk model for the creation of shared value and trust

CATEGORY	PRINCIPLE	DESCRIPTION
CATEGORY	Precaution	The risk model establishes measures to understand uncertainty and the unknown elements involved in the evolution of our surroundings and the organisation. This principle does not imply delaying until the cost is affordable the adoption of effective, proportionate measures in order to avoid irreparable and irreversible damage.
	Prevention	The risk model seeks to protect against identified risks .
	Prudential	The risk model establishes measures to guarantee adequate conduct in relation to proven risks.
GOVERNANCE	Integration	The risk model is integrated into processes and informational systems, such as governance and decision-making.
	Triple line of defence	The risk model has a triple line of defence overseen by the Risk Committee and the Strategy and Sustainability Committee, all integrated within the Board of Directors of BCC.
	Integrity	The risk model integrates the management of risks into all its activities.
	Transparency	The risk model helps stakeholders understand the risks associated with the organisation.
RESPONSIBILITY	Ethics and corporate culture	The risk model is integrated into the Ethical Management System and the corporate culture of the organisation.
	Iterability and sensitivity to changes in the surroundings	The risk model is dynamic and predisposed to the integration of sensitive and significant emerging risks for the organisation and society as a whole.
	Equivalence in the translation of risks	The risk model aspires not to transmit risks to its surroundings in net terms, fostering the creation of certainty
EFFICIENCY	Rationality and comparability	The risk model aspires to maximise benefits and opportunities for the organisation and its stakeholders for every unit of risk taken.
	Diversification	The risk model tends towards the diversification of idiosyncratic risks minimising their contribution to systemic risk.
	Materiality	The risk model identifies relevant and significant risks associated with its business model.
	Innovation and continued improvement	The risk model integrates innovation procedures capable of adapting to changes in the surroundings by means of continual improvement.



Global and emerging risks and the proposal to generate certainty for local actors

Grupo Cooperativo Cajamar understands that the implementation of a sustainability strategy, as well as proximity and commitment to the local territory, are fundamental parts of understanding the role of cooperative banking in the banking industry as a whole. Cooperative banking, which encompasses organisations from the social and solidarity economy, is form of banking based on PEOPLE, able to interact efficiently with global capital markets in order to capture financial resources so that they can be fixed to TERRITORIES through IDEAS, innovation, and high-quality banking services delivered through a close relationship. Cooperative banking is the most reliable driver in terms of minimising risk and generating opportunities to integrate the global and the local in a balanced and fair way.

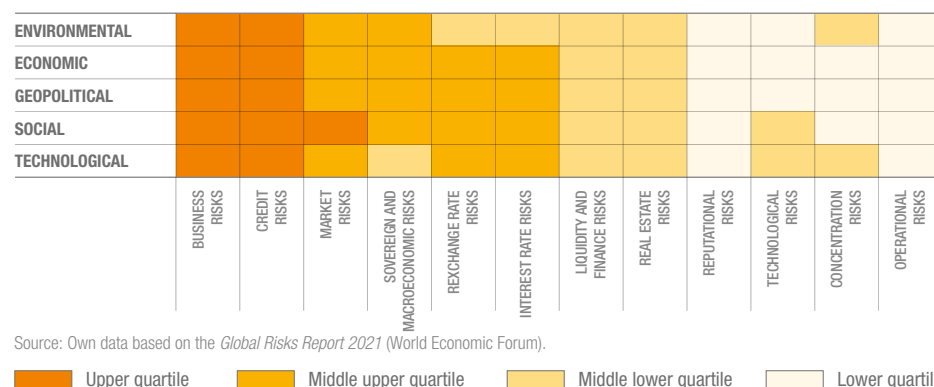
For Grupo Cooperativo Cajamar, sustainability always involves two fundamental elements: on the one hand, long-term planning in terms of management and accountability; on the other hand, closeness and proximity to the territory and to territorial agents in order to establish lasting and reliable relationships that allow for sustainable local development and the promotion of the social economy and

of local production systems. This model of long-term interrelations with the surrounding environment is the only one capable of generating certainty.

In this sense, Grupo Cooperativo Cajamar's risk model aims to understand the major global and emerging risks, resulting from the complexity of the globalisation process, and to minimise their impact at a local level. For this purpose, it has identified the main drivers and relevant risks that are inherent to the banking business and the organisational specificity of the Group.

Thus, non-diversifiable – systemic – risks, such as those associated with climate change, are considered by the Group's risk model as cross-cutting risk factors that impact the Group's relevant risks. It is therefore very important to know and understand these interrelations in order to contribute to the objective that any institution must have in terms of building trust.

Map of relative interrelations between global and emerging risks and risks managed by Grupo Cooperativo Cajamar



Methodological note for the maps of *global risk interrelations* as set out in this chapter.

To identify the indirect impact of global risks on the risks managed by Grupo Cooperativo Cajamar (risk genealogy), contained in its Risk Appetite Framework (RAF), a number of levers have been identified based on expert opinion that would act as drivers of risk. A total of 16 levers have been defined: 1) impacts on the business model; 2) volatility; 3) damage to assets; 4) implications for labelling and product classification; 5) loss of efficiency in networks; 6) potential loss in economies of scope; 7) potential loss in economies of scale; 8) potential loss in network economies; 9) potential loss in critical mass economies; 10) economic hibernation; 11) loss of confidence; 12) inflation and cost increases; 13) stagflation; 14) secular stagnation; 15) supply chain; and 16) resource mobility. These levers mediate between the global risks contained in the *Global Risks Report 2021*, published by the World Economic Forum, and the traditional banking risks managed by Grupo Cooperativo Cajamar.



Map of relative interrelations between global and emerging risks and risks managed by Grupo Cooperativo Cajamar

(Level of impact of each global risk on each of the risks managed by Grupo Cooperativo Cajamar based on the percentage of levers identified in each managed risk over the total number of levers identified in the corresponding global risk)

Upper quartile
Middle upper quartile
Middle lower quartile
Lower quartile

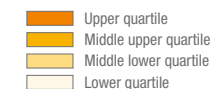
ENVIRONMENTAL	Failure of climate action												
	Loss of biodiversity												
	Natural resources crisis												
	Human environmental damage												
	Extreme weather												
	Geophysical disasters												
ECONOMIC	Debt crisis												
	Prolonged stagnation												
	Bursting of asset bubbles												
	Commodity crisis												
	Industrial collapse												
	Price instability												
	Illegal economic activity												
GEOPOLITICAL	Weapons of mass destruction												
	Conflicts between states												
	Breaking of State relationships												
	Geopoliticisation of resources												
	Collapse of the State												
	Multilateral collapse												
	Terrorist attacks												
SOCIAL	Infectious diseases												
	Food crisis												
	Erosion of social cohesion												
	Collapse of social security												
	Involuntary migration												
	Youth disenchantment												
	Failure of public infrastructures												
	Anti-science attacks												
TECHNOLOGICAL	Deterioration of mental health												
	Cybersecurity failures												
	Damage to information technology infrastructures												
	Concentration of digital power												
	Failure in technology governance												
	Digital divide												
		BUSINESS RISK	CREDIT RISK	MARKET RISK	SOVEREIGN AND MACROECONOMIC RISK	EXCHANGE RATE RISK	INTEREST RATE RISK	LIQUIDITY AND FINANCE RISK	REAL ESTATE RISK	REPUTATIONAL RISK	TECHNOLOGICAL RISK	CONCENTRATION RISK	OPERATIONAL RISK

Source: own data based on: the *Global Risks Report 2021* (World Economic Forum).



Map of relative interrelations between global and emerging risks and risks managed by Grupo Cooperativo Cajamar

(Level of impact of each global risk on each of the risks managed by Grupo Cooperativo Cajamar based on the percentage of levers identified in each managed risk over the total number of levers identified in the corresponding global risk)



ENVIRONMENTAL	Failure of climate action												
	Loss of biodiversity												
	Natural resources crisis												
	Human environmental damage												
	Extreme weather												
	Geophysical disasters												
ECONOMIC	Debt crisis												
	Prolonged stagnation												
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	Youth disenchantment												
	Failure of public infrastructures												
	Anti-science attacks												
	Deterioration of mental health												
TECHNOLOGICAL	Cybersecurity failures												
	Damage to information technology infrastructures												
	Concentration of digital power												
	Failure in technology governance												
	Digital divide												
		BUSINESS RISK	CREDIT RISK	MARKET RISK	SOVEREIGN AND MACROECONOMIC RISK	EXCHANGE RATE RISK	INTEREST RATE RISK	LIQUIDITY AND FINANCE RISK	REAL ESTATE RISK	REPUTATIONAL RISK	TECHNOLOGICAL RISK	CONCENTRATION RISK	OPERATIONAL RISK

Source: own data based on: the *Global Risks Report 2021* (World Economic Forum).



Climate change risk management in Grupo Cooperativo Cajamar: scenarios, strategy and metrics

The NGFS and climate scenarios

Climate change is an environmental disaster of the greatest magnitude, presenting important physical and transition risks that we must identify and measure in order to help mitigate its possible effects through appropriate policies, measures and instruments that involve society as a whole, to a greater or lesser degree. Climate change can have profound impacts on ecosystems, on human health, on infrastructure, on the economy, and on production, making it a major vector for change.

The efforts being made by the European Union to combat climate change through very ambitious public policies aimed at achieving climate neutrality by 2050 have had a major impact on the financial sector and, consequently, on the banking sector. The EU understands that these sectors are crucial to accelerate and redirect financial flows towards the promotion of a green and decarbonised economy. The banking industry, in this sense, is obliged to know the impact of climate risks on traditional risks and must strive to minimise this effect as far as possible.

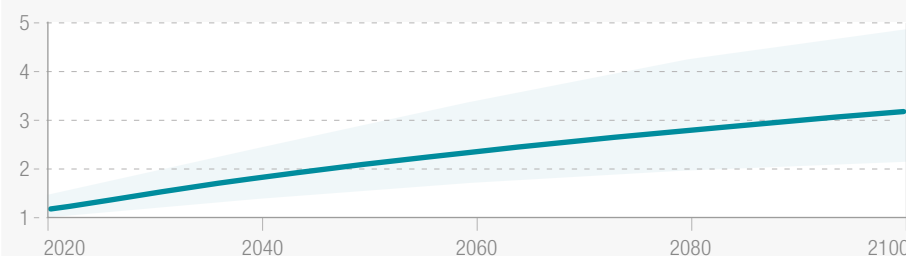
The Paris Agreement (COP21) was a crucial milestone in steering the transition to a low-carbon economy, setting the target by the end of this century of 1.5 - 2 degrees as the maximum upper limit for the average temperature rise of the planet with respect to pre-industrial values. This limit would imply reasonable risks that would impact to an acceptable degree. Depending on the measures implemented by all political, social, and economic actors, we would face different possible scenarios. Based on this premise, the Network of Central Banks and Supervisors for Greening the Financial System (NGFS) was created in December 2017, having defined a set of hypothetical climate change scenarios. These scenarios provide common benchmarks for understanding climate change through the physical risks it entails, and policy and technology trends in the evolution of the entire process.

According to the NGFS, climate scenarios were originally designed to provide policymakers with appropriate advice on the potential risks associated with climate change. They are therefore a key part of the scientific assessments carried out by the Intergovernmental Panel on Climate Change (IPCC), among others. The scenarios have been adapted by the NGFS to help central banks and supervisors explore and identify potential impacts on the economy and financial system, and have multiple applications:

- Analysis and dissemination of scenarios, promoting strategic reflection.
- Alignment of strategies and policies, helping to make decisions and set more granular targets.
- To serve as a basis for academic and technical-professional research.

**Increase in average temperature
in relation to pre-industrial levels** (in degrees centigrade)

Source: NGFS.

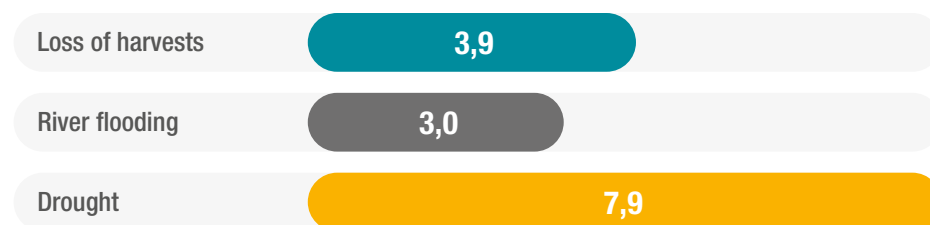


The risks associated with climate change, as a result of the planet's average temperature rise, have been classified as transition risks and physical risks. The former are related to the effects of regulatory and technological changes aimed at making an orderly transition to a decarbonised economy, with both palliative and preventive criteria. The latter are related to the effects that climate change can have on the physical environment. Among others: extreme weather events, desertification, or rising sea levels. As a whole, it could have implications for the production sector through:

- The loss of income due to changes in demand patterns.
- The increase in expenditure, as a result of the investment and repayments undertaken in order to cope with technological change.
- The increase in stranded assets as a result of the loss of value of corporate assets arising from regulatory constraints.
- Physical damage to buildings, farms and infrastructure.
- The increase in litigation and reputational cost.

Occurrence of extreme weather phenomena

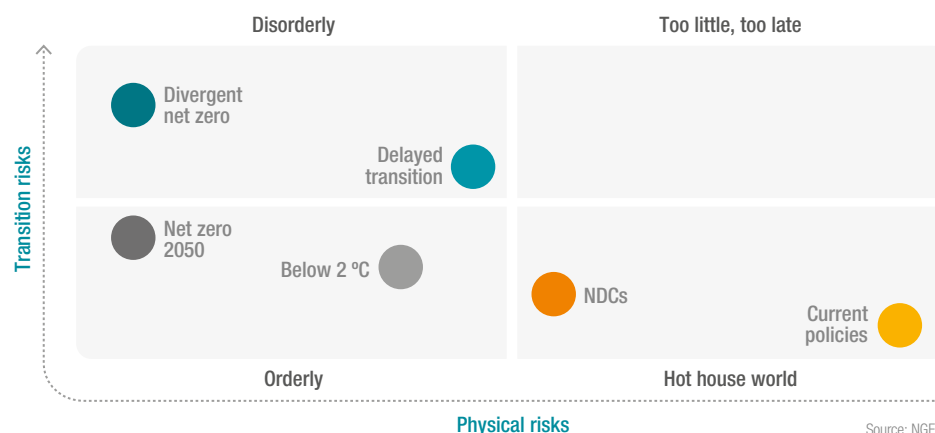
(increase in number of times)



Source: NGFS.

The scenarios established by the NGFS were eventually reduced to six as shown in the following graphic. All of these scenarios share similar socio-economic assumptions and assume current economic and demographic trends.

Climate scenarios



ORDERLY SCENARIO

This assumes that climate policies are introduced early and gradually become stricter. Both physical and transition risks are relatively moderate.

- **Net zero 2050.** This is an ambitious scenario that limits the increase in global warming to 1.5 degrees Celsius through strict climate policies and innovation. Climate neutrality would be achieved in this scenario by 2050.



- **Below 2 °C.** In this scenario, climate policies gradually become tougher, giving a 67% chance of limiting global warming to less than 2°C.



DISORDERLY SCENARIO

This assumes a greater risk of transition because policies are delayed or diverge between countries and sectors. Carbon prices are often higher for a given temperature result.

- **Divergent net zero.** Climate neutrality is reached in this scenario in 2050, but with higher costs due to divergent policies introduced in all sectors and a faster phasing out of fossil fuels.



- **Delayed transition.** This scenario assumes that global annual emissions do not decrease up to 2030. Sound policies would then be needed to limit warming below 2°C. Negative emissions are limited.



HOT HOUSE WORLD SCENARIO

This assumes that some climate policies are implemented in some jurisdictions, but global efforts are insufficient to stop significant global warming. Critical temperature thresholds are exceeded, resulting in serious physical risks and irreversible impacts, such as rising sea levels.

- **Nationally Determined Contributions (NDCs).** This scenario includes all policy pledges, even if they have not yet been implemented.



- **Current policies.** This scenario assumes that only currently implemented policies are retained, resulting in high physical risks. Emissions grow to 2080, leading to about 3°C warming and serious physical risks.



TOO LITTLE, TOO LATE SCENARIO

This assumes that a late transition cannot contain physical risks. Although no scenarios have been designed specifically for this purpose, this space can be explored by assuming higher physical risk outcomes for the scenarios.

It is important to choose the scenarios wisely for appropriate action, as they include the robustness and timing of policies, the results of temperature developments, regional coordination, and technological trends. According to the NGFS, the current policies scenario is best suited for assessing physical risks. The delayed transition scenario is best suited for evaluating sudden changes in policy and technology. The net zero 2050 (climate neutrality 2050) scenario corresponds to the achievement of net zero CO₂ emissions by mid-century.

Extreme scenarios



Source: NGFS.



Sectoral Policy Framework

To facilitate this whole process, the Group has defined a Sectoral Policy *Framework for Climate Neutrality* that will allow the decarbonisation scheme to be established within scope 3 of the Group's carbon footprint based on a materiality matrix. In other words, it would lay the foundations for shaping the Group's strategy for the decarbonisation of its credit portfolio, allowing it to optimise risks and maximise the opportunities presented by the ecological transition. Specifically, this framework is a conscious endeavour to reconcile, on the one hand, support for strategic sectors to the Group, and, on the other hand, the achievement of climate neutrality by the year 2050. In short, it is the result of the alignment between the Group's sustainable development strategy and its decarbonisation commitments. These include the Carbon Disclosure Project (CDP), the Group's *Strategic Plan* and *Sustainable Finance Plan*, and the SBTi.

The main objective of the materiality matrix for climate change mitigation and adaptation is to segment the business/corporate credit portfolio in order to establish efficient commercial, concession and control criteria relating to credit operations in order to promote and facilitate the support of members and customers in their transition to a low-carbon economy. As an indirect target, we should highlight the progress made by Grupo Cooperativo Cajamar towards its goal of achieving climate neutrality by the year 2050, especially with regard to scope 3 of its carbon footprint.

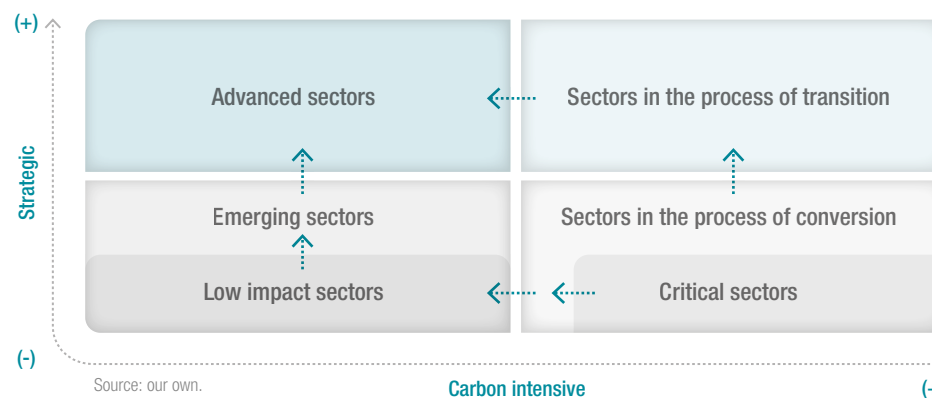
We can also highlight the following partial targets:

- Strengthen our business strategy bearing in mind the decarbonisation commitments of the Group (scope 3) and its accredited partners.
- Strengthen the criteria for lending approval and concession, bearing in mind the Group's climate targets.

- Promote the active management of climate risks in their impact on conventional risks.
- Establish containment strategies for carbonisation indicators included in the *Risk Appetite Framework* (RAF).
- Promote the establishment of intra-sectoral criteria that allow the portfolio to be segmented in greater detail into material sectors for the entity. E.g.: Agricultural sector.

This matrix incorporates two variables: the strategic relevance of each sector according to its weight in the credit portfolio (y-axis) and its level of carbonisation (x-axis). The combination of these two variables establishes four segments or areas that require commercial, admission, approval, and control criteria.

Grupo Cooperativo Cajamar's materiality matrix for climate change mitigation and adaptation



Scope and strategy of the sectors according to Grupo Cooperativo Cajamar's materiality matrix for climate change mitigation and adaptation

	SCOPE	STRATEGY
Advanced sectors	This would include sectors that are strategic to the entity and have low carbon intensity (weighted average carbon intensity - WACI). These sectors can potentially yield great returns for the Group, having reached maturity and sufficient critical mass. Because of their strategic nature, these sectors would contribute to substantially improving the green asset ratio (GAR).	Support, promote and/or encourage investment in these sectors provided that it represents a substantial improvement in the achievement of priority environmental and social objectives. Generally, promote investment in these sectors
Transitional sectors	This would include sectors that are strategic to the entity and have high carbon intensity (weighted average carbon intensity - WACI). These sectors can potentially yield great returns for the Group, having reached maturity and sufficient critical mass within the entity. However, given their impact on climate change, they require intense support in the process of their ecological transition, and therefore specialist treatment with greater involvement from the Group. Because of their strategic nature, these sectors would contribute to substantially improving the green asset ratio (GAR). These sectors will experience a great deal of selective tension .	Support, promote and/or encourage investment in these sectors provided that it represents a substantial improvement in the achievement of priority environmental and social objectives. Support and/or encourage investment in these sectors aimed at conversion and/or diversification provided that it represents a substantial improvement in the achievement of priority environmental and social objectives. Generally, support investment in these sectors for which there is no technological or economically viable solution to improve environmental and/or social performance according to priority environmental and social objectives
Low impact sectors	This would include sectors that are not de facto strategic to the entity, but which have low carbon intensity (weighted average carbon intensity - WACI). These sectors imply little return for the Group, so their low carbon intensity, although positive, has a limited impact on our decarbonisation targets . However, some (emerging) sectors have strategic potential for the Group in the medium or long term because of the opportunities they present.	Support and/or encourage investment in these sectors provided that it represents a substantial improvement in the achievement of priority environmental and social objectives. Generally, support investment in these sectors
Sectores críticos	This would include sectors that are not de facto strategic to the entity but have high carbon intensity (weighted average carbon intensity - WACI). These are sectors in which to invest on the basis of very selective criteria, focusing exclusively on companies with high conversion potential. It would not be advisable to turn them into strategic sectors, so their natural evolution should be towards conversion so that companies are more efficient and less carbon dependent.	Support investment in these sectors provided that it represents a substantial improvement in the achievement of priority environmental and social objectives. Support investment in these sectors aimed at conversion and/or diversification provided that it represents a substantial improvement in the achievement of priority environmental and social objectives. Support investment in these sectors for which there is no technological or economically viable solution to improve environmental and/or social performance according to priority environmental and social objectives. Generally, adopt reactive strategies for these sectors in the context of decarbonisation .



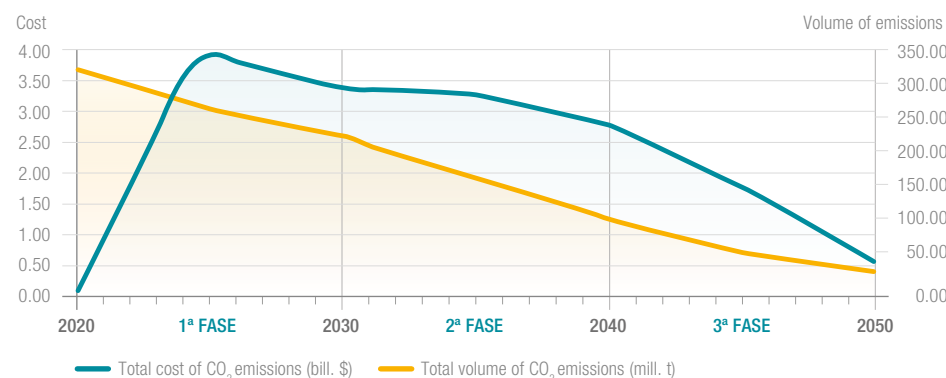
Reference scenario for Grupo Cajamar

Grupo Cooperativo Cajamar, in view of the commitments it has made to its climate stakeholders, and according to the approaches contained in its Strategic Plan and its Sustainable Finance Plan, intends to develop its strategy of decarbonisation within the net zero 2050 scenario. This is an ambitious but plausible scenario that involves:

- Assuming a favourable policy environment for the fight against climate change.
- Achieving climate neutrality by 2050 within the Group.
- Being proactive in the evolution of regulatory and supervisory expectations.
- Promoting differential leadership in the field of sustainable development and cooperative banking.

We are basing our approach on the assumption that carbon prices will evolve in proportion to the effort to decarbonise according to the targets set by the Paris Agreement. To this end, we will use the profile of the CO₂ cost curve, as well as the conclusions set out in the High-Level Commission Report on Carbon Prices, chaired by Nobel laureate economist Joseph Stiglitz, and author of the *Stern Review on the Economics of Climate Change*, Nicholas Stern. The main conclusion of the Report is that the price of CO₂ will evolve to between \$50 and \$100 per tonne by 2030, provided there is a favourable regulatory environment. Given the current prices per tonne of CO₂, the reference scenario is estimated to reach \$100 by 2030.

Estimation of volume and costs of CO₂ emissions 2020-2050



Source: Own data based on the National Integrated Energy and Climate Plan (PNIEC), NGFS and High-Level Commission Report on Carbon Prices.

This scenario would imply the following phases up to 2030:

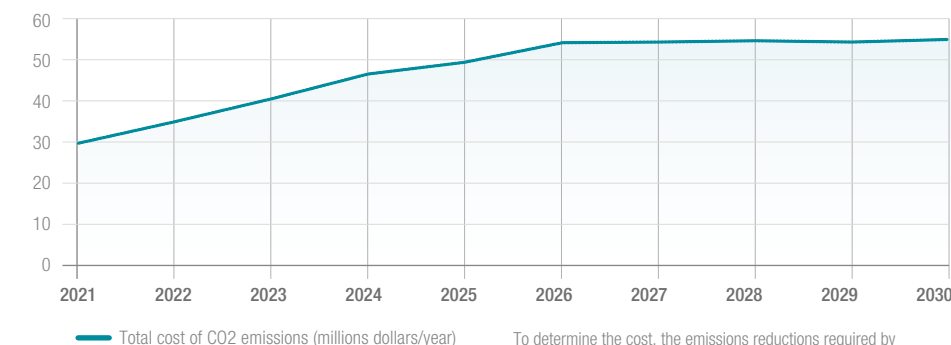
Phase 1, or ecological transition (2015-2030). In this phase, adaptation to the legal-supervisory framework would take place, so the most important risks for companies will be transition risks. Essentially, companies will have to make significant investments to adapt their capital goods, as well as, depending on the sector, make the necessary provisions to address the problem of stranded assets.

Phase 2, or adaptation to the new competitive framework (2030-2040). Companies will need to identify and exploit comparative advantages (based on prices and costs) and location revenues to adapt to the new productive and commercial framework. Essentially, companies will have to face risks associated with lost revenue or increased costs.

Phase 3, or differentiation (2040-2050). Companies will have to identify and exploit competitive advantages (based on the creation of shared value) to adapt to a new competitive framework that is particularly demanding from a productive and commercial point of view.

Therefore, depending on the different scenarios, the cost of decarbonisation of Grupo Cajamar's corporate credit portfolio would be as described in the following graph:

Estimation of the economic efforts of companies financed by Grupo Cooperativo Cajamar with regard to decarbonisation (2021-2030)



To determine the cost, the emissions reductions required by companies financed in the period 2021-2020 have been multiplied, in accordance with the PNIEC, by the price of the tonne of CO₂ estimated by the Stern. *Review on the Economics of Climate Change.*



Metrics associated with climate change within Grupo Cajamar

Grupo Cooperativo Cajamar has defined various metrics that will allow it to manage risk in the processes of decarbonisation of the economy and the ecological transition. It has divided them into four groups according to their nature and object: environmental risk measurement metrics, concentration metrics, physical risk metrics, and economic metrics.

ENVIRONMENTAL RISK METRICS

Objective	INDICATORS	ECOrating	Concentration according to the housing energy efficiency rating
Identify financial exposure to environmental risks of the business loans portfolio, including transition risk associated with climate change.		The indicator is an analysis tool that measures predisposition to transition environmental risk associated with the business loans portfolio (includes transition risks associated with climate change that could have a financial impact on the ecological transition).	The indicator identifies by categories the level of concentration according to the energy efficiency of buildings that act as collateral in the mortgage portfolio.

MEDIDAS ECONÓMICAS

Objective	INDICATORS	Intensity of decarbonation in the ecological transition	Propensity to use regulatory capital
Identify financial exposure of productive sectors in accordance with their economic activity and transition efforts in the short, medium, and long-term		The indicator identifies the economic effort companies must make with current asset operations to comply with the official decarbonisation commitments of the sector up to 2030.	The indicator reflects the impact, in terms of capital cost, in the business loans portfolio according to activity and intensity in terms of greenhouse gas emissions.

CONCENTRATION METRICS

Objective	INDICATORS	Carbon use intensity (WACI)	CPRS (Climate Policy Relevant Sectors)	Concentration in sectors at risk of controversy	Concentration in critical sectors	Concentration in sectors identified by the Taxonomy Regulation
Identify weighting in activity sectors that are most affected by the decarbonisation of the economy		The indicator quantifies the level of financial exposure of the business loans portfolio according to intensity in the use of fossil fuels (greenhouse gas emissions per unit of turnover: weighted average carbon intensity (WACI)).	The indicator quantifies the level of concentration of the business loans portfolio related to companies that, according to their economic activity, are relevant for the dynamic policy according to the proposal of S. Batiston et al (2017): A climate stress-test of the financial system. <i>Nature Climate Change</i> , 7 (4), 283-288.	The indicator quantifies the concentration level of the business loans portfolio related to companies that, according to their economic activity, might be subject to some type of controversy, either ethical and/or environmental.	The indicator quantifies a level of concentration of the business loans portfolio related to companies that, according to the economic activity, are considered critical in accordance with the Sector Policy Framework for Climate Neutrality, approved by the Group on 28 December 2021.	The indicator quantifies a level of concentration of the business loans portfolio related to companies that, according to their economic activity, are included in the <i>Taxonomy Regulation</i> (EU regulation 2020/852) on account of their potential to mitigate climate change.

PHYSICAL RISK METRICS

Objective	INDICATORS	Concentration through exposure to more than one physical risk factor according to the Taxonomy	Exposure to physical risks in collateral
Identify exposure of the loans portfolio and/or its collateral to physical risks.		The indicator identifies the volume of our business loans portfolio related to companies that, according to the Taxonomy Regulation, are exposed to more than one physical risk factor.	The indicator identifies exposure to physical risks of collateral associated with the portfolio of mortgage assets: river flooding, coastal flooding, fire, and seismic activity.





Corporate Governance

Corporate governance in Grupo Cooperativo Cajamar

Main strengths of the Group's corporate governance

Governing bodies: structure and composition

Integrating sustainability into governance

Corporate Governance indicators

Sustainability
Report
2021

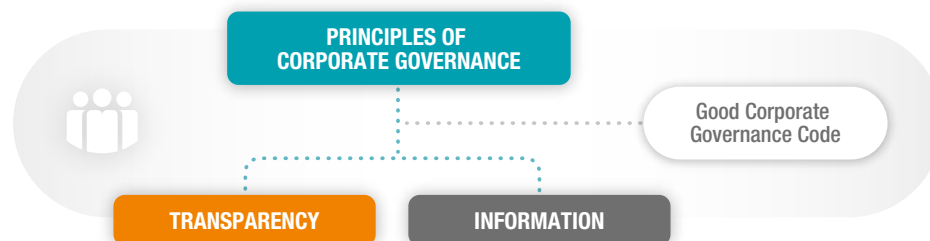




Corporate governance at Grupo Cooperativo Cajamar

Corporate governance is at the very core of cooperative models. Listening to and meeting the needs of all stakeholders facilitates the possibility of value creation, and therefore information and transparency are the two fundamental principles on which corporate governance at Grupo Cooperativo Cajamar is based. A sound combination of both elements is the key to implementing good practices and avoiding information asymmetry, thereby protecting the interests of members, shareholders, and investors.

The cooperative vocation of the Group helps to ensure that these principles and best practices of corporate governance are always 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 secure 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.



Compliance with legislation applicable in the area of corporate governance

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, taking into consideration the requirements derived from the following documents and practices:

- EBA guidelines on internal governance.
- Corporate Governance Principles issued by the Basel Committee on Banking Supervision.
- CNMV good governance code for listed companies.

Following recommendations in the CNMV good governance code for listed companies

Although the recommendations of the Good Governance Code are not directly applicable to Grupo Cooperativo Cajamar, since none of its members are classed as listed companies, the Group believes that evaluating compliance with these recommendations is good market practice, in accordance with the principle of complying or explaining, showing the Group's commitment to following the best governance standards, achieving around a 90% level of compliance with the code recommendations.



Main strengths of our corporate governance



TRANSPARENCY AND INFORMATION AS KEY PRINCIPLES

- Internal auditing ensures the proper functioning of reporting and internal control systems.
- Helping to maximise the dissemination and quality of information available to the market, investors, and other stakeholders.
- The Group is the leading member of the Transparency, Good Governance and Integrity Cluster set up by Forética.



In the area of diversity, there has been an increase in the number of women directors on BCC's Board of Director, increasing from 23% in 2020 to 28.6% as of 31.12.2021



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
- Robust committee structure that supports the Board and implementation of a procedure to evaluate the functioning of the Board annually.
- It performs its functions with unity of purpose and independence of judgement and is guided by social interest.

- **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 its 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 of interest and to refrain from intervening in deliberations and votes in which they may have a vested 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.

- **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 stance of zero tolerance to corruption in all its forms.
- **Risk Management and Control** (Responsible Finance).
- **Good tax practices.** Voluntary adherence to the Code of Good Taxation Practices promoted by the Spanish Tax Agency.
- **Criminal Risks Prevention Plan.** As a control instrument aimed at preventing crimes from being committed within the organisation.

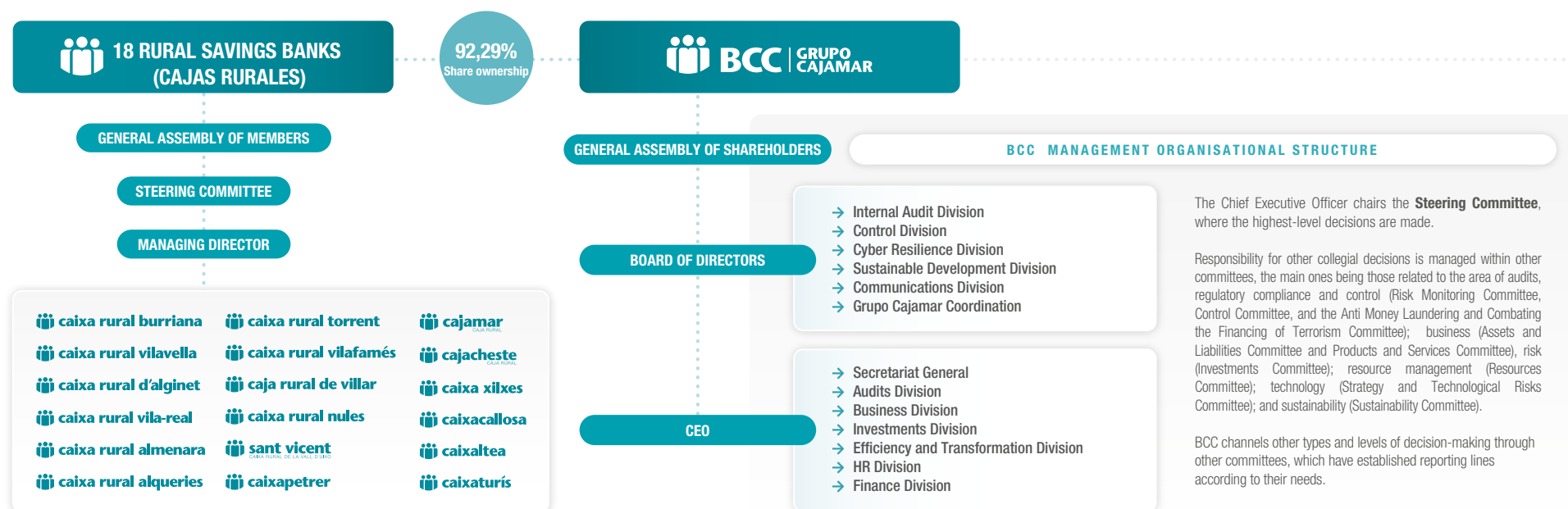


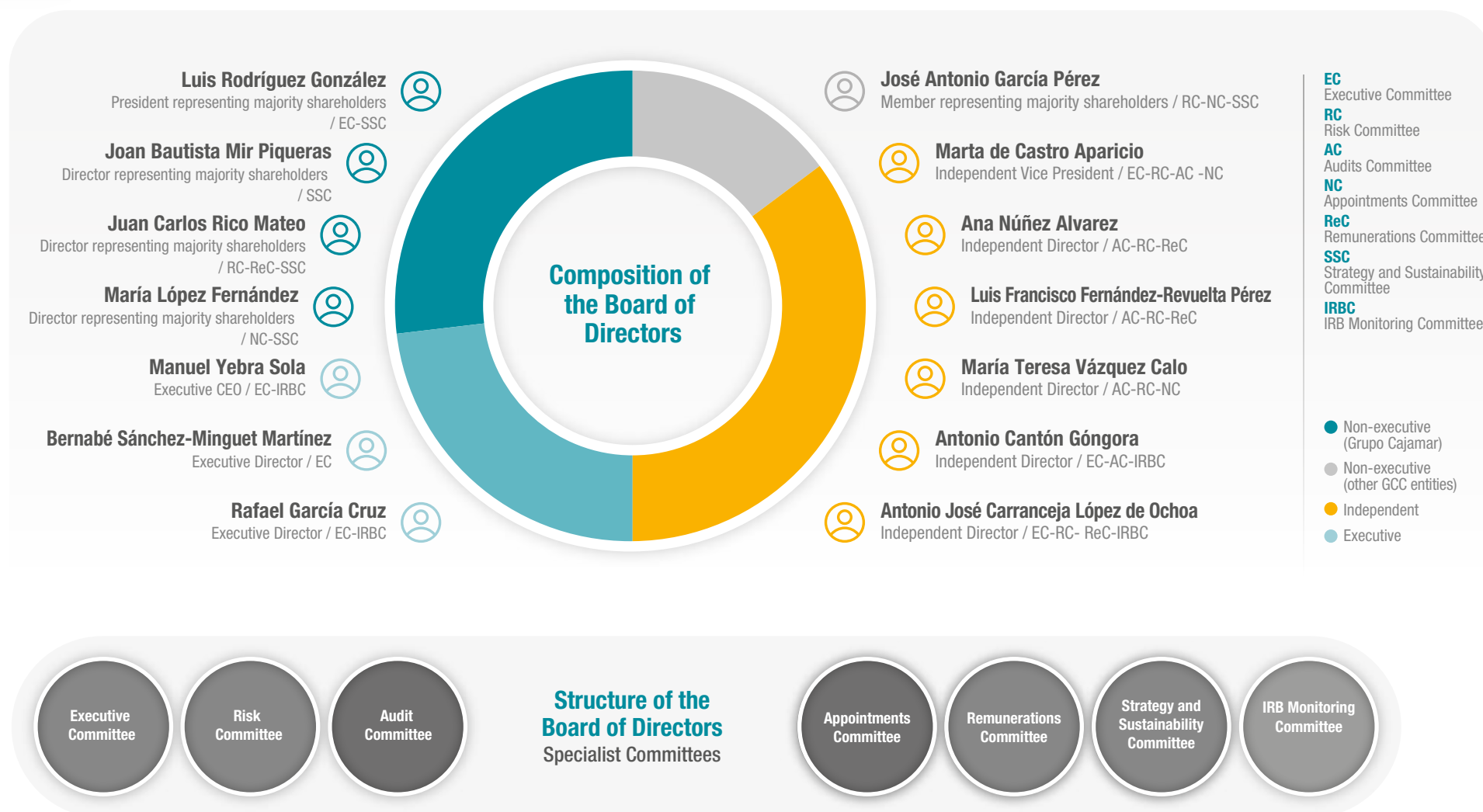
Governing Bodies: structure and composition

Grupo Cooperativo Cajamar is made up of 18 credit unions and Banco de Crédito Social Cooperativo, SA (BCC), which effectively leads and manages the group, being responsible for issuing and supporting the management instructions to be followed by the Group's entities. The 18 rural savings banks (Cajas Rurales) hold the vast majority (92.29 %) of shares in BCC, which acts as the group's parent company and assumes the strategic management of the Group, having, among others, the role of risk control, human resources management, cash management, business planning, as well as internal audit and control.

For the rural banks that make up the Group, the General Assembly is the highest body for the expression of social will, and the Steering Committee is the collegiate body of governance, responsible for senior management, supervision of executives and representation of the entity.

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.





Integration of sustainability into Grupo Cooperativo Cajamar's governance

The Sustainable Development Division...

Reports (directly or through the Delegated Strategy and Sustainability Committee) on risks and opportunities related to sustainability, especially climate and environmental risks, to BCC's Board of Directors for monitoring, as the Group's highest representative body.

The Sustainability Committee and the Environment Committee...

Contributes to the cross-organisational integration of the main lines related to Group's sustainability, ethical management, and environmental policy.

The Strategy and Sustainability Committee

Responsible for the Group's performance in the area of sustainability, in its environmental, social, and governance aspects.

The Sustainable Finance Department is integrated into the Sustainable Development Division, which was created during the previous financial year. It reports directly to BCC's Board of Directors and has representation on the entity's Management Committee. The Sustainable Development Division reports to the Board of Directors directly or through one of its delegated committees, in this case the Strategy and Sustainability Committee.

The mission of the Sustainable Finance Department is to promote the implementation of policies, measures and instruments that promote ethical behaviour in all its dimensions and to enhance the social nature of the Group's business model by nurturing its commitment to economic development and social progress, in accordance with the principles of cooperation and sustainable development.

In order to achieve its mission, the Sustainable Finance Department is assigned the functions of analysing and identifying measures and instruments that respond to the risks and opportunities associated with sustainability and, in particular, climate change. Its management is integrated across the organisation through the Sustainability Committee.

The Sustainability Committee

This is a senior-level committee that meets on a quarterly basis, and promotes and/or formulates within the Group's main strategic lines, policies, guidelines, measures and instruments related to ethics and sustainability, understood in its triple component: economic-financial, social, and environmental

The Group has an Environment Committee, which is a second level committee under the Sustainability Committee.

Its main responsibilities include aspects related to *Environmental Policy*, the Environmental Management System, the *Ecoefficiency Plan*, as well as management of the carbon footprint.

Inclusion of ESG aspects in the definition of incentives

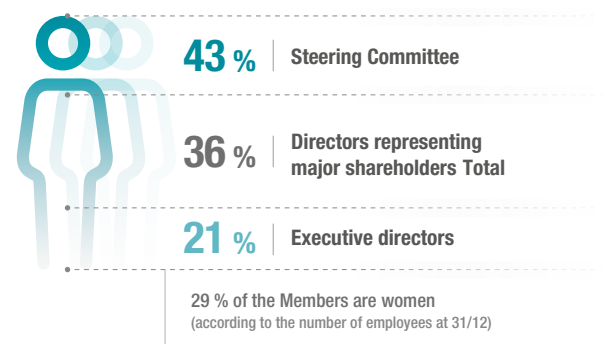
Grupo Cooperativo Cajamar fully prioritises the progressive integration of sustainability and ESG criteria into its strategy. As evidence of this, mandatory sustainability targets have been incorporated for senior management, including Executive Directors. These targets are directly linked to the achievement of

global targets reflected in indicators of corporate governance, data security and privacy, business ethics and the integration of environmental, social, and corporate governance criteria, product governance and human capital, as well as the target to maintain the Group's carbon footprint.



Corporate governance indicators

Structure of the Board of Directors



Remuneration of BCC Board (thousands of euros)

Fees	1,299.64
Fixed remuneration	1,459.91
Other remuneration	93.93
Social Security	45.39
Attendance premiums	429.75
Postemployment benefits	2,356.33
Total	5,684.95

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

Governing Body	35 and under				from 36 to 55				>55 years of age				Total			
	H	Tasa	M	Tasa	H	Tasa	M	Tasa	H	Tasa	M	Tasa	H	Tasa	M	Tasa
Steering Committee	0	0.0 %	0	0.0 %	4.00	29.8 %	2.42	18.0 %	6.00	44.7 %	1.00	7.5 %	10.00	74.5 %	3.42	25.5 %
Board of Directors	0	0.0 %	0	0.0 %	5.33	57.1 %	1.00	10.7 %	3.00	32.2 %	0.00	%	8.33	88.3 %	1.00	10.7 %
Total	0	0.0 %	0	0.0 %	9.33	41.0 %	3.42	15.0 %	9.00	39.6 %	1.00	4.4 %	18.33	80.6 %	4.42	19.4 %

* People - FTE

Average remuneration of BCC Board of Directors (thousands of euros)

	No. of people-FTE	Fees	Premiums	Fixed remuneration	Postemployment benefits	Social Security	Other remuneration	Total
Executive director	3	65.50	35.25	370.85	772.72	12.55	17.15	1,274.02
Male	3	65.50	35.25	370.85	772.72	12.55	17.15	1,274.02
Non-executive director	10.42	102.83	30.41	214.30	24.87	8.34	24.86	182.79
Male	7	104.43	30.53	300.17	29.89	1.34	30.35	186.70
Female	3.42	100.01	30.18	128.44	19.85	15.33	19.37	175.98

Average remuneration of BCC Steering Committee (thousands of euros)

	No. of people - FTE	Fixed remuneration	Postemployment benefits	Social Security	Other remuneration	Total
Steering Committee	9.33	215.26	18.23	15.50	18.38	267.37
Wage gap		8.71 %	-0.08 %	1.17 %	50.24 %	10.66 %





Performance

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Economic performance

Transparency, compliance and control

Transparency

In the cooperative model, it is particularly important to foster and maintain strong relationships of trust with stakeholders, which encourage stable and lasting bonds. To achieve this, there must be adequate communication based on information and transparency.

Accordingly, transparency is one of the fundamental principles of Grupo Cooperativo Cajamar's corporate governance, underpinning its relationship and the ethical behaviour of the organisation. For this reason, Grupo Cooperativo Cajamar is committed to respecting its Ethical Management System or, alternatively, offering explanations to justify non-compliance. The Group's ethical principles ensure that all information which, within the legal framework, is provided to the various stakeholders is truthful, exhaustive, rigorous, accurate and written in understandable, clear and precise language.



Together with other large companies, the Group leads 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.

SCIIF-Internal Financial Reporting Control System

To ensure transparency of information, the Group has an internal Financial Reporting Control System, which encompasses a set of processes that aim to provide reasonable security in the reliability of the financial information issued by the Board of Directors and other bodies and persons involved in the Group.

The premises covered by the Group's SCIIF are:

- **Faithful image:** Transactions, facts and other events collected in the financial information reported must exist and must be recorded at the appropriate time.
- **Integrity:** The information reflects all transactions and other events affecting the Group.
- **Valuation:** Transactions, facts and other events are recorded and valued in accordance with applicable accounting policies or regulations.
- **Presentation, breakdown and comparability:** Transactions, facts and accounting records are classified, presented and disclosed in the financial information reported in accordance with the current accounting policies and regulations.
- **Rights and Obligations:** The information reflects on the relevant date the rights and obligations relating to assets and liabilities in accordance with current accounting policies and regulations.



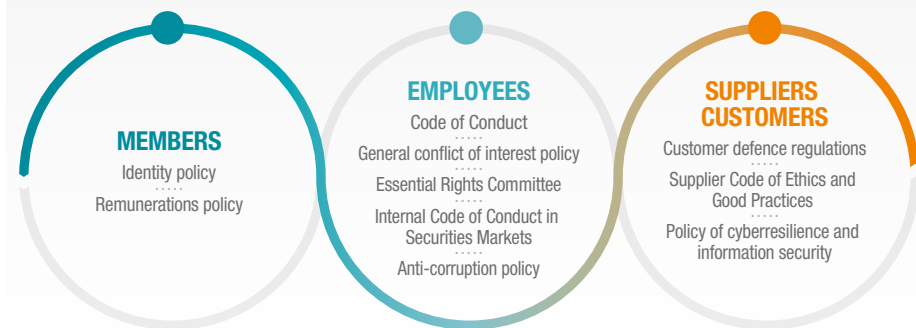


Code of conduct and normative commitment

The Group has a *Code of Conduct*, approved by BCC's Board of Directors, containing a compendium of ethical values and principles to guide the Group's employees, executives, and Board members in their work.

This is the most cross-cutting internal code of ethics available to the Group and is complemented by a whole series of policies, regulations and codes aimed at regulating internal behaviour and relations with stakeholders, consistent with legislation and with the Groups own corporate culture, characterised by putting people first, and promoting stable and enduring relationships of respect and trust with all stakeholders.

Normative commitment to stakeholders



BCC-Grupo Cooperativo Cajamar has obtained the Quality Assessment Certification from Spain's Institute of Auditors, after passing the assessment carried out by this independent body with the highest rating. According to the review conducted, its procedures are aligned with International best practices of 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.

The Control Division, together with the Internal Audit Division, is responsible for ensuring compliance with the Code of Conduct, which covers, among other things, aspects such as professional conduct in respect of legality, loyalty and good faith, dignity of the person and non-discrimination, confidentiality, integrity, transparency, objectivity and accountability, efficiency, quality, professionalism and security, and environmental protection.

The Group has a complaints channel for confidential reporting of violations of the *Code of Conduct*, financial and accounting irregularities, or, in general, any irregular or fraudulent activities detected within the organisation. Complaints are channelled through an e-mail address accessible to all employees of the Group, and a complaint may also be made, if the employee so wishes, anonymously through the procedure set up for this purpose. Internal Audit is responsible for handling complaints received and has an obligation to ensure the reserved nature and confidentiality of complaints.

In addition, the Group has a Committee on Essential Rights to protect those rights recognised as inalienable and inherent to the dignity of persons. The Committee acts as a channel for complaints on essential rights.

To facilitate compliance with the Code of Conduct and other applicable regulations, there is an Annual Training Plan that lists the courses on regulatory compliance to be completed by members of the organisation. In particular, there are mandatory internal training courses covering the following major topics: market abuse, money laundering prevention, personal data protection, insurance regulations, MIFID, health and safety in the workplace, criminal risk prevention, cybersecurity and awareness, conflicts of interest, and equal opportunities.



Anti-money laundering and combating the financing of terrorism (AML-CFT)

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, for example by ensuring staff are duly

informed, 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.

Measures implemented by the Group for anti-money laundering and combating the financing of terrorism

1. AML-CFT policy approved by the Board of Directors.
2. The procedure for analysing and tracking customers based on their level of risk.
3. Specialised Committee on Anti Money Laundering and Combating the Financing of Terrorism, which is also aware of all relevant issues in this field.
4. Development and continuous improvement of an IT tool for the generation and management of alerts, the parameters of which are periodically reviewed, adapting to 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. Ongoing 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. Annual reviews of internal control mechanisms by an external expert, and regular reviews by the Group's Internal Audit Division.



Strengthen the business model and financial solidity

Over the past year, Grupo Cooperativo Cajamar has continued the structural strengthening process of recent years, improving its absolute and relative position in terms of results, turnover, solvency, liquidity, profitability and efficiency. Once again, in 2021, it managed to reduce the NPL ratio to a greater degree than the industry average, and this has enabled the Group to meet the financial-economic targets set.

Major revenue generation, 1.371 billion euros, 30.3% more than the previous year, thanks to the strong performance of the interest margin, the results of holdings, and earnings via ROF.

(Figures in thousands of €)

(Figures in thousands of €)	31/12/21	year-on-year	
Results		Abs.	%
Interest margin	672,414	61,770	10.1 %
Gross margin	1,370,736	318,357	30.3 %
Operating margin	776,490	298,182	62.3 %
Results before taxes	77,815	54,730	237.1 %
Consolidated result for the year	62,626	38,866	163.6 %
Result attributable to the dominant entity	62,626	38,866	163.6 %
Business volume			
Total assets on the balance sheet	58,513,026	4,895,965	9.1%
Own funds	3,594,866	232,209	6.9 %
Retail resources on the balance sheet	38,740,365	3,485,017	9.9 %
Off-balance sheet resources	6,404,843	1,348,616	26.7 %
Healthy credit investment	34,273,040	1,727,224	5.3 %

Maintenance of ample liquidity margin and placement of stock issues in the wholesale market.

(Figures in thousands of €)

(Figures in thousands of €)	31/12/21	year-on-year	
Liquidity		Abs.	%
LTD (%)	85.71 %	(4.21)	
LCR (%)	206.05 %	(29.18)	
NSFR (%)	138.12 %	9.55	
Business Gap	5,695,785	2,023,465	55.1 %

Senior Preferred debt issue in September 2021 of 500 million at 1.75%, which exceeded the expected 500 million by 1.6 billion.

The revival of the economy, despite the outbreak of the omicron wave, together with prudent management, are the pillars that will allow us to embark with optimism on a phase of recovery and evolution to which the Group will arrive in a solid and robust position to support its members and customers in this transition, guaranteeing their interests and adequate financial assistance, trying as always not to leave anyone behind.

Ample fulfilment of regulatory solvency requirements and strengthening of own computable funds.

(Figures in thousands of €)

	%	year-on-year Absoluta
Phased In solvency		
CET 1 (%)	13.29 %	(0.50)
Tier 2 (%)	2.42 %	0.72
Solvency ratio (%)	15.71 %	0.22
Leverage ratio (%)	5.47 %	(0.25)
Fully loaded solvency		
CET 1 (%)	12.78 %	(0.28)
Tier 2 (%)	2.42 %	0.71
Solvency ratio (%)	15.20 %	0.43
Leverage ratio (%)	5.26 %	(0.15)

Issue of subordinate debt in May 2021 600 million at 5.25% with 3.6 times more demand than expected.

Efficiency improved thanks to exhaustive control and containment of operating costs.

(Figures in thousands of €)

	%	year-on-year absolute
Profitability and efficiency		
ROA (%)	0.11 %	0.06
RORWA (%)	0.26 %	0.16
ROE (%)	1.80 %	1.09
Efficiency ratio(%)	43.35 %	(11.20)



Risk control and diversification

Risk management and control is one of the main activities for a financial institution and one of the main pillars of Grupo Cooperativo Cajamar's strategic plan.

Based on a strategy rooted in the diversification of the risk portfolio, segmentation by sectors of activity, and the continuous implementation of processes and mechanisms that improve the capacity to assess and adequately monitor managed risks (including, in addition to those considered traditionally, other emerging risks), the Group has managed to comply rigorously with all regulatory authorities' requirements over the last few years and achieve a very favourable performance in terms of debt recovery.

Main actions developed in 2021 to strengthen global risk control

- Start of project for the new report drafted by the General Control Division through a corporate platform, strengthening governance mechanisms to reduce integrity risks.
 - Strengthening credit risk controls, especially regarding the correct identification of restructured credit.
 - Adaptation of credit risk accounting classification criteria in line with the regulatory changes published during the year and supervisory expectations.
 - In-depth review of indicators that monitor risk appetite, which tackles both the definition of indicators and the setting of thresholds.
- The information reported to the Risk Committee and the Board of Directors has been improved, incorporating more detail and new sections for further risk monitoring. In particular, there is greater detail in relation to real estate risk, incorporation of the impact of Covid-19, incorporation of prudential default exposure, whose definition came into effect in January 2021, and incorporation of the new price analysis section.
 - A new procedure is established to carry out a regular assessment of credit risk exposure by sectors of economic activity.
 - The model inventory application has been developed in accordance with the model risk management and control policy established in 2020



Risk diversification

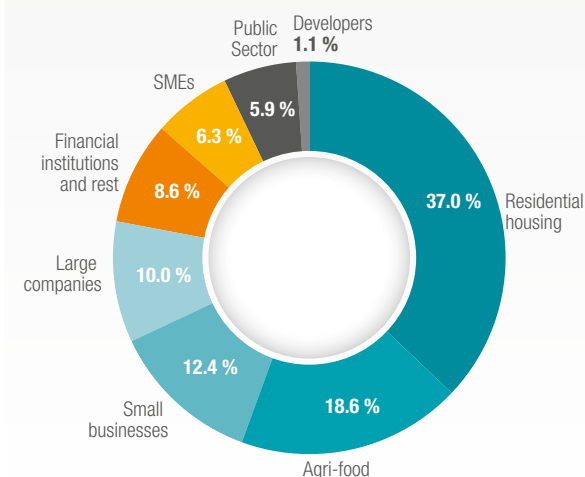
Credit investment

(Figures in thousands of €)

	year-on-year			
	31/12/21	31/12/20	Abs.	%
Public administrations	1,441,066	924,491	516,575	55.9 %
Other financial institutions	1,337,243	1,354,289	(17,046)	(1.3 %)
Non-financial institutions	14,651,498	13,945,984	705,514	5.1 %
Households	17,663,917	17,505,469	158,448	0.9 %
Credit to retail customers (Gross)	35,093,724	33,730,233	1,363,491	4.0 %
Of which:				
Real estate developers	589,447	753,508	(164,061)	(21.8 %)
Healthy credit to retail customers	33,781,799	32,071,928	1,709,871	5.3 %
Doubtful assets in credit investment	1,311,925	1,658,305	(346,380)	(20.9 %)
Other credits *	-	-	-	-
Fixed income portfolio for customers	491,241	473,888	17,353	3.7 %
Gross credit investment	35,584,965	34,204,121	1,380,844	4.0 %
Healthy credit investment	34,273,040	32,545,816	1,727,224	5.3 %
Correction for customer credit risk	(935,165)	(977,014)	41,849	(4.3 %)
Total credit investment	34,649,800	33,227,107	1,422,693	4.3 %
Off-balance sheet risks				
Contingent risks	956,518	757,314	199,204	26.3 %
Of which: doubtful contingent risks	5,025	8,570	(3,545)	(41.4 %)
Total risks	36,541,483	34,961,435	1,580,048	4.5 %
Total doubtful risks	1,316,950	1,666,875	(349,925)	(21.0 %)

* Mainly temporary acquisition of assets.

DISTRIBUTION OF HEALTHY CREDIT BY SECTORS 2021

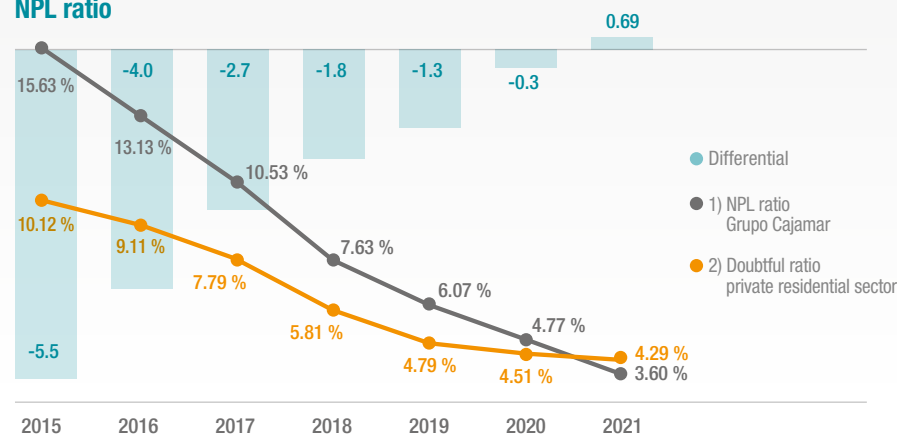


Continued improvement in non-performing loans

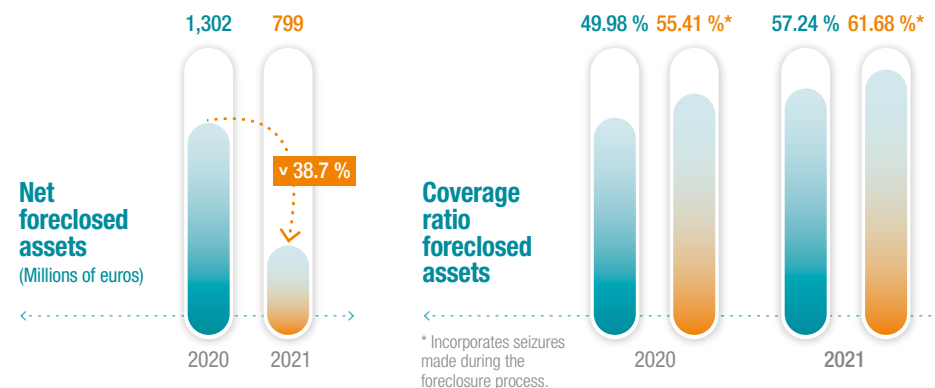
The constant efforts made by Grupo Cooperativo Cajamar in recent years in the area of risk management has enabled the Group to reduce its NPL ratio to 3.6 %, putting it below the average in the sector. Similarly, there has been a significant year-on-year decline in foreclosed assets of 38.7 % and an increase in the coverage ratio to 57.24 %.

All this has been achieved without the need for public aid and by means of a retail banking business model that is very closely linked to the territory.

NPL ratio

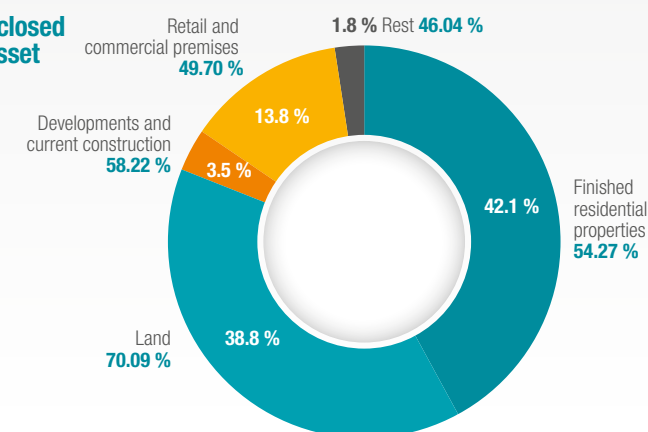


1.) Grupo Cajamar figures at December 2021
2.) Source: Banco de España, sector data November 2021



Distribution of foreclosed assets by type of asset according to net accounting value (and coverage ratio)

% Net weight
% Coverage



Strong recognised ESG risk management

Last year, Grupo Cooperativo Cajamar improved its ESG rating awarded by the Sustainalytics agency from 13.7 (low risk) to 8.4 (negligible risk). 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. The resulting ranking places the Group as the leading retail bank in terms of its management of ESG risks and one of the best rated companies worldwide.

Grupo Cooperativo Cajamar

Retail banking (Spain)



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 ethical considerations inherent in the business of the Group's main 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.

The integration of climate and environmental risks into lending policies and procedures

In order to align the Entity's strategy with the decarbonisation target and to achieve net zero emissions by 2050, climate and environmental risks must be further integrated into the main activities carried out by the Group. So, in recent years, different practices, policies, and tools have been incorporated into the lending process, including:

- **The inclusion of climate change-related indicators in the RAF**, which helps Grupo Cooperativo Cajamar to define its risk appetite around climate and environmental risks, which can condition and impact its lending processes.
- **The approval of the sectoral policy framework** has allowed the Group to define a materiality matrix for climate change mitigation and adaptation and to further segment the credit portfolio in order to establish criteria of concession and control, which are aligned with the goal of decarbonising the portfolio and enabling the Group to support its members and customers in their transition to a low-carbon economy.
- **Undesirable Links**, which act as a pre-filter in the lending process and can be used to exclude companies or projects that are considered controversial for the ecological transition, in addition to other exclusions of an ethical nature or associated with undesirable financial practices.
- **Internal analysis of the portfolio**, to measure the degree of carbonisation, responding to the demand for financing that companies affected by climate risks may need.
- **Incorporation of the assessment of physical and transition risks** to which collateral assets are subject in financed operations in the portfolio.
- **Assessment of all borrowers according to climate change metrics** and incorporation of these metrics into an ESG risk analysis that must accompany all finance applications in excess of €5 million.





Customer Experience and responsible marketing

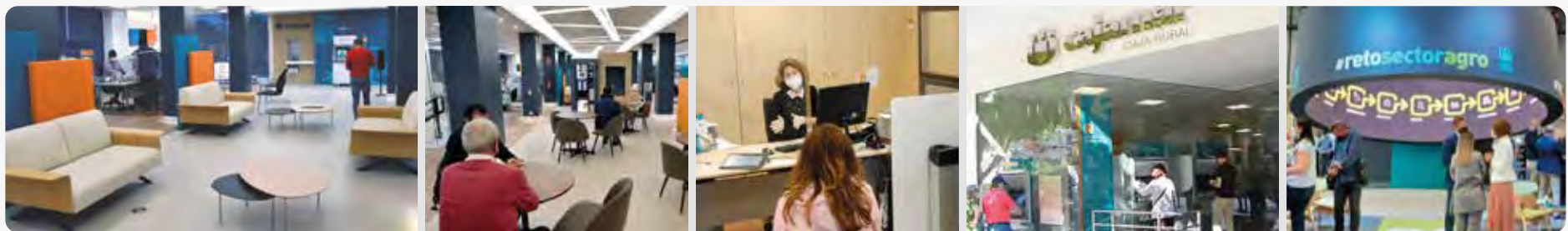
Grupo Cooperativo Cajamar is aware that **advertising communication** is a key element in the relationship with its members and customers and in its marketing model of banking products and services. For this reason, the Group's entities have an ethical commitment to exercise commercial communication responsibly through a dual path:

- Developing and implementing a **commercial communication policy** that aims to develop the criteria, principles, rules and procedures that the Group pledges to develop within its advertising activity, in accordance with the rules that regulate this matter in the financial field.
- Exercising comprehensive control over the broadcast, frequency, and suitability of its advertising messages.
- Always identifying and offering face-to-face and digital channels to expand and clarify any information.

→ Helping to **strengthen advertising self-regulation as an essential mechanism to protect banking customers and preserve trust in cooperative entities.**

Thus, in the development of its advertising activity, the Group acts in accordance with these principles and standards, which will be considered in a proportionate manner according to the complexity of the product or service offered and the characteristics of the media used:

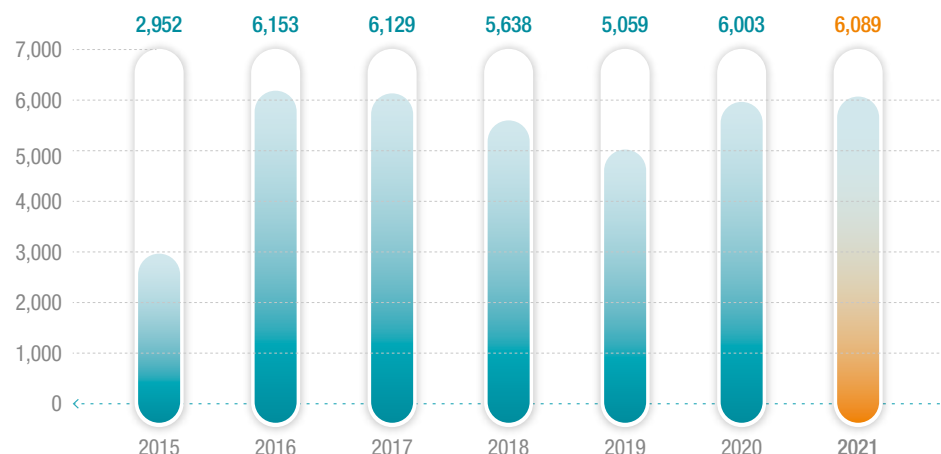
- **General principles:** legality, equality, transparency, objectivity, and clarity.
- **Ethical principles and internal regulations governing the relationship with customers.** Business Philosophy and Ethical Management System.
- **Regulatory framework for action governing the development of content and the format of the advertising message for banking products and services.**



Customer Protection

In accordance with Act 44/2002 of 22 November, regarding Reform measures for the Financial System, Grupo Cooperativo Cajamar has an independent internal Customer Service Department to deal with and resolve complaints and claims that customers might present, related to their interests and rights, pertaining to contracts, the rules of transparency and customer protection, or good financial practices and customs. The competences of this service are defined in The Regulations for Customer Protection, available on the institutional website.

Complaints made*



* For comparative purposes, as in previous years, statistical information corresponding to claims about expenses clauses have not been included on account of their volume (4,282, including 46 raised with the Bank of Spain).

Complaints received in 2021

6,089
Complaints
received

(1.4% more than in 2020)

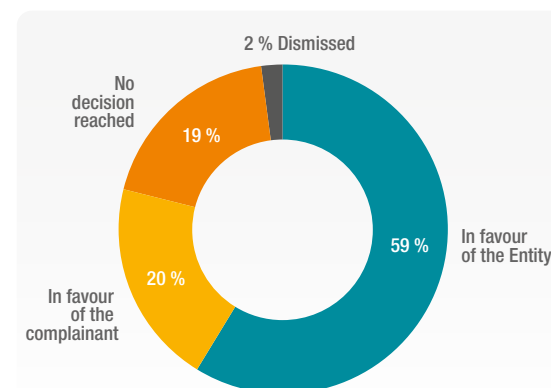
- **5,906** complaints received by customer service
- **180** complaints made to BdE (8% less than in 2020)
- **3** complaints made to CNMV (67% less than in 2020)

4,996
Admitted by Customer
Services

(85 % of complaints received)



Complaints resolved in 2021



The number of complaints **outstanding** at the end of 2021 was 260, including 44 submitted to the Complaints Department of the Bank of Spain

Excluding 25 cases related to the expenses clauses, 7 raised with the Bank of Spain.



Customer satisfaction level

Knowing and evaluating customer satisfaction is necessary for the development of a value proposition and a differential model based on a close relationship and service availability.

The annual report drafted by STIGA on customer satisfaction in the financial sector positions each entity against the competition and identifies leaders in each aspect evaluated. Among the aspects evaluated is the customer's perception of the different entities (both in terms of intangible detractors, as well as in terms of the service itself).



For Grupo Cooperativo Cajamar, meeting the needs of its members and customers is its *raison d'être*, putting people at the heart of its business, which is a fundamental pillar within the Group's corporate culture.

This service vocation to members and customers has been reflected year after year in this Survey of banking institutions, allowing the Group to achieve highly satisfactory results that position it as a market leader, above the industry average in many of the aspects evaluated by the customers.

Of particular note is the assessment given by customers in terms of intangible relational factors. Specifically in terms of personalisation, it is the third highest rated entity. The perception of the Group as a socially committed entity is also very strong.

Group's global customer satisfaction level is higher than the market average

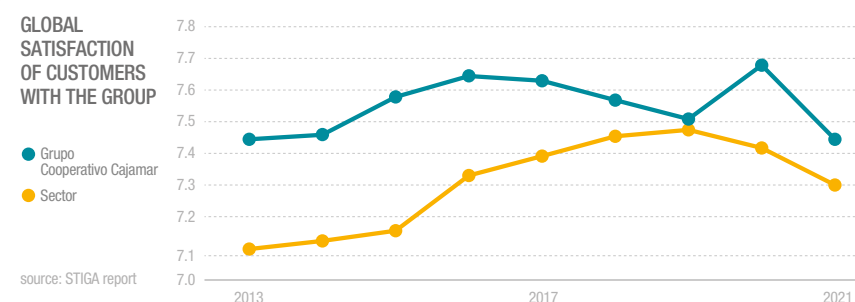
	Grupo Cooperativo Cajamar	Market Average
NPS (Net Promoter Score) ¹	10.10 % (15.40 % in 2020)	0.20 % (2.20 % in 2020)
Global satisfaction ²	7.46 % (7.67 % in 2020)	7.30 % (7.42 % in 2020)
Satisfaction with manager ³	8.30 % (8.45 % in 2020)	8.39 % (8.40 % in 2020)
Social commitment ⁴	7.03 % (7.28 % in 2020)	6.57 % (6.78 % in 2020)

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 an entity committed to society." 0 indicates total disagreement and 10 total agreement, the rest are intermediate situations.



Cybersecurity and data confidentiality



Corporate Governance

The Group has a cybersecurity and information security policy, a technology risk management policy, and an operational resilience policy in place, approved, reviewed and updated by the Board of Directors.

The Group also has a:

Cybersecurity and Operational Resilience Committee, to spearhead 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 Director of Regulatory Compliance, as the Group's Data Protection Officer (DPO), is responsible for ensuring the privacy of data.

Data Protection Committee, which is responsible for organising, coordinating, ensuring and supervising the proper execution of the duties falling to the Data Protection Officer (DPO) by the departments responsible for each of them.

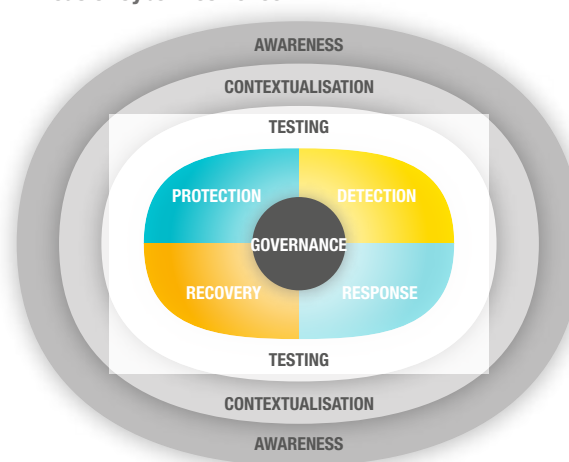


Regulatory framework

The Cyber Security and Information Security Policy and the Security Regulatory Body are compliant with the highest International cybersecurity standard (NIST 800-53), as well as all the major legislation and guidelines.

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 so, know how these data are processed

Areas of Cyber Resilience



Updating of protection and forecasting systems

The Group implements a whole series of measures and actions for the prevention of cyberattacks and fraud, making it one of the strongest actors in the banking sector.

We work with public and private organisations to promote knowledge sharing and collaboration in cybersecurity, promoting a robust ecosystem.



DSN



Group's security certifications in force in 2021



PCI-DSS regulation as Card Payment Services



VISA PIN SECURITY regulations



Customer Security Programme (CSP)

CSP (Customer Security Programme) from Swift





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 legislation, which is available to all employees. A continuous awareness programme is also in place at all levels of the organisation.

The Group's website has a communication and training channel in which it provides customers with warnings and relevant information, as well as an information panel on fraud, security tips, 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 data objectives and measures of cybersecurity, business continuity, and data privacy, to guarantee services and ensure their alignment with current regulations and good practice guidelines along with possible future compliance guides such as the new Digital Operational Resilience Act (DORA). In addition, and in line with the Group's commitment to sustainability, the entity is incorporating ESG criteria into its supplier validation strategy.

The Group has a mandatory training strategy in Cyber Security, which provides awareness, good practices and advice to branch and central services, technology and operations personnel, management, governing bodies and the Board of Directors.



Grupo Cooperativo Cajamar has a highly qualified team in a multi-location environment



24 hours / 7 days a week
internal SOC (Security Operation Centre)



+29 % vs 2020
Increase in number of cybersecurity / cyber-resilience staff

In the year 2021, we continued to evolve our initiatives to improve cybersecurity at GCC.



+25
Phishing campaigns with employees



60 %
employees with 0-clicks on phishing simulacrum



Updating protection and forecasting systems

Cybersecurity attacks and defence technologies are continuing to evolve rapidly. Grupo Cajamar regularly develops its defences to address current and emerging threats and has strengthened its efforts and capacities in prevention and monitoring.

The Group is making improvements to its business continuity and technology plans and, in general, crisis management plans, which coordinate with recovery and resolution plans, also covering emerging risks and factors (ESG).

In 2021, the Group was rated in the highest category in terms of cybersecurity, according to the prestigious agency **Bitsight**.



Digital Transformation

The management of change within Grupo Cooperativo Cajamar is based on three pillars: financial inclusion, value creation, and digital transformation.

Through a philosophy of constant improvement, the Group interprets this process of digital transformation, which is necessary and key in terms of facing many of the challenges it must overcome as a financial institution: the demand to improve efficiency levels, the emergence of new competitors with lower regulatory constraints (BigTech, FinTech), and the need to take advantage of

new technologies (Big Data, Artificial Intelligence, Blockchain, etc.) to advance in the management of many risks and also gain greater customer knowledge and be able to offer innovative new solutions that improve their level of satisfaction.

In order to cope with the demanding challenges that this entails, so-called *agents of change* are required. These are proactive, motivated people capable of leading the Group towards the future. In addition, they will be responsible for taking all the necessary actions as we move towards digitisation.

SalesNavigator Users

Network of employees who engage customers and create new sales opportunities online through the professional social network LinkedIn-Salesnavigator.

This has allowed the Group not only to create new business opportunities through digital channels, but also to reduce our carbon footprint in terms of travel as well as overcome the limits imposed on us by the physical distance between customers who could not be reached using traditional sales methods and make the working time of users with a Salesnavigator license more efficient..

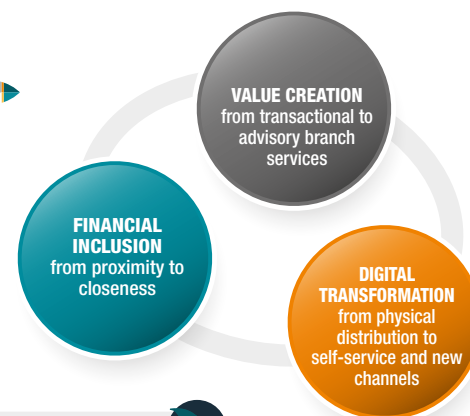
100
Salesnavigator
licenses

355
New
customers

16
Talks given to
users of the tool



TRANSFORMACIÓN DIGITAL
#CULTURA.DIGITAL



Corporate Ambassadors

These are pioneers in the entity's corporate strategy, raising its visibility and ensuring uniformity. They must transmit positive feelings to the rest of the team, as well as arouse interest, generate expectation, and encourage the use of digital technologies. They are the antennas that receive feedback from colleagues and the speaker that broadcasts corporate messages to the rest of the workforce.

Collaborative
internal network
composed of 115
employees from
Central Services, the
branch network,
holdings, and other
Group entities

5
Pilot projects on
new functionalities
and digital services

12
WeAre sessions,
covering more than
28 digital and
corporate themes

9
Challenges launched
to circulate, analyse,
and promote contents
covered in the WeAre
sessions



Lines of Action

Digital events

These are created for the purpose of meeting society's need to know the impact that new technologies and the current digitisation process have on people.

They are face-to-face and online events whose target audience can be both internal and external.

1 discussion group in which we reflect on the digital gender gap in Spain

Jóvenes: discussion groups that deal with issues that affect and are of interest to young people.

4 Switch OnOff Capsules: Quantic computing, Bizum, Gaming, and Cryptocurrencies

Switch On-Off Capsules: Series off online monthly events analysing the impact of technology on people and society.

4 talks: symphony, digital fraud, open banking and cryptocurrencies

Digital Things: monthly talks aimed at the Digital Transformation Division.

Digital Financial Observatory

Created with the aim of improving the digital competitiveness of the Group's digital services and channels by means of Benchmarking.

Know, analyse, inspire, anticipate, position and... IMPROVE.

- **4 analytical reports**
 - **12 technical reports**
 - **8 working documents**
 - **12 monthly presentations**
- Including the most relevant digital news from other financial institutions.

Digital School

A school that encompasses three levels of learning (basic, intermediate and advanced), to improve the transversal competencies of employees by equipping them with knowledge and new ways to connect, collaborate and communicate through the use of new technologies. In addition to developing new digital skills, using collaborative tools, promoting new ways of working and achieving cultural change through digital training within our Entity.

622 employees certified at the basic level of the Digital School

35 talks for recertification of the basic level at the Digital School

10 modules for the basic level at the Digital School

8 modules for the intermediate level at the Digital School

1.1 M
Digital customers

904,000
Mobile banking customers

983,000
Active online banking customers


362,000
customers with an online account


More than **1,500**
ATMs

65,000 m
POS terminals in retail businesses

1.3 M
Debit or credit cards


9,856
followers


15,831
followers


3,120
followers


24,980
followers


2,146
subscribers



Promoting economic development and social progress

The activity developed by Grupo Cooperativo Cajamar, as a financial institution, provides an opportunity to promote economic development and social progress among its members and customers, contributing to the generation of economic value and growth for local economies and, therefore, for the Spanish economy in general.

When calculating this positive effect, we have taken into account the main spending items (salaries, purchases from suppliers, cooperative returns, and payment of the most relevant taxes).

Calculation of economic value generated, distributed, and retained¹

Economic value generated

Gross margin	1,370,736
Result of removal of assets	(51,989)
Gains/losses from non-current assets	(13,022)
Total economic value generated	1,305,726

Economic value distributed

Employees: staffing costs	345,420
Suppliers: general administration costs	180,577
Public Administrations: corporate and other taxes	15,190
Co-operative members: interest on capital contributions	8,498
Community (excluding Foundations)	13,583
Total economic value distributed	563,267

Total economic value distributed

Commitment to society (Foundations)	320
Total economic value distributed	563,587

Economic value retained (EVG-EVD)

742,139

Calculation of Economic Value Added (EVA)¹ Broken down by stakeholders

Shareholders (if applicable)

Interest on capital contributions	8,498
-----------------------------------	-------

Employees

Staffing costs	345,420
----------------	---------

Customers

Interest and charges ²	90,943
-----------------------------------	--------

Suppliers

Other general administration costs ³	180,577
---	---------

Society

Tax on profits	15,190
Sources allocated by the Group	320
Resources allocated by Foundations	

Total Economic Value Added (EVA)

640,947

Figures in thousands of Euros.

¹ Calculated in accordance with the SPI model of the GRI

² Interest and similar charges stemming from financial activity. Excludes fees.

³ Approximation tailored to payments made to third parties by way of procurement and services provided.

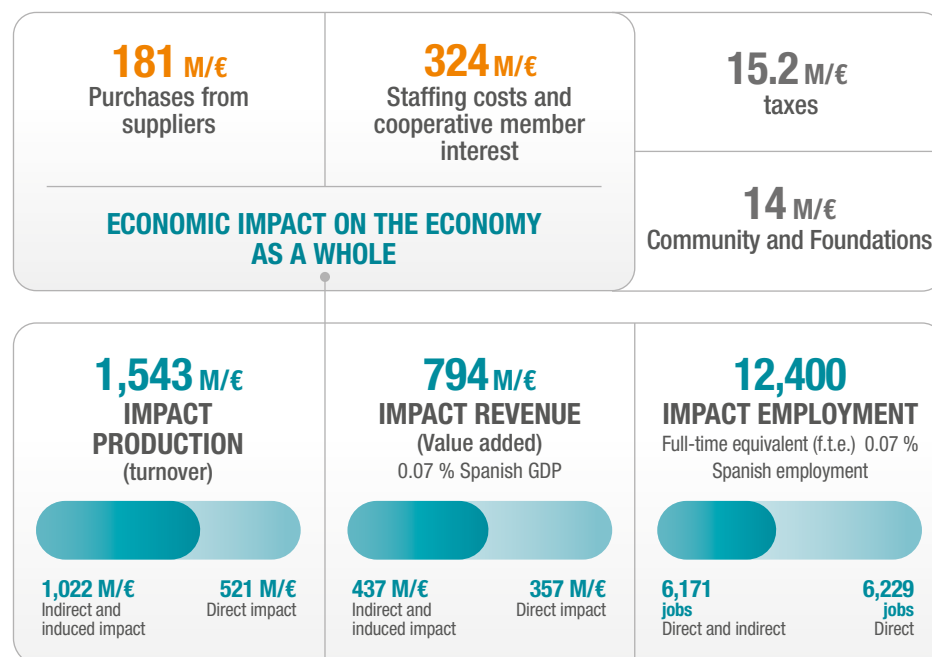
Scope: Grupo Cajamar and its foundations.



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).

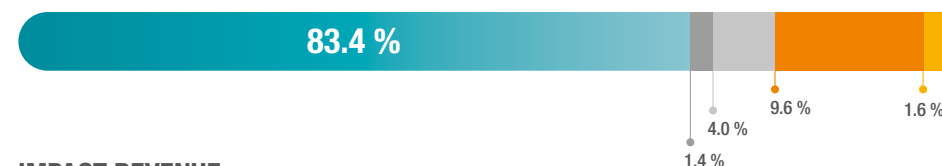
GCC's activity generates a positive impact on the rest of the economy



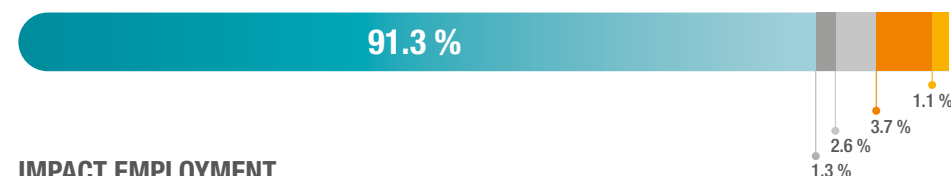
* The input-output table shows the productive structure of an economy and quantifies the input that one sector demands from all sectors to meet its production needs.

Distribution of impacts by activity sector

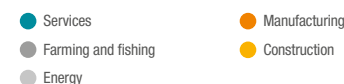
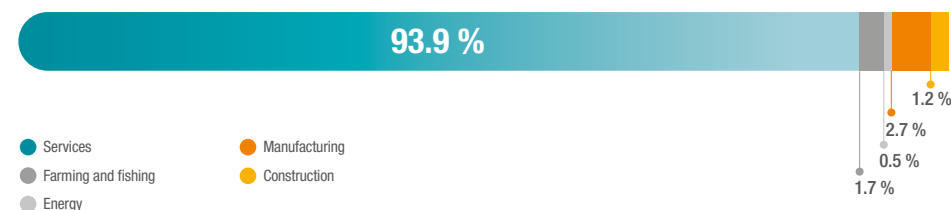
IMPACT PRODUCTION (turnover)



IMPACT REVENUE (Value added)



IMPACT EMPLOYMENT



Impact generated by the finance allocated by Grupo Cooperativo Cajamar

The loans granted by the Group to companies and households in 2021 also generate an impact on the Spanish economy through the investments and consumption they finance.

Productive finance granted to companies 7,225 M/€ (2.49 % the total finance granted in Spain in 2021)

19.538 Bn/€
IMPACT PRODUCTION
(turnover)

8.283 Bn/€
IMPACT REVENUE
(value-added)

145,034
IMPACT EMPLOYMENT
(jobs)

Household finance 1.971 M/€ (1.88% the total finance granted in Spain in 2021)

1.506 Bn/€
HOUSING

465 M/€
CONSUMER AND OTHER PURPOSES

792 M/€
IMPACT PRODUCTION
(turnover)

342 M/€
IMPACT REVENUE
(value-added)

6,026
IMPACT EMPLOYMENT
(jobs)

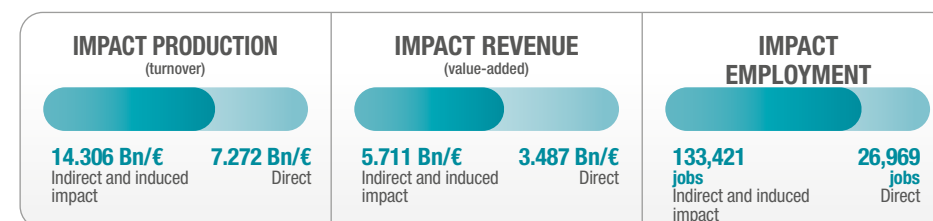
1.248 Bn/€
IMPACT PRODUCTION
(turnover)

573 M/€
IMPACT REVENUE
(value-added)

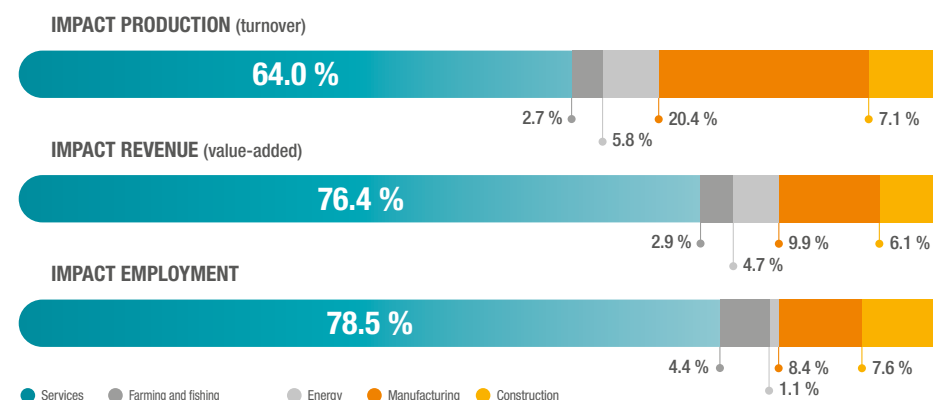
9,329
IMPACT EMPLOYMENT
(jobs)

Distribution of impacts

BY TYPE



BY ACTIVITY SECTOR

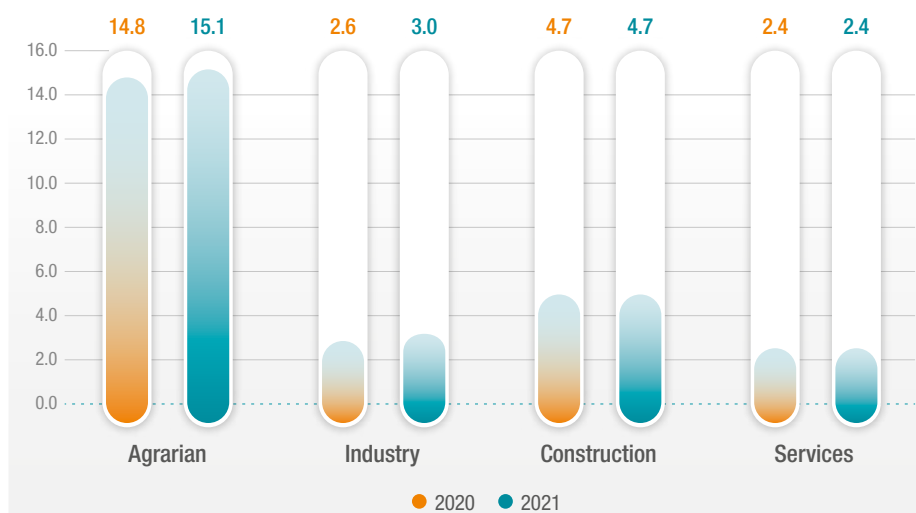


The financing of production activities by the Group

Grupo Cooperativo Cajamar is the largest cooperative financial group in Spain by volume of assets, and a leading example of cooperative lending in southern Europe. It plays an important role in financing the different production sectors and especially in the agricultural sector.

In terms of total finance awarded to the agri sector by financial institutions, the Group accounts for 15.1 %, slightly increasing its share compared to the previous year (14.8 %). In the other sectors, the Group maintains its position with respect to previous years.

Weighting of the Group's finance of productive sectors within the sector total in Spain (%)



Production Sector	Finance granted by financial institutions to productive sectors (Bn€)*	Weighting compared to total productive activities in Spain (%)	Finance granted by Grupo Cajamar to productive sectors (Bn€)	Weighting within the Grupo compared to the total financing of productive activities in Spain (%)
Agrarian	22.686	4.03	3.427	19.39
Industry	107.391	19.07	3.231	18.28
Construction	27.420	4.87	1.298	7.34
Services	405.586	72.03	9.720	54.98
Total	563.085	100.00	17.678	100.00

* Billions of euros (figures available at the close of this report for the financing allocated by financial institutions to productive sectors in the Bank of Spain - BdE)..





Social performance

Responsible procurement

Grupo Cooperativo Cajamar's Ethical Management System encompasses the concept of responsible procurement within one of its pillars, specifically the efficient and responsible management of resources.

The supply chain involves flows of financial information and materials that, unless managed efficiently and responsibly, may violate some of the principles and values proclaimed by some of its member companies. The Group establishes and preserves stable relationships of trust and mutual benefit with its suppliers, collaborators, and subcontractors, sharing professional and socially responsible principles, values, and good practices, fostering a commercial relationship based on respect, honesty, and transparency, and integrating ethical, social, and environmental factors

throughout the value chain. That is why the collaboration and commitment of all the actors that make up the supply chain is essential, creating an enabling framework for sustainability, reducing risks, and sharing good practices that bring about positive change in the environment.

The Group's concern to align its principles and values with those of the entire supply chain spurred it to draw up its **Code of Ethics and Good Practice for Suppliers, Collaborators and Subcontractors**, define its **responsible supplier policy**, establish a **supplier approval process**, and share **good practices** with them all. The benefits reaped by each of them and the Group's surrounding environment will depend on the commitment and responsibility of its suppliers, collaborators, and subcontractors.

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

The Group applies the policies, measures, and instruments defined in the **Code of Ethics and Good Practice for Suppliers, Collaborators, and Subcontractors**. The Code explicitly determines six fundamental commitments of suppliers related to the aspects detailed therein. This document supplements and strengthens the Group's commitment to the principles of the United Nations Global Compact.

Fundamental commitments of suppliers

- Human and workers' rights
- Corruption and conflict of interest
- Environment
- Quality, reliability, safety of the product/service
- Confidentiality
- Subcontracting and transposition to the value/supply chain



Classification of suppliers to Grupo Cooperativo Cajamar

Suppliers, as links in the supply chain, are a strategic stakeholder for the Group. They are essential to effectively ensure the fulfilment of the sustainability targets implicit in the ten principles of the Global Compact and the sustainable development goals to which the Group is committed.

The Group is aware of the importance of monitoring the supply chain in terms of determining its socio-environmental impact, identifying real costs and risks, and providing quality service to its customers. To achieve these objectives, the Group has identified different categories of suppliers.

Perimeter/partnerships	Supplier with which the Group shares capital structures or formal strategic partnerships
Essential	Provider of a service, wherein the absence or flawed provision thereof might considerably affect the entity's capacity to permanently fulfil the conditions and obligations derived from its authorisation and the regime established by current applicable legislation to its activity as a credit institution or in the provision of investment services, or which would affect its financial results, its solvency, solidity, or the continuity of its activity
Critical	Provider of a service wherein the absence or flawed provision thereof might affect business continuity
Unique	Provider of a service that would be hard to substitute in terms of access or costs (monopoly, oligopoly, entrance/exit barriers...)
Strategic	Relevant supplier for the achievement of the strategic targets of Grupo Cooperativo Cajamar
Significant	Supplier that, on account of its recurrence or business volume, has significant links to Grupo Cooperativo Cajamar

Supplier Policy

The fundamental objective of Grupo Cooperativo Cajamar's **supplier policy** is to contribute to the continuous improvement of the economic-financial, social, and environmental performance of the entire value and supply chains in which it is involved. However, Grupo Cooperativo Cajamar has set two essential operational objectives when establishing relationships with its suppliers:

- Achieve the highest quality standards in contracted products and services.
- Avoid stockouts, overdependence, and risk accumulation in the supply and value chain in which it is involved.

Elements of supplier policy

- Supplier code
- Approval process
- Contract awarding process
- Supplier training
- Ongoing dialogue with suppliers



Outsourcing policy

A reference document for the Group in relation to Outsourcing, which sets out the criteria and guidelines for implementation when the provision of the entity's own functions is outsourced to a third party. It is used to identify, evaluate, control, and manage the risks inherent in outsourcing, setting out appropriate measures to be taken to avoid or mitigate exposure to any risks that may arise. The policy understands that the Group takes appropriate measures to ensure that the service provider conforms to the Group's values and code of conduct.

General principles of the outsourcing policy

- Principal of integrity
- Principle of efficiency and control
- Principle of proportionality

Supplier approval process

The objective of the supplier approval process is to establish optimum levels to ensure that a supplier meets the quality and suitability requirements established by Grupo Cooperativo Cajamar, as well as the principles and values contained in the **Ethical Management System and the Code of Ethics and Good Practice for Suppliers, Collaborators, and Subcontractors**. The ultimate objective is the approval of all suppliers to Grupo Cooperativo Cajamar whose services are provided on a continuous basis, regardless of the amount invoiced.

The approval process includes, among others, the following commitments:

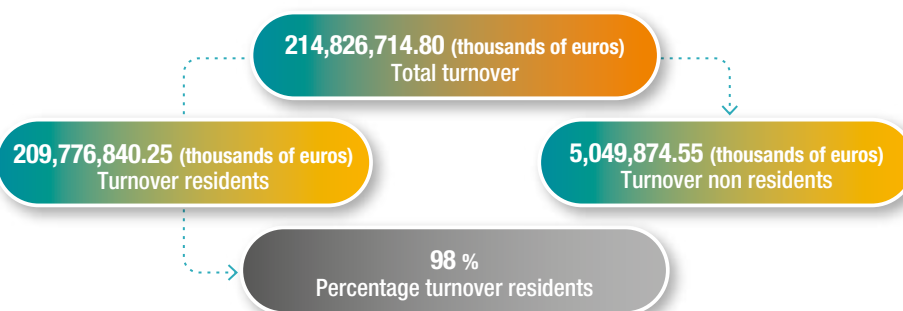
- Respect within its management of the principles of the Global Compact
- Collaborate in the enforcement of the Code of Conduct.
- Contribute to the conservation and improvement of the environment.



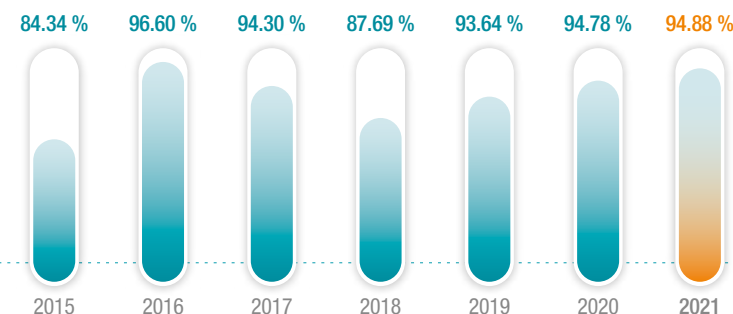
519
approved suppliers

94.88 %
approved suppliers
with process
complete

99.82 %
approved suppliers
have signed their
pledge to the Global
Compact Principles.



Percentage of approved suppliers

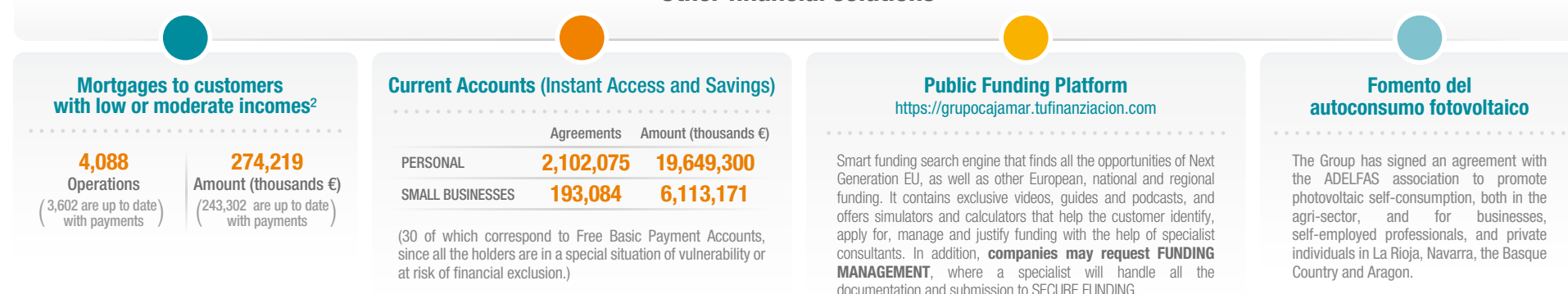


Financial solutions adapted to the different stages of life

Granted in 2021



Other financial solutions



→ (1) Customers < 35 years of age.

→ (2) Estimated income <= €15,000





People management and adaptation to change

Here at Grupo Cajamar, the people who are part of our Group have managed, through these constantly changing times, to embody values typical of our corporate culture such as closeness, responsibility and commitment, generating value both for 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 Group's corporate values and purpose, over the year we **monitor different indicators** through random surveys of permanent employees.

89.02 %

Knowledge of the mission.

8.60*

Identification with the entity's purpose.

8.68*

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

* On a scale from 1 to 10.



Talent Management

For Grupo Cooperativo Cajamar, talent management is an integrated set of processes that are defined to attract, motivate, retain and develop professionals within the Group. It is a key element in generating a strong competitive advantage and maintaining constant improvement in the efficiency and effectiveness of the organisation.

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 they can develop in a healthy environment, that they are motivated and committed to the objectives, principles, and values on which the organisation's corporate culture is based.



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.



Attraction and selection of talent

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

Staff selection
criteria

Merit and
capacity

Equal
opportunities

Knowledge of and
links to the
surroundings



Continuing Professional Development

At the same time, continuing professional development is one of the essential pillars to ensure adaptation to change and the qualification of all professionals who make up the Group.

451,842 h.
of training received

97 %
staff trained

69.20 h.
average hours of training per
employee

For more detailed information, see annex
IV of this report





Cultiva was created to be HR's global model of professional development, respecting the principles and values of Grupo Cooperativo Cajamar. A management model to promote the development and growth of all the Group's professionals.

- 1. Completion of individual self-evaluation questionnaires** that reflect a dual vision: personal perception and that of the rest of the team, both bottom-up and top-down.

Self-assessment		Top-down assessment		Bottom-up assessment	
Completed	% of total	Completed	% of total	Completed	% of total
5,141	84.35 %	5,467	88.94 %	10,753	86 %

Participation figures - Cultiva 2020-2021 (02/06/2020 - 31/05/2021)

- 2. Conversations between manager and team members.**

- 3. Generation of agreements for improvement** defined on the basis of reflective evaluation, shared and compared with the team member, which facilitate the improvement of competencies in which their performance is not yet outstanding.

Improvement Agreements	No. of Commitments	Total
Commercial systematic	2,232	10,124
Values	1,118	
Talent	6,722	

- 4. Development of professional improvement pathways.** Drawing up a development plan according to the individual's need to improve personal skills and qualifications. To achieve this, employees with similar capabilities are grouped together, based on the results obtained from the top-down employee evaluations carried out by line managers.



The plans developed with the aim of working with the highest scoring employees with real potential for growth according to their managers include a **School for Management Development**.

The mission of this school is to systematise the managerial development of Group employees, creating specific development pathways for each managerial post that will train and prepare employees to take on the responsibilities of said posts.

183 employees took part in the different planned pathways set out in the 2021 edition of the School for Management Development.

Pathways	No. of Participants	Total
Pathway G Candidates for branch intervention	18 (78 % women)	183
Pathway F Excellence intervention	52	
Pathway E Candidates for branch management	10 (100 % women)	
Pathway D JUNIOR branch manager	34	
Pathway C AVANZA+ branch manager	69	

According to the criteria marked within the Equality Plan, the pathways that prepare and train employees to take on positions of responsibility achieve and even exceed the 60-40 target set by that plan for the participation of men/women.



Diversity and Equal rights and Opportunities

The management of diversity incorporates a very important step in the integration of people with functional diversity as well as those from less well represented 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 which 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.



26
Nationalities



120
Employees with
functional
diversity

Grupo Cooperativo Cajamar is committed to offering **work placements to young people** who are finishing their University and Vocational Training studies, to facilitate their initial contact with the world of work and their future professional development.

Pathways	No. of work placements in 2021	Total
BANCO CRÉDITO COOPERATIVO	21	179
CAJAMAR CAJA RURAL, SCC	141	
OTHER GROUP ENTITIES	3	
HOLDINGS	14	

A firm commitment to equality

The gender equality perspective is integrated as a cross-cutting process into all the Bank's internal management processes, promoting 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 this end, it 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 the Group. 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.



The Group supports the women's empowerment principles, an initiative promoted by United Nations for Gender Equality, UN Women and the United Nations Global Compact.



We are affiliated 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 women's leadership in business.



Equality Office

61.72 %
of promotions awarded in 2021
were earned by women

Progressive reduction in the wage gap

(decrease of 1.09 % in the median wage gap
and 0.25% in the average weighted wage gap
over the past year)

COMMITMENT AND EQUALITY FRAMEWORK POLICY

Commitment of the HR
Division

Grupo Cooperativo
Cajamar's equality
framework policy and plans

Equality seal recognising the
Group's work in the area of
equality

* In 2021, the Group's business equality plans were updated in accordance with Royal Decrees 901 and 902. BCC's Second Equal Opportunities Plan and Cajamar's Third Equal Opportunities Plan are currently in force, running from 2020 to the year 2024. Eurovia's equality plans are also in force, and BCC Operations and BCC Human Resources and Contact Centre were also approved in 2021.

WORK/LIFE BALANCE AND JOINT RESPONSIBILITY

Guide for parents

Motherhood guide (suspension of contract
following birth and care for a child other than by
the biological mother)

CONCILIA work/life balance

Joint Responsibility Egalitarian Men Ten Point Plan

CATALOGUE OF WORK/LIFE BALANCE MEASURES

Pacto de Estado
contra la violencia de género

PREVENTION OF GENDER HARASSMENT AND VIOLENCE

Protocol for the prevention of sexual and gender
harassment and bullying at work

Gender violence

The equality committee is responsible for ensuring a
good work/life balance. Made up of equal
proportions of the company's representatives and
trade union representatives

Harassment protocol team



IGUALDAD
EN LA
EMPRESA



Employee Experience

In Grupo Cooperativo Cajamar, people are our biggest priority. That is why we strive to create 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 staff to participate in the Group's objectives and achievements.

Measuring employee satisfaction and confidence through periodic surveys at important points in the employee's career, listening to feedback and suggestions from the entire workforce, and helping develop action plans and implement measures to improve the experience of all employees.



As a result of this effort to improve employee experience every day and work together to create the best possible place to work, over the past financial year, Grupo Cooperativo Cajamar has been certified as a great place to work by the Great Place to Work consultancy firm for the second year in a row. In addition, for the first time, the Group obtained the Top Employer certification in 2021, which positions it as one of the best companies to work for in Spain.

Both certifications accredit Grupo Cooperativo Cajamar as an excellent organisation to work in and endorse its commitment to the excellence of its professional team and the implementation of best practices in its Human Resources policies.



Certification as a 'Great Place to Work', awarded by the Great Place to Work® consultancy, market leader in identifying and certifying excellent places to work. This is the most prestigious award, both nationally and internationally, in the field of people management and business strategy, presented annually to the best employers in the world. This certification accredits the Group as a financial organisation with a culture of strong trust based on respect, recognition and professional development, capable of attracting and retaining talent.



The Top Employers Institute programme certifies organisations through the results recorded in the analyses it periodically performs based on areas such as professional people management, work environment, talent acquisition, learning, wellness, and diversity and inclusion.



Health and Safety in the Workplace

Considering that people are our greatest asset, Grupo Cooperativo Cajamar not only complies with existing legislation governing Health and Safety in the Workplace, but goes one step further, through the implementation of an occupational health and safety management system based on continuous improvement. This constant commitment has enabled the Group to give continuity to the Health and Safety Management System, implemented since 2015 under an internationally renowned standard, and to guarantee the same health and safety conditions for all employees of Grupo Cooperativo Cajamar, including its subsidiaries



Queremos cuidarte (We want to take care of you)

This is a programme developed with the aim of promoting the health and welfare of employees, proof of the Group's commitment to the continuous improvement of its Occupational Health and Safety System and structured **through 5 main pillars:**

- **Food**, plays a fundamental role, which is why the Group seeks to raise awareness about the importance of healthier eating habits. In 2021, the Group promoted its **first Healthy Cooking Challenge**, creating a recipe book with the winners.
- **Physical activity**. Despite the pandemic, the second edition of the **Tokyo 2021 Challenge** was held, promoting physical activity among workers, well-being, and team cohesion.
- **Individual Health**. Through the **annual medical check-up** and the various preventive health campaigns. In 2021, to improve even further in this regard, the **Colon Cancer Prevention Campaign** was launched, in which more than 1000 employees were registered.
- **Emotional Well-being**. Through psychosocial risk assessments, as well as other actions, the aim is to improve the working environment, motivation, and participation of all employees. In 2021, the **Digital Health project** was launched, evaluating the techno-stress and techno-addiction of employees with regard to the digital transformation, to implement measures that help improve the perception and use of new information and communication technologies.
- **Social**. As a company we work with the community to improve people's quality of life. Grupo Cajamar participates with actions ranging from offers to our customers, sponsorship of schools and sporting events, donations to associations dedicated to fighting diseases, talks and workshops promoting health, the creation of cardio-safe spaces, etc.



Since obtaining the **OHSAS 18001 quality certification** in relation to Grupo Cajamar's occupational health and safety management system in 2015, voluntary external audits have been carried out annually, maintaining this certification until 2021, when work has been done to migrate to the new **international standard ISO 45001** for the management of occupational safety and health systems.

Grupo Cooperativo Cajamar has been recognised at the MC **Mutual "Antonio Baro"** Awards as "Special Runner Up" for its commitment to the prevention and development of effective policies that improve the working conditions and health of its employees.

This year, Grupo Cooperativo Cajamar participated in the **Urban Mobility Challenge**, promoting travel to and from work in a sustainable and healthy way through alternative means of transport to the car, to quantify the CO₂ emissions reduction and improve physical health by choosing to walk, skate, skateboard, or bike to work.



Measures related to COVID-19

The Covid Monitoring Committee at Grupo Cooperativo Cajamar has continued to monitor the development of the pandemic on a weekly basis, to adapt measures in response to the rate of infections and the impact of the different variants, with the aim of protecting the health of staff members and their families, as well as ensuring business continuity. To this end, it has kept staff constantly informed of the new measures implemented, as well as stressing the importance of complying with them in order to avoid spreading this virus.



The measures taken include the following:

- **Temporary labour agreement on teleworking in Grupo Cooperativo Cajamar as a containment measure derived from covid-19**, effective until 30 September 2021.
- **Priority protection in teleworking for staff members who are especially vulnerable to covid-19** (pregnant women and those with vulnerable pathologies).
- **Maintenance of capacity limits in the branch network and in regional offices**, through rotating shifts of teleworking staff.
- **Minimisation of ordinary mobility** (travel, meetings, events and training activities).
- **Provision of laptops** pre-connected to corporate platforms for employees **in preventive isolation** due to risk of contagion.
- **Increasing the flow of air renewal systems in all places of work.**
- **Reinforcement of specific cleaning and disinfection services** according to the number of Covid cases recorded.
- **Provision of personal protective equipment** (masks, hand sanitiser, replacement of damaged screens, etc.).
- **Conducting COVID diagnostic tests** based on risk according to the investigation of Covid cases recorded.



Accessibility and financial inclusion

The environmental and social challenges that we face as a society will require certain values and an attitude shift, focusing on people and social commitment.



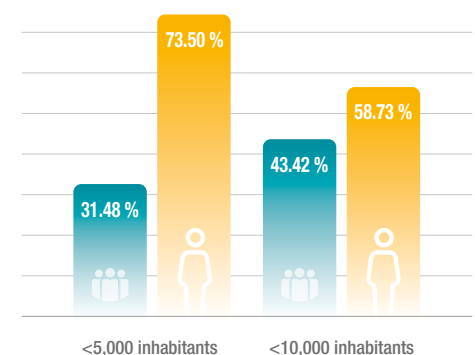
Trust, commitment to a sustainable growth model, the generation of shared value, and financial inclusion are values inherent to the cooperative nature of the Group. The best way to achieve this objective is through banking entities that work very closely and are committed to the territory, as a distinguishing feature.

In this way, Grupo Cooperativo Cajamar promotes fair and inclusive economic and social development, increasing natural capital and promoting the preservation of ecosystems.

Presence in the Rural World

The Group maintains its strong ties and commitment to the rural world by bringing financial services closer to groups that are most vulnerable to financial exclusion, ensuring that those who face difficulties accessing finance, products and banking services find solutions to their problems, regardless of their socio-economic status or where they live.

• Presence of Grupo Cooperativo Cajamar in 2021



11.14 %
Cover ratio for populations at risk of exclusion

Total population in towns/villages with <5,000 inhab where the Group has customer service points compared to total population of all towns/villages with <5,000 inhab.

■ % customer service points
■ % customers out of the total population of those towns/villages

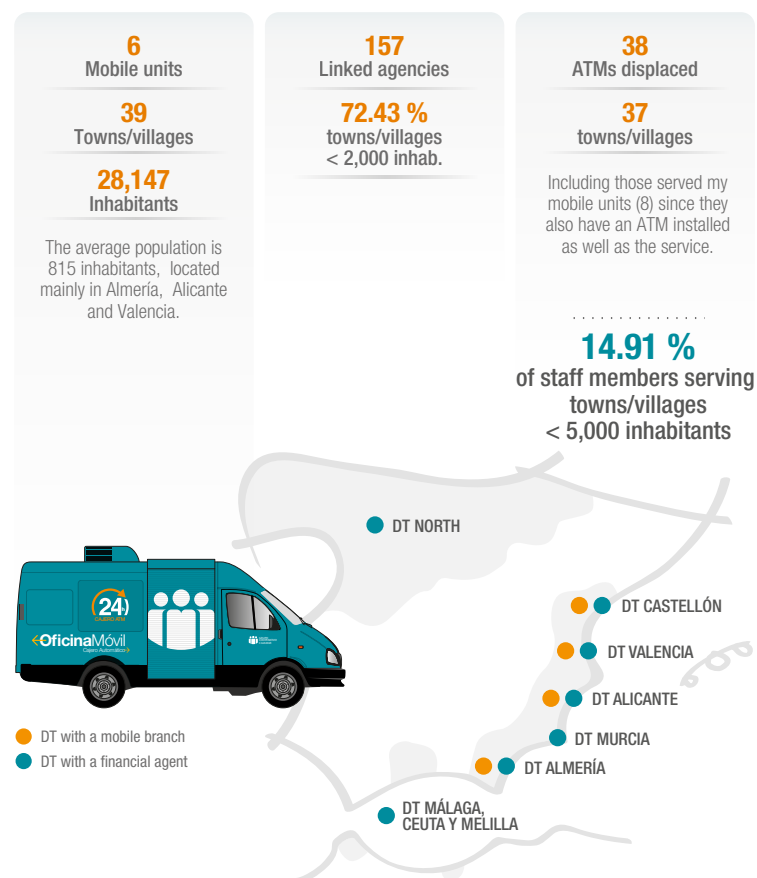
→ **Note:** Customer service points include: branches, correspondents, agencies and mobile branches. For customers, only branches. The figure for customers is not allocated to correspondents, agencies, or mobile branches, but only to the main branch that oversees all these other customer service points.

→ **Source:** Grupo Cooperativo Cajamar and INE.



Presence in the rural world

The agency network and mobile branches are alternative customer service points to combat financial exclusion. These allow financial services to be brought to the most vulnerable areas, always maintaining the levels of efficiency demanded by regulators. In addition to these services, the Group offers digital banking (app and internet), which further completes the level of service available.



Protection of the most vulnerable groups

Protective measures for groups with the greatest exposure to financial exclusion

Grupo Cooperativo Cajamar supports groups with the greatest exposure to financial exclusion, protecting this customer profile by means of regulatory compliance and the individualised and specific analysis of each personal situation, taking appropriate measures in each case.



The Group signed up to the Code of Good Practice for the Restructuring of Liabilities on Regular Housing and proactively adopts measures to protect mortgage debtors of limited economic means and at risk of financial exclusion.

Young people at risk of exclusion

The “Finance that Allows You to Grow” programme, run by volunteers from the organisation, has been adapted to reach young people aged 13 and 15 with learning difficulties or from families at risk of social exclusion.

Banking at home

The Group promotes a collaboration agreement with local governments to provide a home banking service to older people.



Response to the COVID-19 pandemic

Grupo Cooperativo Cajamar has been intensively involved in providing liquidity to companies in its local surroundings in order to deal with the situation of slowing economic activity and mobility, facilitating the maintenance of employment and early economic recovery. It has also continued to support the agri-food sector as an essential activity throughout this process.

Those affected by the volcano in La Palma

Grupo Cooperativo Cajamar developed a complete package of measures available to its customers in La Palma affected by the volcanic eruption. These measures are aimed at families, self-employed people, companies and agricultural businesses, thereby contributing to the recovery of this territory.



Social, cultural and volunteering action

Contribution to the Cooperative Education and Promotion Fund

The rural banks that make up Grupo Cooperativo Cajamar allocate at least ten percent of their profits from each financial year to the Cooperative Education and Promotion Fund (FEP). This Fund, designed to enforce and enhance the values and principles on which the cooperative model is based, is mandatory for cooperative entities. The aim is to train members and workers in cooperative principles and techniques, to promote inter-cooperative relations, raise awareness about cooperativism, and foster the cultural, professional, and social promotion of the local environment or the community in general.

In the case of Grupo Cooperativo Cajamar, these funds are managed by the Steering Committee of each member entity, and they have a direct impact in favour of the development of local communities.



Social and cultural action

129,700 €

CONTRIBUTED IN SUPPORT OF SOCIAL AND CULTURAL ACTION

Increase of 13.27 % compared to previous year



38,031

INDIRECT BENEFICIARIES

35,592

DIRECT BENEFICIARIES

In 2021, **€129,700** were allocated through the FEP to the cultural promotion and social development of those communities where the Group is present, both directly and in collaboration with other organisations for social purposes.



Corporate volunteering

Over the past financial year, Grupo Cooperativo Cajamar continued to promote corporate volunteering as a valuable mechanism to mobilise the talent and social sensibility of its own employees. The two fundamental instruments that facilitate this active participation of employees in the transmission

of its values are: **The Corporate Volunteer Programme (Provoca)**, which started in 2006, and the **Solidarity Team**, an initiative involving micro-donations made by employees to jointly and democratically support social, welfare, and environmental projects.

Corporate volunteering programme

577
members



Programme "Suma en Positivo"

Solidarity Ranking:
the number of hours devoted by each volunteer is recorded.

Every 5th December,
coinciding with International Volunteer Day, Grupo Cooperativo Cajamar recognises its 2 most active employees, who are rewarded with a contribution to finance a charity or humanitarian trip or make a contribution to a social cause.

Mobilisation for solidarity campaigns

Km of Need campaign:
or every km completed by the employees themselves, the Group makes a donation of €3 to the Red Cross, to buy basic food and essential products for people in situations of extreme vulnerability.



Solidarity team

2,081
members

33.41 %
of employees

34,914 €

Amount raised in
2021

512,637.68 €

Total raised so far
(2008-21)

45

Beneficiary
projects
(2008-2021)



This initiative has generated a direct impact on several SDGs since it was launched in September 2015



Financial Education

From the outset, the generation of financial inclusion and capabilities has been a natural vocation for Grupo Cooperativo Cajamar, which allows it to contribute to social progress and development. For this reason, the Group has been developing various financial education programmes in favour of the digital education of rural women, providing assistance to older people and, in particular, training young people in the field of finance. Back in 2015, the Group launched a specific programme, 'Finance that allows you to grow', run by volunteer employees, with the aim of improving the financial culture of young students, providing them with the knowledge and skills to make sound financial decisions.

This youth programme has been designed on the basis of ethical and responsible criteria, in full alignment with the UN Agenda 2030 and with direct links to and impact on the SDGs.



7TH EDITION: NEW FEATURES

- Sessions have been incorporated for young people at risk of social exclusion.
- Online and face-to-face sessions have been delivered.
- Experiences and concepts encountered recently have been included when updating the materials.
- Working with Gestionet, a platform has been designed with all the materials needed to develop the activity, incorporating gamified activities in order to make the sessions more dynamic and review the concepts covered.



SCOPE

	Students	Schools	Volunteers	Face-to-face + online sessions
VI Edition 2020-2021	8,936	50	72	393
Total all editions	34,671	400	748	2,163

SATISFACCIÓN

GLOBAL SATISFACTION
WITH THE PROGRAMME
(Score from 1 to 5)

STUDENTS
4.62

SCHOOLS
4.88

VOLUNTEERS
5



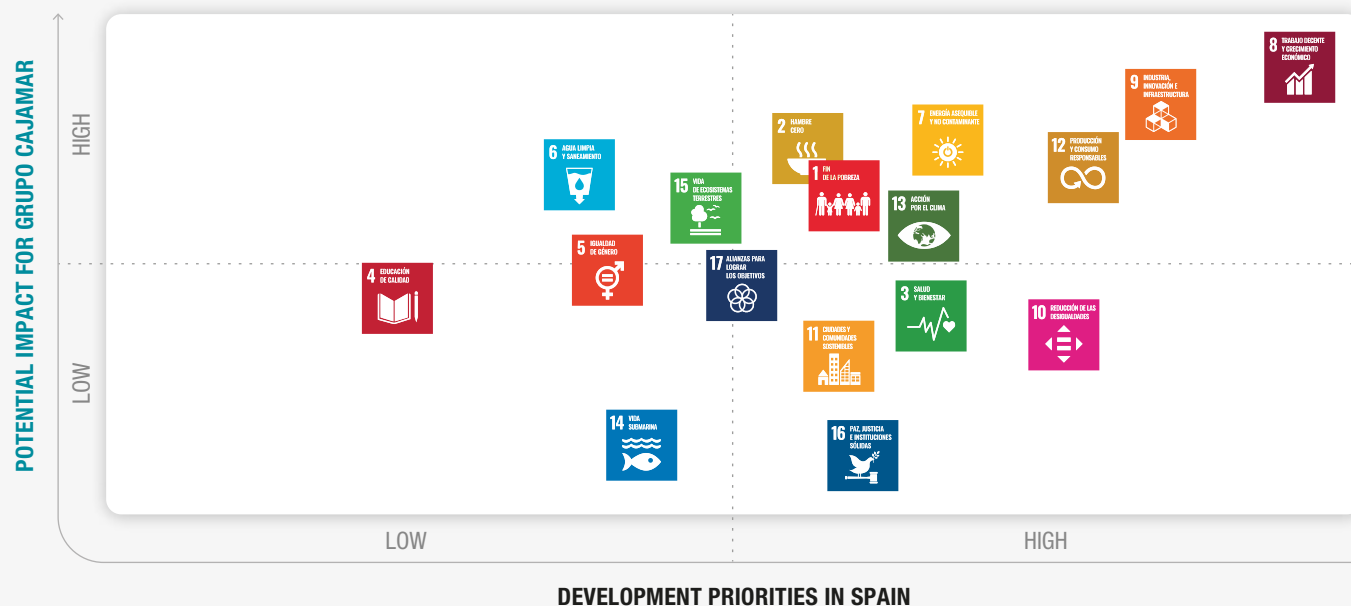
Contribution to the Sustainable Development Goals

Because of its activity, its vocation and its cooperative nature, as part of the social economy, Grupo Cooperativo Cajamar works in collaboration with its stakeholders to integrate and align the Sustainable Development Goals established in its strategy, defining its business model.

In order to identify and focus the Group's objectives, a materiality map is periodically developed; this identifies SDGs in relation to which the Group has the greatest potential impact according to its scope of action.

SDG MATERIALITY MAP

Drawn up on the basis of the Group's evaluation of its potential impact and relevance in its business model for each SDG; evaluating Group 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 2021 report (SDG Index and Dashboards).



Alignment of the Sustainable Bond Framework with the Sustainable Development Goals

Grupo Cooperativo Cajamar has a strong commitment to sustainability and the promotion of sustainable finance, channelling funds toward green and social investments. As part of its efforts in this direction, in December 2021, Grupo Cooperativo Cajamar published its [Sustainable Bond Framework](#).

This is a reference framework for future issues of green, social, sustainable bonds, whose net funds will be used to finance environmentally and socially sustainable projects and assets. The eligible categories set out in this framework aim to create a direct impact on the material SDGs for the Group, and according to the targets set for its scope of action (Spain):



The Group's Sustainable Bond Framework has been certified by Vigeo Eiris, a subsidiary of Moody's and a world leader in environmental, social and governance solutions, having obtained the highest score in its [Second Party Opinion \(SPO\)](#) report, additionally certifying its contribution to the following SDGs:



3 Social Categories

• Promotion of social economy projects



• Economic and social development projects and promotion in regions and territories affected by low economic performance, unemployment, and depopulation



• Natural disasters, states of emergency, and hibernation of the economy



4 Green Categories

• Sustainable agriculture



• Renewable energies












• Sustainable construction



• Sustainable mobility



Within its commitment to Agenda 2030, Grupo Cooperativo Cajamar prioritises the Sustainable Development Goals (SDGs) on which it can have the greatest positive impact

	Promote sustained, inclusive and sustainable economic growth, employment and decent work for all	12,400 jobs generados. 794 M€ contribution to GDP (based on economic value distributed). €7.225Bn productive financing granted to companies.
	Build resilient infrastructure, promote sustainable industrialisation, and foster innovation	Development of 72 agri-food innovation projects 4,069 operations and €709 million to finance entrepreneurs in the agri-food sector.
	Ensure the availability of water and its sustainable and its sustainable management and sanitation for all	14,211 operations and more than €1.818Bn in finance to improve efficiency in the agricultural sector. Creation of Cajamar Innova , a business incubator for high-tech water companies, whose purpose is to support entrepreneurs and companies in the development of new projects to address global water challenges .
	Ensure sustainable consumption and production patterns	4 agri-food innovation projects aligned with goals: • 12.2 (achieve sustainable management and efficient use of natural resources). • 12.5 (considerably reduce waste generation through prevention, reduction, recycling and reuse activities).
	Sustainably manage forests, combat desertification, stop and reverse land degradation and, biodiversity loss	16 research projects broken down as follows: • 5 projects aimed at combating desertification. • 6 projects aimed at reducing degradation of natural habitats. • 5 research projects on different genetic varieties.
	Revitalise the Global Partnership for Sustainable Development	<ul style="list-style-type: none"> • It has been two years since we signed up to the Principles of Responsible Banking as a founding signatory. • 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. • Committed to the Global Compact corporate responsibility initiative, and we are also affiliated to Target Gender Equality, a gender equality accelerator programme for companies signed up to the Global Compact. • Participates in the European Climate Pact, an EU-wide initiative that invites people, communities and organisations to participate in climate action and to build a greener Europe. <p>For more information about the Group's other affiliations and partnerships in this field, see page 16 and 17 of this report.</p>
	Ensure access to affordable, safe, sustainable, and modern energy	In 2021, 100 % of Grupo Cooperativo Cajamar's electricity consumption came from renewable energy sources. 61 operations and more than €19 M allocated to improving energy efficiency and the installation of photovoltaic panels for self-consumption.
	End hunger	39 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).
	Adopt urgent measures to combat climate change and its effects	Committed to the Science Based Targets initiative; an initiative to set climate targets to reduce greenhouse gas emissions through which the Group has committed itself to reducing its emissions in line with the Paris Agreement and to achieving net zero emissions by 2050 .



... Grupo Cooperativo Cajamar also carries out various actions with an impact on the SDGs



- 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.**
- **Teleworking** as a key contingency measure and prevention method related to COVID-19.
- **Participation of staff in the Solidarity Team** contributing a total of €34,914 to social promotion and health projects.
- **Online wellness and personal development workshops.**
- **Challenge Tokyo 2021**, programmes to promote physical activity among members of staff.
- **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. As well as to families affected by the volcanic eruption in La Palma.
- **Training capsules** to raise awareness about gender equality.
- **III Equal Opportunities Plan for Men and Women (2020-2023)**, which includes, among others, the protocol for action on sexual or gender harassment.
- **Mobile branches and agreements with financial agents** to combat financial exclusion in rural areas.



- **Corporate Volunteer Programme, "Finance that allows you to grow"**, which marked its 6th Edition in 2020-2021.
- **AEB Programme and Junior Achievement "Your Finances, Your Future".**
- **Extension of internal training programmes** with Management Development programmes, Finance and Savings Schools, and the ESG Programme.
- **Specialist training programmes** for the whole agri-food sector through Plataforma Tierra.
- **Energy efficiency and savings measures** throughout Group premises (LED lighting, presence detectors, twilight switches, timed push buttons, windows with solar filters, etc.).
- The building of the new central services facility in Almeria will comply with the **highest standards in environmental sustainability** and energy certification, along with the LEED and WELL building standards.



- The Entity has an **Anti-Corruption Policy** in place to prevent corruption in all its forms, including extortion and bribery.
- **Code of Good Taxation Practices** promoted by the Spanish State Agency for Tax Administration.



Environmental Performance

Commitment to the environment

Energy Saving and Efficiency Plan

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, with a view to improving efficiency and sustainability within the Group**.

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

Ecoefficiency Plan

Grupo Cooperativo Cajamar implements and systematically updates an environmental management system, promoting energy efficiency through its facilities and employees. Similarly, it makes rational and moderate use of economic and financial resources, especially those with the greatest impact on the environment.

In order to improve the Group's competitiveness through the reduction of costs and by minimising the negative impacts of our activity on the environment, the Group is currently in the process of rolling out its **Eco-Efficiency Plan 2021-2023**. This plan is accompanied by several key indicators that measure our environmental performance.



ISO 14001 standard

This demonstrates Grupo Cooperativo Cajamar's ongoing commitment to improving environmental performance by developing principles and good practices in its actions.

ISO 50001 standard

This demonstrates Grupo Cooperativo Cajamar's commitment to the continuous improvement of energy efficiency, energy security, energy use, and energy consumption.

Climate change cluster

The Group heads up the **Forética** Climate Change Cluster, Spain's leading business platform on climate change.

		TARGET	INDICATOR	2021	2022	2023
CARBON FOOTPRINT	Carbon neutral		% emissions reduced ¹	3 %	3 %	3 %
			% emissions offset ²	100 %	100 %	100 %
		Employee travel	% reduction in employee travel in private vehicles, train and plane	10 %	10 %	10 %
			% hybrid vehicles (leased vehicles) ²	60 %	63 %	64 %
		Renewable energy contracted	% renewable energy consumed	100 %	100 %	100 %
INTERNAL ENERGY CONSUMPTION		Implementation of energy efficiency actions	% reduction of energy consumption ¹	3 %	3 %	3 %

→ ¹ Target established on previous year.

→ ² Target established in relation to emissions currently calculated and identified on the basis of the current Eco-Efficiency Plan 2021-2023.

→ ³ Cumulative target between 2021 and 2023.



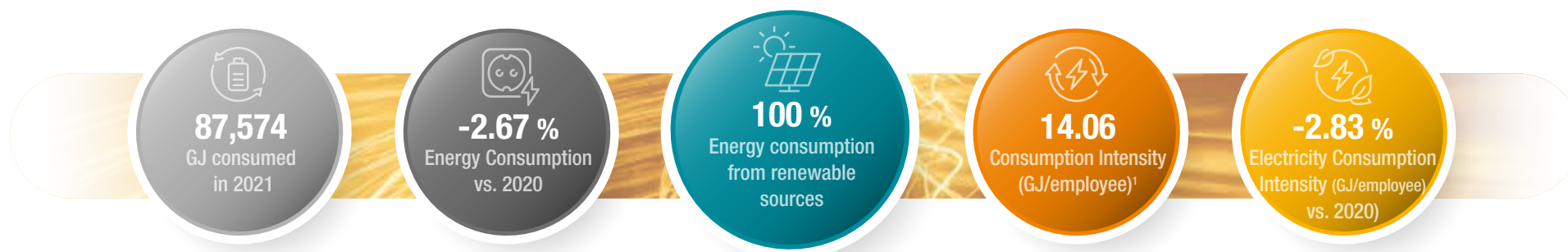
Energy Saving and Efficiency Plan

Grupo Cooperativo Cajamar's commitment goes beyond legal obligations, taking **on voluntary commitments by implementing an Environmental and Energy Management system, as well as developing principles and good environmental practices in all its activities.**

RE100

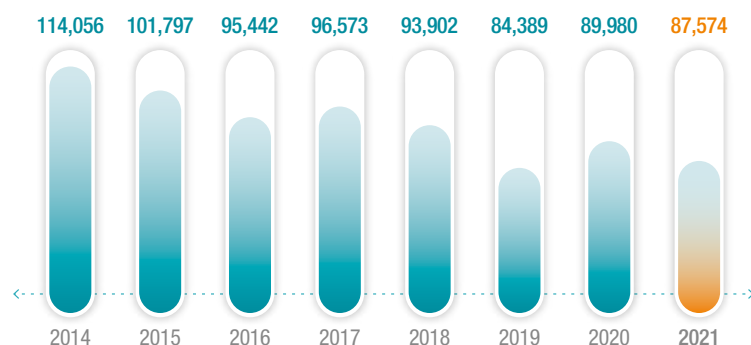
°CLIMATE GROUP | 

RE100 is the global corporate renewable energy initiative that brings together a large number of leading companies, committed to increasing the consumption of renewable electricity.



¹ Intensity of consumption has been calculated based on the number of employees at 31/12/2021.

Evolution of internal energy consumption (GJ)



Energy savings and efficiency measures

LIGHTING

- Change fluorescent and incandescent bulbs to LED technology.
- Install twilight switches.
- Install presence detectors.
- Install timer switches.
- Install batteries in condensers.
- Install programmable automaton for the centralised control of facilities and operations/use policies.

COMPUTER EQUIPMENT

- Raise staff awareness about saving energy at work, such as switching their equipment off at the end of their working day.
- Multipurpose circuit, to which all non-essential devices are connected, which is switched off when the alarm is connected (controlled by the automaton).

CLIMATE CONTROL EQUIPMENT

- Place adhesive solar stickers on external windows.
- Use of sun filters on windows.
- Use of energy efficient equipment.
- Elimination and prohibition of portable radiators and heaters.
- Installation of timer switches.
- Installation of programmable automatons for the centralised control of facilities, policy management, and temperature control.



Investment and Energy savings

Within the eco-efficiency plan, and seeking to rationalise and minimise the use of energy, Grupo Cooperativo Cajamar has been working for several years on developing various projects including the **installation of automated solutions**; with them, and through the application of usage policies, it is possible to minimise energy expenditure and avoid unwanted consumption when installations are not in use. Another

of the two major projects being carried out in terms of their impact on total energy consumption, is the **switch over to LED lighting technology**, which allows significant savings to be made, and the change of **air conditioning equipment**, eliminating equipment containing highly polluting coolant gases and swapping them for inverter systems, which improve energy consumption and personal comfort.

Investment and energy savings in 2021 (Eco-efficiency Plan)

Areas of energy saving	Annual update (unit)	Investment (€)	Energy savings (GJ)
Air conditioning	25	234,056	210,63
LED technology	10	14,313	69,55
Installation of automatons	25	89,875	124,02
Total	60	338,244	404,20

Forecast investment and energy savings in 2022 (Eco-efficiency Plan)

Areas of energy saving	Annual update (unit)	Investment (€)	Energy savings (GJ)
Air conditioning	20	280,000	168.50
LED technology	50	75,000	323.42
Installation of automatons	25	89,875	124.02
Self-consumption photovoltaic	10	150,000	1,170.23
Total	105	594,875	1,786.17

External energy consumption in 2021 (figures in GJ)

	2021	Year-on-year variation
Employee travel	4,283	-12.44 %
Work travel (train and plane)	2,672	-3.61 %
Vehicle fleet	5,219	-21.07 %
Total consumption	12,174	-14.73 %

The Group promotes photovoltaic consumption

For several years now, Grupo Cooperativo Cajamar has been prioritising the use of electricity from renewable sources, backed by its certificates of guaranteed provenance. With the idea of making further progress towards sustainability, photovoltaic plants have been installed so that we are no longer a mere consumer of renewable energies, but a producer as well, increasing the renewable energy fleet and issuing certificates of origin for use by third parties.

In addition, a self-consumption project is planned that will generate more than 330,944 kwh/year. We are also working and exploring the promotion of renewable facilities to generate all the energy consumed by the Group, contributing not only to the consumption of renewable energy but also to increasing the supply of renewable energy in the market, thereby reducing conventional fossil-fuel energy generation.

With the introduction of new photovoltaic energy projects in our facilities, the Group is 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 its farms and processing and marketing activities can be more efficient, profitable and sustainable.



Other energy-saving actions in 2021 (Eco-efficiency Plan)

Areas of energy saving	Annual update (unit)	Investment (€)	Energy savings (GJ)
self-consumption photovoltaic installations	11	188,614	1,191.40
Total	11	188,614	1,191.40



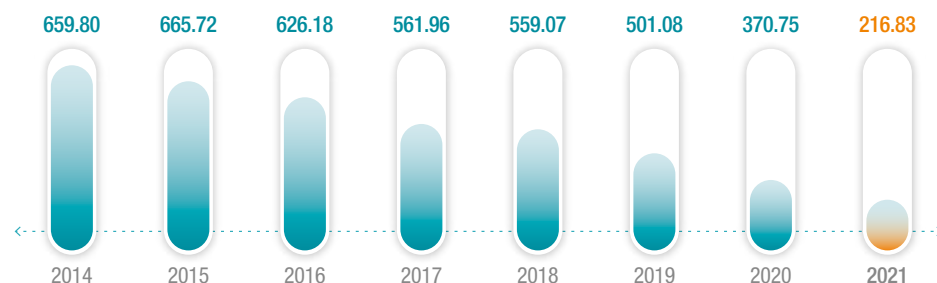
Consumption of paper, printer ink and other consumables

The Group continues to promote 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

	2021	Var % vs 2020	% recycled
Printer cartridges, units	11,432	-0.50 %	62.04 % ²
Electrical equipment ¹ (kg)	3.62	-89.77 %	100 %
Tubes and bulbs ¹ (units)	277	-15.29 %	100 %
Electronic equipment(t)	3.82	-96.05 %	100 %

¹ Details of the centre required by certification ISO 14001.

² Printer cartridges recycled/consumed.

Measures to save on paper, printer ink, and other consumables

The process of digitising signatures in different daily operations.

Installation of dual monitors in offices.

Plan to replace old printers in branches.

Centralising printers in central services.

Awareness of double-sided printing, multiple pages per sheet, colour etc.

Information about the management of printing expenditure per branch.

Require double sided printing in some documents such as emails.

Use of recycled paper by Central Services and the Branch Network

Migration of devices to mobile devices.

Review of processes aiming to avoid printing and optimise operational efficiency.

100 % implementation of signature digitisation process in branches.

Promote the paperless mentality (less paper, encourage collaborative work, paperless desks and greater optimisation of tools).

Elimination of plastic cups from offices and branches.

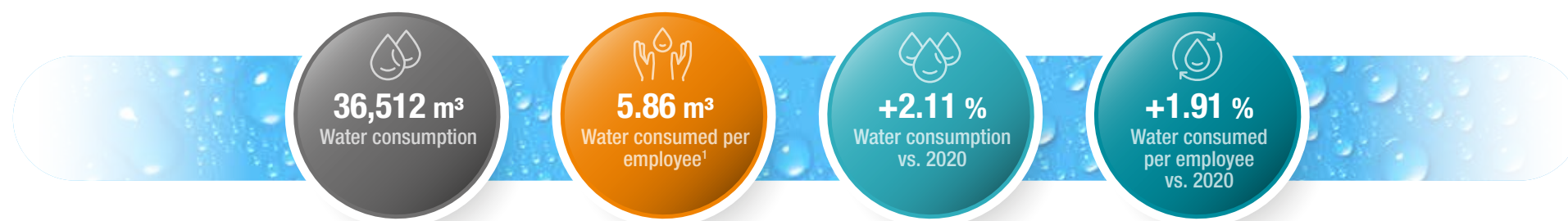
Promote the use of reusable bottles.



Water consumption

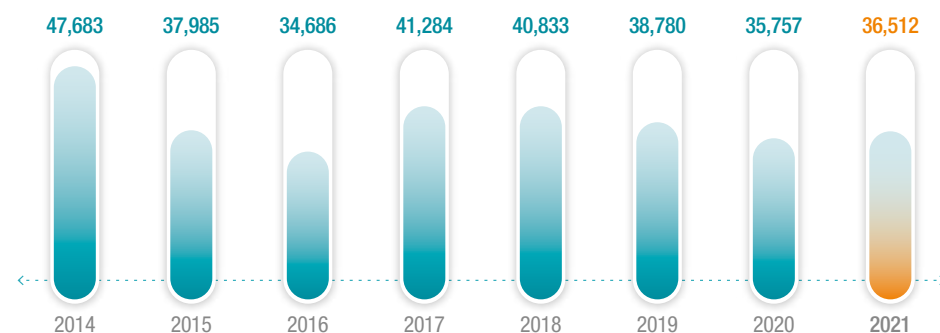
Water is one of the most important resources for life, and one of the factors that most affect people's development and well-being. Grupo Cooperativo Cajamar has always had a special sensitivity when it comes to water.

Probably because its origins are strongly linked to efficient water management. Furthermore, at an internal level in the Group, adjustments are being made to the efficiency of existing systems and facilities, and we are also promoting good practices to optimise everyday use.



¹ Consumption has been calculated on the basis of employee numbers at 31/12/2021.

Evolution of water consumption (m³)



Water saving measures

- Awareness-raising campaigns and information on good practices
- Replacement of conventional toilet cisterns for dual flush models.
- Installation of water-saving devices.
- Adjustment of discharge volumes to minimum values while ensuring correct operation.
- Incorporation of irrigation systems aimed at promoting water savings and efficiency in green areas.
- Signage campaign aimed at saving water use.
- Staff awareness campaigns.

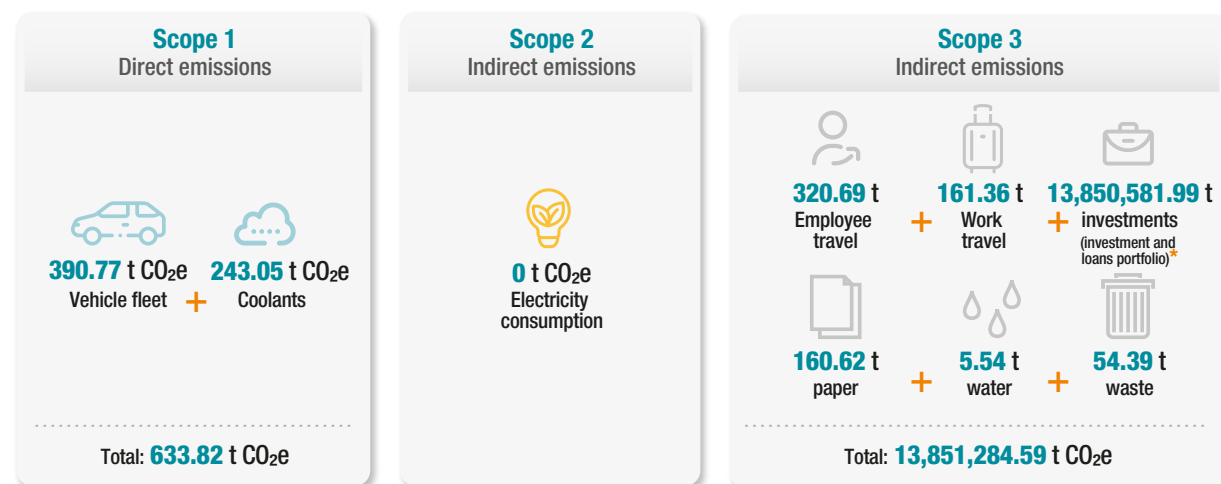


Carbon footprint management

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 Greenhouse Gas Protocol, a standard developed by the World Business Council for Sustainable Development (WBCSD) and the World Resources Institute (WRI).

Grupo Cooperativo Cajamar CO₂e emissions calculated in 2021

..... Total emissions: **13,851,918.41 t CO₂e**



Emissions derived from coolant leaks in 2021

Coolant	Recharges (Kg)	t CO ₂ equivalent*
R407C	36.45	64.66
R410A	66.75	139.17
R404A	10.00	39.22
Total	113.10	243.05

* Using gas equivalences, calculated on the basis of the 100 year GWP, according to the data in Annex I, of ARG4, in the 6th PCC report

Intensity of tCO₂e emissions in 2021 divided by the number of employees

	t CO ₂ e
Direct Scope 1	0.10
Indirect Scope 2	0
Indirect Scope 3	2,224
Total emissions	2,224.10

Calculation of emissions derived from the Group's loan and investment portfolio

- * In 2021, Grupo Cooperativo Cajamar calculated for the first time its financed emissions using the Partnership for Carbon Accounting Financials (PCAF) methodology with the aim of following a roadmap to achieve a significant reduction in emissions, which will allow it to manage climate risk as well as help boost the development of low-carbon products to **achieve net zero emissions by 2050**.

This calculation has made it possible to analyse the Group's portfolio by measuring the financed emissions of the different types of assets, as detailed in the methodology (annex VIII of this present report).

Emissions financed by type of asset

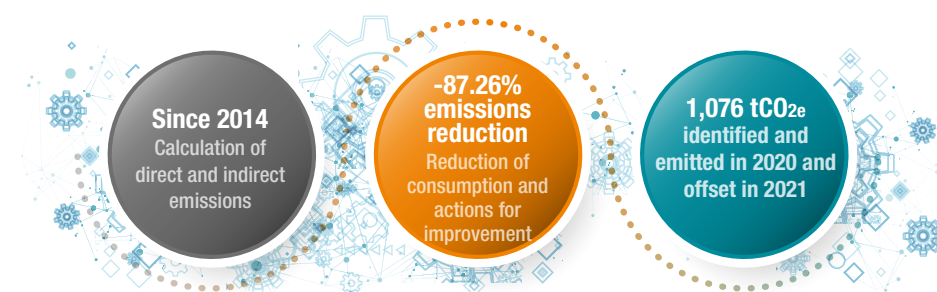
	Emissions 2021	
	tCO ₂ e	%
Listed shares and corporate bonds	1,118,913.92	8.08 %
Loans to companies and non-listed shares	5,317,151.74	38.39 %
Commercial assets	572,163.00	4.13 %
Mortgages	6,840,413.93	49.39 %
Projects financed	1,939.40	0.01 %
Total	13,850,581.99	100.00 %

The financial products that contribute the most emissions to the total emissions financed are those associated with mortgages, followed by loans to companies. These two products accounted for 88% of total emissions in 2021.

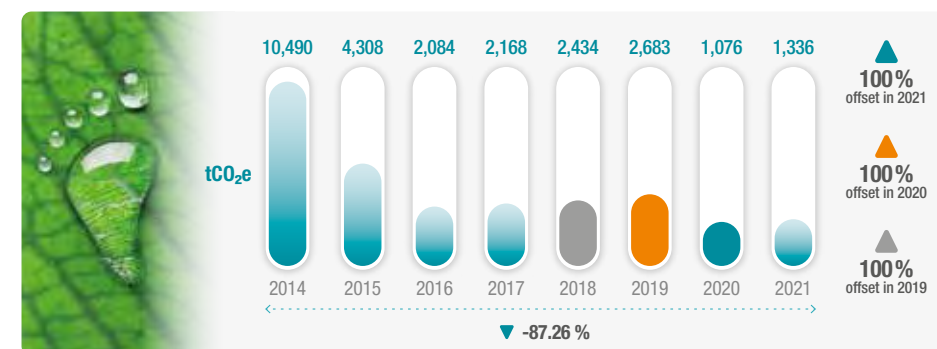


Evolution of Grupo Cooperativo Cajamar's carbon footprint

The strategy pursued by Grupo Cooperativo Cajamar to achieve carbon neutrality focuses on the measurement, reduction, and off-setting of identified emissions that cannot be avoided. Within the framework of the Group's **Ecoefficiency Plan**, emissions are calculated, and actions are established to reduce them.



Evolution of Grupo Cooperativo Cajamar's carbon footprint



For comparative purposes, emissions encompassed by Grupo Cooperativo Cajamar's loans and investment portfolio have not been taken into account.



Every year, the Group registers its carbon footprint through the **Ministry for the Ecological Transition**, which distinguishes organisations that calculate their footprint and have a plan to reduce emissions.

Evolution and off-setting of CO₂ emissions

With this aim in mind, the Group has in recent years reduced its emissions by 87.26% by:

- Reducing energy consumption.
- Purchasing renewable energy.
- Increasing energy efficiency.
- As well as promoting the use of videoconferencing through collaborative tools (365) implemented in the entity.



In 2021, the Group once again offset 100% of its emissions, in particular the 1,076 t CO_{2e} emitted and identified in 2020, through the project "*Conservation of Madre de Dios in Peru*", reducing deforestation in the area, enabling sustainable forest management, and generating benefits for local communities. The project has been validated in accordance with two of the most prestigious standards in the market: Verified Carbon Standard (VCS), which validates the level of CO₂ removals generated by the project (carbon credits); and the Climate Community and Biodiversity Standard (CCBS), which validates the project's contribution to improving social and environmental aspects in the area. Its contribution to the sustainable development of the area has earned this project the CCBS "gold rating".

In 2021, the Group made a pledge to the **Science Based Targets initiative**; an initiative to set ambitious science-based climate targets to reduce greenhouse gas emissions through which the Group has committed itself to reducing its emissions in line with the Paris Agreement and to achieving net zero emissions by 2050.

In 2021 no fines or penalties were recorded 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, the financial situation, and consolidated results.



Sustainable finance

Sustainable finance is proving to be a crucial element in redirecting financial flows towards a more sustainable, digitised, dematerialised, and decarbonised economy. However, the concept of sustainability does not remain in the purely environmental field. It is in fact a much broader term, incorporating the positive social impact generated as a fundamental element capable of ensuring that this process of ecological transition is a just ecological transition, in which criteria of commutative justice and distributive justice must coexist.

The ecological transition, in the way in which we are currently managing it, emerged unequivocally in 2015, with the Paris Agreement and Agenda 2030 associated with the Sustainable Development Goals. Hence, banking, through resources linked to sustainable finance, whether of a regulatory, financial, human, or organisational nature, has assumed the role of accelerating the process of ecological transition, minimising risks for society as a whole and optimising opportunities by supporting its members and customers throughout this process.

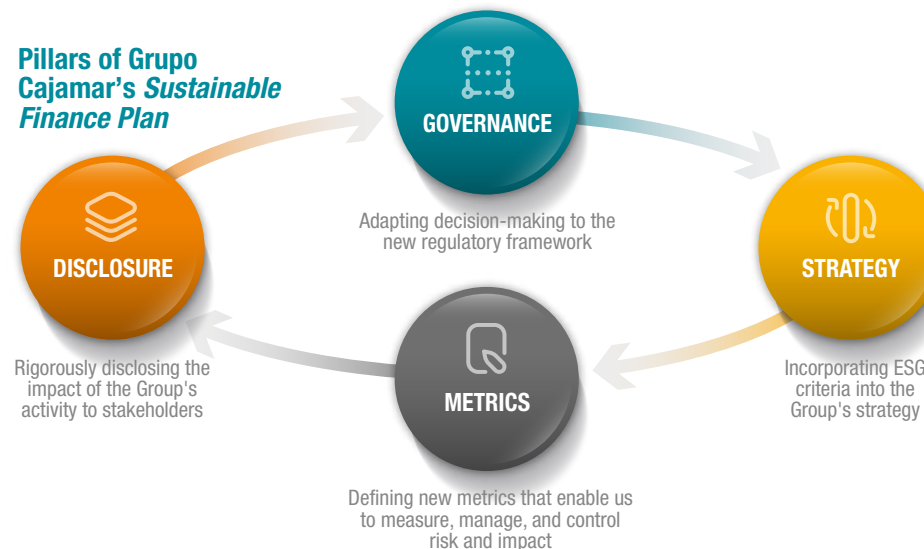


In 2019, the Group joined this United Nations initiative, which, with the collaboration of the global financial sector, seeks to promote sustainable finance and the integration of environmental and social aspects into business.

Grupo Cajamar's Sustainable Finance Plan

The European Commission Action Plan on Sustainable Finance, together with the supervisory expectations of the European Central Bank in this regard, are the main elements of the sustainable finance framework for the financial sector and, in particular, for Grupo Cooperativo Cajamar.

Grupo Cajamar, through the **Sustainable Finance Plan developed** in 2021, has laid the foundation for its contribution to the decarbonisation of the economy (2021-2050) through four main pillars: governance, strategy, metrics, and disclosure.



Internal structure of Grupo Cajamar's *Sustainable Finance Plan*

AREA	DESCRIPTION	ECB SUPERVISORY EXPECTATIONS
Conceptual framework: ecological transition, risks, and risk factors	Definition of the main concepts used in the Plan, and scope and objectives of the document.	1
Business model and ecological transition	Description of the business model and identification of the main risks and opportunities associated with the ecological transition.	1, 2
Decarbonisation timeframe	Establishment of the main milestones in the decarbonisation process for the period 2015-2050: 1) ecological transition(2015-2030); 2) consolidation of a low carbon economy (2031-2040); 3) the road to neutrality(2041-2050).	1, 2
Governance in the ecological transition and support of stakeholders	Governance structure associated with the implementation of the Plan and strategy to support our main stakeholders with regard to decarbonisation and the ecological transition.	1, 2, 3, 5, 6
Scenario analysis: baseline and adverse scenarios	Determination of the main scenarios related with the achievement of the Paris Agreement and EU strategy. Definition of baseline and adverse scenarios.	1, 2, 11
Materiality analysis	Identification of relevant issues in the ecological transition process.	1, 2
Strategic approach and key indicators (KPI)	Definition of the strategy to be followed in the ecological transition.	3, 7, 8, 9, 10, 12
Risk appetite framework	Identification of the risk appetite framework.	4, 7, 8, 9, 10, 12
Risk analysis: taxonomy and risk map	Analysis of the main impacts of the risks associated with climate change and implications regarding the risks managed by the Group in terms of probability and severity.	7, 8, 9, 10, 12
Processes, procedures, and documentary architecture	Definition and scope of the processes, procedures, and supporting documents for the strategy described with regard to climate risk management.	7, 8, 9, 10, 12
Control model and triple line of defence	Linking of the strategy described in the Plan to the triple line of defence: 1) Operational management, 2) Assurance and control functions, 3) Internal audits.	3, 5, 6, 7, 8, 9, 10, 12
Stress testing	Definition of the methodological framework for stress testing according to the different scenarios described.	7, 8, 9, 10, 11, 12
Impact measurement	Measurement of the social and environmental impact and scope of the Group's strategy regarding the ecological transition.	1,2
Communication and disclosure	Definition of the disclosure and communication policy and strategy associated with the Plan.	6,13



Grupo Cajamar's Socially Responsible Investment (SRI) strategy

spainSIF The Group is a member of SpainSIF
the leading SRI platform in Spain

Grupo Cooperativo Cajamar applies restrictive, assessment, and impact criteria to all its investments.

● **Practically all the assets managed by the Group now take SRI criteria into consideration**, through its main management firm (TREA AM), and through the application of strategies of evaluation and exclusion. In addition, through its endeavours, more than **25%** of its catalogue is now recognised under Article 8 of the SFDR* (promoting social and environmental initiatives along with traditional results-based objectives)

● **Incorporation of ESG criteria into operational risk analysis**

That already affects any operation >5M, by incorporating a Sustainability Report. In 2021 there were...

>**224** operations analysed.

>**3,670 M** amount evaluated.

● **Sustainability policy update in the Group's financial Instruments portfolio** fixed income, variable income, and investment funds) to incorporate ESG evaluation criteria, including climate and environmental risks.

● **Internal Training Plan in Sustainable Finance**

We have developed and implemented our Sustainable Finance Internal Training Plan to strengthen the presence of socio-environmental risk values and culture associated with Sustainability in the Group

SRI Grupo Cajamar

Restrictive criteria



INSTRUMENTS

- Ethical Management System
- Undesirable Links
- Restrictive criteria in investment funds marketed
- Controversial Sectors for Debt Issues (*Sustainable Bond Framework*)
- Sectoral policy framework for climate neutrality
- Incorporation of ESG criteria into operational risk analysis (>5 million euros)

Assessment Criteria



- Ethical Management System
- Eligible Assets (*Sustainable Bond Framework*)
- Best in class strategy in commercial investments marketed
- Controversial Sectors for Debt Issues (*Sustainable Bond Framework*)
- Sectoral policy framework for climate neutrality
- Incorporation of ESG criteria into operational risk analysis (>5 million euros)

Impact criteria



- Ethical Management System
- Sectoral policy framework for climate neutrality
- Participation in the Impact Fund (venture capital) promoted by La Bolsa Social and approved by the CNMV
- Incorporation of ESG criteria into operational risk analysis (>5 million euros)

* SFDR: Sustainable Finance Disclosure Regulation.



Undesirable Links

Also related to the Group's commitment to the promotion of SRI are the Undesirable Links we have established. With this self-imposed requirement, the Group pledges 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 own Ethical Management System, all in accordance with the principles of precaution, prevention, and relative importance.



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.



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.



EXPLORATION AND/OR EXTRACTION OF HYDROCARBONS

We will not finance projects that directly engage with the exploration and/or extraction of hydrocarbons, especially fracking.



CONTROVERSIAL WEAPONS

We will not finance organisations that manufacture 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 state lottery and betting bodies, as well as charitable organisations shall not be subject to exclusion.



PORNOGRAPHY AND PROSTITUTION

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



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.



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.



AT RISK OF CONTROVERSY

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



Grupo Cajamar's environmental and social goals

Environmental goals

Within the limits of its business strategy and *Risk Appetite Framework* (RAF), Grupo Cooperativo Cajamar will actively promote investment projects aligned with any of the environmental targets (provided that they are not in conflict with others) set out in the EU Taxonomy Regulation :

Climate change mitigation

Investments must make a substantial contribution to stabilising greenhouse gas emissions by avoiding, reducing, or improving their absorption. The activity must be consistent with the long-term temperature target set out in the Paris Agreement.

Adaptation to climate change

Investments must make a substantial contribution to reducing or preventing current or future adverse climate impacts, or the risks of such adverse impacts, either within the activity itself, or on people, nature, or assets.

Transition towards a circular economy

Investments must make a substantial contribution to extending product life cycle, reuse and/or recovery of waste, while respecting EU legislation in this area.

Sustainable use and protection of water and marine sources

Investments must make a substantial contribution to reducing and optimising the use of water resources, enabling appropriate ecological levels to be maintained in aquifers and water basins, and respecting EU legislation in this area.

Prevention and control of contamination and pollution

Investments must make a substantial contribution to preventing and/or reducing any form of pollution that adversely affects ecosystems and/or human health.

Protection and restoration of biodiversity and ecosystems

Investment must make a substantial contribution to protecting, conserving or restoring biodiversity or achieving good ecosystem conditions, or protecting ecosystems that are already in good condition.

Social goals

Within the limits of its business strategy and *Risk Appetite Framework* (RAF), Grupo Cooperativo Cajamar will actively promote investment projects that generate a positive social impact compatible with the environmental goals set out above.

Generation of quality employment

Investments must make a substantial contribution to the generation of quality employment, with particular emphasis on the employment of women, persons with disabilities, and other vulnerable groups.

Promotion of local production systems

Investments must contribute to the promotion and development of local production systems, especially agri-food-based and rural production systems, territories affected by low economic performance, unemployment, and depopulation.

Social and financial inclusion

Investment must contribute to the social and financial inclusion of vulnerable collectives.

Promotion of the social economy












Investments must contribute to the promotion and development of enterprises in the social economy, supporting them to improve their competitiveness and in their ecological transition.

Quality of life

Investments must contribute to improving people's quality of life, including both health and well-being and access to education and culture.









Sustainable bond framework. Social

SOCIAL CATEGORIES	DESCRIPTION OF ELIGIBLE PROJECTS	SOCIAL GOAL	ODS
Social Economy projects and promotion	<p>New operations and refinancing of loans/credit granted to social economy enterprises according to Act 5/2011, of 2 March, on the Social Economy (Spain). Controversial activities listed in Annex II of the Sustainable Bond Framework are excluded.</p> <p>Beneficiaries: Cooperatives, worker-owned companies, mutual societies, fishermen's guilds, special employment centres, and integration enterprises.</p>	<p>Support and promote the social economy, as well as its principles and values.</p> <p>Enhance the competitiveness of social economy enterprises</p> <p>Generate decent and quality employment linked to social economy organisations.</p>	 
Economic and social development projects and promotion in regions and territories affected by low economic performance, unemployment, and depopulation	<p>New operations and refinancing of loans/credit associated with projects and/or the acquisition of business assets that contribute to the economic and social development of municipalities, regions and provinces in Spain affected by low economic performance, high levels of unemployment leading to low income levels, as well as population ageing and depopulation. The identification of these regions and territories is defined in Annex I of the Sustainable Bond Framework. Controversial activities listed in Annex II of the Sustainable Bond Framework are excluded.</p> <p>It also includes operations and refinancing of loans/credit requested by individuals and families that will contribute to the well-being of people living in these territories, including consumer goods (it will include exclusively operations aimed at contributing to: access to quality employment and the promotion of remote work, access to and improvement of housing, access to education and culture, as well as dependency and health), and the acquisition and rehabilitation of housing, limiting the amount granted to 300,000 euros per operation (for individuals and families only).</p> <p>Beneficiaries: Families, self-employed people, and businesses located in these territories.</p>	<p>Support the creation and maintenance of employment in economically depressed areas.</p> <p>Develop the competitiveness of economically depressed territories.</p> <p>Contribute to the well-being of citizens of these territories</p> <p>Reduce regional and territorial inequalities.</p> <p>Contribute to solving problems of population ageing and population.</p> <p>Promote inter-territorial balance and solidarity.</p>	     
Natural disasters, states of emergency, hibernation of the economy	<p>New loan/credit operations and refinancing of projects and assets of companies affected by possible natural disasters, droughts, earthquakes, volcanic eruptions, floods, health alerts or possible situations that may lead to temporary closures or hibernation of the economy, a risk that has emerged from the COVID-19 pandemic. Controversial activities listed in Annex II of the Sustainable Bond Framework are excluded.</p> <p>It also includes operations and refinancing of loans/credit that contribute to the well-being of people living in affected territories during the process of reconstruction and returning to normality. It shall include exclusively operations aimed at contributing to: access to quality employment and the promotion of remote work, access to and improvement of housing, access to education and culture, as well as dependency and health.</p> <p>Beneficiaries: Families, self-employed people, and businesses located in territories affected by natural disasters and/or the state of emergency or hibernation of the economy.</p>	<p>Support the creation and maintenance of jobs in affected areas.</p> <p>Promote the well-being of the inhabitants of areas affected by these alarming events.</p>	  









Sustainable bond framework. Green

GREEN CATEGORIES	DESCRIPTION OF ELIGIBLE PROJECTS	EU ENVIRONMENTAL GOAL	ODS
Sustainable agriculture	<p>New operations and refinancing of loans/credit associated with projects related to organic farming and integrated production, including auxiliary facilities and technical support services. Therefore, operations linked to the following three areas are covered:</p> <ul style="list-style-type: none"> Organic farming and the commercialisation of organic production. Organic farming is regulated in the EU by Council Regulation (EC) No. 834/2007, of 28 June 2007. In Spain it is regulated by Royal Decree 1852/1993, of 22 October, on organic farming production and its indication in agricultural products and foodstuffs. Agriculture and the commercialisation of integrated production, regulated in Spain by Royal Decree 1201/2002, of 20 November. According to this regulation, integrated production means "farming systems for obtaining fruit and vegetables that make maximum use of natural resources and production mechanisms and ensure sustainable agriculture in the long term, by introducing biological and chemical control methods, and other techniques that reconcile the requirements of society, the protection of the environment and agricultural productivity, as well as the operations carried out for the handling, packaging, processing and labelling of fruit and vegetable products included within the system." Agricultural industries and ancillary services aimed at a more sustainable use of agriculture, as defined below: Industries in the Sustainable Agriculture Support Subsector provide support services that are an essential part of sustainable agricultural production. These support activities entail the production of inputs necessary for the production process of an organic and/or biodynamic industry for a given crop, animal or forestry use, which are certified by the Ministry of Agriculture, Fisheries and Food and/or the relevant regional authority. <p>The production and/or marketing of biofertilisers, auxiliary fauna for biological pest control, organic seeds for organic production and waste management activities are among the activities and establishments considered in this subsector.</p>	<p>Mitigation of climate change.</p> <p>Adaptation to climate change.</p> <p>Sustainable use of water and marine resources</p> <p>Transition to a circular economy.</p> <p>Prevention and control of contamination and pollution.</p> <p>Protection and recovery of ecosystems.</p>	   
Renewable energies	<p>New operations and loan/credit refinancing associated with projects that support electricity generation based on the following technologies: solar, wind, hydroelectric, geothermal and bioenergy, including the acquisition, construction, operation, maintenance or upgrading of facilities.</p> <p>Technical selection criteria:</p> <ul style="list-style-type: none"> Facilities operating with life cycle emissions lower than 100gCO₂e/kWh are eligible. Hydroelectric power will include facilities with a power density greater than 5 W/m². Facilities operating above the 80 per cent reduction in GHG emissions in relation to the relative fossil fuel comparator established in the RED II directive, increasing to 100 per cent by 2050. Bioenergy may include high-efficiency biomass cogeneration, for which raw materials are limited to sources that do not deplete existing terrestrial carbon stocks or compete with food production. 	<p>Mitigation of climate change.</p> <p>Adaptation to climate change.</p>	 



The Sustainable Bond Framework. Green

GREEN CATEGORIES	DESCRIPTION OF ELIGIBLE PROJECTS	EU ENVIRONMENTAL GOAL	ODS
Renewable energies	The development, construction, equipment, operation and maintenance of new or additional energy transport and distribution networks (electricity only) from renewable sources, with an average network emission intensity of less than 100 gCO ₂ e/kWh or more than 67 % of the new generation capacity enabled in the system is below the generation threshold value of 100 gCO ₂ e/kWh measured on the basis of the agreed lifecycle in accordance with the criteria for electricity generation, for a renewable period of five years.	Climate change mitigation. Adaptation to climate change.	 
Sustainable construction	New operations and refinancing of loans/credit associated with the financing of: <ul style="list-style-type: none"> The acquisition, development, and/or construction of houses built before 31st December 2020 , with an EPC equal to an A rating and/or belonging to the top 15 % most efficient buildings in Spain. Loans or mortgages to finance the acquisition, development, and/or construction of housing built after 31st December 2020 with Primary Energy Demand (PED) at least 10 % lower than the threshold established for near zero energy building requirements (NZEB) , in national measures implementing Directive 2010/31 / EU of the European Parliament and of the Council. Energy performance is certified by an Energy Performance Certificate (EPC). Loans or investments for (residential) buildings renovated to achieve an energy efficiency improvement of at least 30 %. 	Climate change mitigation. Adaptation to climate change.	 
Sustainable mobility	Purchase of vehicles, including passenger cars, light commercial vehicles and large vehicles, emitting less than 50 g CO ₂ / km up to 2025, and 0 g CO ₂ / km from 2026 onwards.	Climate change mitigation. Adaptation to climate change. Prevention and control of contamination and pollution.	 



Risks and opportunities derived from climate change

Climate change is a silent disaster with potential short-, medium- and long-term impacts on the natural environment, and in particular on economic activity and risk management.

The banking sector, which is acting as a catalyst in the ecological transition through the development of sustainable finance, is internalising this risk, which is a systemic risk, and therefore not diversifiable, by analysing the impact on traditional banking risks.

In this regard, Grupo Cooperativo Cajamar has incorporated into its strategy the management of risks associated with climate change following the recommendations established by the Task Force on Climate-related Financial Disclosure (TCFD).

The objective is to define policies, measures and instruments of governance, strategy, metrics and disclosure that enable the identification, measurement, assessment, and management of risks arising from climate change, both in terms of physical impact and in terms of transition.

TCFD | TASK FORCE ON
CLIMATE-RELATED
FINANCIAL
DISCLOSURES

The Group voluntarily adopts the recommendations of the TCFD identifying risks and opportunities related to climate change and its management.



Rating awarded by CDP
to Grupo Cooperativo Cajamar

2019

B

2020

A-

2021

B

Source: CDP



In 2021, the Carbon Disclosure Project (CDP) classified Grupo Cooperativo Cajamar within the Management category with a rating of B, which recognises the organisation's strong capacity to manage the risks arising from climate change and manage its carbon footprint.



Measurement and impact of risks associated with climate change

Grupo Cooperativo Cajamar has historically conveyed its concern about the implications of climate change, not only in the environmental and social sphere, but also in the economic and financial sphere.

The need to identify the risks to which our economic activity is exposed and the correct management of them entail the development of a set of indicators and metrics that facilitate the monitoring and control of risks in different scenarios.



Main indicators and metrics

Since the implementation of Ecorating, an internal tool that evaluates customers according to exposure and vulnerability to climate and environmental risks, the Group has been incorporating new indicators and metrics, mainly related to the impact of transition and physical risks on the Group's credit risk.

MEASUREMENTS OF PHYSICAL RISKS

Concentration by exposure to a physical risk factor according to the Taxonomy

17.52 % In December 2021, the percentage of the portfolio linked to business and professional activities within the retail and corporate segments, which was exposed to more than one physical risk factor¹, as defined in the Taxonomy, was 17.52 %.

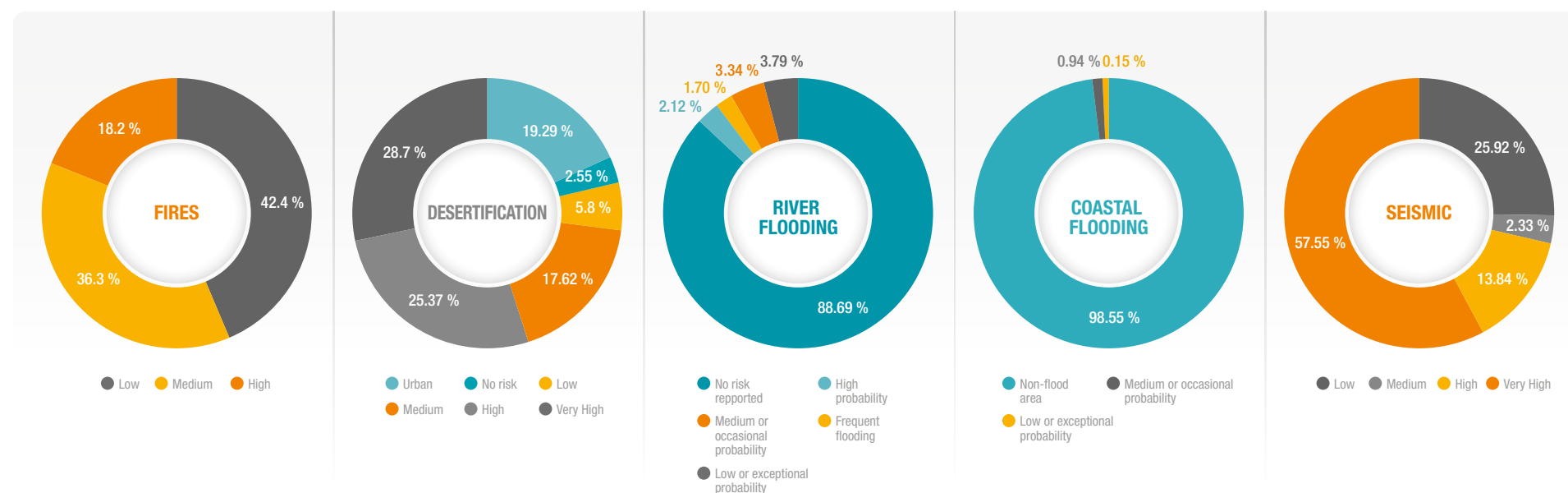
¹ Physical risks: these are risks that, as a result of the increasing severity and frequency of extreme weather events, or of a gradual change in Earth's climate, can directly affect companies through damage to their assets and infrastructures; or which might indirectly affect the medium- or long-term viability of their productive activities. Physical risk factors are included in the Taxonomy: temperature, wind, water or soil with a degree of severity depending on whether they are acute or chronic.



Exposure to physical risks in collateral

This represents the concentration level of the mortgage-backed loan portfolio¹ where a high probability of occurrence of physical risks defined by the Ministry for the Ecological Transition (MITECO) has been identified², in relation to the total credit exposure of business and professional activities in the retail and corporate segments.

When estimating this indicator, Grupo Cooperativo Cajamar, in accordance with the Sectoral Agreement that includes the AEB (Spanish Banking Association), CECA (Banking Confederation of Savings Banks) and UNACC (Union of Credit Unions) and in collaboration with *Sociedad de Tasación*, has identified the extent to which the portfolio is exposed to different physical risks.



¹ In the process of identifying the Group's mortgage portfolio, 66 % were reported, leaving 34 % outstanding for different reasons.

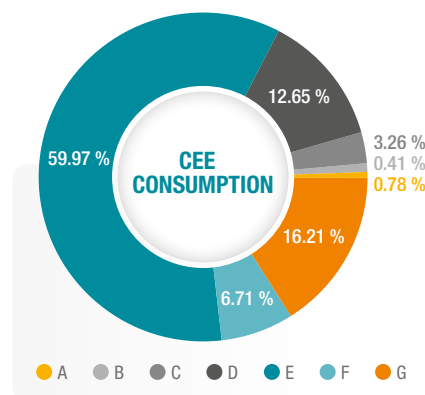
² Physical risks are determined by MITECO (the Ministry for the Ecological Transition) and have been evaluated by an external provider of appraisal services (*Sociedad de Tasación*). With respect to the entity's mortgage portfolio, these are: acute risks: river flooding and fire; chronic risks: coastal flooding and desertification; other risks: seismic activity.



MEASUREMENTS OF ENVIRONMENTAL RISK

Concentration according to the energy efficiency rating of the property

This represents the concentration level of the mortgage-backed loan portfolio with low energy collateral. The Group has a rating issued by an approved appraiser that has rated the residential mortgage portfolio on a scale ranging from “A” to “G”, with A being the most energy efficient and recognised by the EU Taxonomy.

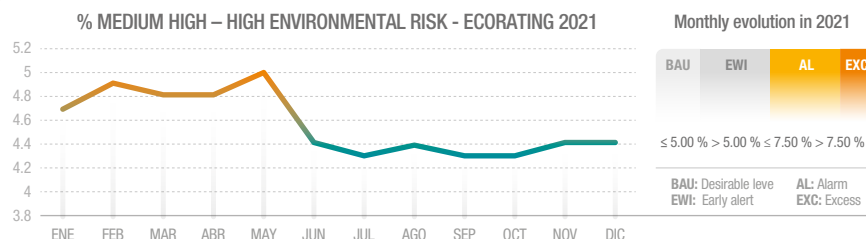


The energy rating is based on exact data of 15.7 %, an estimation model of 45.7 %, and a similar figure in building of 38.6 %.

Indicator of concentration in sectors according to environmental risks (Ecorating)

4.4 %

This is an indicator **included in the RAF** that, in accordance with expert opinion, assigns to each CNAE economic activity an index of vulnerability to climate and environmental risks. On a scale from 0 to 1000, four risk rating ranges are established: low, medium-low, medium-high, high. In 2021, the percentage of our exposure to business and professional activities in the retail and corporate segments concentrated in a medium-high and high level of environmental risks ranged from 5% to 4.2%



ECONOMIC MEASUREMENTS

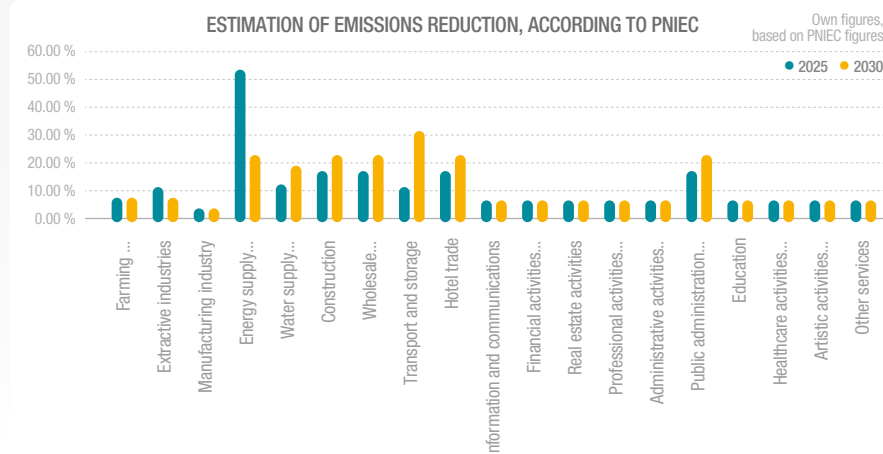
Propensity to consume regulatory capital

3.46 %

This reflects the cost in terms of capital impact it has on the credit portfolio by activity and the intensity of GHG emissions. The predisposition to capital consumption is categorised as low, medium-low, medium-high, and high, and the intensity of GHG emissions is categorised as low, medium-low, medium, medium-high, and high. The average capital consumption of the high and medium-high intensive sectors was classified in the low mid-range during the second half of 2021 (around 3.40 %), with 3.46 % in December.

Decarbonisation intensity in the ecological transition (2021-2030)

Ratio related to the economic efforts required on the party of the borrower, according to the sector to which they belong, and the decarbonisation schedule set out in the PNIEC Plan. The borrower, depending on the sector to which they belong, and in view of the market price of carbon emissions, must make an economic effort in the energy transition process.



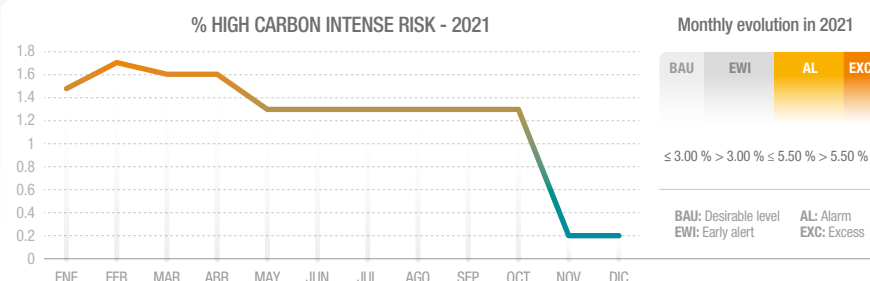
MEASUREMENTS OF CONCENTRATION

Indicator of concentration in carbon intensive sectors

1,8 %

This is an indicator **included in the RAF** that expresses the proportion of our portfolio linked to economic or professional activities with a high intensity rating in emissions. Based on the CO₂e emissions /GVA ratio, according to INE data, each CNAE economic activity sector is assigned an emissions rating in one of five categories ranging from Low to High.

In 2021, the portfolio linked to high-intensity emissions activities was reduced in November and December, never exceeding 1.8 %. The reduction is not due to divestment policy but to the revision of parameters following a new publication by the INE. The bulk of our portfolio is concentrated in sectors with low emissions intensity (around 70 %).



Concentration of sectors at risk of controversy (according to ethical-environmental criteria)

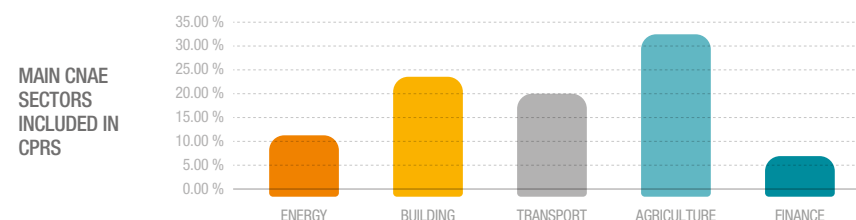
4.41 %

This represents the percentage of exposure of the productive sectors considered by the Group to be associated with activities subject to ethical-environmental controversies, according to the *Sustainable Bond Framework*. In 2021, it accounted for around 4.40% of our loan portfolio (4.34% in June and 4.41% in December).

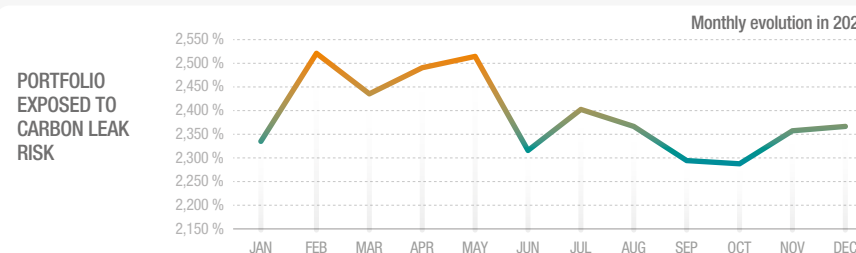
CPRS (relevant sectors of climate policy)

51 %

This is an indicator that shows the concentration of the portfolio linked to activities that are relevant to climate policy as proposed by S. Batiston *et al.* (2017). In the second half of 2021, the ratio was around 51 %. The sectors with the greatest impact in the portfolio are agriculture, construction and transport.



In addition, we monitor the portfolio concentration of activities that are considered to be at significant risk of carbon leakage, according to the public list (DOUE 29/10/2014). In 2021, our exposure ranged from 2.30% to 2.50%.



Pursuant to Article 8 of Regulation 2020/852, and as a financial entity required to publish non-financial information, Grupo Cooperativo Cajamar includes, for the first time this financial year, the way and extent to which the Group's activities are associated with eligible economic activities, from an environmental point of view. It therefore responds to the recommendations contained in the Commission's Delegated Regulation of 6 July 2021, both in quantitative and qualitative aspects, and reports the eligibility ratios of its consolidated assets, according to the Taxonomy.

ELIGIBILITY RATIOS OF
GRUPO COOPERATIVO CAJAMAR'S
CONSOLIDATED ASSETS,
ACCORDING TO ART. 8
TAXONOMY

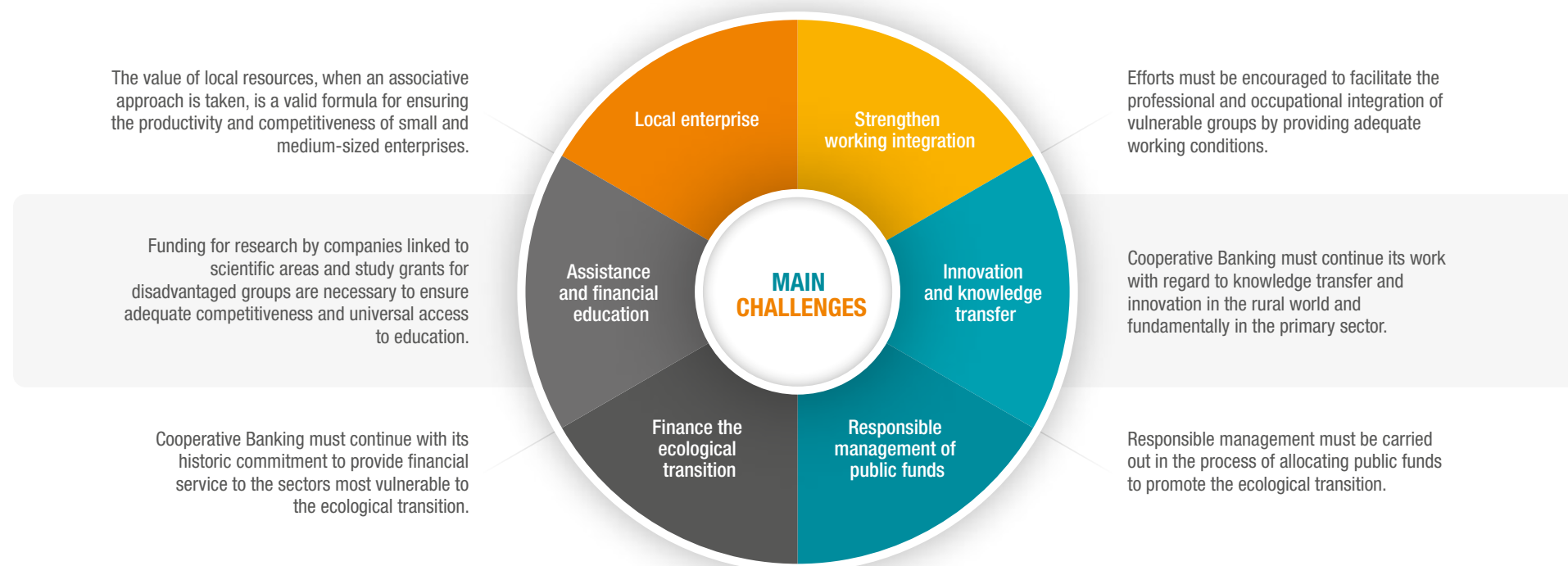
Eligibility ratios	% Total assets
Economically eligible activities (Total)	24.80 %
Central administrations, central banks, supranational issuers	31.78 %
Derivatives	1.01 %
Non-financial entities not required to report non-financial information	21.12 %
Trading portfolio	0.0019 %
Interbank call loans	0.0346 %



Future challenges and opportunities of the sector associated with climate change

The Climate Change Act of 2021 has provided a framework of opportunities and challenges from an environmental, economic, and social point of view. The Act focuses efforts on establishing a road map towards decarbonisation, through the Integrated National Energy and Climate Plan 2030 and the Long-Term Decarbonisation Strategy 2050, whilst also seeking to ensure that the most vulnerable groups are not left behind.

The Just Transition Strategy is one of the pillars of the Strategic Energy and Climate Framework approved by the Government of Spain. In this context, as an exponent of cooperative banking, Grupo Cooperativo Cajamar has an opportunity to reaffirm its commitment to the rural world, as a structural element that generates wealth and quality employment.

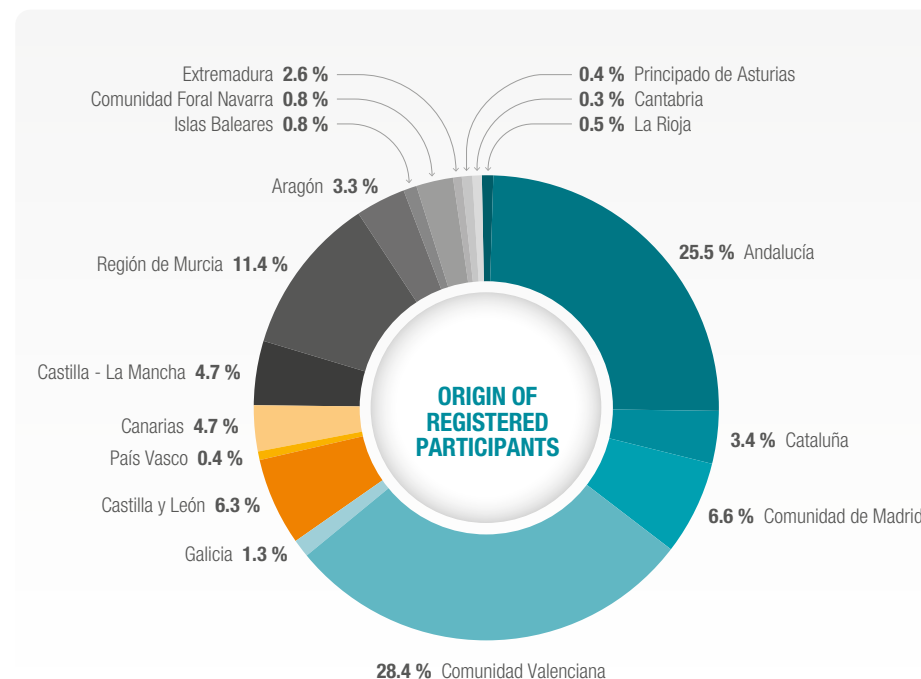


Knowledge transfer

One of Grupo Cooperativo Cajamar's primary objectives is to use the knowledge of its expert groups and experimentation centres to train and guide stakeholders towards overcoming the major challenges facing the sector. These challenges focus mainly on compatibility between the intensification of production and the reduction of environmental impact, with a key role being played by digitisation or what is known as Agriculture 4.0.



In 2021, the main mode of knowledge transfer was the webinar. In particular, there were 108 events and 15,431 registered participants, with an attendance rate of 55%, higher than the figure of 51% from the previous year. With regard to training, two online courses were launched, with 279 registered participants.



It should be noted that virtual training modes have allowed knowledge to be transferred beyond local and even national territory. In 2021, students from 26 countries across the five continents registered as participants. Face-to-face events and visits to the Experimentation Centres also returned: specifically, 149 visits were carried out (69 in 2020), with 1,009 visitors (879 in 2020).



Publications and communications

Publications and communications compile information of interest to the agri-food sector, which Grupo Cajamar makes available free of charge to stakeholders. These documents encompass all kinds of studies written by leading experts in the field and providing up-to-date data in the sector, as well as relevant information of proven quality.

The Observatory on the Spanish Food and Agriculture Sector in the European Context, which the Group has been running since 2018, has become a leading point of reference in analysing the whole value chain, including the activities carried out by the primary sector, the processing industry, and in the marketing of agri-food products.

CONTRIBUTION OF THE FOOD AND DRINKS INDUSTRY TO FIGHTING DEPOPULATION IN SPAIN



In 2021, a study was carried out by the KREAB consultancy firm, with the collaboration of the **Ministry of Agriculture, Fisheries, and Food (MAPA)**. It reflects the importance of the presence of the food and drinks industry in rural areas and its impact on the fight against depopulation.



Support for innovation and research

Promoting innovation and the technological development of the agri-food sector

Since 1975, when the Group acquired the land to built its first Experimentation Centre, Las Palmerillas (Almeria), Grupo Cooperativo Cajamar has secured its position as a leading supporter of the agri-food sector, both in terms of providing financing for farmers and in the process of growth and modernisation.

At present, innovation activity is developed through the Department of Agri-Food Innovation, within the Sustainable Development Division. To do this, we have four strategic units that support implementation and dissemination: **Plataforma Tierra, Cajamar Innova, Agri-analysis, and Experimentation Centres.**



AGRI-FOOD INNOVATION



Plataforma Tierra


TIERRA

<https://www.plataformatierra.es>

The digitisation of the agri-food sector is a key tool that must enable us to confidently tackle the main challenges linked to the need to intensify food production, without damaging the environment and food security. Aware of its importance, Grupo Cooperativo Cajamar has made a determined commitment to technological innovation through Plataforma Tierra.

Plataforma Tierra is a tool that facilitates the digitisation of the agri-food sector, and which is structured into different sections.



	Markets	This provides information about the evolution of the prices of the main agri-food products.
	Innovation	This compiles internal and external news stories about each sector, as well as the results of the main experiments carried out in our Experimentation Stations.
	Publications	Possibility to view and download different publications compiled by the Department of Agri-Food Innovation.
	Tools	This focuses on the creation of tools to assist farmers, including irrigation and fertilisation, weather forecasting, integrated pest control, soil management and any other tools considered of interest.
	Training	This includes training offered to the sector led by both internal and external teaching staff, aimed mainly at young entrepreneurs, senior managers of companies, executive directors, as well as other professionals in the sector. In addition, it offers an extensive range of transfer activities (workshops, seminars, lectures), and also runs major national events to help make the agri-food sector more dynamic and competitive.



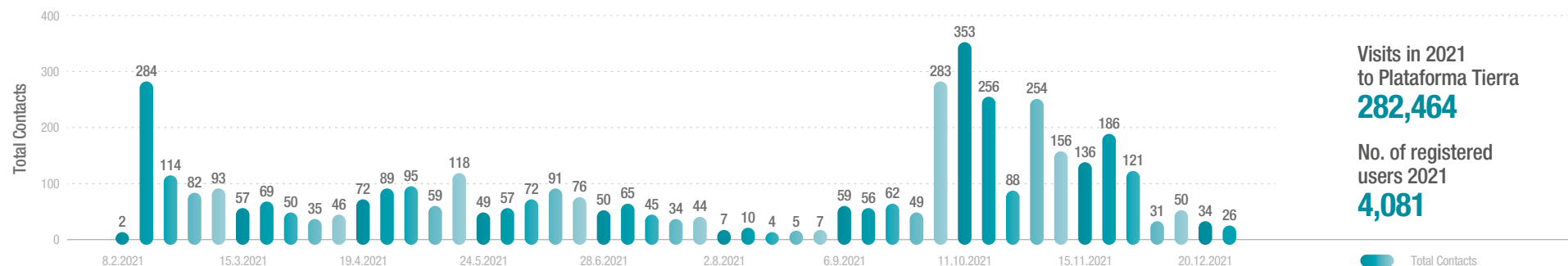
Seeking partnerships and cooperation with other organisations and agencies is a way to leverage synergies, streamline processes, and to enhance the desired impact. Some notable examples in the development of **Plataforma Tierra** would be:

- Partnership agreement with IBM to use artificial intelligence and offer services that optimise irrigation and provide very accurate weather forecasts.
- Agreement signed with the Ministry of Agriculture, Fisheries, and Food for the creation and implementation of the Observatory for the Digitalisation of the Agri-Food Sector.



Evolution of registered participants

Date interval: From 8.2.2021 to 31.12.2021 | Held weekly



Cajamar Innova



<https://cajamarinnova.es>

As part of its commitment to the agri-food sector, the Cajamar Innova initiative has become a pioneering platform for the incubation and acceleration of entrepreneurial proposals related to the search for technological solutions in the face of water scarcity and its efficient management. In 2021, the first projects were launched, and important agreements were signed, such as the one signed with APTE (Association of Science and Technology Parks of Spain), which could encompass around 8,000 eligible companies located in 52 science and technology parks.

The projects have a direct impact on water resources and biodiversity, with efficient water consumption management or wastewater treatment within agricultural and livestock activities being some of the aspects with the greatest potential for positive impact. There are also currently eleven *start-ups* linked to the initiative, four of which are in the process of acceleration.



Business Incubator for High Tech Water Companies

Start-up initiatives 2021

- Use of technology to optimise water consumption, quality, and management.
- Vaporisation of wastewater with Renewable Energies to obtain dry salts for the circular economy and recovery of evaporated water.
- Direct detection of anti-fouling agents in water, which reduces resource consumption and operating costs of water treatment plants.
- Cultivation of macroalgae that generates biomass and mitigates CO₂ emissions
- Monitoring systems capable of detecting bacterial pathogens.
- Technology that allows water to be captured by creating ice in natural environments.





Experimental stations

The group has more than 20 hectares dedicated to R&D/Innovation in Almeria and Valencia. The Experimental Centres of Almeria and Paiporta (Valencia) are references for intensive Mediterranean agriculture and foster a framework of coexistence whereby companies, universities, and technology centres run numerous projects linked to the sustainable development of agriculture.

In 2021, efforts focused on 72 research projects in 4 lines of study, with the aim of ensuring the sustainability of the sector and quality in the food chain and production.



Agri-analysis

The Group has several internal tools that facilitate analysis and decision-making in investment operations, enabling us to provide more efficient financial assistance, adapt products to the real needs of customers, and reduce the risks of operations.

Management of CAP funding	2020	2021*
No. of applications MANAGED	9,823	10,487
Amount of applications MANAGED - million	50.60	44.20
No. of applications DOMICILED	45,500	39,500
Amount of applications DOMICILED - million	292.50	225.50
No. of CAP agreements	95	95
No. of applications AGREED	15,000	13,700

*Amounts received at 31/12/2021.

AGROUp!

In order to support and contribute to improving the productivity and efficiency of customers, the Agrup application was developed, which allows us to know the operating accounts of the various agricultural operations and their financing needs. The data are regularly updated with official statistical sources and in accordance with expert opinions.



SERVICIO PAC



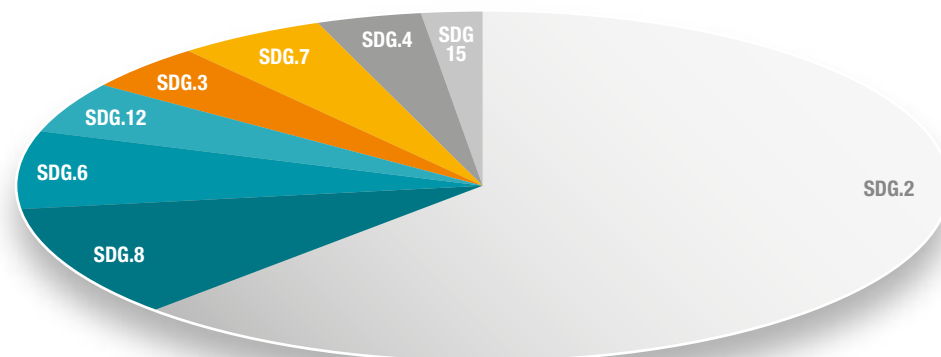
Different services are made available to customers and members with the aim of promoting their activity, such as assistance in managing CAP funding, and drawing up reports to ensure they take out insurance correctly.



Projects that promote and impact sustainable development

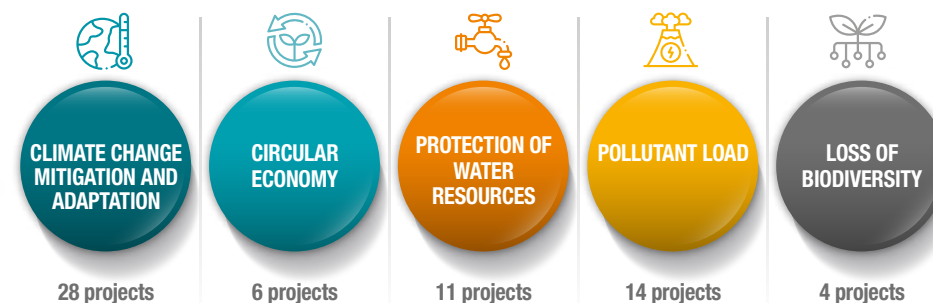
Projects developed at the Experimental Centres promote and foster sustainable development, mitigating the adverse effects of climate change and encouraging production intensification, maintaining quality and reducing emissions. Of particular note in this regard is the SmartProtec project, which involves being part of an international consortium that researches the application of technology in pest control.

Impact of projects on the SDGs



Innovation projects carried out in 2021 have had a direct impact on 8 of the 17 SDGs. It should be noted that 43 of the 72 projects have impacted on SDG 2, specifically goal 2.4 (ensure sustainability of food production systems and implement resilient agricultural practices). In addition, 9 projects align with SDG 8, mainly linked to modernisation and innovation as a means of increasing productivity. We should also highlight our commitment to projects aimed at efficient water consumption (SDG 6).

Alignment with the achievement of the environmental targets included in the Taxonomy



Furthermore, the initiatives promoted in the projects are aligned with the achievement of the environmental objectives of the EU Taxonomy.

The responsible development of agricultural activity allows for a positive environmental impact. Aware of this aspect, our projects focus on aspects such as: soil management, risk management, cultivation techniques, use of fertilisers and pesticides, renewable energy consumption, practices to promote CO₂ fixation, or wastewater management and waste reuse.





Future outlook

Letter from the CEO: Future outlook

Cooperative Banking as a Differential Model of Sustainable Banking

The generation of innovation and IDEAS, in the DNA of our business model

Model of balanced interrelations between Cooperative banking capitals and Grupo Cooperativo Cajamar

A cooperative social banking model for a different future

Sustainability
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2021



Future outlook

The banking sector in Spain is a key player in the digital transformation of our society. Having completed the process of restructuring and adaptation following the 2008 crisis and returned to the regular performance of its role and financial activity, it has also stepped up to lead the ecological transition like no other sector, helping its customers move forward in this process.

In this sense, the fundamental role of cooperative banking is to redirect financial flows towards sustainable projects, and to promote fair economic and social development – that is, leaving no one behind – ensuring that efforts to increase natural capital and preserve ecosystems are compatible with the improvement of people's quality of life.

We are developing our financial and social activity in a very active and ever-changing sector, as shown by three words - transformation, conversion and transition – identify the way in which the banking industry has been moving over the last two decades. And this constant process of change is made possible thanks to our capacity for adaptation and innovation, despite the increasingly intense regulatory framework to which we are subjected, as well as the current interest rate scheme that has substantially altered the financial intermediation process, and as a result its value chain, in recent years.

The horizon of this ecological transition, which began in 2015 with the Paris Agreement and the formulation of the Sustainable Development Goals, directs our eyes to the year 2030, as foreseen in the Sustainable Development Agenda. By 2030, our economy and our business fabric must have



Manuel Yebra Sola

CEO
BCC-Grupo Cooperativo Cajamar

laid the foundations for a new production model, and, as a result, for a new, more sustainable economic, environmental and social model in which many of the truths we have considered valid to date will have to be reviewed and reconsidered.

Throughout this process, the banking sector will have to bear in mind both the internal impact of socio-environmental risks and their external impact: the consequences of our action or omission on the whole of the society. In this sense, Grupo Cooperativo Cajamar's Strategic Plan, drawn up in 2021, as well as the Sustainable Finance Plan that we have designed to advance the decarbonisation process within our Group, and thus achieve climate neutrality by 2050, will be two key components for integrating environmental risks into the management and control of traditional risks.

We have just under ten years ahead of us to support our members and customers through the process of adapting to a low carbon economy, with strong digital development based on knowledge as a differential element. And we will do so by offering the resources and values of the social economy and cooperative banking.

At Grupo Cooperativo Cajamar, which is the result of the successive integration of many credit institutions seeking to strengthen Spanish cooperative banking, we want to contribute to the environmental and social challenges facing our society with different values and a different approach, focusing on people and our social commitment.



Future outlook

Attributes such as trust, commitment to sustainable economic and social development, the generation of shared value, as well as financial inclusion, are inherent in our cooperative nature. These attributes are fundamental to establishing stable and close relationships with our stakeholders, generating certainty and security. A certainty that is now particularly necessary in the face of the situation arising from the pandemic and the state of emergency, as well as circumstances such as the energy crisis and the supply of certain commodities.

The best way to achieve this for banks such as ours, which are very close and committed 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, which we all need to identify, measure, and capitalise on. In this regard, our Group has been working for a long time to structure this transition process on various fronts, especially those of digital transformation and decarbonisation.

In this scenario, cooperative banking has great potential to integrate the transformations that the financial sector is undergoing: sustainable finance, inclusive finance, collaborative finance, technological-financial integration (Fintech), and decentralised finance.

We firmly believe that a banking system based on the principles and values of the social economy and solidarity, on its link to the territory, on business ethics, on social commitment, in short, a

banking system whose activity generates trust and a sense of belonging among our shareholders, members, and customers, provides the best foundations for the entire team at Grupo Cooperativo Cajamar to contribute decisively to sustainable development.



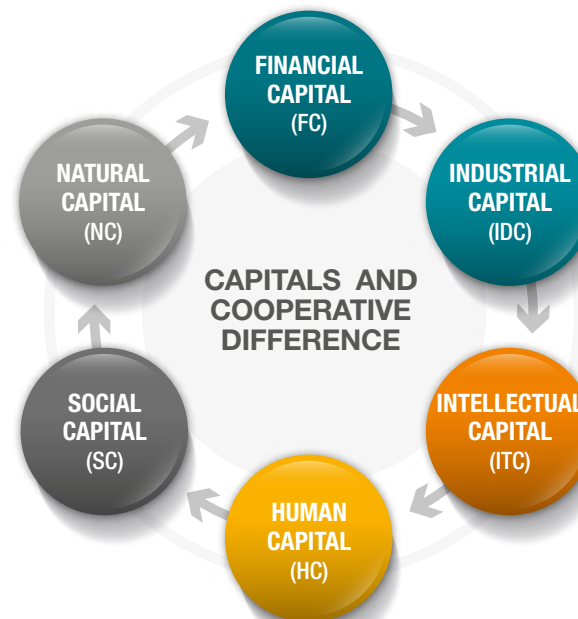
Cooperative banking as a differential model of sustainable banking

- Fixing capital to the territory
- Market stability and countercyclicality
- Stable value distribution scheme
- Flexible and adaptable structure and capital costs
- Balance between the financial and real economy
- Model of consolidation and cooperative integration
- Ecological transition: from WACC to WACI



The cooperative banking model brings diversity to the banking system. It can contribute in a stable and credible way to sustainable local development. It generates stable, long-lasting relationships with its surroundings. It reduces the risks associated with speculation and bubble generation through a countercyclical business model. It contributes to reducing the risks associated with three phenomena inherent in the banking model: moral hazard, adverse selection, and information asymmetry.

- Utilisation of local resources
- Increased commitment to the surrounding environment: origin-impact
- Stable relationships with the natural environment
- Ability to fix GHG emissions
- Support for the rural environment and strengthening the multifunctionality of the primary sector
- Environmental congestion
- Corresponsibility
- Ability to support a Just Ecological Transition
- Governance and agency costs:
- integration of the member-customer role (mutualisation and economic autonomy)
- Internal democracy
- Stable relationships with the surrounding environment and stakeholders
- Reduction of moral hazard
- Reduction of adverse selection
- Social and financial inclusion
- Link to the social and solidarity economy
- Contribution to strengthening local community services



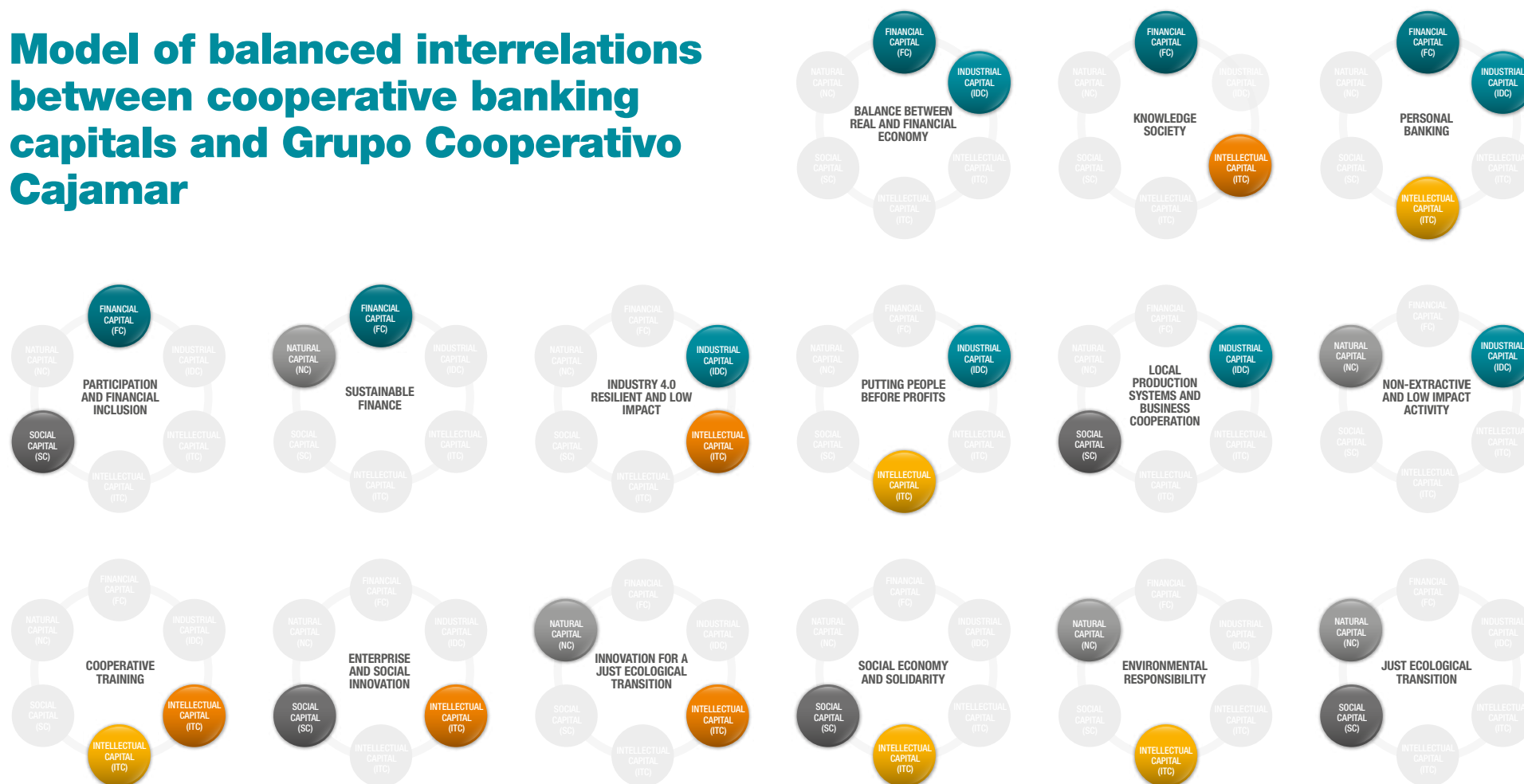
- Support for non-speculative and non-extractive sectors
- Creation of innovation ecosystems through the promotion of local production systems
- Support for low intensity and low impact industry
- Support for decentralisation and industrial decongestion
- Support for technology compatible with sustainable development

- Creation of innovation ecosystems through the support of local production systems
- Integration of knowledge transfer and innovation in the business model
- Knowledge of the surrounding environment

- Stability in employment
- Local employment resources
- Putting people before profits
- Contribution to the well-being of people
- Empowerment and Equal Opportunities

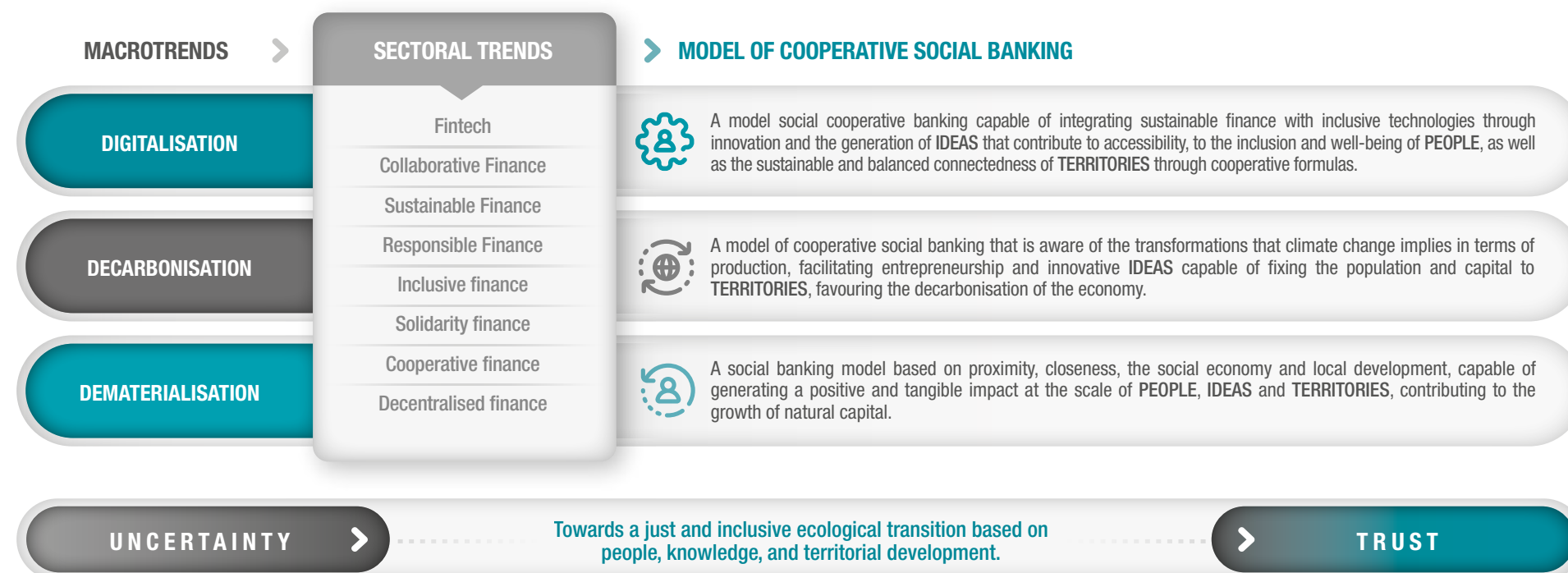


Model of balanced interrelations between cooperative banking capitals and Grupo Cooperativo Cajamar



A model of cooperative social banking for a different future

Challenges for inclusive, restorative, and sustainable globalisation from a local logic





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Category	Management approach	Corporate material aspect	Coverage	Scope	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	Human rights	Evaluation of human rights	E.1	Mixed	GCC
	Audits	E.1, A.1	Mixed	GCC		Non discrimination	S.2, S.4	External	GCC
	Active ownership	E.1, E.6, S.5	Mixed	GCC		Freedom of association and collective bargaining	S.3	Internal	GCC
	Labelling of products and services	E.4, S.4	Mixed	GCC		Child labour	Non material	N/A	N/A
Economic dimension	Economic performance	E.2, E.3, S.3	Internal	GCC		Forced labour	Non material	N/A	N/A
	Presence in the market	E.1, S.3	Mixed	GCC		Safety measures	Non material	N/A	N/A
	Indirect economic consequences	E.2, E.6, S.2, S.4, S.5, S.6, A.3	Mixed	GCC		Rights of the indigenous population	Non material	N/A	N/A
	Acquisition practices	E.6	Mixed	GCC	Society	Social evaluation of suppliers	E.6	Mixed	GCC
Environmental dimension	Materials	A.1	External	GCC		Local communities	S.4, S.5, S.6	External	GCC
	Energy	A.1	External	GCC		Anti-corruption	E.1	Mixed	GCC
	Water	A.1	External	GCC		Public policy	E.1	Mixed	GCC
	Biodiversity	S.2, A.5	Mixed	GCC		Unfair competition	E.1	Mixed	GCC
	Emissions	A.1	External	GCC		Socio-economic compliance	E.1	Mixed	GCC
	Effluents and waste	A.1	External	GCC		Social evaluation of suppliers	E.6	Mixed	GCC
	Environmental compliance	A.1	External	GCC	Responsibility regarding products	Health and safety of customers	E.4	Mixed	GCC
	Environmental evaluation of suppliers	E.6	Mixed	GCC		Labelling of products and services	E.4	Mixed	GCC
Work practices and dignify work	Employment	S.3	Internal	GCC		"Marketing communications	E.1, E.4	Mixed	GCC
	Company/worker relations	S.3	Internal	GCC		Customer privacy"	E.1, E.4	Mixed	GCC
	Training and teaching	S.3	Internal	GCC		Regulatory compliance	E.1, E.4	Mixed	GCC
	Diversity and equality of opportunities	S.3	Internal	GCC					
	Evaluation of suppliers' working practices	S.3	Internal	GCC					
		E.6	Mixed	GCC					



International framework for drawing up integrated reports

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

	Aspects requested	Pages
Description of the organisation and its surroundings	General description	9,10
	Vision, mission, and values	14
	Structure	4
	Positioning in the finance sector	9
	Description of the surroundings	18,19
Corporate governance	Governing bodies and mechanisms	50-55
	Decision-making processes	50,54
	Reflection of culture in the use of capitals and their effect	30-35
	Remuneration and creation of value	35,55
Business model	Value chain	76-78
	Materiality	22,23
	Stakeholders: identification, selection, and management	22
	Creation of shared value	35
Opportunities and risks	Identification of opportunities and risks	37-47
	Probability of occurrence and opportunity to improve	48
Strategy and allocation of resources: performance	Objectives and actions developed to achieve them	24,25
	Allocation of resources	26,27
	Measurement of achievements and goals	28, 30
Future outlook	Expectations of the organisation about the surroundings and the effect of the organisation	128,129
	Readiness of the organisation regarding future outlook	130-132



Contents of the Sustainability Accounting Standards Board (SASB)

For the first time, Grupo Cooperativo Cajamar has included in its Sustainability Report 2021 information based on the Sustainability Accounting Standards Board (SASB), following its edition “Industry Standards Version 2018-10”.

The standards listed in the following table are those linked to the Retail Banking industry which is the only material industry based on the activities developed by the Group. The data and descriptions with which we respond to these indicators correspond to the same consolidation perimeter (Consolidated Group) established for the 2021 Annual Accounts.

• Disclosure issues regarding sustainability and accounting parameters

	Accounting parameters	Code	Response
Data security	Number of data leaks, percentage that implies personally identifiable information (PII), number of account holders affected	FN-CB-230a.1	No incidents of this type were recorded in 2021.
	Description of the approach to identify and tackle data security risks	FN-CB-230a.2	View the sections of our Sustainability Report 2021: <i>Cybersecurity and data confidentiality (pages 68-69).</i>
Generation of inclusion and financial capacity	Number and amount of outstanding loans that qualify for programmes designed to promote small business and community development	FN-CB-240a.1	View the sections of our Sustainability Report 2021: <i>Financial solutions adapted to different stages of life (page 79).</i>
	Number and amount of expired non-performing loans that qualify for programmes designed to promote small business and community development	FN-CB-240a.2	View the sections of our Sustainability Report 2021: <i>Financial solutions adapted to different stages of life (page 79).</i>
	Number of free retail bank accounts provided to customers previously without a bank account or with low banking usage	FN-CB-240a.3	View the sections of our Sustainability Report 2021: <i>Financial solutions adapted to different stages of life (page 79).</i>
	Number of participants in financial education initiatives for customers without a bank account or low banking usage, or not currently served.	FN-CB-240a.4	View the sections of our Sustainability Report 2021: <i>Social, cultural, and volunteering action (page 92).</i>
Incorporation of environmental, social, and management factors in credit analysis	Commercial and industrial credit exposure, by sector	FN-CB-410a.1	View the sections of our Sustainability Report 2021: <i>Promotion of economic development and social progress (page 75).</i>
	Description of the approach taken to the incorporation of environmental, social and corporate governance (ESG) factors in credit analysis	FN-CB-410a.2	View the sections of our Sustainability Report 2021: <i>Risk management (pages 36-48), Control and diversification of risks (page 64), Risks and opportunities of climate change (pages 112-118).</i>
Business ethics	Total amount of monetary losses as a result of judicial proceedings related with fraud, use of insider information, anti-monopolistic practices, unfair competition, market manipulation, bad praxis or regulations related with the financial industry	FN-CB-510a.1	View the sections of our Sustainability Report 2021: <i>Transparency, compliance, and control (pages 57-59), GRI table 205-3 and 206-1 (pages 143).</i>
	Description of policies and procedures for reporting irregularities	FN-CB-510a.2	View the sections of our Sustainability Report 2021: <i>Transparency, compliance, and control (pages 57-59).</i>



Contents of the Sustainability Accounting Standards Board (SASB)

	Accounting parameter	Code	Response
Systemic risk management	Score in the global systemic importance bank evaluation (G-SIB), by category	FN-CB-550a.1	View the sections of our Sustainability Report 2021: Grupo Cooperativo Cajamar and none of Group's entities are included in the 2021 List of <i>Systemically Important Banks</i> (G-SIBs).
	Description of the approach taken to incorporating the results of compulsory and voluntary stress testing in the planning of capital suitability, long-term corporate strategy, and other business activities.	FN-CB-550a.2	View information with prudential relevance 2021.

• Disclosure about sustainability and accounting parameters

Accounting parameter	Code	Response
(1) Number and (2) value of current and savings account by segment : (a) personal and (b) small businesses	FN-CB-000.A	View the sections of our Sustainability Report 2021: <i>Financial solutions adapted to different stages of life</i> (page 79).
(1) Number and (2) value of loans by segment: (a) personal, (b) small businesses, and (c) corporate	FN-CB-000.B	View the sections of our Sustainability Report 2021: <i>Control and diversification of risks</i> (page 62).



Equivalences between the non-financial information Act and GRI

Aspects included in the Integrated Report in accordance with Act 11/2018, of 28 December, amending the Code of Commerce, the revised Capital Companies Act, approved by Royal Legislative

Decree 1/2010, of 2 July, and Act 22/2015, of 20 July, governing Accounts Audits, in relation not non-financial reporting and diversity.

	Aspects requested	Equivalence with GRI Standards/Reporting criteria	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 tendencies that might affect its future evolution.	102-1 (a), 102-2 (a and 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)	4-12, 16-20, 24-28, 30, 33-35, 68, 73-78, 93-94, 128-132, 165-185
	Environment Detailed information about the actual and foreseeable effects of the company's activities on the environment and, if applicable, health and safety, environmental assessment or certification procedures; the resources dedicated to the prevention of environmental risks, application of the principle of precaution, amount 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, 38-41, 77, 104, 112-118, 187
Information about environmental matters	Contamination and pollution Measures to prevent, reduce, or repair carbon emissions that seriously affect the environment, taking into account any kind of specific atmospheric 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), 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, FS8	75, 95, 97-102
	Circular economy and the prevention and management of waste Measures for prevention, recycling, reuse, other forms of recovery and elimination of waste, actions to fight 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), 306-2 (a and b)	100, 101
	Sustainable use of resources; consumption and supply of water in accordance with local limitations Consumption of raw materials and measures adopted to improve efficiency of use, energy consumption, direct and indirect, measures taken to improve energy efficiency and the use of renewable energies.	103-1 (a,b and c), 103-2 (a,b and c), 103-3 (a), 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)	97-99
	Climate change The important elements of greenhouse gas emissions generated as a result of the company's activity, including the use of goods and services it produces; the measures adopted to adapt to the consequences of climate change; the reduction targets established voluntarily in the medium and long term to reduce greenhouse gas emissions and the means implemented to achieve this.	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), 305-5 (a,b,c and d),	102



	Aspects requested	Equivalence with GRI Standards/Reporting criteria	Pages
Information about environmental matters	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).	79, 95, 126
	Employment Total number and distribution of employees by sex, age, country, and professional classification; total number and distribution of types of employment contract, annual average of permanent contracts, temporary contracts, and part-time contracts by sex, age, and professional classification, number of dismissals by sex, age, and professional classification; average remuneration and its evolution broken down by sex, age, and professional classification or equal value; wage gap, remuneration of equal jobs or average jobs in society, average remuneration of directors and executives, including variable remuneration, expenses, compensations, the payment of long-term savings provisions, and any other amount received broken down by gender, implementation of working disconnection policies, employees with disability.	102-8; 103-1 (a, b and c); 103-2 (a, b and c); 103-3 (a); 401-1 (a and b); 401-2 (a); 401-3 (a, b, c, d and e).	9, 80, 165-186
Information about social and staff-related issues	Organisation of working time Number of hours of absenteeism; measures aimed at facilitating the enjoyment of a stable work/life balance, and fostering the joint responsibility of both parents.	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).	80, 177-179
	Health and safety Health and safety conditions in the workplace; workplace accidents, in particular their frequency and seriousness, as well as professional illnesses, broken down 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, indices of seriousness and frequency are not considered material, and other more relevant equivalents are included)	177, 178
	Social relations Organisation of social dialogue, including procedures to inform, consult and negotiate with staff; percentage of employees covered by the collective agreement per country; balance of collective agreements, particularly in the field of health and safety in the workplace.	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).	76-78, 87, 165-186
	Training Policies implemented in the field of training; total amount of hours of training by professional category.	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)	81, 82, 183-185
	Universal accessibility for people with disabilities.	103-2 (a, b and c) and FS14	88, 89
	Equality Measures adopted to promote equality of treatment and opportunities between women and men; equality plans (Chapter III of Organic Act 3/2007, of 22 March, for the effective quality of women and men), measures adopted to promote employment, protocols against sexual and gender harassment, the integration and universal accessibility of people with disabilities; policy against all types of discrimination and, if applicable, 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 406-1 (a and b)	55, 146, 170-176



	Aspects requested	Equivalence with GRI Standards/Reporting criteria	Pages
Information about respect for human rights	Application of due diligence procedures with regard to human rights; prevention of risks that might infringe human rights, and any measures implemented to mitigate, manage, and repair possible abuses committed; reports of infringements of human rights; promotion and fulfilment of provisions from the fundamental agreements of the International Labour Organization related with respect for the freedom of association and the right to collective bargaining; the elimination of discrimination in employment and occupation; the elimination of forced or compulsory labour; the effective abolition of child labour.	02-8 (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).	76-78, 87, 89-96
Information about the fight against corruption and bribery	Measures adopted to prevent corruption and bribery; measures to fight money laundering, 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).	59, 147
Other relevant information about society	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 in the territory; relationships maintained with actors from local communities, and modes of dialogue 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, 31, 65, 87-96, 119, 126
	Subcontracting and suppliers The inclusion in the procurement policy of social, gender equality, and environmental issues, consideration in relations with suppliers and subcontractors of their social and environmental responsibility; systems of supervision and audits and 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;	50, 51, 68, 69, 76-78, 80, 97-105, 108-111
	Consumers Measures for the health and safety of consumers; complaints and 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 and b).	65, 66, 123, 147
	Fiscal information Profits obtained country by country; taxes on profits paid, and public subsidies received.	102-5 (a); 103-1 (a, b and c); 103-2 (a, b and c); 103-3 (a); 201-1 (a and b); 201-4 (a), 207-4 (a, b.vi, b.viii and c)	9, 10, 60, 64, 95, 104, 107, 185
Taxonomy	Taxonomy Eligible economic activities from an environmental perspective. Qualitative and quantitative information, and the disclosure of eligibility ratios of the consolidated asset according to the taxonomy.	EU Regulation 2020/852	117, 191-193



GRI Contents

• Basic general contents

GRI Standard	Content	Pages/omission	Scope
Profile of the organisation	GRI 101 Fundamentals, 2016	43,60,107	GCC
	102-1 Name of the organisation	9-12	
	102-2 Activities, brands, products, and services	9-11	
	102-3 Location of the premises	9-10	
	102-4 Location of operations	9-11,30,34	
	102-5 Ownership and legal form	9,10	
	102-6 Markets served	30,34,73-75	
	102-7 Size of the organisation	14,9,10	
	102-8 Information about employees and other workers	81-84,88,90-92,96,101,166-183,185,186	
	102-9 Supply chain	77,78	
	102-10 Significant changes in the organisation and its supply chain	9,10	
	102-11 Precautionary principle or approach	9,10,68	
	102-12 External initiatives	9,10,16,17,28,57,60,112	
Strategy	GRI 102 General contents, 2016	102-13 Affiliation with associations	GCC
		102-14 Declaration of senior executives responsible for decision-making	
		102-15 Main impacts, risks, and opportunities	
Ethics and integrity	GRI 102 General contents, 2016	102-16 Values, principles, standards, and rules of conduct	GCC
		102-17 Mechanisms of consultancy and ethical concerns	
Governance	GRI 102 General contents, 2016	102-18 Governance structure	GCC
		102-19 Delegation of authority	
		102-20 Executive-level responsibility for economic, environmental, and social issues	
		102-21 Consultation of stakeholders about economic, environmental, and social issues	
		102-22 Composition of the highest governing body	
		102-23 President of the highest governing body	
		102-24 Appointment and selection of the highest governing body	
		102-25 Conflict of interest	
		102-26 Function of the highest governing body in the selection of objectives, values, and strategy	
		102-27 Collective knowledge of the highest governing body	



Para el servicio de Divulgación de Materialidad (Materiality Disclosures Service), los Servicios de GRI revisaron que el índice de contenido GRI se presenta claramente and las referencias de las Divulgaciones 102-40 a 102-49 se alinean con las secciones correspondientes en el cuerpo del informe. / El servicio se realizó en la versión en español del informe.

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.



• General basic contents

GRI Standard	Content	Pages/omission	Scope
Governance	GRI 102 General contents, 2016	102-28 Performance evaluation of the highest governing body	GCC
		102-29 Identification and management of economic, environmental, and social impacts	
		102-30 Efficacy of risk management processes	
		102-31 Evaluation of economic, environmental, and social issues	
		102-32 Function of the highest governing body in sustainability reporting	
		102-33 Communication of critical concerns	
		102-34 Nature and total number of critical concerns	
		102-35 Remuneration policies	
		102-36 Process for determining remuneration	
		102-37 Stakeholder involvement in remuneration	
		102-38 Total annual compensation ratio	
		102-39 Ratio of the percentage increase of total annual compensation	
Stakeholder engagement	GRI 102 General contents, 2016	102-40 List of stakeholders	GCC
		102-41 Collective bargaining agreements	
		102-42 Identification and selection of stakeholders	
		102-43 Approach to stakeholder engagement	
		102-44 Issues and key concerns mentioned	
Reporting practices	GRI 102 General contents, 2016	102-45 Entities included in consolidated financial statements	GCC
		102-46 Definition of report contents and issue coverage	
		102-47 List of material issues	
		102-48 Restatement	
		102-48 Restatement	
		102-50 Objective reporting period	
		102-51 Date of last report	
		102-52 Reporting cycle	
		102-53 Point of contact for questions about the report	
		102-54 Reporting statement in accordance with GRI standards	
		102-55 GRI contents	
		102-56 External verification	



• Economic dimension

GRI Standard	Content	Pages/omission	Scope
Economic performance	GRI 103 Management approach, 2016	103-1 Explicación del tema material and su cobertura	GCC
		103-2 Management approach and its components	
		103-3 Evaluation of the management approach	
	GRI 201 Economic performance, 2016	201-1 Indirect economic value generated and distributed	
		201-2 Financial implications and other risks and opportunities derived from climate change	
		201-3 Obligations of the defined benefits plan and other retirement plans	
		201-4 Financial assistance received from the government	
Presence in the market	GRI 103 Management approach, 2016	103-1 Explanation of materiality and its coverage	GCC
		103-2 Management approach and its components	
		103-3 Evaluation of the management approach	
	GRI 202 Presence in the market, 2016	202-1: Ratio of the standard starting salary by gender to the minimum local salary	
		202-2: Proportion of senior executives recruited from the local community	
Indirect economic impacts	GRI 103 Management approach, 2016	103-1 Explanation of materiality and its coverage	GCC
		103-2 Management approach and its components	
		103-3 Evaluation of the management approach	
	GRI 203 Indirect economic impacts, 2016	203-1: Investments in infrastructures and services supported	
		203-2: Significant indirect economic impacts	
Procurement practices	GRI 103 Management approach, 2016	103-1 Explanation of materiality and its coverage	GCC
		103-2 Management approach and its components	
		103-3 Evaluation of the management approach	
	GRI 204 Procurement practices, 2016	204-1: Proportion of spending on local suppliers	
Anti-corruption	GRI 103 Management approach, 2016	103-1 Explanation of materiality and its coverage	GCC
		103-2 Management approach and its components	
		103-3 Evaluation of the management approach	
	GRI 205 Anti-corruption, 2016	205-1: Operations evaluated for risks related with corruption	
		205-2: Communication and training about anti-corruption policies and procedures	
		205-3: Confirmed cases of corruption and measures taken	
Unfair Competition	GRI 103 Management approach, 2016	103-1 Explanation of materiality and its coverage	GCC
		103-2 Management approach and its components	
		103-3 Evaluation of the management approach	
	GRI 206 Unfair competition, 2016	206-1: Legal actions related with unfair competition and monopolistic practices and against free competition	
Taxation	GRI 207 Taxation, 2019	207-1 Fiscal approach	GCC
		207-2 Fiscal governance, control, and risk management	
		207-3 Participation of stakeholders and management of fiscal concerns	
		207-4 Country by country reporting	



• Environmental dimension

GRI Standard	Content	Pages/omission	Scope
Materials	GRI 103 Management approach, 2016	103-1 Explanation of materiality and its coverage	GCC
		103-2 Management approach and its components	
		103-3 Evaluation of the management approach	
	GRI 301 Materials, 2016	301-1: Materials used by weight or volume.	
		301-2: Inputs recycled	
		301-3: Products reused and packaging materials	
Energy	GRI 103 Management approach, 2016	103-1 Explanation of materiality and its coverage	GCC
		103-2 Management approach and its components	
		103-3 Evaluation of the management approach	
	GRI 302 Energy, 2016	302-1: Energy consumption within the organisation	
		302-2: Energy consumption outside the organisation	
		302-3: Energy intensity	
Water	GRI 103 Management approach, 2016	302-4: Reduction of energy consumption	GCC
		302-5: Reduction of energy requirements of products and services	
	GRI 303 Water and effluents, 2018	103-1 Explanation of materiality and its coverage	
		103-2 Management approach and its components	
		103-3 Evaluation of the management approach	
Biodiversity	GRI 103 Management approach, 2016	303-1: Water extraction by source	GCC
		103-1 Explanation of materiality and its coverage	
		103-2 Management approach and its components	
	GRI 304 Biodiversity, 2016	103-3 Evaluation of the management approach	
		304-2: Significant impacts of activities, products, and services on biodiversity	
Emissions	GRI 103 Management approach, 2016	103-1 Explanation of materiality and its coverage	GCC
		103-2 Management approach and its components	
		103-3 Evaluation of the management approach	
	GRI 305 Emissions, 2016	305-1: Direct GHG emissions (scope 1)	
		305-2: Indirect GHG emissions when generating energy (scope 2)	
		305-3: Other indirect GHG emissions (scope 3)	
Effluents and waste	GRI 103 Management approach, 2016	305-4: Intensity of GHG emissions	GCC
		305-5: Reduction of GHG emissions	
	GRI 306 Waste, 2020	103-1 Explanation of materiality and its coverage	
		103-2 Management approach and its components	
		103-3 Evaluation of the management approach	
		306-2: Waste by type and method of elimination	



• Environmental dimension

GRI Standard	Content	Pages/omission	Scope
Environmental Compliance	GRI 103 Management approach, 2016	103-1 Explanation of materiality and its coverage	GCC
		103-2 Management approach and its components	
		103-3 Evaluation of the management approach	
GRI 307 Environmental compliance, 2016	307-1: Non-compliance with environmental legislation and regulations	103	
Environmental evaluation of suppliers	GRI 103 Management approach, 2016	103-1 Explanation of materiality and its coverage	GCC
		103-2 Management approach and its components	
		103-3 Evaluation of the management approach	
	GRI 308 Environmental evaluation of suppliers, 2016	308-1: New suppliers who have passed the evaluation and selection criteria in accordance with environmental criteria	
		308-2: Negative environmental impact on the supply chain and measures taken	

• Social dimension

Employment	GRI 103 Management approach, 2016	103-1 Explanation of materiality and its coverage	84	GCC
		103-2 Management approach and its components	84	
		103-3 Evaluation of the management approach	84	
	GRI 401 Employment, 2016	401-1: New recruits and staff rotation	170-172	
		401-2: Benefits for full-time employees not given to part-time or temporary employees	84,179	
		401-3: Parental leave	84, 179	
Employer-employee relations	GRI 103 Management approach, 2016	103-1 Explanation of materiality and its coverage	76-78, 186	GCC
		103-2 Management approach and its components	76-78, 186	
		103-3 Evaluation of the management approach	76-78, 186	
	GRI 402 Employer-employee relations, 2016	402-1: Minimum notice periods for operational changes	76-78, 186	
Health and safety in the workplace	GRI 103 Management approach, 2016	103-1 Explanation of materiality and its coverage	86,177,178	GCC
		103-2 Management approach and its components	86,177,178	
		103-3 Evaluation of the management approach	85-87, 185	
	GRI 403 Health and safety in the workplace, 2018	403-1 Management system for health and safety in the workplace	85-87	
		403-2 Identification of hazards, risk assessment, and accident investigation	85,87	
		403-3 Health services in the workplace	85-87	
		403-4 Participation of workers, consultations, and communication about health and safety in the workplace	85-87,177, 186	
		403-5 Employee training about health and safety in the workplace	85,87, 186, 187	
		403-6 Promoting employee health	85, 87, 177,185	



• Social dimension

GRI Standard			Content	Pages/omisión	Scope
Health and safety in the workplace	GRI 403	Health and safety in the workplace, 2018	403-7 Prevention and mitigation of impacts on the health and safety of workers directly linked to commercial relations	85,87	GCC
			403-8 Coverage of the management system for health and safety in the workplace	85, 87,186	
			403-9 Injury through work accidents	87,177,178	
			403-10 Work-related illnesses and diseases	178	
Training and teaching	GRI 103	Management approach, 2016	103-1 Explanation of materiality and its coverage	81,82	GCC
			103-2 Management approach and its components	81,82	
			103-3 Evaluation of the management approach	183,184	
	GRI 404	Training and teaching, 2016	404-1: Average hours of training per year per employee	183-185	
			404-2: Programmes to improve employee skills and programmes to aid the transition	183,184	
			404-3: Percentage of employees who receive periodic performance and professional development appraisals	81,82	
Diversity of and equality of opportunities	GRI 103	Management approach, 2016	103-1 Explanation of materiality and its coverage	83,84	GCC
			103-2 Management approach and its components	83,84	
			103-3 Evaluation of the management approach	83,84	
	GRI 405	Diversity and equality of opportunities, 2016	405-1: Diversity in governing bodies and employees	55,176,180	
			405-2: Ratio of base salary and the remuneration of women compared to men	176, 180	
Non discrimination	GRI 103	Management approach, 2016	103-1 Explanation of materiality and its coverage	83,84	GCC
			103-2 Management approach and its components	83,84	
			103-3 Evaluation of the management approach	83-85	
	GRI 406	No discriminación, 2016	406-1: Cases of discrimination and corrective measures taken	No incidents of this kind were registered in 2021	
Freedom of association and collective bargaining	GRI 103	Management approach, 2016	103-1 Explanation of materiality and its coverage	186	GCC
			103-2 Management approach and its components	186	
			103-3 Evaluation of the management approach	186	
	GRI 407	Freedom of association and collective bargaining, 2016	407-1: operations and suppliers whose right to the freedom of association and collective bargaining could be at risk	186	
Evaluation of human rights	GRI 103	Management approach, 2016	103-1 Explanation of materiality and its coverage	76-78	GCC
			103-2 Management approach and its components	76-78	
			103-3 Evaluation of the management approach	76-78	
	GRI412	Evaluación de derechos humanos, 2016	412-1: Operations subjected to impact reviews or evaluations about impact on human rights	104	
			412-2: Employee training in human rights policies and procedures	183,184	
			412-3: Significant investment agreements and contracts with clauses about human rights or subject to human rights evaluation	76-78	



• Social dimension

GRI Standard	Content	Pages/omission	Scope
Local communities	GRI 103 Management approach, 2016	103-1 Explanation of materiality and its coverage	GCC
		103-2 Management approach and its components	
		103-3 Evaluation of the management approach	
	GRI 413 Local communities, 2016	413-1: Operations involving the local community, Evaluation of impact and development programmes	
		413-2: Operations with significant negative impacts -real and potential- on local communities	
Social Evaluation of suppliers	GRI 103 Management approach, 2016	103-1 Explanation of materiality and its coverage	GCC
		103-2 Management approach and its components	
		103-3 Evaluation of the management approach	
	GRI 414 Social evaluation of suppliers, 2016	414-1: New suppliers that have passed selection filters in accordance with social criteria	
		414-2: Negative social impacts on the supply chain and measures taken	
Public politics	GRI 103 Management approach, 2016	103-1 Explanation of materiality and its coverage	GCC
		103-2 Management approach and its components	
		103-3 Evaluation of the management approach	
	GRI 415 Public politics, 2016	415-1: Contributions to political parties and/or representatives	
Health and safety of customers	GRI 103 Management approach, 2016	103-1 Explanation of materiality and its coverage	GCC
		103-2 Management approach and its components	
		103-3 Evaluation of the management approach	
	GRI 416 Health and safety of customers, 2016	416-1: Evaluation of impacts on the health and safety of product and service categories	
		416-2: Non-compliance relative to impacts on the health and safety of product and service categories	
Marketing and labelling	GRI 103 Management approach, 2016	103-1 Explanation of materiality and its coverage	GCC
		103-2 Management approach and its components	
		103-3 Evaluation of the management approach	
	GRI 417 Marketing and labelling, 2016	417-1: Information requirements and labelling of products and services	
		417-2: Cases of non-compliance related with information and the labelling of products and services	
		417-3: Cases of non-compliance related with marketing communications	



• Social dimension

GRI Standard	Content	Pages/omission	Scope
Customer Privacy	GRI 103 Management approach, 2016	103-1 Explanation of materiality and its coverage 103-2 Management approach and its components 103-3 Evaluation of the management approach	GCC
	GRI 418 Customer privacy, 2016	418-1: Substantiated claims related to customer privacy infringements and loss of customer data	
		In 2021, two administrative appeals against two decisions of the Spanish Data Protection Agency from previous years were rejected, leading to two fines being imposed on GCC, for the amounts of €60,000, and €5,000 , respectively, 148	
Socio-economic compliance	GRI 103 Management approach, 2016	103-1 Explanation of materiality and its coverage 103-2 Management approach and its components 103-3 Evaluation of the management approach	GCC
	GRI 419 Socio-economic compliance, 2016	419-1: Non-compliance with laws and regulations in social and economic spheres	
		In 2021, a proposed fine was received from the Regional Government of the Balearic Islands for €28,500 for the introduction of abusive clauses in mortgage loan agreements and for not dealing with customer claims to modify the interest rate and the repayment of amounts claimed, 72,124,148	



• Specific contents of the financial sector

GRI Standard		Content	Pages/omisión	Scope
Impact of products and services	FS1	Policies with specific environmental and social aspects applied to lines of business	50,51,69,76-78,80,97,105,106,108,109,110,111,189-193	GCC
	FS2	Procedures for the evaluation and control of social and environmental risks in lines of business	28,37-48,61,64,105,106, 112-118, 162,163,187-193	GCC
	FS3	Processes to monitor the implementation of social and environmental requirements included in contracts or transactions by customers	39-48,61,105,106,108-11,188-193	GCC
	FS4	Processes to improve the competency of employees to implement environmental and social policies and procedures applied to lines of business	88,105,106,108-111	GCC
	FS5	Interactions with customers/holdings/business partners in relation with environmental and social risks and opportunities	25-28,30,65-68,71,72,96,119-124,126	GCC
	FS6	Percentage of the portfolio for the lines of business	31,62,63,125	GCC
	FS7	Monetary values of the products and services designed to provide a specific social benefit for each line of business broken down by purpose	79,95,121	GCC
	FS8	Monetary value of the products and services designed to provide a specific environmental benefit for each line of business broken down by purpose	79,95,104	GCC
Audits	FS9	Coverage and frequency of audits to evaluate the implementation of environmental and social policies and risk assessment procedures	ver nota (a)	GCC
Active ownership	FS10	Percentage and number of companies within the entity's portfolio with which the organisation has interacted in environmental and social issues	115-117	GCC
	FS11	Percentage of assets subject to environmental and social controls both positive and negative	115-117	GCC
	FS12	Voting policies on environmental or social issues in holdings in relation to which the organisation has voting rights or recommendations	106, see note (b)	GCC
Local communities	FS13	Access to financial services in depopulated/unfavoured areas by type of access	31,89	GCC
	FS14	Initiatives to improve access for people with disabilities or impairments	65,69-72, 88,89	GCC
Labelling of products and services	FS15	Fair marketing policies for financial products and services	65,71,72	GCC
	FS16	Initiatives to expand financial culture, broken down by types of beneficiaries	65,89-92,96,119	GCC

(a) Not currently available- Grupo Cooperativo Cajamar is working to identify social and environmental risks, as well as on the development of actions aimed at the implementation of audits to evaluate such risks. The Group will put procedures in place in the medium term to facilitate information.

(b) In relation to Grupo Cooperativo Cajamar's voting intention with regard to environmental issues, all decisions made, both internally and in affiliated entities and holdings, will follow the guidelines set out in the Group's environmental policy.

This report has been drawn up in accordance with the Exhaustive option of the GRI Standards.



Global Compact and GRI

Banco de Crédito Cooperativo, as the parent company of Grupo Cooperativo Cajamar, signed up to the United Nations Global Compact in 2006 and is committed to progressively implementing ethics, social responsibility, and sustainability principles, as well as to reporting annually 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 pertaining to 2018.

















• Aspects included in the integrated report, in accordance with the IRC contents requirements

	Management approach	Equivalents in GRI Standards
Human rights	Principle 1 – Businesses 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 – Human rights abuses Businesses should make sure that they are not complicit in human rights abuses	406-1, 407-1, 408-1, 409-1
Labour	Principle 3 – Businesses 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 and compulsory labour Businesses should uphold the elimination of all forms of forced and compulsory labour	409-1
	Principle 5 – Abolition of child labour Businesses should uphold the effective abolition of child labour	408-1
	Principle 6 – Discrimination in employment Businesses should support the elimination of discrimination in respect of employment and occupation.	102-8, 406-1, 414-1, 414-2
Environment	Principle 7 – Businesses and the environment Businesses should support a precautionary approach to environmental challenges	301-1, 301-3, from 302-1 to 302-5, 303-1, from 304-1 to 304-2, from 305-1 to 305-5, from 306-1 to 306-2, 307-1, 308-1, 308-2
	Principle 8 – Environmental initiatives Businesses should undertake initiatives to promote greater environmental responsibility	301-1, 301-3, from 302-1 to 302-5, 303-1, from 304-1 to 304-2, from 305-1 to 305-5, from 306-1 to 306-2, 307-1, 308-1, 308-2
	Principle 9 – Diffusion of environmentally friendly technologies Businesses should encourage the development and diffusion of environmentally friendly technologies	301-1, 301-3, from 302-1 to 302-5, 303-1, from 304-1 to 304-2, from 305-1 to 305-5, from 306-1 to 306-2, 307-1, 308-1, 308-2
Anti-corruption	Principle 10 – Businesses and corruption, extortion and bribery Businesses should work against corruption in all its forms, including extortion and bribery	From 205-1 to 205-3, 415-1



Sustainable Development Goals and GRI

• Goals and correspondence with the GRI

Goals	Correspondence with the GRI	Goals	Correspondence with the GRI	Goals	Correspondence with the GRI
	202-1, 203-2, FS3, FS6, FS7, 413-1		201-1, 203-1, 302-1, 302-2, 302-3, 302-4, 302-5		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
	201-1, 203-1, 203-2, 413-1		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		305-1, 305-2, 305-3, 305-4, 305-5
	203-2, 305-1, 305-2, 305-3, 305-6, 305-7, 306-1, 306-2, 306-3, 306-4, 403-2, 404-1		201-1, 203-1, FS7, FS8		305-1, 305-2, 305-3, 305-4, 305-5
	102-27, 403-3, 404-1		203-2, FS1, FS2, FS3, FS4, FS5, FS7, FS10, FS11, FS15, FS16		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, 401-1, 414-1, 414-2, 415-1, 416-2, 417-2, 417-3, 418-1, 419-1
	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		203-1, 301-2, 301-3, 302-4, 304-3, 305-5, 306-1, 308-1, 413-1, 414-1, FS7, FS8, FS11, FS13		102-12, 102-13, 102-14, 102-41, 203-2
	303-1, 306-2, 307-1		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, FS7, FS8, FS10, FS11, FS13		





Annexes

[Annex I: Contents of the report on the UNEP Principles for Responsible Banking](#)

[Annex II: Grupo Cooperativo Cajamar TCFD Report](#)

[Annex III: Staff profile](#)

[Annex IV: Staff training](#)

[Annex V: Trade Union Relations](#)

[Annex VI: Risks and opportunities derived from climate change](#)

[Annex VII: Methodology for calculating the RAF sustainable indicators](#)

[Annex VIII: Method for calculating emissions derived from Grupo Cooperativo Cajamar's loans and investment portfolio](#)

[Annex IX: Qualitative information pursuant to art. 8 of the EU's Taxonomy Regulation](#)

[Annex X: Glossary of terms](#)

Sustainability
Report
2021



Annex I > Contents of the Report on the UNEP FI Principles for Responsible Banking

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

Requirements for reporting and self-evaluation	High-level summary of the bank's response	Reference(s) / Link(s) to the bank's response / Relevant information
<p>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>	<p>Grupo Cooperativo Cajamar is characterised by its cooperative nature, which facilitates its commitment to the surrounding environment. Its presence ensures that a model of banking by and for people is available to the communities where it is present, concerned to provide close financial assistance to its members and customers.</p> <p>The Group's scope of action is national, present in 45 of Spain's 52 provinces, and its 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>The agri sector is part of its origin and essence, representing a strategic priority for the Group. Its leadership position demonstrates the industry's confidence in, and recognition of, a business model focused on meeting the needs of our members, helping to increase industry productivity and supporting it in the ecological transition.</p> <p>Among the identifying features of its business model is the close relationship it develops with members and customers and its determined commitment to innovation and knowledge transfer. All of this provides the opportunity to improve the competitiveness and profitability of its members and customers by offering more efficient financial assistance, designing the most suitable products for them, as well as reducing risks.</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 connectedness of territories.</p> <p>The Group accounts for a significant percentage of the total financing provided to the agri sector in relation to the total financing granted by financial institutions. In particular, the percentages represented by the Group's financing of productive activities are as follows: Agricultural 19.39 %, Industry 18.28 %, Construction 7.34 %, Services 54.98 %</p>	<p>See the following sections of our Sustainability Report 2021:</p> <ul style="list-style-type: none"> ☑ Group's Perimeter (page 4) ☑ Milestones and key figures (page 8) ☑ Promotion of economic development and social progress (pages 72-75)
<p>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>	<p>For years now, because of its activity, its vocation and its character as a cooperative institution and part of the social economy, Grupo Cooperativo Cajamar has been working in collaboration with its stakeholders to integrate and align the Sustainable Development Goals into its strategy, defining its business model. The Group periodically develops a materiality map to identify SDGs that have the greatest impact and relevance to its business model.</p> <p>The Materiality Map evaluates the Group's 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 2021 report (<i>SDG Index and Dashboards</i>).</p> <p>7 SDGs have been identified in relation to which the Group has the greatest impact: SDG 1 (end poverty), SDG 2 (zero hunger), SDG 7 (affordable and clean energy), SDG 8 (decent work and economic growth), SDG 9 (industry, innovation, and infrastructure), SDG 12 (responsible production and consumption), SDG 13 (climate action) and a further nine SDGs, to which the Group also contributes through its activities: SDG 3 (health and welfare), SDG 4 (quality education), SDG 5 (gender equality), SDG 6 (clean water and sanitation), SDG 10 (reducing inequalities), SDG 11 (Sustainable cities and communities), SDG 15 (Life of terrestrial ecosystems), SDG 16 (Peace, justice and strong institutions), SDG 17 (Partnerships for the goals).</p>	<p>See the following sections of our Sustainability Report 2021:</p> <ul style="list-style-type: none"> ☑ Contribution to the Sustainable Development Goals (pages 93-96) ☑ Support for innovation and research (pages 121-126)



Reporting and self-evaluation requirements	High-level summary of the bank's response	Reference(s) / Links to the bank's response / Relevant information
	<p>At the same, the Group has aligned its Sustainable Bond Framework with the Sustainable Development Goals. This framework has been certified by an independent external auditor, having obtained the highest score in its second party opinion (SPO) report; additionally certifying its contribution to 8 SDGs detailed below: SDG 1 (end poverty; specifically goals 1.2, 1.4), SDG 2 (zero hunger; 2.3, 2.4), SDG 7 (affordable and clean energy; 7.2, 7.3), SDG 8 (decent work and economic growth; 8.3), SDG 9 (industry, innovation and infrastructure; 9.3), SDG 12 (responsible production and consumption; 12.2), SDG 13 (climate action) and SDG 15 (life of terrestrial ecosystems; 15.1).</p> <p>The projects developed by the Experimental Centres for sustainable development are also important in this regard. In particular, innovation projects carried out in 2021 have had a direct impact on 8 of the 17 SDGs. We should highlight projects that have had a positive impact on SDG 2, specifically goal 2.4 (ensuring the sustainability of food production systems and implementing resilient agricultural practices) and projects that align with SDG 8, especially linked to modernisation and innovation as a means of increasing productivity. We should also highlight our commitment to projects aimed at efficient water consumption (SDG 6).</p> <p>In addition, the Group is continuing to analyse its impact on the most significant areas identified based on the tool designed for signatories to the UNEP FI Principles for Responsible Banking that complements the SDG materiality analysis carried out, which will allow us to identify new objectives and complement them with projects that are currently being developed such as the Group's adherence to the <i>Science Based Targets initiative</i>.</p>	

Principle 2: Impact and target 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: Show 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 in 1.1. 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</p>	<p>Every year, Grupo Cooperativo Cajamar conducts a materiality analysis to identify all the economic, social, and environmental aspects that are a priority for its business and stakeholders to align the organisation's strategy and practices with the main expectations and concerns of the stakeholders consulted. The phases of drawing up the materiality analysis are the selection of stakeholders, the identification of expectations based on different sources of information, as well as the validation and prioritisation of material issues through internal and external consultations in order to prioritise the relevance of the Group's business.</p> <p>In 2021, this materiality analysis identified 18 material issues that span the economic, social, and environmental performance of the Group and are integrated into the Strategic Plan defined. The Plan integrates Sustainability throughout and has an associated Sustainable Finance Plan; all of which enables the sustainable development agenda to be promoted.</p> <p>Through its Sustainable Finance Plan, the Group has laid the foundation for its contribution to the decarbonisation of the economy (2021-2050) through four main pillars: governance, strategy, metrics, and disclosure.</p> <p>One of the material issues identified is the Group's contribution to the Sustainable Development Goals. To this end, it produces a materiality map identifying those SDGs on which the Group has the greatest potential impact based on its own characteristics and those in which there is the greatest need for development, considering its own scope of action. In particular the Group:</p> <ul style="list-style-type: none"> - Measures the impact of SDGs identified as priorities related to its own financial activity. - Evaluates the impact of its social action and volunteer programme, deeply rooted among its employees. - Evaluates the impact of its contribution through its innovation and research activity, focusing on the agri-food sector. 	<p>See the following sections of our Sustainability Report 2021::</p> <ul style="list-style-type: none"> ☑Strategy (page 22-25) ☑Sustainable Finance Plan (pages 26-27) ☑Contribution to the Sustainable Development Goals (pages 93-96) ☑Risks and opportunities derived from climate change (pages 112-117) ☑Support for innovation and research (pages 121-126) ☑Social Action and Volunteering (pages 90-92) ☑Sectoral framework policy (pages 45-46)
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Reporting and self-evaluation requirements	High-level summary of the bank's response	Reference(s) / Links to the bank's response / Relevant information
<p>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>e) 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>Grupo Cooperativo Cajamar has a strong commitment to one of the most cross-cutting sectors in the area of the Sustainable Development Goals (agriculture) and thus actively contributes to the development of the sector. The projects developed in the Experimental Centres that promote and foster sustainable development, mitigating the effects of climate change, help to facilitate the fulfilment of the environmental objectives described in the EU Taxonomy. To this end, the Group conducts an analysis of its projects, seeking to identify how they impact and align with the Group's priorities.</p> <p>With regard to climate change and as the Group's response to achieve net zero emissions by 2050, it has defined a sectoral policy framework, which aims to support strategic sectors for the Group and achieve climate neutrality. This policy aligns the Group's sustainable development strategy and its decarbonisation commitments. Another important element is the development of metrics associated with climate change that allow the Group to manage risks in the decarbonisation of the economy and ecological transition.</p> <p>In addition, through the impact analysis tool, the Group has identified areas where it has the greatest positive and negative impacts, and which will be linked to the material issues identified.</p>	

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

The Group carried out its materiality analysis, encompassing the economic, social and environmental performance of the Group and facilitating the alignment of the organisation's strategy and practices. The Group's Strategic Plan is associated with a Finance Plan, which will promote the sustainable development agenda over the coming years and contribute to the decarbonisation process. In addition, the Group has made progress in identifying areas that have the greatest positive and negative impact to complement the analysis carried out.



Reporting and self-evaluation requirements	High-level summary of the bank's response	Reference(s) / Links to the bank's response / Relevant information
<p>2.2 Target Setting: 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 targets set.</p>	<p>In 2021, the Group implemented a Sustainable Finance Plan and has a roadmap for decarbonisation. Its main objective is to reduce CO₂ emissions in the atmosphere down to net zero emissions by 2050. A sign of this commitment is the Group's adherence to the Science Based Targets initiative.</p> <p>Specifically, the Group has pledged to establish science-based targets to reduce its emissions, in accordance with the 1.5 °C emissions scenario; to establish long-term science-based targets for achieving net zero greenhouse gas emissions by 2050 as well as a set of intermediate targets in all relevant areas and in line with the criteria and recommendations of the Science Based Targets initiative. As a result of the Group's adherence to this initiative, targets will be set for the reduction of scope 1 and 2 emissions as well as targets for the reduction of emissions pertaining to its loans and investment portfolio.</p> <p>In addition, to facilitate the process of achieving net zero emissions by 2050, the Group has set a number of environmental and social objectives as a consequence of its framework policy for climate neutrality. The key task of this policy is to lay the foundations for shaping the Group's strategy for the decarbonisation of its credit portfolio, allowing it to minimise risks and maximise the opportunities presented by the ecological transition. The most direct objectives are related to climate change mitigation and the process of adapting to climate change.</p> <p>In particular, in relation to environmental objectives, the Group, within the limits of its business strategy and Risk Appetite Framework (RAF), will actively promote investment projects aligned with any of the environmental objectives set out in the EU Taxonomy Regulation; as well as social objectives where Grupo Cooperativo Cajamar, within the limits of its business strategy and Risk Appetite Framework (RAF), will actively promote investment projects that generate a positive social impact compatible with environmental objectives.</p> <p>Furthermore, and as a result of the Eco-Efficiency Plan 2021-2023, a number of environmental indicators have been defined, on which targets have been proposed for the next 3 years related to reducing the Group's carbon footprint, as well as reducing internal energy consumption for this purpose, and a series of environmental efficiency measures have been defined that have a direct relationship to its performance.</p> <p>Furthermore, the Group has continued to make progress in identifying performance indicators recorded in its Sustainability Scorecard. Its purpose is to be able to monitor and set targets in relation to them. The scorecard also includes indicators measuring the Group's cooperative performance that seek to reflect the essence of its cooperative nature and vocation for the social economy.</p> <p>The Sustainability Scorecard, as well as the cooperative performance indicators, are reported to the Board of Directors either directly or through the Delegated Strategy and Sustainability Committee.</p> <p>In parallel, and as a result of the analysis of the portfolio carried out and in the identification of the significant impact areas for the Group, additional reduction targets will be established, to contribute to the achievement of the Group's goal of ensuring climate neutrality by 2050.</p>	<p>See the following sections of our Sustainability Report 2021:</p> <ul style="list-style-type: none"> ☑ Sustainable Finance Plan (pages 26-27) ☑ Commitment to the Science-Based Targets initiative (page 28) ☑ Sectoral framework policy (pages 45-46) ☑ Metrics associated with climate change (page 48) ☑ Environmental performance (pages 97-103) ☑ Indicators of cooperative performance (page 30)

Please provide your bank's conclusion/statement if it has fulfilled the requirements regarding Setting Targets.

The public commitment established by the Group in 2021 is to reduce its emissions by 2030 and achieve climate neutrality by 2050. Therefore, it is working on the basis of the actions detailed in the Sustainable Finance Plan as a roadmap for decarbonisation, as well as in the areas of significant impact identified by the Portfolio Analysis Tool for Banks developed by UNEP FI.

Reporting and self-evaluation requirements	High-level summary of the bank's response	Reference(s) / Links to the bank's 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>The targets for reducing emissions by 2030 and achieving climate neutrality by 2050 will be incorporated into the Sustainability Scorecard. In addition, the actions required to achieve these commitments have been integrated into the Sustainable Finance Plan developed over the past financial year.</p> <p>The actions and areas of significant impact will be monitored using indicators associated with the indicated objectives. All of this will be monitored by the Sustainable Finance Department, and the Group's most senior Sustainability Committee (first level committee) will be kept regularly informed. Once established, they will be included in the Sustainability Agenda of the Board of Directors for follow-up along with the other indicators identified in the Sustainability Scorecard.</p>	<p>See the following sections of our Sustainability Report 2021:</p> <p>☞ Integration of the Report into Governance (page 54)</p> <p>☞ Science-based targets (page 28)</p> <p>☞ Sustainable Finance (page 104)</p>

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

The actions detailed in the Group's Sustainable Finance Plan, the areas of impact identified in the current financial year, the Group's sectoral policy as well as its adherence to the Science Based Targets initiative will help to advance the commitments established. In the next self-assessment report, the Group will report on the progress made towards the targets set as a result of its public pledge to achieve net zero emissions by 2050. To monitor progress over the year, SMART targets will be established, milestones and indicators will be developed to help achieve them, and a monitoring system for the indicators defined will be established, reporting compliance levels to the Group's Management Bodies.

<p>2.4 Progress on Implementing Targets 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) toward</p>	<p>The targets we had defined and reported in the previous year refer to environmental efficiency for the period 2021-2023 set out in the Group's Eco-Efficiency Plan. Performance during the year was satisfactory as in the previous year and in line with the objectives set for the upcoming years.</p> <p>The Group identified 3 targets related to its carbon footprint and 5 indicators established to achieve those targets.</p> <ul style="list-style-type: none"> - The Group has achieved its carbon neutral target by offsetting 100% of its emissions, but it has not been possible to reduce the % emissions set out in the plan itself. The reason for this is that in 2021 the calculation of Scope 3 has been extended, in particular the calculation of emissions in the Group's loan and investment portfolio. - On the basis of the target set for reducing employee travel and commuting, the reduction target has been reached, but the percentage established for increasing the number of hybrid vehicles (Group's leased vehicles) has not been reached. - As in previous years, the target of consuming 100% renewable energy has been achieved. - In relation to the target regarding internal energy consumption, the proposed reduction target has been achieved without achieving the target set. 	<p>See the following sections of our Sustainability Report 2021:</p> <p>☞ Commitment to the environment (pages 97-103)</p> <p>☞ Science-based targets (page 28)</p>
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Reporting and self-evaluation requirements	High-level summary of the bank's response	Reference(s) / Links to the bank's response / Relevant information
the achievement of each of the objectives set and the impact it of its progress. (When feasible and appropriate, banks should include quantitative disclosures).	In 2022, the Group is working on setting new, more ambitious decarbonisation targets in the short and long term for the purpose of achieving net zero emissions by 2050 by focusing on setting targets to reduce emissions derived from the Group's loan and investment portfolio.	

Please provide your bank's conclusion/statement if it has fulfilled the requirements regarding progress in the implementation of targets.

In 2021, the Group made progress towards achieving the targets set and has defined an ambitious target of achieving net zero emissions by 2050. Therefore, it is continuing to work on the establishment of short- and long-term decarbonisation targets.

**Principle 3: Customers
(of goods and services)**

We will work responsibly with our customers to encourage sustainable practices and enable economic activities that create shared prosperity for current and future generations.

<p>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>	<p>Grupo Cooperativo Cajamar currently has 3.5 million customers, and its mission is to contribute financial solutions to the economic development and social progress of its members, customers, and the context in which the Group operates, through a unique strategy based on the principles of cooperation, the social economy, and sustainable development.</p> <p>To articulate the whole set of ethical-social values, principles and norms that govern the Group's conduct in each of its fields of action, it has an Ethical Management System that represents the most complete expression the Group's corporate culture.</p> <p>The Ethical Management System is the framework of action for the development and implementation of a whole 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. Furthermore, we should also highlight the Group's Code of Conduct, which guides employees, executive agents, and the Group's management bodies in their daily tasks, and its sustainability policy, which sets out the purposes that govern Sustainability in the Group.</p> <p>One of the explicit purposes of the Sustainability Policy is to promote inclusive finance and financial education, so the Group promotes accessibility and financial inclusion among its members and customers in particular, designing a Financial Education programme in accordance with ethical criteria of responsibility, in line with the Agenda 2030 and with direct links to and impacts on the SDGs. Also of note is the Corporate Volunteering programme that has generated a direct impact on the different SDGs since it was established in 2015.</p> <p>Finally, we should mention the different practices, policies and tools that have been incorporated into the lending process aimed at aligning the entity's strategy with the decarbonisation target (achieving net zero emissions by 2050). In particular, the inclusion of climate change indicators in the RAF, the adoption of the sectoral policy framework, undesirable links, which act as a previous filter in the concession process and which serve to exclude companies or projects that are considered controversial for the ecological transition, in addition to other exclusions of an ethical nature or associated with undesirable financial practices; the internal analysis of the portfolio, to measure the degree of carbonisation; incorporation of the assessment of physical and transition risks to which assets serving as collateral are subject in financed operations in the portfolio as well as the assessment of all borrowers according to climate change metrics.</p>	<p>See the following sections of our Sustainability Report 2021:</p> <ul style="list-style-type: none"> ☑ Customer experience and responsible marketing (pages 65-67) ☑ Our corporate culture (pages 14-15) ☑ Accessibility and financial inclusion (pages 88-89) ☑ Corporate volunteering (page 91) ☑ Financial education (page 92)
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Reporting and self-evaluation requirements	High-level summary of the bank's response	Reference(s) / Links to the bank's response / Relevant information
<p>3.2 Describe how your bank has worked with and/or is planning to work with its clients 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>	<p>In 2021, the Group's strategic plan was finalised, and the outcome of the Plan was very satisfactory, successfully achieving the main objectives set. In addition, in the Group's new Strategic Plan for the next three-year period, there is an underlying series of structural actions, including the move to offer value-added, customer-focused banking, supporting their preferential growth through digital channels.</p> <p>Currently, the Group has more than 1.4 million members, contributing 76.3 % of the total volume managed, who, in their dual status as members/customers, allow the Group to strengthen its commitment to its surroundings and promote sustainable economic practices and activities.</p> <p>The generation of shared value, as well as financial inclusion, are values inherent to cooperativism, so from the outset the Group has been a very close entity, committed to the territory as one of its defining features.</p> <p>To guarantee this commitment, the Group maintains its strong ties to the rural world by bringing financial services closer to groups that are most vulnerable to financial exclusion, ensuring that those with difficulties in accessing finance, products and banking services find solutions to their problems, regardless of their socio-economic status or where they live.</p> <p>In addition, the Group remains committed to supporting groups with greater exposure to financial exclusion, protecting them through regulatory compliance and analysing in an individual way the personal situation of each customer.</p> <p>At the same time, the Financial Education programme, "Finance that Allows You to Grow", has been adapted to offer Financial Education sessions to young people between 13 and 15 years of age at risk of social exclusion.</p> <p>We should also mention other services offered by the Group such as "Banking at Home", an initiative developed for older people to access cash without leaving home through a home banking service. In addition, as a result of the measures implemented during the pandemic, the Group has continued to maintain a volunteer programme aimed at people over 70 years of age, offering them contact and company over the telephone.</p> <p>Other highlights include the package of measures put together for customers in La Palma affected by the volcanic eruption, with a view to making a contribution to the territory; providing liquidity to companies in their local environment in response to the pandemic situation; as well as providing more efficient financial assistance through specific products that address ESG criteria.</p> <p>In 2021, research projects continued to be developed through the Group's Experimental Centres, which are leading references in intensive agriculture, helping to improve the productivity and efficiency of its customers, promoting and nurturing sustainable development, and mitigating the effects of climate change.</p> <p>Finally, the Group's Ecorating tool provides greater knowledge of customers' exposure to environmental regulation risk, and consequently allows it to focus on providing appropriate risk management for customers that might also present a weaker financial position. Furthermore, Grupo Cooperativo Cajamar has defined various metrics that will allow it to manage risk in the decarbonisation of the economy and the ecological transition.</p>	<p>See the following sections of our Sustainability Report 2021:</p> <ul style="list-style-type: none"> 🔗 Business model (pages 30-36) 🔗 Accessibility and financial inclusion (pages 88-89) 🔗 Sustainable Finance (pages 104-105) 🔗 Support for innovation and research (pages 121-126) 🔗 Metrics associated with climate change (page 48) 🔗 Social, cultural action, and volunteering (pages 90-92)

Principle 4: Stakeholders

We will proactively and responsibly consult, engage and partner with relevant stakeholders to achieve society's goals.



Reporting and self-evaluation requirements	High-level summary of the bank's response	Reference(s) / Links to the bank's response / Relevant information
<p>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>	<p>In 2021, the Group once again carried out a materiality analysis to identify the economic, social and environmental aspects that are priorities for its business and stakeholders, taking into account the main expectations and concerns of the stakeholders consulted. This analysis has allowed the Group to integrate material issues into its strategy.</p> <p>The Group has made a commitment to one of the most cross-cutting sectors in the SDGs, agriculture, which is why the Group is actively contributing to the sustainable development of the agri-food sector. In 2021, the Group continued to strengthen knowledge, especially in the agricultural sector, as a key agent in the ecological transition. In 2021, special webinars were also held, with 15,431 registered participants. Online courses were launched, and face-to-face events resumed, training stakeholders so they are able to achieve the targets set for 2030.</p> <p>In addition, the Group promotes innovation and technological development in the agri-food sector. One highlight is "Plataforma Tierra", a tool for the digitalisation of the sector to seek partnerships and cooperation with other organisations and agencies.</p> <p>Furthermore, multidisciplinary knowledge exchange sessions were held, such as the "Game Changers 2030" session held in 2021, focused on innovation within the scope of the Agenda 2030.</p> <p>The Group is also actively engaged, as a sign of its strong commitment to Sustainability, consolidating its working strategy with its stakeholders. This is illustrated by the Group's membership of the Spanish Business Council for Sustainable Development, its adherence to Target gender equality, allowing it to contribute to the SDGs, the United Nations Global Compact, UNEF FI, RE100, and the Science Based Targets initiative as a demonstration of the Group's ambition to contribute to sustainable development, as well as the it leadership of Forética's social impact and climate change cluster.</p> <p>The Group will continue to develop new partnerships with the aim of providing sustainable solutions and accelerating their impacts.</p>	<p>See the following sections of our Sustainability Report 2021:</p> <p>🔗 Main partnerships, affiliations, and recognitions (page 16) 🔗 Materiality analysis (pages 22-27) 🔗 Knowledge transfer (pages 119-126)</p>
<p>Principle 5: Governance and culture</p>	<p>We will implement our commitment to these Principles through effective governance and a culture of responsible banking</p>	
<p>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>	<p>The Group's Ethical Management System represents the broadest expression of its corporate culture. It is the ethical framework of action that regulates all activities based on the set of ethical-social values, principles and norms, which are consistent with each other, and which govern the Group's conduct in all areas of action.</p> <p>Over the financial year, and in line with the different governance processes previously approved since the Group signed up to the Principles for Responsible Banking, relevant governance procedures were developed, which contribute to the implementation of the Principles for Responsible Banking, in particular:</p> <ul style="list-style-type: none"> -The Sustainable Finance Plan has been launched. -An employee training plan has been developed in the field of sustainable finance 	<p>See the following sections of our Sustainability Report 2021:</p> <p>🔗 Corporate Governance (pages 50-55) 🔗 Grupo Cooperativo Cajamar's Ethical Management System</p>



Reporting and self-evaluation requirements	High-level summary of the bank's response	Reference(s) / Links to the bank's response / Relevant information
	<ul style="list-style-type: none"> - Compulsory sustainability targets have been incorporated into the incentives system for Senior Management and Executive Directors. - The vision of the Ethical Management System has been updated focusing the Group's purpose on the year 2030. <p>The Group will continue to analyse the results in the implementation of the Principles for Responsible Banking, as well as the fulfilment of the stated objectives.</p>	
<p>5.2</p> <p>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>	<p>The Group implements an Annual Training Plan that includes courses on regulatory compliance to be completed by members of the organisation; as an indication of its importance in fostering corporate culture, the Group regularly conducts courses related to its Code of Conduct and Conflicts of Interest (69.78% and 91.45% of employees received training in 2021).</p> <p>In 2021, the Group implemented its new Sustainable Finance Internal Training Plan to strengthen the presence of socio-environmental risk values and culture associated with Sustainability in the Group.</p> <p>The Group also conveys many values pertaining to its corporate culture through the "Finance that Allows You to Grow" programme [(Agenda-2030 and SDGs 1 (End Poverty), SDG 3 (Health and Welfare), SDG 4 (Quality Education), SDG 5 (Gender Equality), ODS 12 (Production and Responsible Consumption), ODS 13 (Climate Action) and ODS 17 (Partnerships to Achieve the Goals)] where volunteer employees run sessions in schools to contribute to the financial culture of young people under the premises of Responsibility, solidarity, and social and environmental commitment. In 2021, 72 volunteer employees delivered sessions to 8,936 students.</p> <p>The Group continues to maintain active internal communication among employees on issues related to finance and sustainable development. In 2021, sustainability was incorporated into the Group's corporate ambassadors programme, where employees voluntarily serve as drivers of change within the organisation.</p> <p>In 2021, mandatory sustainability targets were introduced into the definition of incentives for senior management including Executive Directors. These targets are directly linked to achieving the global objectives that include indicators of corporate governance, data security and privacy, business ethics, integration of environmental, social and corporate governance criteria, product governance and human capital, as well as the goal on maintaining the Group's carbon footprint in terms of Leadership.</p>	<p>See the following sections of our Sustainability Report 2021:</p> <ul style="list-style-type: none"> ➤ Annex IV Staff training (pages 183-185) ➤ Digital Transformation (pages 70-71) ➤ Financial education (page 92) ➤ Integration of Sustainability into Governance (page 54)
<p>5.3</p> <p>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 Sustainable Finance Department (set up during the year as part of the Sustainable Development Division) is responsible for designing the implementation plan for the Principles for Responsible Banking, promoting the actions established for implementing each of the principles, analysing the impacts generated and writing a regular progress report. This report, together with any recommendations from the implementation 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 (body responsible for supervision in the field of Sustainability) to monitor progress.</p> <p>The Group complies with applicable law in the field of corporate governance taking into consideration EBA Guidelines on Internal Governance, the Basel Committee on Banking Supervision's Principles of Corporate Governance for Banks, and the CNMV Code of Good Governance for Listed Companies. On the basis of the latter and despite the fact that the recommendations of the Code of Good Governance are not directly implemented, the Group is committed to aligning with the best governance standards, achieving 90% compliance with the recommendations set out in the Code.</p> <p>We should also highlight the Sustainable Finance Plan, approved by the Bank's Board of Directors. This Plan sets out the Sustainability objectives for the future of the Group, in response to the broad regulatory area in which a large number of regulatory bodies with international standards and recommendations are involved. It also sets out the roadmap to decarbonisation.</p>	<p>See the following sections of our Sustainability Report 2021:</p> <ul style="list-style-type: none"> ➤ Corporate Governance (pages 51-54) ➤ Strategy (pages 24-28)

Reporting and self-evaluation requirements	High-level summary of the bank's response	Reference(s) / Links to the bank's response / Relevant information
	The Group, as a sign of its commitment to follow the best standards in governance, is part of the Transparency, Good Governance, and Integration Cluster formed by Forética, facilitating knowledge sharing and the exchange of good practices, and encouraging compliance with regulatory provisions at a European level in this area.	

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

The action plan developed by the Group serves as a reference to ensure the fulfilment of the commitment made by the entity and is driven by the Sustainable Finance Department and supervised by the Sustainability Committee in order to ensure compliance with these principles.

Principle 6: Transparency and Responsibility

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.

6.1

Progress on Implementing the Principles for Responsible Banking

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).

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.

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.

Initially, a plan was defined to implement the Principles for Responsible Banking within Grupo Cooperativo Cajamar, which was ratified by the top-level Sustainability Committee. The plan provides for specific actions for each of the principles and is structured into three distinct phases in order to ensure compliance.

In 2021, the result remained satisfactory with the implementation of most of the actions envisaged in the plan:

- The Group has participated in various campaigns to publicise its commitment and ratification of the Principles for Responsible Banking;
- It has developed a Sustainability Scorecard that will incorporate the objectives set according to the Principles for Responsible Banking.
- An internal tool for the implementation of the Group's non-financial reporting control management system is being developed to strengthen data control and automation.
- Information regarding the Principles for Responsible Banking has been verified by an independent auditor.
- In parallel, in accordance with the recommendations of the Financial Stability Board, the Group published its first report on the risks and opportunities of climate change in 2021 in accordance with the recommendations established by the Task Force on Climate-related Financial Disclosure (TCFD).
- The Group has also made a pledge to the Science Based Targets initiative and strengthened its commitment to reduce the risk of climate change by measuring its financed emissions through the Partnership for Carbon Accounting Financials (PCAF) methodology.

The Group's progress implementing the Principles will be published annually.

See the following sections of our Sustainability Report 2021:

- ☞ Strategy (pages 24-27)
- ☞ TCFD Report (pages 163-164)
- ☞ Commitment to the Science-Based Targets initiative (page 28)

Please provide your bank's conclusion/statement if it has fulfilled the requirements regarding Progress on Implementing the Principles for Responsible Banking

Over the past year, Grupo Cooperativo Cajamar continued to make progress in implementing the Principles as a result of the Implementation Plan established. The Group has strengthened its commitment by joining the Science Based Targets initiative and strengthened transparency with the publication of its first TCFD report. The Group is part of the major national and international initiatives promoting responsible practices.



Annex II > TCFD Report Grupo Cooperativo Cajamar

The Financial Stability Board created the Task Force on Climate-related Financial Disclosure (TCFD) in 2015, a working group to encourage companies to inform their investors about climate change risks and how they manage them. As a sign of its commitment to Sustainability and as an exercise in transparency, we present the progress made by Grupo Cooperativo Cajamar in the 4 pillars of TCFD:

Governance Model, Strategy, Risk Management and Climate Change Metrics and Targets.

The following table summarises the progress made by the Group in implementing the TCFD recommendations:

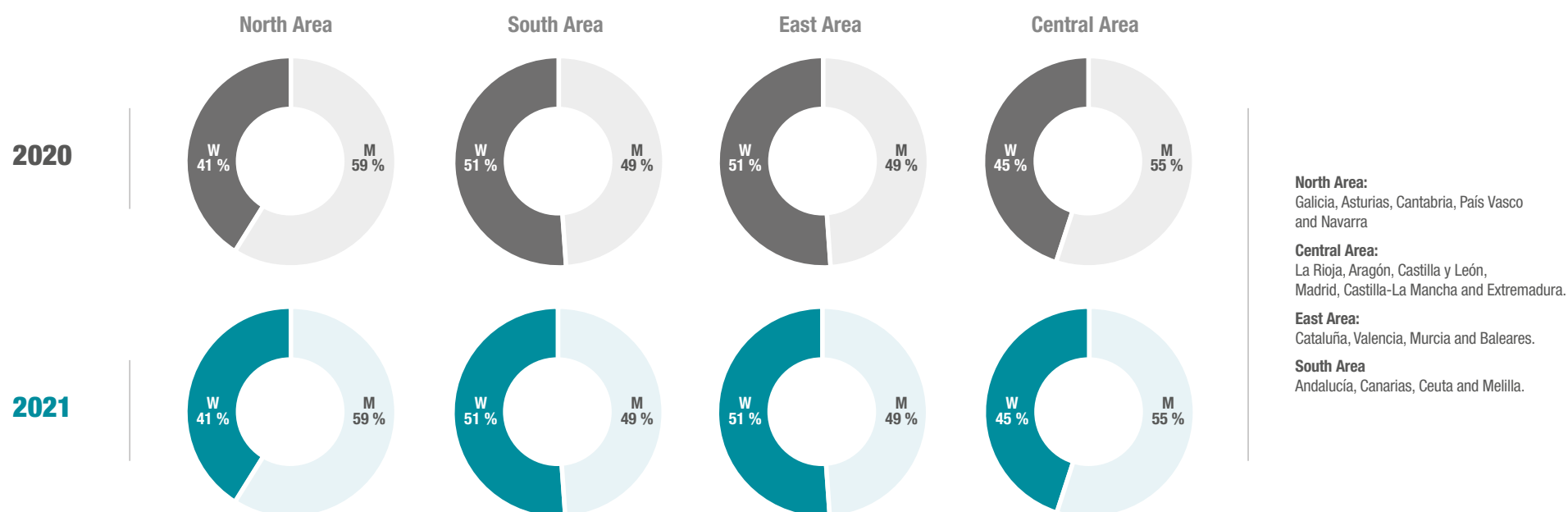
TCFD recommendations		Summary	Pages
Corporate governance	Supervision by the Board of Directors regarding the risks and opportunities arising from climate change.	<ul style="list-style-type: none"> The Board of Directors of Banco de Crédito Cooperativo, as the parent company of Grupo Cooperativo Cajamar, is the Group's highest governing body. The management of climate change risks and opportunities and the main lines related to sustainability, especially climate and environmental, is the responsibility of the Sustainable Finance Department, integrated into the Sustainable Development Division. The Sustainable Development Division reports to the Board of Directors directly or through one of its delegated committees, in this case the Strategy and Sustainability Committee. The Sustainability Committee (delegated committee of the Sustainable Development Division) promotes and/or formulates, within the Group's main strategic lines, policies, guidelines, measures and instruments related to ethics and sustainability, understood in its triple component: economic-financial, social and environmental. The Group also has an <i>Environment Committee</i> (second level committee under the Sustainability Committee). Among its main responsibilities are aspects related to <i>Environmental Policy</i>, the Environmental Management System, the Ecoefficiency Plan, as well as management of the carbon footprint. The Group has included ESG aspects in the definition of objectives for senior management including Executive Directors. 	54
	Role of management in the evaluation and management of risks and opportunities.		
Strategy	Description of short-, medium- and long-term risks and opportunities.	<ul style="list-style-type: none"> In 2021, the Group implemented a Sustainable Finance Plan as a roadmap for decarbonisation, aligned with the Strategic Plan for 2022-2024. The plan sets out the actions that will enable the Group to assist its members and customers in the transition, minimising risks and maximising the opportunities identified, as well as facilitating the strategic integration of its commitment to align its finance portfolio with the scenarios compatible with the Paris Agreement. 	25-27
	Impact of risks and opportunities on lines of business, strategy, and financial planning.	<ul style="list-style-type: none"> The Group has studied the scenarios proposed by the Network of Central Banks and Supervisors for Greening the Financial System (NGFS). According to the plans contained in its Strategic Plan and Sustainable Finance Plan, the Group develops its decarbonisation strategy in the net zero scenario. The Group has approved the Sectoral Policy Framework for Climate Neutrality (Group's credit portfolio decarbonisation strategy); defining a materiality matrix for climate change mitigation and adaptation that will optimise risks and maximise opportunities arising from the ecological transition. The Group analyses the main impacts of climate change risks and their implications on the risks managed by the Group in terms of probability and severity 	42-44, 47 45-46 187
	Proof of the resilience of the organisation's strategy contemplating the different scenarios related to climate change, including a scenario of 2 °C or less.	<ul style="list-style-type: none"> The Board of Directors of Banco de Crédito Cooperativo, as the head of Grupo Cooperativo Cajamar, has approved the Group's Sustainable Bond Framework, which has been described as "advanced" in the Second Party Opinion report by an external auditor. 	109-111



TCFD recommendations		Summary	Pages
Risk management	Identification and assessment of risks and opportunities.	<ul style="list-style-type: none"> The Group has developed a map interrelating global and emerging risks and risks managed by the Group itself. 	39-41
	Management of climate change risks and opportunities.	<ul style="list-style-type: none"> Climate change-related indicators have been included in the RAF to help the Group define its risk appetite around climate and environmental risks. 	48
	Identification, assessment, and management of risks in the overall risk management of the organisation.	<ul style="list-style-type: none"> Through the definition of undesirable links, the Group establishes previous filters in the concession process to exclude companies or projects from receiving finance if they are considered controversial for the ecological transition. The Group conducts an internal analysis of its portfolio, to measure the degree of carbonisation, in response to the demand for financing of companies affected by climate risks. The Group has incorporated the assessment of physical and transition risks to which collateral assets are subject within its portfolio of financed operations. The Group assesses all borrowers according to climate change metrics and incorporates these metrics into its ESG risk analysis that must accompany all finance applications in excess of €5 million. 	107 48 48 106
Indicators and targets	Metrics and targets used to assess risks and opportunities according to its strategy and risk management process.	<ul style="list-style-type: none"> Grupo Cooperativo Cajamar has defined various metrics that will allow it to manage risk in the decarbonisation of the economy and ecological transition. Environmental risk measurement metrics, concentration metrics, physical risk metrics, and economic metrics have been established. 	48, 113-117
	Report scope 1, 2 and, if applicable, scope 3 greenhouse gas emissions and related risks.	<ul style="list-style-type: none"> Within the framework of the Science Based Targets initiative, the Group is committed to setting short-term targets in line with the Paris Agreement and achieving net zero emissions by 2050. Grupo Cooperativo Cajamar calculates its Carbon Footprint, taking as a reference The Greenhouse Gas Protocol developed by the World Business Council for Sustainable Development and the World Resources Institute. 	28 102
	Report on the targets set for the management of climate change risks and opportunities and the results achieved.	<ul style="list-style-type: none"> The Group has calculated the financed emissions in its loan and investment portfolio through the Platform for Carbon Accounting Financials (PCAF) methodology 	102, 189-190

Annex III > Staff profile

• Grupo Cooperativo Cajamar staff profile



• Number of employees



• Job stability

	2020	2021
Employees with a permanent contract	98.12 %	98.43 %
Full time employees	97.89 %	97.98 %

Grupo Cooperativo Cajamar maintains its steadfast commitment to providing high quality stable employment, having generated net employment in 2021.

• Geographic distribution¹ of Grupo Cajamar's staff

Area ¹	2020		2021	
	M	W	M	W
North	35	23	36	25
South	1,329	1,366	1,336	1,383
East	1,404	1,430	1,385	1,434
Centre	345	283	347	283
Total	6,215		6,229	

¹) North Area: Galicia, Asturias, Cantabria, País Vasco and Navarra.
Central Area: La Rioja, Aragón, Castilla y León, Madrid, Castilla-La Mancha and Extremadura.
East Area: Cataluña, Valencia, Murcia and Baleares.
South Area: Andalucía, Canarias, Ceuta and Melilla.

• Breakdown of staff numbers distributed by age groups, sex, and geographical area

2020	Up to 35 years old			36-55 years old			>55 years old			Total		
Zona	M	W	Total	M	W	Total	M	W	Total	M	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
Central	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

2021	Up to 35 years old			36-55 years old			>55 years old			Total		
Zona	M	W	Total	M	W	Total	M	W	Total	M	W	Total
North	2	8	10	34	17	51	0	0	0	36	25	61
South	129	180	309	1,101	1,166	2,267	106	37	143	1,336	1,383	2,719
East	30	68	98	1,234	1,325	2,559	121	41	162	1,385	1,434	2,819
Central	27	28	55	291	250	541	29	5	34	347	283	630
Total	188	284	472	2,660	2,758	5,418	256	83	339	3,104	3,125	6,229

• Staff distribution by employment contract and sex

	2020		2021	
Sex	Permanent contract	Temporary contract	Permanent contract	Temporary contract
Men	3,063	50	3,063	41
Women	3,035	67	3,068	57
Total	6,098	117	6,131	98

• Staff distribution by type of working day

	2020		2021	
Sex	full time	Part time	full time	Part time
Men	3,103	10	3,077	27
Women	2,981	121	3,026	99
Total	6,084	131	6,103	126



• Breakdown of staff numbers by sex, age, and professional classification according to the different types of contract and working day

• Permanent, full time (ordinary)

2020	Up to 35 years old				36-55 years old				>55 years old				Total			
Jobs	M	Percentage	W	Percentage	M	Percentage	W	Percentage	M	Percentage	W	Percentage	M	Percentage	W	Percentage
Board (with contract)	0	0.0 %	0	0.0 %	2	100.0 %	0	0.0 %	5	100.0 %	0	0.0 %	7	100.0 %	0	0.0 %
Senior Management	0	0.0 %	0	0.0 %	26	78.8 %	7	21.2 %	5	100.0 %	0	0.0 %	31	81.6 %	7	18.4 %
Type 1 Executive	0	0.0 %	0	0.0 %	119	76.3 %	37	23.7 %	11	91.7 %	1	8.3 %	130	77.4 %	38	22.6 %
Type 2 Executive	23	65.7 %	12	34.3 %	700	69.2 %	312	30.8 %	11	91.7 %	1	8.3 %	734	69.3 %	325	30.7 %
Middle Management	18	29.5 %	43	70.5 %	441	44.1 %	560	55.9 %	19	79.2 %	5	20.8 %	478	44.0 %	608	56.0 %
Others	171	40.4 %	252	59.6 %	1,454	44.2 %	1,839	55.8 %	108	76.6 %	33	23.4 %	1,733	44.9 %	2,124	55.1 %
Total	212	40.8 %	307	59.2 %	2,742	49.9 %	2,755	50.1 %	159	79.9 %	40	20.1 %	3,113	50.1 %	3,102	49.9 %

2021	Up to 35 years old				36-55 years old				>55 years old				Total			
Jobs	M	Percentage	W	Percentage	M	Percentage	W	Percentage	M	Percentage	W	Percentage	M	Percentage	W	Percentage
Board (with contract)	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %
Senior Management	0	0.0 %	0	0.0 %	25	80.6 %	6	19.4 %	12	100.0 %	0	0.0 %	37	86.0 %	6	14.0 %
Type 1 Executive	1	100.0 %	0	0.0 %	123	75.5 %	40	24.5 %	19	86.4 %	3	13.6 %	143	76.9 %	43	23.1 %
Type 2 Executive	16	53.3 %	14	46.7 %	702	67.9 %	332	32.1 %	27	90.0 %	3	10.0 %	745	68.1 %	349	31.9 %
Middle Management	18	35.3 %	33	64.7 %	406	42.9 %	540	57.1 %	27	71.1 %	11	28.9 %	451	43.6 %	584	56.4 %
Others	153	39.2 %	237	60.8 %	1,404	43.3 %	1,840	56.7 %	171	72.2 %	66	27.8 %	1,728	44.6 %	2,143	55.4 %
Total	188	39.8 %	284	60.2 %	2,660	49.1 %	2,758	50.9 %	256	75.5 %	83	24.5 %	3,104	49.8 %	3,125	50.2 %

• Breakdown of staff numbers by sex, age, and professional classification according to the different types of contract and working day

• Temporary duration and other types of contract

2020	Up to 35 years old				36-55 years old				>55 years old				Total			
Other jobs*	M	Percentage	W	Percentage	M	Percentage	W	Percentage	M	Percentage	W	Percentage	M	Percentage	W	Percentage
Full time (temporary)	8	44.4 %	10	55.6 %	6	66.7 %	3	33.3 %	0	0.0 %	0	0.0 %	14	51.9 %	13	48.1 %
Full time (interim)	18	45.0 %	22	55.0 %	1	33.3 %	2	66.7 %	0	0.0 %	0	0.0 %	19	44.2 %	24	55.8 %
Other types of contract	10	32.3 %	21	67.7 %	5	33.3 %	10	66.7 %	2	66.7 %	1	33.3 %	17	34.7 %	32	65.3 %
Total	36	40.4 %	53	59.6 %	12	44.4 %	15	55.6 %	2	66.7 %	1	33.3 %	50	42.0 %	69	58.0 %

2021	Up to 35 years old				36-55 years old				>55 years old				Total			
Other jobs*	M	Percentage	W	Percentage	M	Percentage	W	Percentage	M	Percentage	W	Percentage	M	Percentage	W	Percentage
Full time (temporary)	7	30.4 %	16	69.6 %	4	57.1 %	3	42.9 %	0	0.0 %	0	0.0 %	11	36.7 %	19	63.3 %
Full time (interim)	5	27.8 %	13	72.2 %	1	50.0 %	1	50.0 %	0	0.0 %	0	0.0 %	6	30.0 %	14	70.0 %
Other types of contract	16	51.6 %	15	48.4 %	3	23.1 %	10	76.9 %	5	83.3 %	1	16.7 %	24	48.0 %	26	52.0 %
Total	28	38.9 %	44	61.1 %	8	36.4 %	14	63.6 %	5	83.3 %	1	16.7 %	41	41.0 %	59	59.0 %

* At Grupo Cajamar all persons recruited to occupy senior positions of responsibility are given full-time permanent contracts (previous page).

There are no temporary contracts or other types of contracts in the following posts: board member with contract, senior management, type 1 and 2 executives, and middle management.

• Evolution
of recruitment
numbers

	2020		2021	
New employees who are still in the post	127	71.35 %	137	80.12 %
New employees who stop working	51	28.65 %	34	19.88 %

• Number and % of new employees distributed by age, sex, and geographical area

2020	Up to 35 years old				36-55 years old				>55 years old				Total			
Area	M	Percentage	W	Percentage	M	Percentage	W	Percentage	M	Percentage	W	Percentage	M	Percentage	W	Percentage
North	0	0.0 %	3	100.0 %	9	81.8 %	2	18.2 %	0	0.0 %	0	0.0 %	9	64.3 %	5	35.7 %
South	48	56.5 %	37	43.5 %	31	72.1 %	12	27.9 %	2	100.0 %	0	0.0 %	81	62.3 %	49	37.7 %
East	5	38.5 %	8	61.5 %	4	57.1 %	3	42.9 %	0	0.0 %	0	0.0 %	9	45.0 %	11	55.0 %
Central	3	60.0 %	2	40.0 %	8	88.9 %	1	11.1 %	0	0.0 %	0	0.0 %	11	78.6 %	3	21.4 %
Total	56	52.8 %	50	47.2 %	52	74.3 %	18	25.7 %	2	100.0 %	0	0.0 %	110	61.8 %	68	38.2 %

2021 ¹	Up to 35 years old				36-55 years old				>55 years old				Total			
Area	M	Percentage	W	Percentage	M	Percentage	W	Percentage	M	Percentage	W	Percentage	M	Percentage	W	Percentage
North	1	50.0 %	1	50.0 %	5	71.4 %	2	28.6 %	0	0.0 %	0	0.0 %	6	66.7 %	3	33.3 %
South	42	51.9 %	39	48.1 %	16	51.6 %	15	48.4 %	0	0.0 %	0	0.0 %	58	51.8 %	54	48.2 %
East	10	47.6 %	11	52.4 %	7	77.8 %	2	22.2 %	0	0.0 %	0	0.0 %	17	56.7 %	13	43.3 %
Central	6	66.7 %	3	33.3 %	9	81.8 %	2	18.2 %	0	0.0 %	0	0.0 %	15	75.0 %	5	25.0 %
Total	59	52.2 %	54	47.8 %	37	63.8 %	21	36.2 %	0	0.0 %	0	0.0 %	96	56.1 %	75	43.9 %

1) Those with temporary contracts that were not active as of 31/12/2020 or new staff members with a permanent contract have been classified as new recruits.
In addition, in 2021, a total of 60 persons with permanent contracts who were not active as at 31/12/2020 were also re-incorporated onto the staff.

• Breakdown of new employees by sex, age, and professional classification with “Permanent, Full-time contract”

• Permanent, full time

2020	Up to 35 years old				36-55 years old				>55 years old				Total			
Posts	M	Percentage	W	Percentage	M	Percentage	W	Percentage	M	Percentage	W	Percentage	M	Percentage	W	Percentage
Board (with contract)	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %
Senior Management	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %
Type 1 Executive	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %
Type 2 Executive	0	0.0 %	0	0.0 %	5	71.4 %	2	28.6 %	0	0.0 %	0	0.0 %	5	71.4 %	2	28.6 %
Middle Management	3	100.0 %	0	0.0 %	3	100.0 %	0	0.0 %	0	0.0 %	0	0.0 %	6	100.0 %	0	0.0 %
Others	10	83.3 %	2	16.7 %	28	93.3 %	2	6.7 %	1	100.0 %	0	0.0 %	39	90.7 %	4	9.3 %
Total	13	86.7 %	2	13.3 %	36	90.0 %	4	10.0 %	1	100.0 %	0	0.0 %	50	89.3 %	6	10.7 %

2021	Up to 35 years old				36-55 years old				>55 years old				Total			
Posts	M	Percentage	W	Percentage	M	Percentage	W	Percentage	M	Percentage	W	Percentage	M	Percentage	W	Percentage
Board (with contract)	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %
Senior Management	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %
Type 1 Executive	0	0.0 %	0	0.0 %	1	100.0 %	0	0.0 %	0	0.0 %	0	0.0 %	1	100.0 %	0	0.0 %
Type 2 Executive	1	100.0 %	0	0.0 %	5	55.6 %	4	44.4 %	0	0.0 %	0	0.0 %	6	60.0 %	4	40.0 %
Middle Management	1	100.0 %	0	0.0 %	3	100.0 %	0	0.0 %	0	0.0 %	0	0.0 %	4	100.0 %	0	0.0 %
Others	16	72.7 %	6	27.3 %	19	82.6 %	4	17.4 %	0	0.0 %	0	0.0 %	35	77.8 %	10	22.2 %
Total	18	75.0 %	6	25.0 %	28	77.8 %	8	22.2 %	0	0.0 %	0	0.0 %	46	76.7 %	14	23.3 %

• Breakdown of new employees by sex, age, and professional classification according to the different types of contract and working day

• Other types of contract

2020	Up to 35 years old				36-55 years old				>55 years old				Total			
Other posts*	M	Percentage	W	Percentage	M	Percentage	W	Percentage	M	Percentage	W	Percentage	M	Percentage	W	Percentage
Full time (temporary)	9	52.9 %	8	47.1 %	6	54.5 %	5	45.5 %	0	0.0 %	0	0.0 %	15	53.6 %	13	46.4 %
Full time (interim)	11	33.3 %	22	66.7 %	1	50.0 %	1	50.0 %	1	100.0 %	0	0.0 %	13	36.1 %	23	63.9 %
Other types of contract	23	56.1 %	18	43.9 %	9	52.9 %	8	47.1 %	0	0.0 %	0	0.0 %	32	55.2 %	26	44.8 %
Total	43	47.3 %	48	52.7 %	16	53.3 %	14	46.7 %	1	100.0 %	0	0.0 %	60	49.2 %	62	50.8 %

2021	Up to 35 years old				36-55 years old				>55 years old				Total			
Other posts*	M	Percentage	W	Percentage	M	Percentage	W	Percentage	M	Percentage	W	Percentage	M	Percentage	W	Percentage
Full time (temporary)	11	40.7 %	16	59.3 %	4	57.1 %	3	42.9 %	0	0.0 %	0	0.0 %	15	44.1 %	19	55.9 %
Full time (interim)	11	39.3 %	17	60.7 %	2	66.7 %	1	33.3 %	0	0.0 %	0	0.0 %	13	41.9 %	18	58.1 %
Other types of contract	19	55.9 %	15	44.1 %	3	25.0 %	9	75.0 %	0	0.0 %	0	0.0 %	22	47.8 %	24	52.2 %
Total	41	46.1 %	48	53.9 %	9	40.9 %	13	59.1 %	0	0.0 %	0	0.0 %	50	45.0 %	61	55.0 %

* In Grupo Cajamar, all new management recruits were recruited with a full-time permanent contract (previous page).

* There are no temporary contracts or other types of contracts in the following positions: board (with contract), senior management, type 1 and 2 executives, and middle management.

• Number and % of staff departures distributed by age, sex, and geographical area

2020	Up to 35 years old				36-55 years old				>55 years old				Total			
Area	M	Percentage	W	Percentage	M	Percentage	W	Percentage	M	Percentage	W	Percentage	M	Percentage	W	Percentage
North	0	0.0 %	0	0.0 %	0	0.0 %	1	100.0 %	0	0.0 %	0	0.0 %	0	0.0 %	1	10.0 %
South	16	43.2 %	21	56.8 %	14	50.0 %	14	50.0 %	17	68.0 %	8	32.0 %	47	52.2 %	43	47.8 %
East	8	38.1 %	13	61.9 %	26	50.0 %	26	50.0 %	8	66.7 %	4	33.3 %	42	49.4 %	43	50.6 %
Central	0	0.0 %	2	100.0 %	8	61.5 %	5	38.5 %	3	75.0 %	1	25.0 %	11	57.9 %	8	42.1 %
Total	24	40.0 %	36	60.0 %	48	51.1 %	46	48.9 %	28	68.3 %	13	31.7 %	100	51.3 %	95	48.7 %

2021	Up to 35 years old				36-55 years old				>55 years old				Total			
Area	M	Percentage	W	Percentage	M	Percentage	W	Percentage	M	Percentage	W	Percentage	M	Percentage	W	Percentage
North	0	0.0 %	1	0.0 %	3	100.0 %	0	0.0 %	0	0.0 %	0	0.0 %	3	0.0 %	1	25.0 %
South	10	50.0 %	10	50.0 %	24	52.2 %	22	47.8 %	14	73.7 %	5	26.3 %	48	56.5 %	37	43.5 %
East	2	66.7 %	1	33.3 %	33	57.9 %	24	42.1 %	8	61.5 %	5	38.5 %	43	58.9 %	30	41.1 %
Central	6	85.7 %	1	14.3 %	5	50.0 %	5	50.0 %	4	100.0 %	0	0.0 %	15	71.4 %	6	28.6 %
Total	18	58.1 %	13	41.9 %	65	56.0 %	51	44.0 %	26	72.2 %	10	27.8 %	109	59.6 %	74	40.4 %

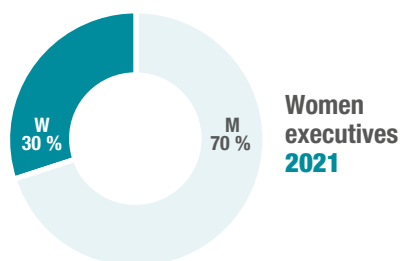
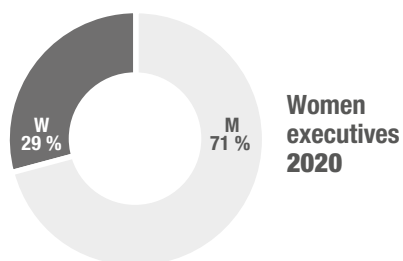
Employee turnover rate: 2.93 %. This is calculated as total number of staff departures / average number of employees in the year, which is 6,239.

• Breakdown of staff dismissals by professional category, age, and sex

2020	Up to 35 years old				36-55 years old				>55 years old				Total			
Posts	M	Percentage	W	Percentage	M	Percentage	W	Percentage	M	Percentage	W	Percentage	M	Percentage	W	Percentage
Board (with contract)	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.0 %	0	0.0 %	0	0.00 %	0	0.00 %
Senior Management	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.0 %	0	0.0 %	0	0.00 %	0	0.00 %
Type 1 Executive	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.0 %	0	0.0 %	0	0.00 %	0	0.00 %
Type 2 Executive	0	0.00 %	1	100.00 %	2	100.00 %	0	0.00 %	0	0.0 %	0	0.0 %	2	66.67 %	1	33.33 %
Middle Management	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.0 %	0	0.0 %	0	0.00 %	0	0.00 %
Others	2	100.00 %	0	0.00 %	4	36.36 %	7	63.64 %	0	0.0 %	0	0.0 %	6	46.15 %	7	53.85 %
Total	2	66.67 %	1	33.33 %	6	46.15 %	7	53.85 %	0	0.0 %	0	0.0 %	8	50.00 %	8	50.00 %

2021	Up to 35 years old				36-55 years old				>55 years old				Total			
Posts	M	Percentage	W	Percentage	M	Percentage	W	Percentage	M	Percentage	W	Percentage	M	Percentage	W	Percentage
Board (with contract)	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.0 %	0	0.0 %	0	0.00 %	0	0.00 %
Senior Management	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.0 %	0	0.0 %	0	0.00 %	0	0.00 %
Type 1 Executive	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %	0	0.0 %	0	0.0 %	0	0.00 %	0	0.00 %
Type 2 Executive	0	0.00 %	0	0.00 %	7	100.00 %	0	0.00 %	0	0.0 %	0	0.0 %	7	100.00 %	0	0.00 %
Middle Management	0	0.00 %	0	0.00 %	1	50.00 %	1	50.00 %	0	0.0 %	0	0.0 %	1	50.00 %	1	0.00 %
Others	0	0.00 %	0	0.00 %	10	58.82 %	7	41.18 %	2	100.0 %	0	0.0 %	12	63.16 %	7	36.84 %
Total	0	0.00 %	0	0.00 %	18	69.23 %	8	30.77 %	2	100.0 %	0	0.0 %	20	71.43 %	8	28.57 %

• Diversity management and equality of opportunities



Sex	2020		2021	
	Number	Percentage	W	Percentage
Men	927	71 %	925	70%
Women	383	29 %	398	30%
Total Staff	1,310	100.00 %	1,323	100.00 %

Taking into account the posts of Board Member, Senior Management, and Type 1 and 2 Executives

Appointments	2020				2021			
Posts	M	Percentage	W	Percentage	M	Percentage	W	Percentage
Board (with contract)	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Senior Management	2	66.67 %	1	33.33 %	1	100.00 %	0	0.00 %
Type 1 Executive	17	73.91 %	6	26.09 %	17	70.83 %	7	29.17 %
Type 2 Executive	56	58.33 %	40	41.67 %	42	45.65 %	50	54.35 %
Middle Management	54	36.99 %	92	63.01 %	60	46.88 %	68	53.13 %
Total	129	48.13 %	139	51.87 %	120	48.98 %	125	51.02 %

Departures	2020				2021			
Posts	M	Percentage	W	Percentage	M	Percentage	W	Percentage
Board (with contract)	0	0.00 %	0	0.00 %	0	0.00 %	0	0.00 %
Senior Management	0	0.00 %	0	0.00 %	1	50.00 %	1	50.00 %
Type 1 Executive	5	71.43 %	2	28.57 %	6	66.67 %	3	33.33 %
Type 2 Executive	75	68.81 %	34	31.19 %	35	49.30 %	36	50.70 %
Middle Management	72	48.98 %	75	51.02 %	38	45.24 %	46	54.76 %
Total	152	57.79 %	111	42.21 %	80	48.19 %	86	51.81 %

• Other indicators of staff diversity

• Employees of other nationalities

Posts	2020						2021					
	M	Percentage	W	Percentage	Total	Percentage	M	Percentage	W	Percentage	Total	Percentage
Board (with contract)	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %
Senior Management	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %
Type 1 Executive	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %
Type 2 Executive	3	0.4 %	4	1.2 %	7	0.7 %	3	0.4 %	4	1.2 %	7	0.7 %
Middle Management	2	0.4 %	2	0.3 %	4	0.4 %	4	0.8 %	2	0.3 %	6	0.6 %
Others	14	0.8 %	22	1.0 %	36	0.9 %	12	0.7 %	21	1.0 %	33	0.9 %
Total	19	0.6 %	28	0.9 %	47	0.8 %	19	0.6 %	27	0.9 %	46	0.7 %

People with dual nationality are also classed as foreign employees.

• Employees with functional diversity (Grupo Cajamar companies with more than 50 employees)

Posts	2020						2021					
	M	Percentage	W	Percentage	Total	Percentage	M	Percentage	W	Percentage	Total	Percentage
Board (with contract)	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %
Senior Management	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %
Type 1 Executive	0	0.0 %	0	0.0 %	0	0.0 %	1	0.7 %	0	0.0 %	1	0.6 %
Type 2 Executive	11	1.5 %	2	0.6 %	13	1.3 %	10	1.4 %	3	0.9 %	13	1.3 %
Middle Management	11	2.5 %	10	1.8 %	21	2.1 %	10	2.3 %	7	1.3 %	17	1.7 %
Others	36	2.2 %	48	2.4 %	84	2.3 %	34	2.0 %	55	2.7 %	89	2.4 %
Total	58	1.9 %	60	2.1 %	118	2.0 %	55	1.8 %	65	2.2 %	120	2.0 %

The percentage is calculated taking into account only employees of companies of Grupo Cooperativo Cajamar with more than 50 workers, 5,900 in 2020 and 5,913 in 2021.

Alternative measures put in place with the company Alares are still in force.



• Medical check-ups carried out within Grupo Cooperativo Cajamar

Number of check-ups	2020	2021
Total	2,593	3,530

• Employee accidents at work broken down by sex and region

2020	Men					Women					Total
	North	South	East	Central	Total	North	South	East	Central	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
Total working days lost through leave	0	105	385	22	512	0	22	477	0	499	1,011

2021	Men					Women					Total
	North	South	East	Central	Total	North	South	East	Central	Total	
Total accidents	0	6	17	3	26	0	16	27	5	48	74
Accidents without leave	0	3	12	0	15	0	10	12	1	23	38
Accidents with leave	0	3	5	3	11	0	6	15	4	25	36
Total working days lost through leave	0	135	172	74	381	0	98	550	77	725	1,106

• Employee leave as a result of COVID broken down by sex and region

2020	Men					Women					Total
	North	South	East	Central	Total	North	South	East	Central	Total	
Leave due to Covid	2	103	227	53	385	1	145	256	67	469	854
Total working days lost through leave	12	878	1,837	484	3,211	6	1,281	2,088	641	4,016	7,227

2021	Men					Women					Total
	North	South	East	Central	Total	North	South	East	Central	Total	
Leave due to Covid	8	200	236	55	499	5	230	306	72	613	1,112
Total working days lost through leave	43	1,651	2,136	518	4,348	22	1,891	2,201	618	4,732	9,080

No work-related diseases were detected in 2021.

• Volume and type of employee absenteeism by sex and region

2020	Men					Women					Total
	North	South	East	Central	Total	North	South	East	Central	Total	
Total signed off	7	333	489	107	936	8	564	679	158	1,409	2,345
Newly signed off	7	305	471	104	887	8	520	625	145	1,298	2,185
Reincorporations	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
Accident rate ⁰	0.000	0.006	0.020	0.010	0.009	0.000	0.004	0.007	0.017	0.010	0.010
Index of days lost due to accidents ¹	0.000	0.000	0.000	0.004	0.001	0.000	0.000	0.000	0.006	0.001	0.001
Absenteeism index ²	0.031	0.020	0.005	0.109	0.022	0.008	0.044	0.009	0.225	0.044	0.033
Total working days for all staff members	8,093	384,754	430,024	96,089	918,960	5,845	364,320	371,646	73,896	815,707	1,734,667

2021	Men					Women					Total
	North	South	East	Central	Total	North	South	East	Central	Total	
Total signed off	17	422	484	118	1,041	9	635	681	171	1,496	2,537
Newly signed off	16	402	446	108	972	9	588	615	157	1,369	2,341
Reincorporations	13	366	424	103	906	9	580	606	143	1,338	2,244
Total working days lost	284	7,851	10,838	2,150	21,123	55	12,437	14,122	4,301	30,915	52,038
Accident rate ⁰	0.000	0.004	0.012	0.009	0.008	0.000	0.012	0.019	0.018	0.015	0.012
Index of days lost due to accidents ¹	0.000	0.000	0.000	0.001	0.000	0.000	0.000	0.001	0.001	0.001	0.001
Absenteeism index ²	0.032	0.022	0.028	0.023	0.025	0.009	0.035	0.038	0.060	0.038	0.031
Total working days for all staff members	8,744	360,588	385,904	91,781	847,017	6,460	355,336	372,676	71,792	806,264	1,653,281

0) Number of accidents/number. Area Staff.

1) Days lost due to accidents/ number of staff working days in the area.

2) Total working days lost/ number of staff working days in the area.

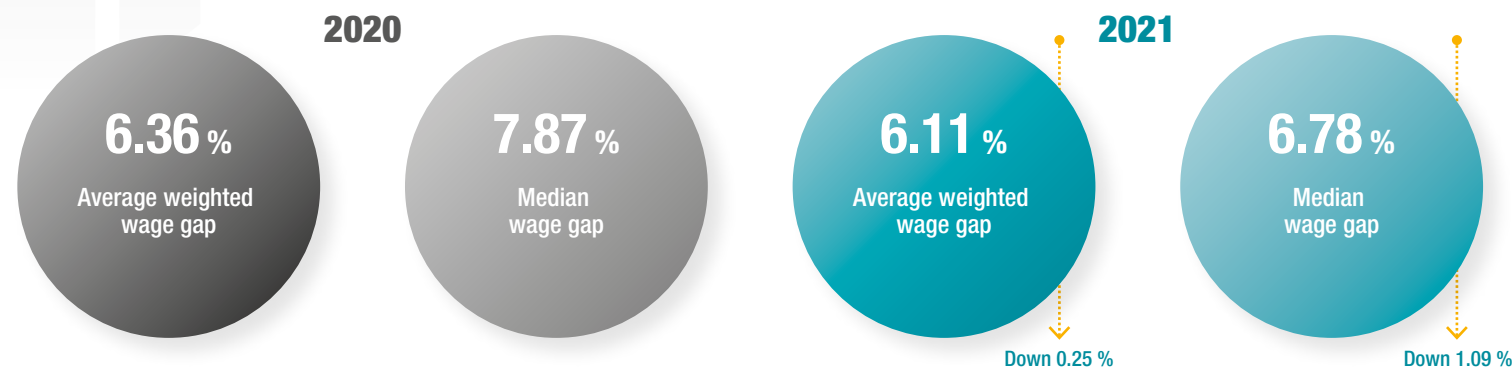
- Grupo Cajamar employees with the right to maternity or parental leave

	2020		2021	
	Men	Women	Men	Women
Number of employees with the right to leave	140	133	94	113
Number of employees who exercised that right	140	133	94	113
Number of employees who have not completed their leave	10	29	15	26
Number of employees who, having exercised this right, continue on unpaid leave	4	32	2	19
Number of employees who, having exercised this right, return to their post	126	72	77	68
% of employees returning to their post after exercising their right to leave	96.92 %	69.23 %	97.47 %	78.16 %

- % of Grupo Cooperativo Cajamar employee retention following maternity or paternity leave, broken down by sex

	2020		2021	
	Men	Women	Men	Women
Number of maternity/paternal leave previous year	104	159	140	133
Number of employees who returned to their post	95	75	126	72
Number of employees who are still working in the entity 12 months later	103	142	137	122
% retention	99.04 %	89.31 %	97.86 %	91.73 %

To find out the numbers of employees still in their post 12 months later, the date taken into account is the 31 December each year.



The remuneration paid to women in Grupo Cajamar improved in 2021, when considering both global remuneration and if we consider only fixed remuneration, as we can see in the data.

Calculation of the average weighted wage gap is obtained as the percentage difference of the average salary paid to men compared to women (wage gap), weighted by the number of men and women in each post. Sum total of [(average M-average W)/ average M] per position.

• Equality of remuneration between women and men

• Wage gap by professional category and entity

2020	BCC			Cajamar Caja Rural			Other Financial Entities			Holdings		
	Years employed			Years employed			Years employed			Years employed		
	Posts	%	M	W	%	M	W	%	M	W	%	M
Senior Management	15.34 %	20.29	14.43	7.69 %	28.59	31.44	11.89 %	25.61	24.37	-	-	-
Type 1 Executive	19.14 %	19.88	19.52	22.54 %	20.96	19.54	-	23.42	-	13.03 %	20.38	24.65
Type 2 Executive	7.09 %	18.37	17.70	8.02 %	18.32	17.85	0.24 %	20.62	22.04	15.35 %	21.37	15.47
Middle Management	14.26 %	21.66	17.57	5.20 %	19.26	17.49	1.13 %	23.49	22,91	7.41 %	17.71	19.19
Other	5.01 %	17.75	16.01	6.74 %	19.90	17.39	3.99 %	20.83	20.08	8.70 %	11.93	13.73
2021	BCC			Cajamar Caja Rural			Other Financial Entities			Holdings		
	Years employed			Years employed			Years employed			Years employed		
	Posts	%	M	W	%	M	W	%	M	W	%	M
Senior Management	19.18 %	19.31	15.41	-	24.46	-	12.13 %	26.59	23.13	-	-	-
Type 1 Executive	18.21 %	20.22	20.38	21.21 %	21.79	21.15	-	24.41	-	14.13 %	20.05	25.63
Type 2 Executive	6.82 %	20.13	17.86	7.01 %	19.10	18.24	4.26 %	21.69	22.65	19.77 %	19.74	15.91
Middle Management	13.98 %	22.10	18.71	4.62 %	19.77	18.39	-1.44 %	21.78	23.23	4.65 %	17.01	18.52
Other	5.69 %	18.58	16.47	6.54 %	20.65	18.20	3.48 %	21.23	21.13	9.00 %	12.91	14.69

Analysis of the wage gap shows the direct relationship between the number of years employed in the professional category, with a higher average number of years employed found among men versus women, especially in posts of greater responsibility.

Calculations of these figures have taken into account the total number of active staff at 31/12/2021, except for pre-retirees and directors.

• Breakdown by sex, age, and professional classification of total average remuneration

• Fixed and variable remuneration

2020	Up to 35 years old			36-55 years old			>55 years old			Total		
Posts	M	W	Gap	M	W	Gap	M	W	Gap	M	W	Gap
Senior Management	-	-	-	134,262.3	104,836.4	21.92 %	167,513.9	-	-	139,625.5	104,836.4	24.92 %
Type 1 Executive	-	-	-	73,582.6	60,400.2	17.92 %	86,598.5	65,706.8	24.12 %	74,683.9	60,539.8	18.94 %
Type 2 Executive	42,009.2	42,649.2	-1.52 %	51,024.4	47,741.1	6.43 %	58,795.2	60,489.8	-2.88 %	50,894.6	47,552.8	6.57 %
Middle Management	36,565.5	34,787.2	4.86 %	43,422.4	40,217.0	7.38 %	49,592.5	45,504.2	8.24 %	43,367.9	39,895.9	8.01 %
Other	25,831.9	26,226.1	-1.53 %	37,672.3	36,084.8	4.21 %	43,800.0	39,825.4	9.07 %	36,851.6	34,965.8	5.12 %
Total	28,511.0	28,144.0	1.29 %	44,548.6	38,773.8	12.96 %	53,466.4	41,850.8	21.73 %	43,869.9	37,756.8	13.93 %

2021	Up to 35 years old			36-55 years old			>55 years old			Total		
Posts	M	W	Gap	M	W	Gap	M	W	Gap	M	W	Gap
Senior Management	-	-	-	135,138.7	96,821.4	28.35 %	155,481.3	-	-	139,885.3	96,821.4	30.79 %
Type 1 Executive	46,766.8	-	-	72,284.2	61,080.0	15.50 %	84,562.4	64,970.2	23.17 %	73,737.1	61,351.4	16.80 %
Type 2 Executive	42,347.4	41,741.4	1.43 %	50,315.4	47,164.9	6.26 %	57,633.3	53,117.5	7.84 %	50,409.5	46,998.5	6.77 %
Middle Management	33,507.4	33,903.4	-1.18 %	42,610.5	40,251.2	5.54 %	50,987.1	47,062.9	7.70 %	42,748.7	40,020.4	6.38 %
Other	24,971.1	25,161.6	-0.76 %	37,900.6	36,532.2	3.61 %	43,716.1	40,308.5	7.79 %	37,290.1	35,385.9	5.11 %
Total	27,383.1	26,994.7	1.42 %	44,333.8	39,027.9	11.97 %	52,593.3	42,613.6	18.98 %	43,943.4	38,026.0	13.47 %

• **Distribution of promoted employees broken down by sex**

Sex	2020				2021			
	Staff		Promotions		Staff		Promotions	
	Number	%	Number	%	Number	%	Number	%
Men	3,113	50.09 %	522	42.37 %	3,104	49.83 %	325	38.28 %
Women	3,102	49.91 %	710	57.63 %	3,125	50.17 %	524	61.72 %
Total	6,215	100.00 %	1,232	100.00 %	6,229	100.00 %	849	100.00 %

2020			2021		
Initial standard salary for new employees	Minimum inter-professional salary	Ratio	Initial standard salary for new employees	Minimum inter-professional salary	Ratio
18,435.04 €	13,300.00 €	1.39	18,665.44 €	13,510.00 €	1.38

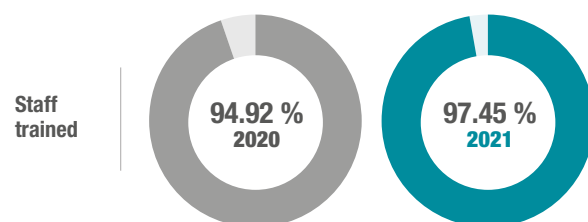
Bearing in mind that 90.8 % of Group staff members (including holdings) are covered by the Collective Agreement for Cooperative Credit Institutions, the standard initial salary for new employees set out in that Agreement is taken into consideration, since the salary for other employees not covered by the agreement would be € 14,845).

Total annual fixed remuneration for the best paid position within the Group is 14.39 times the average total annual fixed remuneration

The remuneration of the best paid person has not increased. Therefore, the comparative ratio of the percentage increase in total annual compensation is 0.

Annex IV > Staff Training

• General



• Hours of Group employee training by professional category and sex

	Professional category (No. of employees)						Sex (No. of employees)		Training costs over PAT*
	Directors (with contract) + Senior Management	Type 1 Executives	Type 1 Executives	Middle Management	Others	Training practices + Agents	Man	Woman	
Number of employees trained	41	186	1,161	1,128	3,956	270	3,266	3,263	0.97 %
Hours received***	1,945.20	9,794.73	86,285.90	83,086	256,503	14,227	215,289	236,553	
Average hours	64	53	74	74	65	53	66	72	

* PAT: Profits after tax. In 2020 it was 1.69 %. The decrease is explained by the fact that it is the ratio between training costs and net profit. Costs in 2021 were much lower.

** The total hours of training received was 491,037 in 2020 and 451,842 in 2021.

Training Method	2020				2021			
	Total TA*	Participants	People	Hours	Total TA*	Participants	People	Hours
Face-to-face	166	2,381	1,967	16,219	59	277	250	3,916
Virtual	604	11,811	3,903	34,698	718	14,087	3,995	45,879
E-learning	1,941	90,892	6,471	440,120	2,671	133,818	6,500	402,048
Total	2,711	105,084	6,503	491,037	3,448	148,182	6,529	451,842

* TA.: Training Action

• Board Training Plan

	2020			2021		
	No. of people	Hours received	Average	No. of people	Hours received	Average
Board Members						
Director	100	2,315	23.15	107	3,032.50	28.34
President of the Board	19	393.5	20.71	19	483.40	25.44
Secretary of the Board	14	354.5	25.32	15	403.00	26.87
Vice President	18	410	22.77	21	574.05	27.34
Overall Total	151	3,473	23.00	162	4,492.95	27.73

• FUNDAE Discounts

Courses	2020	2021
Credits awarded (euros)	825,306.43	841,407.45
Credits used (euros)	219,440.01	21,846.15
Training actions	597	29
Students	2,302	119
Employees	2,216	75

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

	2020		2021	
	Employees	% of total*	Employees	% of total*
Financial Training School (Savings)				
EFF Savings – Essential Level - MIFID II	96	1.51 %	79	1.21 %
EFF Savings – Intermediate Level- MIFID II	154	2.43 %	287	4.40 %
EFF Savings – High Level MIFID II	110	1.73 %	114	1.75 %
EFF Savings - Recertification	4,562	72.13 %	5,011	76.75 %

	2020		2021	
	Employees	% of total*	Employees	% of total*
Financial Training School (Finance)				
EFF Finance - Level I	117	1.86 %	108	1.65 %
EFF Finance - Level II	213	3.36 %	299	4.58 %
EFF Finance - Level III	29	0.46 %	64	0.98 %
EFF Finance - Recertification	1,145	18.11 %	2,447	37.48 %

	2020			2021		
	Employees	Hours received	% of total*	Employees	Hours received	% of total*
Skills School						
Generic skills	572	1,804	9.04 %	510	1,911	7.81%
Specialisation skills	27	135	0.43 %	115	526	1.76%
Commercial skills campus	273	1,801	4.32 %	1,666	13,511	25.52%
Management skills campus	691	5,639	10.93 %	1,144	8,565	17.52%
Personal skills campus	102	152	1.61 %	88	302	1.35%
Digital skills campus	501	3,252	7.92 %	1,470	14,236	22.51%

* The ratio compared to the total number of employees has been calculated bearing in mind the number of employees who have received training (6,324 in 2020 and 6,529 in 2021), regardless of whether they are still active staff members by the end of the year.

• Main courses on regulatory compliance

COURSES	2020		2021			
	Total	% of total*	People trained	% of total*	People certified	% s/total certificable*
Money Laundering	2,125	33.60 %	2,359	36.13 %	6,282	97.90 %
Data Protection Regulations	1,501	23.73 %	1,973	30.22 %	6,294	98.18 %
Market Abuse	246	3.89 %	5,890	90.21 %	6,246	97.52 %
Code of Conduct	278	4.40 %	4,556	69.78 %	6,282	97.90 %
Conflict of interest	291	4.60 %	5,971	91.45 %	6,271	97.72 %
Security in branches	367	5.80 %	3,739	57.27 %	4,084	95.13 %
Criminal risks**	2,940	46.49 %	3,426	52.47 %	6,320	98.49 %
Cybersecurity	6,316	99.87 %	6,324	96.86 %	6,247	97.35 %
Health and Safety in the Workplace	2,625	41.51 %	1,227	18.79 %	6,213	96.82 %
Equal Opportunities and Work/Life Balance	505	7.99 %	345	5.28 %	6,260	99.46 %
Mortgage Contracts Act	4,794	75.81 %	4,694	71.89 %	4,350	95.58 %
Insurance	4,960	78.43 %	4,772	73.09 %	4,181	97.35 %
Banco de España: Regulations governing Notes and Coins	43	0.57 %	344	5.27 %		
Security of Information	243	3.68 %	1,952	29.90 %		

* The ratio compared to the total number of employees has been calculated bearing in mind the number of employees who have received training (6,324 in 2020 and 6,529 in 2021), regardless of whether they are still active staff members by the end of the year.

** Since each certification has its validity period (yearly or three-yearly), we provide the figures for people certified and the % of people who meet the training requirements in each subject, taking into account whether this training is required for their position or not.

• Training in Criminal Risks (Corruption)

BOARD	2020	2021
	No. of people	No. of people
Director	90	14
President of the Board	16	-
Secretary of the Board	16	-
Vice President	16	3

Three-Yearly Training.

OTHER PROFESSIONAL CATEGORIES	2020	2021
	No. of people	No. of people
Directors (with contract) + Senior Management	25	15
Type 1 Executive	161	84
Type 2 Executive	1,041	657
Middle Management	957	723
Other	3,736	1,947

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 "Corporate Governance Module" training actions have been considered.

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 advocacy can be carried out in an appropriate environment that facilitates, through negotiation, the improvement of working conditions 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 ongoing 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 one staff representative, distributed in 33 provinces.

90.80% of Group staff members are covered by the XXII Collective Agreement for Cooperate Credit Unions and Institutions, published in BOE issue 10, 12 January 2022, as well as by the **labour agreements signed** with union representatives in Grupo Cooperativo Cajamar, since social dialogue is taken into consideration at all times.

9.17 % of the Group's workforce is covered 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 2021, 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 derived from climate change

• Potential consequences of climate change for Grupo Cooperativo Cajamar

Aspects requested	Term	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 assets owned by companies in the investment portfolio that require high energy consumption"	1-3 years	X		X
Technological	Costs and investments associated with more efficient technologies	1-3 years	X	X	
Market	Increase in the operating cost 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		
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		X
Chronic physical risks	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		

• Opportunities of climate change for Grupo Cooperativo Cajamar

Aspects requested	Term	Potential financial impacts			
		A	B	C	D
Efficiency of resources	A. Cost reduction due to improvements in operational eco-efficiency (use and management of energy, water, paper, etc.)	1-3 years	X	X	
	1B. Greater contribution of revenue from new opportunities for credit and investment related to new more efficient forms of production and distribution systems	1-3 years	X		
	1C. Greater contribution of revenue from advice on risks and opportunities in the agricultural sector	3-6 years	X		
	2A. Greater contribution of revenue from new lending opportunities for customers who will adapt their priorities to reduce their energy consumption	3-6 years	X		
	3A. New finance opportunities with customers who promote the use of new technologies such as drones in precision agriculture, irrigation sensors, etc.	< 1 year			
	4A. Increase in the number of investors demanding green bonds"	3-6 years	X		X
	4B. Greater contribution of revenue from the financing of low-carbon and low water consumption technology and infrastructure projects, sustainable mobility projects, etc.	3-6 years	X		
	5A. Greater contribution of revenue from solutions delivered to companies with a high environmental profile	3-6 years	X		
	5B. Greater contribution of revenue from more specific insurance solutions tailored to customers exposed to ROCC	3-6 years	X		
	6A. Greater contribution of revenue from securing a competitive position that reflects changing consumer preferences	3-6 years	X		
Markets	7A. Increased contribution of income from participation and agreements with public sector initiatives and investors and public agents	1-3 years		X	X
	8A. Greater contribution of revenues from new insurance and reinsurance solutions as a result of the forecast of natural disasters"	3-6 years	X		
Resilience	9A. Increase in market valuation through resilience planning and the ability to adapt. For example, through research and development in more efficient technologies	3-6 years		X	
	9B. Increase in market valuation through resilience planning and the ability to adapt. For example, through research and development in more efficient technologies	3-6 years		X	

Notes: Timeframe (1): Estimated time horizon
A: Operational costs and revenues
B: Capital investment and allocation of costs
C: Acquisitions or sales
D Access to capital

Annex VII > Methodology for calculating RAF sustainability indicators

Grupo Cooperativo Cajamar incorporates risk indicators into its monitoring system, the purpose of which is to define the metrics that capture in a fundamentally quantitative and prospective way the Group's exposure to the different risks contained in the risk appetite statement.

The risks defined by the RAF are:

- Credit risk
- Concentration risk
- Real estate risk
- Sovereign risk
- Liquidity and financing risk
- Market risk
- Exchange rate risk
- Business risk
- Interest rate risk
- Operational risk
- Technological risk
- Reputational risk
- Capitalisation Level

In order to assess environmental impact, three sustainability indicators have been included in the Credit Risk and Reputational Risk Assessment, as detailed below:

Credit Risk Sustainability Indicator

1. Carbon intensive sector concentration indicator

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

Follow-up: monthly.

Calculation: Percentage of exposure of CNAE economic activities that make intensive use of fossil fuels according to clarifications made by means of expert opinion, taking as a reference the INE publication on the emissions of CO₂ for each branch of activity, on the total exposure of business and professional activities.

2. Concentration indicator in sectors with a high and medium-high rating according to ECORating.

Purpose: Measures the level of concentration of the credit portfolio in sectors with the highest environmental risk in terms of the ecological transition.

Follow-up: monthly.

Calculation: Percentage of exposure identified per CNAE activity according to its classification in the ECORating tool as High and Medium High Environmental Risk, over the total exposure of business and professional activities.

Reputational Risk Sustainability Indicators

3. Sustainalytics ESG Rating: tracking indicator

Purpose: Measures the rating awarded by Sustainalytics, which is the result of the performance rating in terms of ESG in 6 areas: Data Security and Privacy; Business Ethics; ESG Integration in Finance; Product Governance; Corporate Governance and Human Capital.

Follow-up: monthly.

Annex VIII > Methodology for calculating emissions derived from the loans and investments portfolio of Grupo Cooperativo Cajamar

Grupo Cooperativo Cajamar has pledged to set science-based targets to reduce greenhouse gas emissions in line with the Paris Agreement, i.e., Limiting global warming to a level well below 2°C from pre-industrial levels and continuing efforts to limit warming to 1.5°C.

The ambition of Grupo Cooperativo Cajamar is to achieve net zero emissions by 2050. To do this, it must establish its baseline by calculating the issues derived from its loan and investment portfolio and set short- and long-term decarbonisation targets

Calculation method

Emissions financed were calculated on the basis of the methodology developed by the *Global GHG Accounting and Reporting Standard for the Financial Industry*, an initiative created from a partnership between financial institutions aimed at establishing a harmonised and sound method for measuring financed emissions and thus facilitating their reduction.

By calculating the emissions financed in accordance with the PCAF calculation methodology, Grupo Cooperativo Cajamar lays the foundation for establishing a climate strategy and actions to develop innovative financial products that support the transition to a net zero economy.

This Standard has been revised by the GHG Protocol and conforms to the requirements set forth in the *Corporate Value Chain (Scope 3) Accounting and Reporting Standard* for category 15 investment activities. The Standard provides detailed methodological guidance for asset classes widely tested by banks and investors, enabling the calculation of emissions associated with the following products: listed shares and corporate bonds, mortgages, loans to companies and unlisted shares, commercial properties, and project finance.

This methodology has been used to calculate the emissions generated by the various products of Grupo Cooperativo Cajamar.

Emissions are calculated in accordance with the following equation:

$$\text{Greenhouse gas emissions} = \sum_i \text{Attribution factor}_i \times \text{Emissions}_i$$

Where "i" is the borrower or holding company.

Attribution factor is calculated according to the following formula:

$\text{Attribution factor} = \text{payment amount}_i / (\text{total own funds} + \text{debt})_i$

Emissions can be established via:

- Emissions reported by holding companies or borrowers through their annual reports, CDPs, etc.
- Emissions calculated using primary activity data or consumption or production data.
- Emissions calculated from economic activity.

Methodology for calculating the emissions of different products:

Listed shares and corporate bonds

In order to calculate the emissions derived from stocks and bonds, the emissions published by holding companies or borrowers have been analysed through their annual reports, CDP, etc., and an emissions factor has been established based on income or sales.

Published data for scope 1 and 2, as well as scope 3, have been taken, provided data for this latter scope have been published. Subsequently, taking the data provided by Grupo Cooperativo Cajamar, the global emissions of the companies are established. Finally, the Group's attribution factor has been established.

Loans to companies and unlisted shares

Emissions arising from loans to companies as well as the Group's participation in other companies have been calculated according to the sector to which they belong, for which input-output tables have been used. In particular, data have been taken at a national (Spain) and international level, applying national tables to companies located in Spain and taking DEFRA's input-output tables for international companies.

In the case of emissions from syndicated loans, these have been calculated whenever possible from the data published by the companies in relation to their carbon footprints. For other companies, where no information on their emissions has been found, they have been calculated as referenced in the emissions derived from loans to companies.

Commercial goods

Emissions financed through commercial goods loans are calculated based on emission factors by area and the purpose of the commercial good. Emission factors have been obtained from the *"Department for Business, Energy & Industrial Strategy"*.

This energy consumption data for UK non-residential buildings has been customised for Spain considering the different energy sources used in the country, based on the *"balance of energy consumption end of 2019 Trade, Services and Public. Admin: IDEA"*.

Carbon dioxide emission data from electricity consumption have been taken from the *"Carbon Footprint Register, Offsetting and Carbon Dioxide Absorption Projects. Marketing Mix without GdO"*.

Mortgages

The emissions financed through mortgages are calculated on the basis of emissions by climate zone and energy label. For this purpose, the upper limits of efficiency classes for GHG emissions have been determined by considering the number of single-family or block dwellings by province according to the *"Number of main dwellings by autonomous communities and cities by type of building and tenure regime. Continuous Household Survey (ECH). INE."*

Data on the upper limits of efficiency classes for GHG emissions have been obtained from *"efficiency classes for single-family and block-type private residential (housing) buildings. Energy efficiency rating of buildings. Version 1.1 / November 2015"*. Considering the Climate Zone, if the data were known, or the province and associating it with a Climate Zone. According to this information, emissions have been calculated considering the area.

Project finance

Emissions from project finance have been calculated by considering the activity that has taken place during the year of calculation, in some cases construction and in others the operation of the facility. These activities have been associated with sectors, and depending on these, *input-output* tables have been used. In particular, data have been taken at a national (Spain) and an international level, applying national tables to companies located in Spain and taking DEFRA's input-output tables for international companies.

Annex IX > Qualitative information pursuant to art. 8 of the EU Taxonomy Regulation

Qualitative information pursuant to annex XI

Pursuant to Article 8 of Regulation 2020/852, as a financial entity required to publish non-financial information, Grupo Cooperativo Cajamar includes in its non-financial statement information on the way and extent to which the Group's activities are associated with eligible economic activities, from an environmental point of view.

The strategy of Grupo Cooperativo Cajamar provides for compliance with Regulation 2020/852 through the Sustainable Finance Plan, which takes a cross-cutting approach to encompass all areas of activity through the different actions detailed in the Sustainability Report 2021¹. The Sustainable Finance Plan is approved by BCC's Board of Directors and is based on four main pillars: governance, strategy, metrics and disclosure, facilitating the entire process of adaptation to the new regulation and ESG requirements.

As a complementary action to the company's strategy, a Sectoral Policy Framework for Climate Neutrality has been defined, which will allow the decarbonisation scheme to be established within scope 3 of the Group's carbon footprint based on a materiality matrix. In fact, the Group has signed up to the Science-Based Goals initiative (SBTI), making a pledge to align its institutional targets with the goals set out in the Paris Agreement.

Within the limits of its business strategy and Risk Appetite Framework (RAF), Grupo Cooperativo Cajamar promotes investment projects aligned with any of the environmental targets set out in the EU Taxonomy Regulation, as detailed in the Sustainability Report 2021². In addition, various metrics

and indicators have been developed that associate the alignment of the Group's investment policy and its portfolio of business and professional activities with the Taxonomy Regulations, as mentioned in the Sustainability Report 2021³.

The concern felt by Grupo Cooperativo Cajamar to protect the interests of its customers and to create a sound governance framework has become apparent with the integration of sustainability into the Strategy Committee (Strategy and Sustainability Committee). The Sustainable Development Division is present in the Products and Services Committee, which aims to analyse the conditions, characteristics, and feasibility of proposals for the creation of new products and services, as well as their approval. The Sustainable Development Division provides the assessments that it considers appropriate in relation to ESG criteria and risk, incorporating this opinion into the Product/Service Creation and Approval Sheet.

For the sake of transparency and protection of retail investors, the Group duly complies with disclosure requirements arising from the Sustainable Finance Disclosure Regulations (SFDR). In addition, the Socially Responsible Investment Policy, its ethical management system, its policy of undesirable links, its Sustainable Bond Issuance Framework, both social and green bonds, and the incorporation of ESG factors into the credit risk analysis of operations or in the advice and management of retail investment portfolios are some examples of the Group's involvement with its stakeholders.

¹ See the section on Strategy

² See Grupo Cajamar's environmental and social targets.

³ See the sections on sustainable finance and risks and opportunities derived from climate change

The Group is in the process of integrating and systematising climate and environmental risks in internal information processing systems. At the same time as the start-up of new operations, which allow the Group to capture the main environmental indicators and metrics at source, Grupo Cajamar is also in the process of automating accounting processes and reporting on non-financial information to respond to future requirements foreseen by regulatory regulations.

It therefore takes account of the recommendations contained in the Commission's Delegated Regulations of 6 July 2021, specifying the methodology for meeting the requirements for disclosure. The recommendations of the Delegated Regulations cover both quantitative and qualitative aspects. With regard to quantitative aspects, Grupo Cooperativo Cajamar reports the following indicators referring to the financial year 2021:

- The proportion in the total assets of eligible and ineligible economic activity exposures according to the taxonomy.
- The proportion in the total assets of exposures to central governments, central banks and supranational issuers.
- The proportion in the total assets of exposures to derivatives.
- Exposures of companies which are not obliged to publish non-financial information in accordance with Article 19 bis or 29 bis of Directive 2013/34/EU (transposed Law 11/2018).
- The proportion in the total assets of its trading portfolio and interbank call loans. To complete the quantitative information, we mainly used data from FINREP statements which are sent to the Bank of Spain, and which refer to consolidated data as at 31 December 2021.

Exposure	% Total assets
Economically eligible assets (Total)	24.80 %
Central administrations, central banks, and supranational issuers	31.78 %
Derivatives	1.01 %
Non-financial entities not required to submit a non-financial statement	21.12 %
Trading portfolio	0.0019 %
Inter-bank call loans	0.0346 %

In the process of compliance with non-financial, quantitative and qualitative information, as required by Article 8 of Regulation 2020/852, the structure of our assets is mainly linked to lending to SMEs, families and micro-enterprises. In this sense, it is worth highlighting our exposure to mortgage loans, currently eligible in their entirety, enabling us to take a wide range of actions in the field of households. In terms of activity sectors, the Group concentrates the largest percentage of its loans and advances in agriculture, currently excluded from the Taxonomy, in manufacturing, wholesale and retail trade, transport, and construction.

The main source of information used in the process of evaluating the eligibility of our assets has been the gross book value on the consolidated balance sheet 2021 compiled in FinRep. The procedure has consisted of two levels:

- a) Information that has not required treatment in terms of Sustainability. This is consolidated information at 31/12/2021, which can be consulted through FINREP Statements and has been duly filtered to ensure its integrity and accuracy.
- b) Information that has required Sustainability Treatment to discern the eligibility of items. In this sense, it is possible to differentiate between items linked to other financial and non-financial companies.
 - b.1) Other financial companies. The sources of information have come directly from the departments involved, including Accounting Consolidation, and the Information Centre.
 - Asset Instruments: Details of counterparties are provided by differentiating between listed and unlisted companies.
 - Debt securities: Full details of the accredited parties involved in eligibility are provided.
 - Loans and advances: The database is provided, discriminating by 3 % due to the absence of client/CNAE data quality and which is therefore considered ineligible.
 - b.2) Non-financial companies. Prior to eligibility, a distinction has been drawn between companies required to report non-financial information, using as parameters the average staff numbers, turnover and total volume of assets of the last two financial years. The

information has been obtained from internal and external databases unless it is not available, in which case the decision was made to exclude the exposure of that company from the corresponding calculation of the indicator. With regard to foreign companies, we confirm that the numerator will not shape exposure to companies of origin outside the EU.

- Asset Instruments: Details of counterparties are provided by differentiating between listed and unlisted companies.
 - Debt securities: Full details of the accredited parties involved in eligibility are provided.
 - Loans and advances: The database is provided by the Information and Accounting Centre, discriminating by 1 % due to the absence of client/CNAE data quality and which is therefore considered ineligible.
- b.3) Loans to finance premises linked to housing have been sorted by legal personality and by property purpose based on information derived from the accounting statements. Other general considerations to highlight are as follows:
- Eligibility has been based on CNAE activity and not per operation.
 - Under the heading Households, all loans secured with residential property, where the highest percentage refers to the purchase of housing, have been considered eligible.
 - As regards the financing of vehicles, this has not been included.
 - In the denominator, non-financial companies originating outside the EU have not been differentiated because of their low representativeness.

Annex X > Glossary of terms

BdE: Banco de España (Bank of Spain)

CCBS: Climate Community and Biodiversity Standard

CDP: Carbon Disclosure Project

CNAE: National Classification of Economic Activities

CNMV: Spain's National Securities Market Commission CPRS: Climate Policy Relevant Sectors

PED: Primary Energy Demand

DPO: Data Protection Officer

EACB: European Association of Co-operative Banks

EPC: Energy Performance Certificate

ESG: Environmental, Social and Governance

ICAAP: Internal Capital Adequacy Assessment Process

ILAAP: Internal Liquidity Adequacy Assessment Process

IIRC: International Integrated Reporting Council

SRI: Socially Responsible Investment

FATF: Financial Action Task Force

GAR: Green Asset Ratio

GHG: Greenhouse Gases

GRI: Global Reporting Initiative

GSSB: Global Sustainability Standards Board

LEED: Leadership in Energy & Environmental Design

LOPD: Spanish Data Protection legislation

MIFID: Markets in Financial Instruments Directive

SSM: Single Supervisory Mechanism

NGFS: Network for Greening the Financial System

NPS: Net Promoter Score

NZEB: Nearly Zero-Energy Building

OECD: Organisation for Economic Co-operation and Development

SDG: Sustainable Development Goals

AML-CFT: Anti-Money Laundering and Combating the Financing of Terrorism

PRB: Principles for Responsible Banking

PCAF: Partnership for Carbon Accounting Financials PNIEC: Spain's National Integrated Energy and Climate Plan

RAF: Risk Appetite Framework

CSR: Corporate Social Responsibility

SAC: Citizen Advice Service

SASB: Sustainability Accounting Standards Board

SBTi: Science Based Targets initiative

RSC: Responsabilidad Social Corporativa

SAC: Servicio de Atención a la Ciudadanía

SASB: Sustainability Accounting Standards Board

SBTi: Science Based Targets initiative

ICFR: Internal Control over Financial Reporting

EMS: Ethical Management System

SFDR: Sustainable Finance Disclosure Regulation

SPO: Second Party Opinion

TCFD: Task Force on Climate-related Financial Disclosure

UNEP FI: United Nations Environment Programme Finance Initiative

GVA: Gross Value Added

VCS: Verified Carbon Standard

UL: Undesirable Links

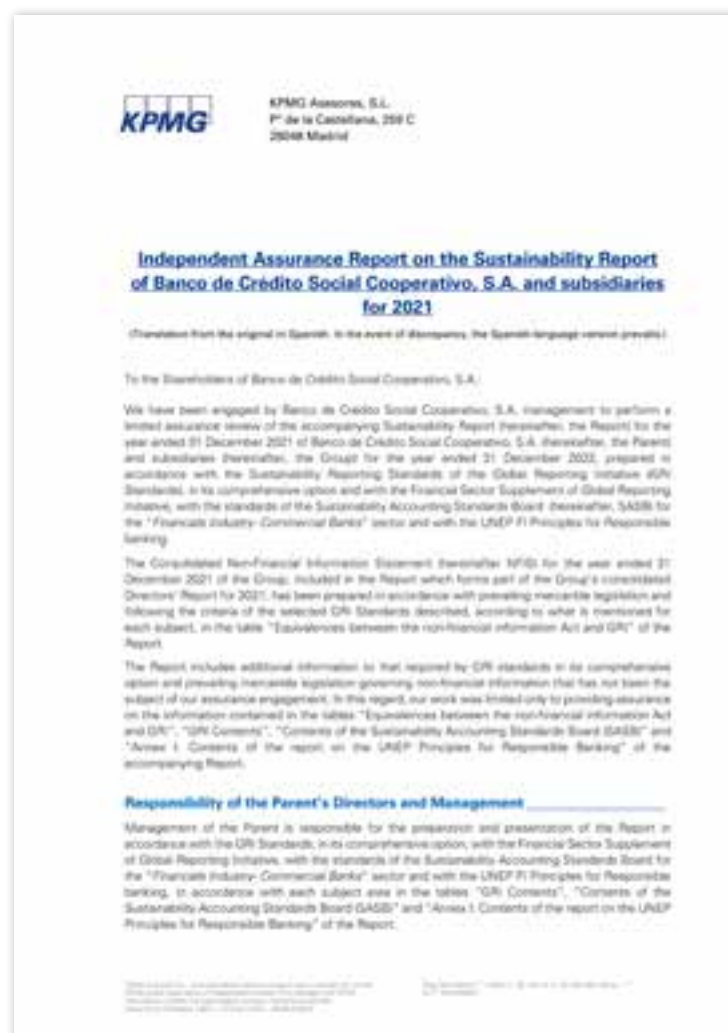
WACC: Weighted Average Cost of Capital

WACI: Weighted Average Carbon Intensity

WBCSD: World Business Council for Sustainable Development

WRI: World Resources Institute

Sustainability verification KPMG





3

(Translation from the original in Spanish. In the event of discrepancies, the Spanish language version prevails.)

- Meetings with the Group's personnel to gain an understanding of the business model, policies and management approaches applied, the principal risks related to these matters 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 Group and described in the "Materiality" section, considering the content required by prevailing mercantile legislation.
- Analysis of the processes for compiling and validating the data presented in the Report for 2021.
- Review of the information relative to the risks, policies and management approaches applied in relation to the material aspects presented in the Report for 2021.
- Review of comparative performance indicators related to the members.
- Review of the information reported in accordance with the SASB Standards for the "Financial Industry-Commercial Banks" sector.
- Review of the information reported in the framework of the UNEP FI Principles for Responsible Banking in the "Annex I: Contents of the report on the UNEP Principles for Responsible Banking".
- Analysis of the coherence between the information described in "Annex I: Contents of the report on the UNEP Principles for Responsible Banking", the monitoring of the requirements and principles, the responses 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 2021 and whether it has been adequately compiled based on data provided by the information sources.
- Receipt 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 leads us to believe that:

- a) The Sustainability Report of Banco de Crédito Social Cooperativo, S.A. and subsidiaries for the year ended 31 December 2021 has not been prepared, in all material respects, in accordance with the GRI Standards, in its comprehensive option, as described in point 102-84 of the table "GRI Contents" of the Report, with the Financial Sector Supplement of Global Reporting Initiative, with the SASB Standards for the "Financial Industry-Commercial Banks" sector according to the table "Contents of the Sustainability Accounting Standards Board (SASB)" and with the UNEP FI Principles for Responsible banking according to the "Annex I: Contents of the report on the UNEP Principles for Responsible Banking".
- b) The NFI of Banco de Crédito Social Cooperativo, S.A. and subsidiaries for the year ended 31 December 2021 has not been prepared, in all material respects, in accordance with the content included in prevailing mercantile legislation and selected GRI Standards based on each subject set in the "Equivalences between the non-financial information Act and GRI" table of the Report.



4

(Translation from the original in Spanish. In the event of discrepancies, the Spanish language version prevails.)

Emphasis of Matter

Regulation (EU) 2020/992 of the European Parliament and of the Council of 18 June 2020 on the establishment of a framework to facilitate sustainable investment stipulates the obligation to disclose information on how and to what extent the undertaking's activities are associated with economic activities that qualify as environmentally sustainable in relation to climate change mitigation and climate change adaptation. This obligation applies for the first time for the 2021 fiscal year, provided that the Non-Financial Information Statement is published from 1 January 2022 onwards. Consequently, the attached Sustainability Report does not contain comparative information on this matter. Additionally, certain information has been included in respect of which the Directors of the Parent have opted to apply the criteria that, in their opinion, best allow them to comply with the law obligation, and which are those defined in Annex II in the accompanying Sustainability Report. Our conclusion is not modified in respect of this matter.

Use and Distribution

In accordance with the terms of our engagement letter, this Report has been prepared for Banco de Crédito Social Cooperativo, S.A. in addition to its 2021 Sustainability Report and for no other purpose or in any other context.

In relation to the Consolidated NFI, 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)

Ramon Planas Vilella

3 March 2022

Sustainability Report 2021

