

cecabank

Statement of non-financial information

For the financial year ended
on 31 December 2022



Annex. Non-Financial Information Statement in accordance with Law 11/2018 of December 28 on non-financial information and diversity

Letter from José María Méndez

Cecabank

Non-Financial Information Statement 2022

It is my pleasure to present Cecabank's Non-Financial Information Statement for 2022.

We have experienced a year characterized, at a macroeconomic level, by a strong shift in the monetary policy of central banks in most advanced countries. Looking specifically at the twelve-month Euribor, we see a continuous increase, reaching 3.06% by the end of December, levels not seen since 2008.

This context has brought an end to expansionary monetary policy, coupled with downward revisions in growth prospects and rising inflation. This phenomenon has impacted the evolution of financial markets, which, despite a recovery in the last quarter, ended the year with a negative balance.

This year has been marked by economic uncertainty. However, our robust governance model, business diversification, and customer-centric approach have allowed us to maintain the strong performance of previous years, with a result of 65.4 million euros and a high solvency ratio, with a CET1 of 30.8%.

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I would like to emphasize that this year is very special for all of us at Cecabank. Our journey, which began on November 12, 2012, has already reached a decade, and looking back, we can see how our own reality has changed and the profound institutional and business transformation we have achieved.

The business segregation process from CECA to Cecabank, which led to the creation of the bank, along with our innovation and specialization capabilities, has built what we are today: a leading wholesale bank in the Securities Services market and a provider of specialized solutions for all types of financial institutions and corporations, both domestic and international.

Cecabank has been chosen for the sixth consecutive year as the Best Custodian Bank in Spain 2022 by the specialized magazine Global Banking and Finance Review. This award once again recognizes our leadership in custody and the prominent position our institution maintains in post-trading activity in our country. All of this has been made possible thanks to a highly professional and high-performing workforce with a deep sense of humanity.

In 2022, we embarked on a new strategic period in which Cecabank approved the new Sustainability Plan 2022-2024. This plan, alongside our Strategic Plan, will consolidate future growth and our relationships with stakeholders. We are especially proud of this ambitious project, consisting of 70 actions, aimed at positioning the institution at the highest level in the 4 defined areas of action: People, Planet, Governance, and Prosperity.

In addition, 2022 has been marked by the talent acquisition plan, which has successfully onboarded new professionals, reinforcing areas of high development such as sustainability, technology, risk, and our businesses. Additionally, the organization has taken actions in terms of equality and work-life balance. In this regard, we have once again obtained the Family Responsible Company certification granted by the Más Familia Foundation.

Furthermore, I cannot fail to mention Cecabank's Social Action as an important aspect of our activity, contributing to generating value for society. The most notable initiative is the 8th edition of the "Tú Eliges" program. This year, it has achieved record participation with 78.9% of the workforce involved. This initiative strengthens the sense of belonging of our employees, allowing us to raise awareness of their environmental, social, and cultural interests and concerns. Our commitment to the United Nations Global Compact and compliance with its 10 principles has also been recognized this year, as we have obtained the bronze insignia from this institution.

In the environmental sphere, we have continued working to improve the energy efficiency of our facilities, thus contributing to emissions reduction. Since 2017, when we began calculating our carbon footprint, we have achieved a 91.9% reduction in our scope 1+2 emissions. Currently, the organization is participating in offset projects and has achieved emissions neutrality for scopes 1+2 in 2020 and 2021. The organization is actively addressing its indirect impacts.

Once again, Cecabank has committed to sustainable finance and the fulfillment of the highest sustainability standards through our businesses, ways of working, and organizational culture, all with the ultimate goal of building a better tomorrow for all.

Cecabank in Figures: 2022 at a Glance

Prosperity:

- Total Assets: 14,414 million euros
- Total Equity: 1,189 million euros
- Net Income: 65.4 million euros
- CET1 Ratio: 30.8%

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Business:

- Securities Services: Deposited Assets: 202,000 million euros; Custodied Assets: 275,000 million euros; Awarded as Best Custodian Bank of 2022
- Treasury: Market Maker for Public Treasury; Leading wholesale foreign currency market in Spain for banknotes; Direct service to over 12,000 bank branches
- Payments: Processed 1,215 million card transactions; Presence in over 80 countries; Coverage of 24 different currencies
- Technological Platforms: Number of Electronic Banking transactions: 3,288 million; Presence in >27 countries; Coverage of >10 different currencies

People:

- 476 employees
- 51% female workforce
- 100% permanent contracts
- 988 euros per employee spent on training

- 3,450 euros per employee invested in social benefits
- 100% of employees covered by collective agreement
- "Tú Eliges": 100,000 euros in social programs
- Pacto Mundial Award: Bronze Badge

Planet:

- Carbon neutral in own operations
- 188 tCO2 offset in 2021
- 92.5% reduction in emissions since 2017⁶
- ISO 50001:2018 certification

Governance:

- 96% compliance with Sustainability Plan
- 0 reports in the ethical channel
- UNE 19601:2017 certification for Compliance with Criminal Law
- 74% of employees trained in cybersecurity
- 90.5% local procurement

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1. Get to know Cecabank

1.1. Our business model

Transforming the present with the best solutions for a sustainable future

Cecabank is a Spanish wholesale bank that offers innovative financial solutions and accompanies its clients in achieving their business objectives. We have a presence in major European financial centers. Based in Madrid, we have an External Network consisting of an operational branch in Lisbon and representative offices in Frankfurt and London.

The entity's products and services are grouped into four business lines:

1. **Securities Services:** This service includes custody and depositary services for securities, as well as value-added services in the post-trading chain for securities and currencies. Our clients, including investment management companies, pension funds, venture capital entities, and social security funds, benefit from the expertise of the leader in custody services in Spain and Portugal.

Currently, the business operates with over 202,000 million euros in assets under custody, more than 1,050 investment vehicles, and nearly 50 asset managers.

⁶ Scope 1+2

2. Treasury: This business line focuses on operations in major national and international markets for equities, fixed income (public and private), currencies, and derivatives. Our operations are carried out with criteria that ensure ample liquidity and high solvency.

The business stands out as a primary dealer of Spanish public debt, actively participating in auctions and syndicates, and providing liquidity in the secondary market. In 2021, Cecabank was designated by the European Union as a member of the European Primary Dealer Network.

3. Payments: This line of business comprises card payment processing services throughout the payment chain, processing in clearinghouses and payment schemes, digital payment solutions (payment gateways, customer authentication, DCC solutions, among others), and digital platforms and FX platform. We offer international payment services with currency exchange, adding significant value to our clients.
4. Technological Platforms: This line includes digital banking solutions, treasury services, risk and reporting, and technological outsourcing. We provide outsourcing services for technological infrastructures to financial entities, insurers, and fintech companies, in compliance with banking regulations.

In addition, Cecabank provides associative services to support the proper functioning of the CECA banking association, focused on the dissemination, defense, and representation of the interests of its member entities.

More information about Cecabank and the services we offer can be found on the entity's corporate website⁷.

In 2021, the entity established its business strategic plan for 2022-2024, which focuses on transformation to consolidate growth. This new Strategic Plan, approved by the Board of Directors in 2021, defines the business model that incorporates the aforementioned business lines, three growth vectors (including the ESG vector), and three enabling factors in the transformation process (Human Resources, Technology, and Governance).

The Business Strategic Plan sets both financial and non-financial objectives. Non-financial objectives include strengthening leadership, maintaining quality levels, transforming talent and technology, and meeting stakeholder expectations in the three pillars of sustainability (Environmental, Social, and Governance).

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Technology, talent, and sustainability are key to achieving strategic objectives, and Cecabank has developed specific plans for each of these areas.

⁷ <https://www.Cecabank.es>

Technology Plan	<p>The Technology Plan aims to contribute to the company's objectives through transformation initiatives focused on three main objectives: boosting the business, generating efficiency and enhancing resilience. It is an ambitious plan, covering the period from 2022 to 2025, beyond the 2022-2024 strategic period.</p> <p>In 2022, it has launched 19 initiatives, responding to the three objectives mentioned above.</p>
"Crece" Plan +	<p>Launched in 2022 as an evolution of the Human Resources Transformation Plan within the 2017-2020 Strategic Plan. CRECE + is defined as the Plan that allows Talent Management to be the Facilitator of Cecabank's Transformation and it includes different initiatives that aim to advance in the different phases of the Human Resources management cycle, favouring the growth and professional development of its employees, giving them the opportunity to learn new ways of working, acquire knowledge in different areas, enhance their development, facilitate personal and professional reconciliation, generate and share our values, promote initiatives that favour equality, renew our talent and make our processes more efficient.</p>
Sustainability Plan	<p>Structured in 4 work blocks and 70 actions, with three fundamental objectives: consolidate our leadership in the market, orient our ESG service proposal, anticipating the needs of our customers and generate a positive impact on our environment and Stakeholders.</p> <p>It is a transversal plan in which 100% of the Bank's areas participate and which, in its first year of implementation, has achieved a compliance rate of 96%.</p>

1.2. Our corporate culture

Mission

To support financial institutions and other corporations with the experience of a Spanish wholesale bank with international projection.

Vision

- Cecabank aims to consolidate its leading position as a custodian bank and provide specialised solutions for all types of financial institutions and national and international corporations.
- To accompany its customers, building lasting relationships, so that every decision is the result of mutual trust.

Our values:

- **Specialisation:** our financial, technological and business expertise makes it possible to offer our clients solutions with high added value for their business.
- **Solvency:** Cecabank's capital ratio is among the highest in the market.
- **Commitment** to our customers, shareholders, employees and all our stakeholders.
- **Sustainability:** Through a responsible business model, our commitment to sustainable finance and our environment.

For Cecabank, corporate culture and values are a priority and form part of our behaviour, our way of relating to customers and the bank's internal policies. Cecabank's new strategic framework incorporates the

challenge of defining a common and shared purpose and fostering new values with which customers, employees and governing bodies feel strongly identified and committed.

The talent renewal plan, carried out recently, the coexistence of new generations and the evolution that we have been developing since 2018, have strengthened the need to frame a project that serves as an "umbrella" for the rest of the transformation initiatives that we are leading.

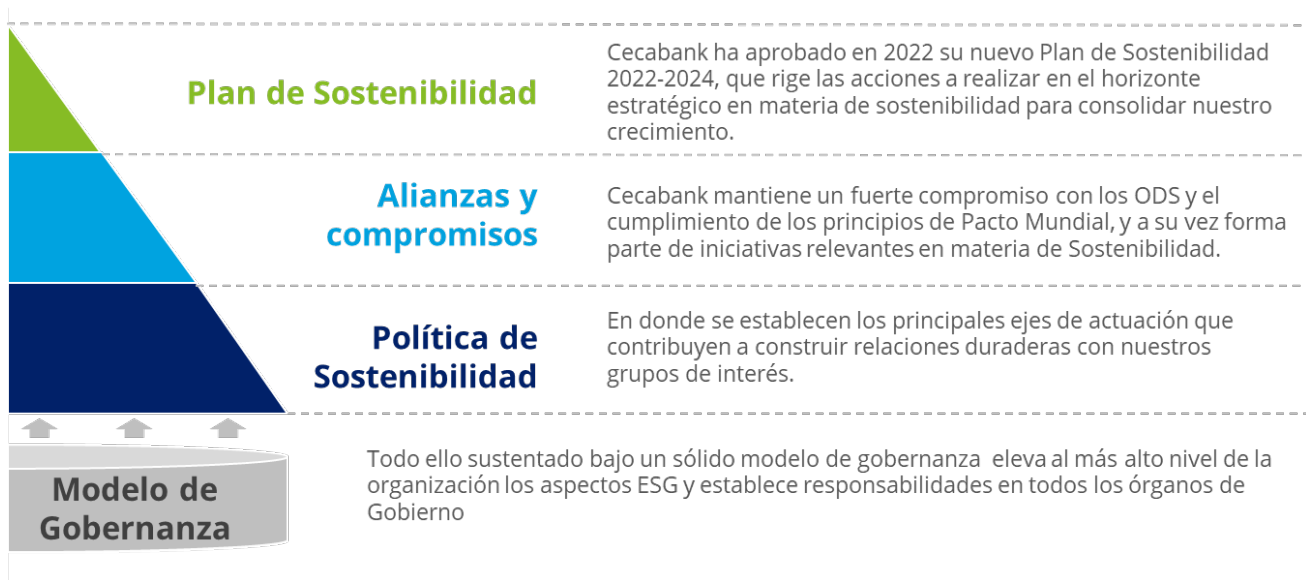
This global project involves all employees and all levels of the entity to jointly carry out this reflection process. The New Culture Model initiative, part of the CRECE+ Plan, aims to raise awareness, disseminate and comply with the new values defined for Cecabank, identify the necessary cultural changes and implement specific actions to successfully tackle the transformation proposed in the new strategic period, ending in 2024. For more information, see the People section.

1.3. Our approach to sustainability management

The financial sector is key to the transformation towards a sustainable, low-carbon economy. Its role is to redirect capital flows towards activities that favour the transition, supporting the rest of the economic sectors in the construction of an inclusive economy with a low environmental impact and a positive impact on the social environment.

Cecabank is aware of this task and works to guide all its activity by considering ESG (Environmental, Social and Governance) factors. Both because of its strong banking tradition linked to the social dimension, as well as its vocation for the future, Cecabank has a strong commitment to the environment, in which we seek to establish lasting and trusting relationships with our stakeholders.

Our sustainability management model is structured into four aspects:



ESG Governance Model

The bank has an organisational structure that facilitates the development of the defined lines of action and places sustainability at the highest level of the organisation, forming part of the responsibilities of the Board of Directors, which delegates supervision of compliance with the Sustainability Policy to the Audit Committee.

At Cecabank, we understand sustainability as something transversal in the way we operate. Accordingly, the bank has established responsibilities in all the governing bodies.

- Risk Committee: oversees all aspects related to ESG risks, with special attention to environmental and climate risks.
- Nominations Committee and Remuneration Committee: monitor ESG issues within their sphere of competence.
- Management Committee: oversees in the first instance ESG issues reported by the Sustainability Committee.
- Strategy Committee: responsible for monitoring the entity's Strategic Plan, supervises compliance with the non-financial objectives and sustainability initiatives proposed by the Sustainability Committee within the ESG growth vector.
- New Products Committee: incorporates ESG analysis in the evaluation of new products.

At the operational level, the entity has a Sustainability Committee made up of representatives from all corporate and business areas and reports directly to the Management Committee and the Strategy Committee. It is in charge of, among other functions, defining ESG initiatives, monitoring the Sustainability Plan, and coordinating transversal activities within the organisation.

- Internal Audit
- General Secretariat
- Association Services and Resources Area
- Planning Area
- Risk and Compliance Area
- Securities Services Area
- Technology Services Area
- Financial Area

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During 2022, the Sustainability Committee met on 3 occasions and dealt with matters related to:

- Design and approval of the Sustainability Plan
- Monitoring of the Sustainability Plan
- Proposal for new businesses: ESG growth vector
- Monitoring of Corporate Reporting
- Review of aspects related to Climate Risk
- Monitoring of regulatory developments.
- Aspects related to social impact, alliances and sector participation.

Cecabank also has a Sustainability department, responsible for promoting, coordinating and executing, where appropriate, ESG actions in our entity, providing transversal support throughout the organisation.

Sustainability Policy

The entity's Board of Directors approved its Sustainability Policy in 2019. This document aims to ensure lasting relations between the entity and its stakeholders, maximising the creation of value. In this regard, the entity identified those areas of action that contribute to this effect. The Sustainability Policy establishes 5 objectives on which our management model is based.

Objective 1	Objective 2	Objective 3	Objective 4	Objective 5
Support for the Strategic Plan	Strengthening of partners and customers	Monitoring and implementation of best practices Search for new opportunities	Search for new opportunities	Stakeholder relations
Sustainability is one of the values of the bank's Strategic Plan, as well as one of its growth vectors, seeking to drive the transformation of the financial sector towards an ESG model	Aligning business and corporate management with the responsible practices of our partners and customers.	Beyond the regulatory sphere, Cecabank seeks to adapt its model to the best market practices, voluntarily submitting to greater requirements.	Detecting and seizing opportunities, taking into account all areas of business and a long-term vision.	Cecabank seeks to maintain lasting relationships with stakeholders by generating shared value.

Alliances and commitments

Cecabank is firmly committed to achieving the SDGs. The United Nations 2030 Agenda for Sustainable Development sets the Objectives for the year 2030 and proposes solutions to global priority problems, establishing 17 Sustainable Development Goals (SDGs) and 169 specific targets as a framework for action.

By conducting our business responsibly, we are contributing to the achievement of these Goals, to which we are strongly committed. In addition, the Sustainability Plan has been aligned with this universal framework. The SDGs where the greatest impact has been identified are:

- **SDG 5: Gender equality**

Cecabank is committed to gender equality. It has an equality plan, as well as a work-life balance programme for the bank's employees. In this regard, it is worth highlighting the EFR (Family Responsible Company) certification, which accredits quality in employment, work-life balance, equal opportunities and professional development.

- **SDG 8: Decent work and economic growth.**

Where Cecabank works to protect workers' labour rights, as well as maintaining good working conditions for its employees.

In addition, the bank maintains high levels of solvency. Cecabank's capital ratio is among the highest in the market, which favours stability and transmits security to the market.

- **SDG 10: Reducing inequalities**

Cecabank is an entity linked from its origins to the social sphere, which makes the organisation particularly sensitive to the needs of the environment, participating actively and in collaboration with social organisations in projects that improve the quality of life of the most disadvantaged groups.

- **SDG 13: Climate action**

Although the bank's direct environmental impact can be considered insignificant, Cecabank works actively to minimise it, improving efficiency in the use of resources in its facilities, as well as calculating, reducing and offsetting its carbon emissions. In addition, the bank has begun work to calculate and manage the carbon footprint of its investments, including fixed income, equities and the credit portfolio.

- **SDG 16: Peace, Justice and Strong Institutions**

Cecabank maintains high standards in terms of ethics, compliance, prevention of corruption and bribery throughout its operations. In addition, it voluntarily assumes the best practices and recommendations in the area of corporate governance.

In parallel and in response to **SDG 17 (Alliances to achieve the Goals)**, Cecabank has built a network of alliances in which it seeks to contribute to the collective debate, participate in the issues of the financial agenda in sustainability (both national and international) and promote platforms for exchange and dialogue.

In 2022, the bank was part of the following initiatives:

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- **Global Compact** (through the Spanish Global Compact Network): in 2022, we renewed our commitment to the Global Compact and its 10 principles. Cecabank has also continued to work to disseminate the 17 Sustainable Development Goals of the United Nations.
- **Spainsif:s** is a non-profit organisation that promotes Socially Responsible Investment (SRI), fostering corporate responsibility, the integration of environmental, social and good corporate governance criteria through dialogue between different groups.
- **Forética**: association of companies and professionals in corporate social responsibility and sustainability operating in Spain and Latin America, whose mission is to promote the integration of social, environmental and good governance aspects in the strategy and management of companies and organisations.
- **Seres Foundation**: in 2022, Cecabank became a partner of this Foundation. Seres promotes the commitment of companies to improving society through responsible actions aligned with the company's strategy and generating value for all.

As proof of the entity's commitment and links with these associations, Spainsif and the United Nations Global Compact Spain held their annual joint conference in April 2022 at Cecabank's headquarters. This conference, entitled "Towards a sustainable finance plan: sustainable and responsible investment, key for companies", addressed relevant issues on the sustainable finance agenda, such as the progress of the National Plan.

In addition, Forética chose our headquarters for the presentation of its "Forética Report 2022: Sustainability, the vision in the face of an uncertain future", in June 2022. This conference addressed the most important trends and the three pillars of sustainability development: the regulatory environment, business activity and the public's vision.

In addition, the bank is committed to various initiatives in this area:

- Cecabank joined the "Business Leaders' Declaration for Renewed Global Cooperation" at the invitation of Sanda Ojiambo, who in June 2020 was appointed by the UN Secretary-General as the new Executive Director of the Global Compact.
- In December 2019, during COP 25 in Madrid, Cecabank joined the "Collective Commitment to Climate Action" promoted by UNEP FI, in which it committed to reduce the carbon footprint of its balance sheets in line with the Paris Agreement.
- In 2020, Cecabank joined the Green Recovery Alliance, an initiative promoted by Pascal Canfin, chairman of the European Parliament's Environment Committee, which seeks a global pact to end the pandemic and promote a sustainable economic recovery.
- Through CECA, we support the UNEP FI Principles for Responsible Banking.

Sustainability Plan

In 2022, the bank worked on the design and approval of a new Sustainability Plan 2022-2024, which accompanies the bank's Strategic Plan to consolidate growth.

Cecabank finalised its 2018-2021 Sustainability Plan in 2021. The new external context in ESG matters (regulation, advances in best practices and stakeholder demands), as well as the approval of a new Strategic Plan 2022-2024, led the bank to work on drawing up a new Sustainability Plan.

The plan, approved by the Board of Directors in 2022, is based on three objectives:

- consolidate our leadership in the market, increasing customer and shareholder confidence through a responsible business model
- to orientate our ESG services proposal, anticipating our clients' needs
- generate a positive impact on our environment and stakeholders.

To achieve these goals, 70 actions have been established, structured into 10 lines of action and 4 work blocks that respond to two aspects: what is Cecabank, with the People, Planet and Governance blocks, and what do we offer the market, which includes the Prosperity block.



- **Commitment to talent:** human capital as a differential value of the entity: diverse, committed and specialised.
- **Social impact:** contributing to sustainable development in our environment, with the participation of our employees, generating pride of belonging.

- **Climate change and environmental management:** to advance in best practices and respond to the commitments assumed in terms of climate-related risks and objectives, as well as to achieve maximum efficiency in the management of direct environmental impacts.
- **Sustainability culture:** consolidate the organisation's ESG governance, integrating the new corporate value transversally in the entity.
- **Good governance, ethics and compliance:** comply with best practices in corporate governance, ensuring compliance with legal requirements and corporate commitments.
- **Supply chain:** aligning our suppliers with Cecabank's values and objectives.
- **Cybersecurity:** staying at the forefront of cybersecurity.
- **Excellence:** excellence through innovation and digital transformation and maintaining satisfaction levels.
- **Sustainability as a vector for growth:** anticipating our customers' ESG needs.
- **Solvency:** achieving the solvency levels established for the strategic horizon (2024: 22-25%).

Cecabank has designed this Sustainability Plan taking into account the concept of dual materiality, considering our impact on the environment, as well as the impact of ESG aspects in our business model, taking into account possible risks and opportunities.

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The Sustainability Plan involves 100% of the company's areas, both those responsible for business and control, with specific responsibilities. In addition, transversal working groups have been created for the development of specific issues, involving different areas.

To facilitate the monitoring and supervision of these aspects, the entity has established a scorecard of ESG indicators, complementary to the essential scorecard of non-financial indicators established in the Strategic Plan. The supplementary scorecard monitors the entity's evolution in all the aforementioned lines of action that make up the Sustainability Plan. Throughout 2022, the governing bodies have validated these indicators, assuming responsibility for monitoring and supervising them. Monitoring of the scorecard is currently planned on an annual basis.

Work plan for the definition of the Sustainability Plan: Materiality

The Sustainability Plan has been designed on the basis of a strategic reflection, based on the materiality study that the entity carried out in 2021. This study made it possible to identify and prioritise the most relevant aspects for its business and stakeholders in the current context. This analysis process has made it possible to establish the priority focuses of action in line with best practices, regulatory requirements and standards, sector trends, as well as to guarantee the alignment of ESG aspects with the business objectives.

This study was carried out using our own methodology, in accordance with the guidelines of the GRI (Global Reporting Initiative) standard and other best practices and recommendations in the field. The following steps were followed:

1. Review of the Stakeholders and the existing communication channels with each of them. In this way, information was obtained regarding their requirements and expectations.
2. Identification of relevant aspects, carried out by means of an internal and external analysis.

3. Prioritisation of material aspects, through the preparation of the materiality matrix and impact analysis (qualitative) of the priority aspects, from the perspective of dual materiality.

Review of Stakeholders and established communication channels.

Generating long-term relationships with our stakeholders is a priority objective of Cecabank's sustainability policy. To fulfil this commitment, the entity establishes channels of dialogue with each of them, enabling it to identify the needs, requirements and expectations they may have regarding Cecabank's activity, as well as to effectively communicate our response to them. The materiality study has taken into account the priority stakeholders and the dialogue channels established in the process of identifying sustainability aspects.

External stakeholders		Internal stakeholders	
Satisfaction questionnaires Regular meetings Customer Service Department (CSD)	Clients	Human team	Ethical Channel Employee surveys Working groups: "Culture Plan" EFR questionnaire Intranet, newsletters, and other communications Regular meetings
Participation in sectoral associations, working groups and with third sector organisations	Associations	Associates	
Supplier Portal	Suppliers	Board Members	Committees and Commissions held
Institutional Communication Channels Media and Social Networks	Public administrations Society	Shareholders	Shareholders' Meeting Strategic Business Plan

Process for identifying relevant aspects

Cecabank identified relevant aspects through an internal and external analysis in which issues of interest for the sector and for the entity, ESG trends and commitments undertaken were identified. Depending on the availability of information, this analysis was carried out incorporating the medium-long term perspective.

Internal analysis, where the following were analysed, among others:

- The strategic priorities of the new period where sustainability is incorporated as a corporate value, Objective and within the entity's growth vectors.
- The commitments assumed by the entity with its stakeholders in ESG matters: through policies, codes, regulations and working procedures, as well as the mission, vision and values that define and describe Cecabank's behaviour.
- Information obtained through communication channels with stakeholders: questionnaires, interviews, committees, among others.

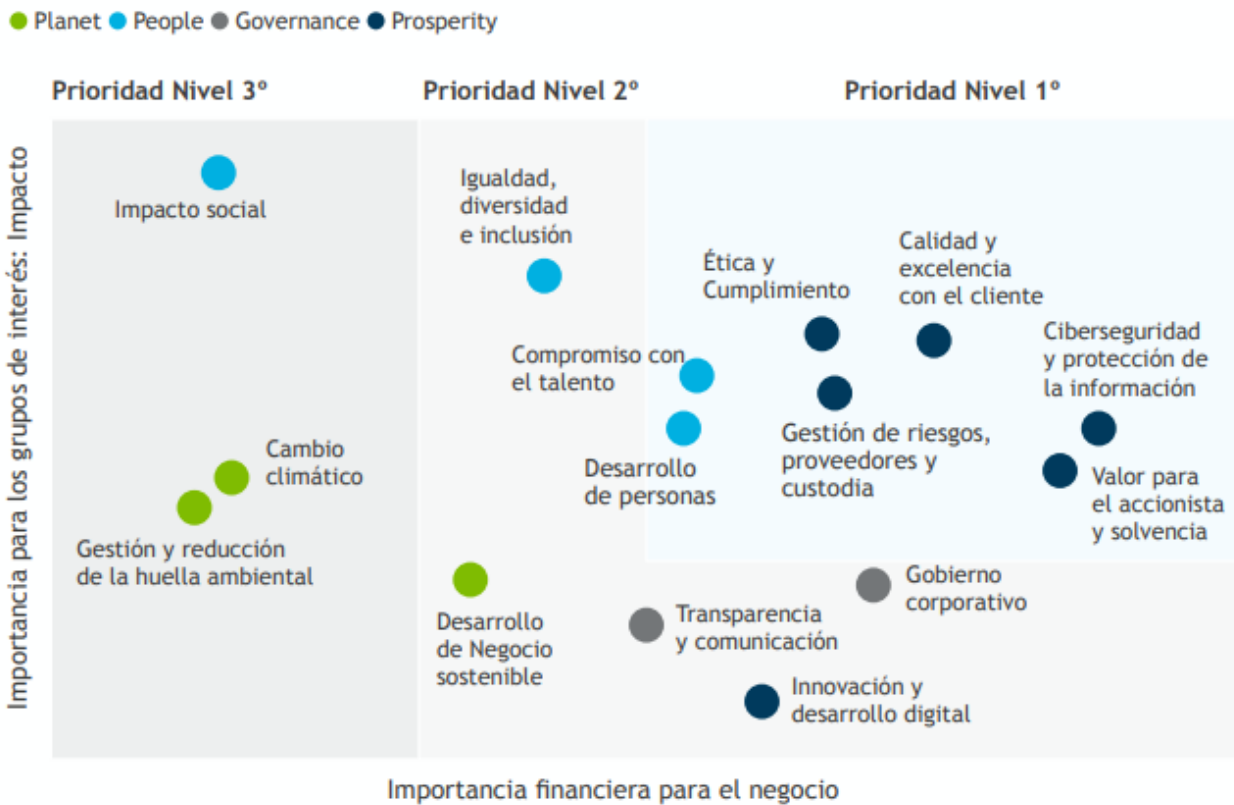
External analysis, where the following were analysed, among others:

- Demand for ESG information and transparency: sustainability standards, analysts, media analysis, among others.
- Trends in sustainability and sectoral best practices.
- Current regulations and ongoing regulatory initiatives in sustainable finance and sustainability.

As a result of this analysis, Cecabank obtained a list of 15 relevant topics, all aligned with sector trends and Cecabank's strategic objectives.

Process of prioritisation of material aspects and preparation of the materiality matrix

The 15 issues identified were prioritised from an external perspective, based on the information analysed for stakeholders, and from an internal perspective, for which various key sustainability areas in the entity were interviewed, as well as members of senior management (Management Committee and Audit Committee). The results of the preparation process have been compiled in the materiality matrix, which structures the 15 aspects into 3 levels of priority.



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The materiality matrix shows that all the material issues identified are of high importance for the entity and its stakeholders, with priority 1 issues being those related to the strategic aspects of generating value for customers and shareholders, positioning as a trusted third party in the new regulatory and risk management framework, as well as attracting and retaining diverse, specialised and committed talent.

This analysis is completed with the analysis of impacts and risks and opportunities in priority 1 issues. Cecabank believes that these issues contribute most to long-term value creation and incorporates the dual view of materiality: the impact of the social and environmental environment on Cecabank "Outside-in perspective" and Cecabank's impact on the environmental and social environment "Inside-out perspective".

Aspects of priority 1	Impacts on environment	Risk and opportunities	Cecabank's response
Cybersecurity and Information Protection	<p>Information protection and cybersecurity are key to ensuring business objectives and positioning with stakeholders, generating confidence in regulators, investors, customers and society.</p> <p>To maintain Cecabank's high level of performance and given the rapid evolution of these aspects, it is necessary to constantly invest in new cybersecurity solutions and in training for the specialisation of the human team.</p>	<p>The bank's good performance in these aspects has a direct impact on stakeholders, as it enables it to maintain the trust of regulators, customers, associates, etc. in Cecabank and protect their interests.</p> <p>For their part, employees and suppliers perceive a high level of demand and need for specialisation.</p> <p>Impact on SDGs 8 and 9.</p>	<ul style="list-style-type: none"> - Cybersecurity Plan. - Continuous training and information for employees. - Continuous monitoring of indicators by senior management.
Shareholder Value and Solvency	<p>Generating value and retaining the trust of customers and shareholders is essential for Cecabank, which is why one of its strategic objectives is to maintain a high level of solvency.</p>	<p>Maintaining a good performance in this aspect has an impact on all of the entity's stakeholders, generating value, wealth and security for them.</p> <p>Impact on SDGs 8 and 11.</p>	<ul style="list-style-type: none"> - Strategic Plan. - Risk Management Framework and model based on 3 lines of defence.
Quality and Customer Excellence	<p>Customer satisfaction is a priority for Cecabank. The good performance of this aspect has enabled it to build customer loyalty and increase its customer base, favouring long-lasting relationships based on trust. However, maintaining the current level requires investment in innovation, training and implementation of continuous improvement plans.</p>	<p>Offering a service based on excellence to customers has a direct impact on building long-term relationships and satisfying their demands. In the rest of the stakeholders, the impact on shareholders stands out, where quality and excellence translate into greater profitability. In turn, employees and suppliers perceive a high level of demand and need for specialisation.</p> <p>Impact on SDGs 8 and 17.</p>	<ul style="list-style-type: none"> - Quality Management Systems. - Continuous communication with clients. - Training and specialisation of employees in different areas.

Aspects of priority 1	Impacts on environment	Risk and opportunities	Cecabank's response
<p>Ethics and Compliance</p>	<p>Cecabank applies the highest standards of good governance, ethics, compliance and responsibility, both among its professionals and in its relations with its stakeholders. This enables it to establish lasting relationships based on trust. It also minimises reputational and criminal risks, which are already considered by the bank in its risk model.</p>	<p>Maintaining corporate requirements in terms of ethics and compliance generates relationships of trust with the entity, as stakeholders identify alignment with its values and objectives.</p> <p>We highlight employees, who enhance their sense of belonging. In addition, this behaviour has an impact on increasing shareholder value, as it reduces the likelihood of occurrence of criminal and/or reputational risk events.</p> <p>Impact on SDGs 8, 10 and 16.</p>	<ul style="list-style-type: none"> - Criminal Compliance Management System. - Corporate Code of Conduct and its complaints mechanism.
<p>Risk management, suppliers and custody</p>	<p>Adequate management of these aspects enables a stable, recurrent and value-oriented earnings structure to be maintained in order to ensure the entity's orderly growth in the long term, as well as maintaining adequate capital planning and maintaining resources to meet its commitments in the short and long term. Otherwise, the materialisation of unmanaged risk events could lead to a reduction in performance.</p>	<p>The management of this aspect has a direct impact on shareholders, as proper risk management provides security and protection of their capital.</p> <p>For other stakeholders such as employees or society, this translates into greater job stability and wealth generation.</p> <p>Impact on SDGs 8, 12, 16 and 17.</p>	<ul style="list-style-type: none"> - Risk Management Framework and model based on 3 lines of defence. - Risk Tolerance Framework.

Aspects of priority 1	Impacts on environment	Risk and opportunities	Cecabank's response
<p>Commitment to talent</p>	<p>Cecabank maintains relationships with its employees that favour integrity, respect among people, health and safety at work, professional development, equal opportunities and non-discriminatory treatment, among others. These aspects and the working conditions offered to the bank's employees allow for a low turnover rate and, therefore, greater operational efficiency, reducing the costs associated with attracting and training them.</p>	<p>Cecabank employees enjoy advantageous working conditions in areas such as finance, life insurance, health insurance and work-life balance, among others.</p> <p>The retention of talent in turn ensures good financial results for shareholders and a higher level of service, as a result of high levels of employee satisfaction.</p> <p>Impact on SDGs 3, 5, 8 and 10.</p>	<ul style="list-style-type: none"> - Plan Crece+. - Culture Plan. - Family-Responsible Company Certification. - 100% of employees under corporate agreement. - Communication channels with employees. - Remuneration and Social Benefits Plan.
<p>People development</p>	<p>One of Cecabank's corporate values is the specialisation of its human team. To this end, it carries out training plans, and is committed to participation in multidisciplinary projects, favouring the attraction and retention of customers.</p>	<p>Actions in this area have a direct impact on Cecabank employees, enabling them to grow professionally and providing them with the tools to achieve their professional objectives.</p> <p>In turn, specialisation favours greater profitability derived from better results and an improvement in the level of service perceived by customers.</p> <p>Impact on SDGs 4, 5, 8 and 10.</p>	<ul style="list-style-type: none"> - Plan Crece+ - Ongoing training programmes in various subjects and personal skills.

2. People

2.1. Our talent

Talent

One of the main lines of action defined in Cecabank's Sustainability Plan is the responsible and sustainable management of talent. The different policies related to the management of professionals establish the principles of equality, integration and non-discrimination in the workplace.

At year-end 2022, Cecabank had 472 employees in Spain and 4 in its network of branches abroad (1 employee in Frankfurt, 1 employee in London and 2 employees in Lisbon)⁸.

Cecabank's employees in Spain are distributed as follows:

	2021	2022
Women	233	240
Mens	225	232
Total	458	472

Distribution by age and level⁹:

Age Range	Women	Men	Total
> 50	64	64	128
30 - 50	166	152	318
<30	10	16	26
Total	240	232	472

⁸ In the report of the other indicators of the Statement of Non-Financial Information related to the section "Our Talent", the data relating to the employees of the offices located outside of Spain have been excluded which represent only 0.84% of all Cecabank employees. Likewise, the 2 Trionis employees are not included.

⁹ The comparison with the year 2021 of the most relevant tables of employees can be found in annexes II and III.

Professional level	Women	Men	Total
GROUP 1 - LEVEL I	3	5	8
GROUP 1 - LEVEL II	2	3	5
GROUP 1 - LEVEL III	11	18	29
GROUP 1 - LEVEL IV	17	23	40
GROUP 1 - LEVEL V	27	35	62
GROUP 1 - LEVEL VI	46	49	95
GROUP 1 - LEVEL VII	36	30	66
GROUP 1 - LEVEL VIII	58	30	88
GROUP 1 - LEVEL IX	10	7	17
GROUP 1 - LEVEL X	8	8	16
GROUP 1 - LEVEL XI	7	6	13
GROUP 1 - LEVEL XII	14	13	27
GROUP 1 - LEVEL XIII	0	1	1
GROUP 1 - LEVEL XIV	0	1	1
GROUP 2 - LEVEL I	0	1	1
GROUP 2 - LEVEL II	0	1	1
GROUP 2 - LEVEL IV	1	1	2
Total	240	232	472

All Cecabank employees have a permanent contract¹⁰ and work full time¹¹.

During 2022, there were 50 departures, of which 1 was dismissal¹². The dismissal was of a man in group I level VI with an age of more than 50 years. During 2022, there have been 64 new registrations of male and female employees, 28 women and 36 men.

Gender	ERE	Voluntary severance	Dismissal	Suspension of Contract	Failure to pass the probationary period	Voluntary Disengagement	Retirement	Total
Women	20	0	0	0	1	0	0	21
Men	15	5	1	1	5	1	1	29
Total	35	5	1	1	6	1	1	50

¹⁰ The Deputy Director is linked to the entity by a commercial contract not subject to labor legislation.

¹¹ Only four of the Directors have a part-time contract to work at Ceca and Cecabank.

¹² In the tables of Annex II, a comparison of dismissals by sex and age for 2021 and 2022 is attached.

Age range	ERE	Voluntary severance	Dismissal	Suspension of Contract	Failure to pass the probationary period	Voluntary Voluntary Disengagement	Retirement	Total
> 50	35	0	1	1	0	1	1	39
30 - 50	0	5	0	0	4	0	0	9
< 30	0	0	0	0	2	0	0	2
Total	35	5	1	1	6	0	1	50

Additions

GROUP & LEVEL	< 30	30 - 50	> 50	Total
GROUP 1 - LEVEL.IV	0	1	0	1
GROUP 1 - LEVEL.V	0	1	0	1
GROUP 1 - LEVEL.VI	0	8	0	8
GROUP 1 - LEVEL.VII	0	7	2	9
GROUP 1 - LEVEL.VIII	0	14	0	14
GROUP 1 - LEVEL.IX	0	3	0	3
GROUP 1 - LEVEL.X	1	6	0	7
GROUP 1 - LEVEL.XI	3	2	0	5
GROUP 1 - LEVEL.XII	6	6	0	12
GROUP 1 - LEVEL.XIII	2	0	0	2
GROUP 1 - LEVEL.XIV	0	1	0	1
GROUP 2 - LEVEL.IV	0	0	1	1
Total	12	49	3	64

In 2021, the entity launched the CRECE+ Plan, continuing with the Human Resources Transformation Plan within the 2017-2020 Strategic Plan, which integrates different lines with the objective of advancing in the different phases of the Human Resources management cycle, favouring the growth and professional development of its employees, giving them the possibility of learning new ways of working, acquiring knowledge in different areas and enhancing their internal employability.

The priority initiative of the CRECE+ Plan has been the Talent Recruitment Plan, which is currently more than 95% completed. This Plan has enabled the incorporation of 64 new profiles to the entity in 2022, thus integrating new polyvalent and digital profiles, with skills and competencies that guarantee: excellence, innovation, commitment and enthusiasm.

During 2022, there have been 17 internal movements in the entity, of which 13 have been women and 4 men, a similar figure to that of 2021, where the distribution by gender was 9 women and 8 men.

Internal movements

Age range	Men	Women	Total
> 50	3	5	8
30 - 50	1	8	9
<30	0	0	0
Total	4	13	17

Working conditions

Training

Linked to the Strategic Plan and, specifically, to the Crece+ Talent Management initiative, Cecabank's annual Development and Training plan was created, which starts by analysing the needs of our professionals, with the aim of implementing improvements and continuing to evolve so that all of them are prepared for the needs and demands of the market, customers and regulatory bodies. It integrates different areas of knowledge, covering multiple fields such as regulation and standards, finance, IT, digital skills, management, health and wellness, and languages.

During the 2022 financial year, we have reactivated face-to-face training, taking advantage of the return to offices and the new spaces designed for working and training, without forgetting that we now have a hybrid model in which face-to-face work and teleworking coexist, which requires the same bimodality in the training actions we launch.

We have designed and launched new programmes such as “Liderar Dejando Huella”, whose objective is to develop the management skills of the Bank's managers. We also launched the first edition of the Women's Leadership programme, in which 15 female colleagues participated. We also continued to consolidate other training programmes, such as the Digital Transformation in the Financial Environment Programme, the 5th edition of which was held, and the 2nd edition of the Blockchain and Cryptoassets course. We have also continued to offer content that prioritises the emotional health of employees and, at a technical level, improving IT and cybersecurity skills.

In addition, and linked to our Talent Recruitment plan, Cecabank has an onboarding programme to welcome new recruits. This programme includes a series of mandatory and voluntary online training courses on aspects such as the Code of Conduct, Cybersecurity, Occupational Risk Prevention, Energy Efficiency, Gender Equality and Diversity, among others, and a face-to-face team building session with augmented reality in which aspects of collaboration, uncertainty management and high-performance teams are worked on.

During 2022 we have increased the range of content on offer, as well as continuing to promote in-company specialisation programmes, demonstrating that this approach means greater adaptation to our needs, a reduction in training hours and an increase in budget efficiency, without reducing the quality of the programmes or the level of student satisfaction. Throughout this process, we continue to rely on our Learning Cloud platform, which is integrated with the training website, where all the training activities carried out by professionals working at Cecabank are recorded. It also integrates all this activity into their curriculum and allows managers to view the courses requested by their teams and their current status.

Following the renewal of our alliance with the Empowering Women's Talent programme, we have also joined the Diversity Leading Company, thus reinforcing our objective of raising awareness throughout the organisation of the wealth of having a diverse workforce, as well as promoting the emergence of female talent in positions of responsibility.

Below are the training hours by professional category according to agreement, which amounted to a total of 19,183 hours in 2022:

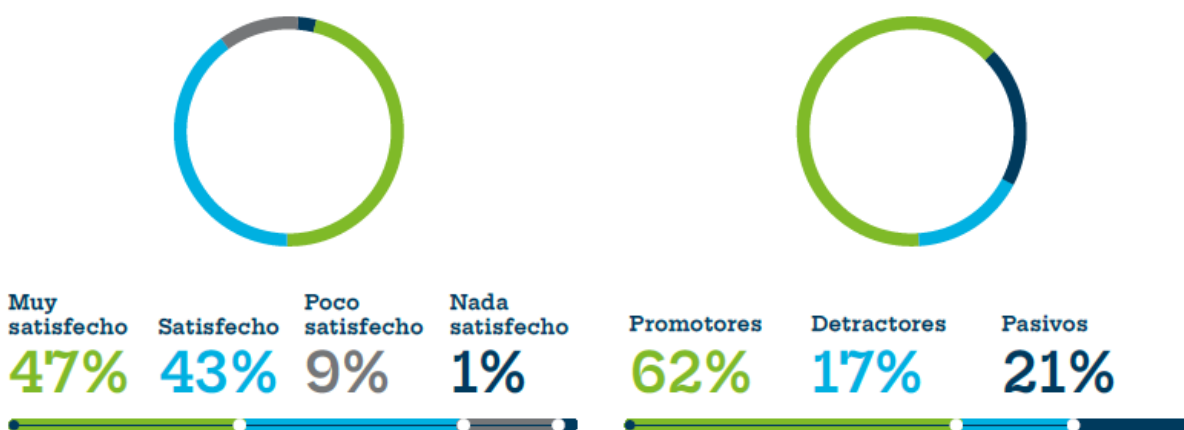
HOURS OF TRAINING BY LEVEL¹³

	I	II	III	IV	V	VI	VII	VIII	IX	X	XI	XII	XIII	XIV	Total
Group 1	239	364	2,610	2,222	2,505	2,963	2,006	2,659	586	886	728	1,050	86	22	18,926
Group 2	2	3	0	252	0	0	0	0	0	0	0	0	0	0	257
Total	241	367	2,610	2,474	2,505	2,963	2,006	2,659	586	886	728	1,050	86	22	19,183

Description of the indicator	Indicator Units	2021	2022
% of higher and medium university graduates (Engineers, graduates or diploma holders)	Percentage (%)	77%	88%
Employee training hours Cecabank Spain	Hours per employee	42	41
Investment in employee training in Spain	Euros per employee	923 €	988 €

Valoración Global de Formación 2022

NPS de Formación 2022



As part of Cecabank's commitment to promoting employment and renewing internal talent, we have renewed for another year our collaboration with universities and business schools for university internships, formalising 13 end-of-degree scholarships. In November we launched the second edition of the Nido Programme, which was very well received by institutions and students. A total of 9 students have joined the internship programme, joining the 9 young people from the first edition who completed their internships in June. For 9 months they have received specific training and have been able to collaborate in the organisation's operations, participating in its daily activities.

Remuneration

Cecabank has a General Remuneration Policy which establishes, among other aspects, the general principles of the remuneration system, as well as its essential characteristics, the specific requirements of each group and the governance model.

¹³ The comparison with the year 2021 of training hours can be seen in Annex III.

In order to calculate the average remuneration of the members of staff, 100% of Cecabank's workforce in Spain has been taken into account, based on data at the close of the 2022 financial year.

Within Cecabank there are two distinct groups insofar as certain individuals (Group 1) have a specific variable remuneration system which could reach 200% of their fixed remuneration and which, in accordance with prudential regulations on remuneration, is subject to deferral, payment in non-cash instruments, as well as "malus" and "claw back" clauses.

The average remuneration by gender, age and level of professional category according to collective¹⁴ agreement and according to differentiation between group 1 and group 2 is shown below.

Average remuneration by gender	2021	2022
Men	78,326 €	80,708
Women	63,658 €	66,783 €

Average remuneration by sex Collective 1	2021	2022
Men	146,879 €	172,501 €
Women	124,956 €	137,020 €

Average remuneration by sex Collective 2	2021	2022
Men	71,380 €	72,642 €
Women	61,135 €	64,078 €

¹⁴ There are 2 employees from professional group 2 (various trades) who have been equated to levels X and XII based on their remuneration.

Average remuneration by professional category	2021	2022
Level I	194,062€	227,860€
Level II	124,702€	123,640€
Level III	136,787€	151,300€
Level IV	89,450€	89,491€
Level V	80,438€	87,219€
Level VI	71,753€	73,470€
Level VII	60,657€	62,217€
Level VIII	50,921€	53,061€
Level IX	51,404€	55,640€
Level X	31,700€	40,532€
Level XI	23,359€	35,145€
Level XII	12,667€	29,818€
Level XIII	-	-. ¹⁵
Level XIV	-	-. ¹⁶

Remuneration by age group is broken down as follows:

Remuneración media por grupos de edad	2021	2022
<30	10,151€ ¹⁷	29,246€
30-50	69,743€	71,830€
>50	78,689€	83,444€

Based on this same data, in a complementary manner and applying the methodology established by the Ministry of Equality through its tool for calculating the remuneration register¹⁸, in accordance with the

^{15/16} Due to confidentiality issues, salary information is not included in this category, since it is made up of a single person.

¹⁷ The data has been calculated by Cecabank through the remuneration registration tool published by the Ministry of Equality based on the average remuneration actually received in response to the actual working days, so the data is distorted in the year 2021 where it is They produced 12 incorporations during the months of November and December of people under 30 years of age.

¹⁸ <https://www.igualdadenaempresa.es/asesoramiento/herramientas-igualdad/home.htm>.

obligation established in article 27 of the Workers' Statute, Cecabank has calculated the salary gap taking into account the effective average remuneration by gender.

Taking this variable into account, the pay gap would be 17% in 2022.

Average remuneration	2021	2022
Men	78,326 €	80,708 €
Women	63,658 €	66,783 €
Total average	70,948 €	73,732 €
Wage Gap	19%	17%

Depending on the groups existing in Cecabank, the breakdown of this would be as follows:

Average Remuneration by gender		2021	2022
Men	Collective 1	146,879 €	172,501 €
Men	Collective 2	71,380 €	72,642 €
Women	Collective 1	124,956 €	137,020 €
Women	Collective 2	61,135 €	64,078 €

Wage Gap	2021	2022
Collective 1	15%	21%
Collective 2	14%	12%

At year-end there were 10 directors at Cecabank, of whom 7 were men and 3 were women. Cecabank's directors only receive income from the entity for their role as directors in the form of attendance fees for both the Board of Directors and the Committees. In 2022, the average amount received by each director was 34,828 euros for men (in 2021 it was 31,921 euros) and 57,931 euros for women (in 2021 it was 57,242 euros), depending on the meetings attended. However, one of the directors does not receive per diems for attending Board or Committee meetings.

With regard to senior management, Cecabank has 8 executives, of which 5 are men and 3 are women. The average remuneration amounted to 201.96 thousand euros in the case of women (170.53 in 2021) and 207.22 thousand euros in the case of men (175.68 in 2021), excluding Corporate Finance Management from the calculation due to the special nature of its variable remuneration system.

The representation of women in senior management and on the board will tend to increase in order to achieve a balanced presence of men and women, taking into account any vacancies that may arise.

Social Benefits

Cecabank offers social benefits for its employees in order to motivate, retain and build employee loyalty.






The main social benefits that Cecabank offers its employees are as follows:

- Preferential financial conditions.
- Pension Plan for all members of staff.
- Group life insurance.
- Health care policy for staff members.
- Childcare and training allowances for staff members' children.
- Aid for the employee's own training.
- Christmas gift for staff members' children.

The investment per employee in social benefits made by the entity in 2022 amounts to a total of 3,450 euros.

26 In addition, since 2018 Cecabank has had a flexible remuneration plan for its staff members that allows them to contract products and services with preferential conditions and in some cases with tax benefits, when tax regulations so provide.

Currently, the products that form part of the Ckb.Flex flexible remuneration plan are as follows:

-  Childcare voucher.
-  Training cheque.
-  Transport card.
-  Meal card.
-  Health insurance for spouses, partners and children of the employed person.

The implementation of Ckb.Flex has been firmly consolidated in the workforce, so that 76% have at least one product contracted through the flexible remuneration system, with a total of 1,002 products contracted at the end of 2022.

The most popular products are the following:



Health insurance for employees' family members: 53% of staff members take out health insurance.



Transport card: contracted by 60 % of the workforce.

As a result of the gradual return to normal activity in the provision of on-site services at the institution's facilities, there has been a notable increase in the contracting of products associated with transport, as well as consumption in catering establishments.

Likewise, the possibility of applying this system to the financing of training actions is becoming more and more widely known among the institution's staff.

Work-life balance and equality

Work-life balance

As part of the Human Resources Plan linked to the 2022-2024 Strategic Plan, the bank has promoted the implementation of a flexible working hours and teleworking system.

Both aspects have been agreed with Cecabank's labour representatives through the signing of two labour agreements with the legal representatives of the Bank's employees (RLT).

On 1 January 2022, a new teleworking agreement came into force with all employee representatives, which is already adapted to all the requirements of the Remote Working Act and which Cecabank will apply regardless of whether or not the teleworking modality exceeds 30% of the working day. Likewise, the possibility for pregnant women to telework during the entire period of pregnancy has been contemplated. This agreement also develops the right to digital disconnection, which was regulated for the first time by the collective agreement for savings banks and financial institutions for the period 2019-2023 and came into force on 3 December 2020. Cecabank's work organisation is based on the collective bargaining agreement for savings banks and financial institutions, contractually improving conditions and applying compensatory measures to employees through more holidays and higher remuneration. 100% of the bank's employees are covered by the collective bargaining agreement.

It should be noted that the sectoral collective bargaining agreement includes new measures to promote aspects of work-life balance, with the following measures having been agreed:

- Possibility of applying the reduction in working hours only to afternoons of effective work in the unified timetable in the case of care or legal guardianship of children under 12¹⁹ years of age or a person with a disability who does not perform a paid activity for the general timetable²⁰.
- 15 days of breastfeeding leave to be accumulated after maternity leave.
- Creation of paid leave of up to 3 months in the case of cases of gender violence involving a change of address.
- Computation of all leave (with the exception of marriage leave) in working days.

¹⁹ Improved by Cecabank up to 14 years of age.

²⁰ Extended in Cecabank for the unified hours established in the Labor Agreement of hours and hours of August 6, 2021.

In terms of parental leave, the employees who have taken parental leave are as follows:

	Women	Men	Total
2021	7	4	11
2022	3	4	7

Cecabank also has the Cecabank Employees' Cultural Association or "Company Group". The purpose of this association is to develop and organise all kinds of activities aimed at promoting leisure and education in the free time of associates and their families through the development of cultural, sporting, children's, family and tourist activities.

The aim of all the activities promoted by the Association is to establish bonds of friendship and companionship between all members, to positively encourage interpersonal relationships between all members, and to help to improve and reconcile work and family life.

Equality

Cecabank has a Plan for Equality between women and men and reconciliation of family and work life. In the years since 2017, when it was amended, detailed studies have been carried out on equality issues (pay gap, updating the diagnosis of the situation and reconciliation measures) and work has been carried out on training actions on diversity for the entire workforce.

The Equality Plan regulates the functions of the Equality Committee, establishes positive action measures and includes the improvements in measures for reconciling work and family life that have been agreed between the workers' representatives and the bank.

In addition, Cecabank has a protocol for action in the event of a complaint of harassment at work, sexual harassment and harassment based on gender in Cecabank. It is a labour agreement signed with all the staff's labour representatives and regulates, for the first time, harassment in the workplace.

The main objectives of the Equality Plan are the effective application of the principle of equality between women and men, the promotion of the presence of the under-represented sex in decision-making positions or functions, improving women's possibilities of access to positions of responsibility, the reduction of inequalities and the reconciliation of family, personal and working life. It also guarantees training plans that facilitate the development of skills and competencies equally, regardless of gender.

Cecabank also has the following agreements in this area:

- Labour agreement on teleworking and the right to digital disconnection.
- Agreement on flexible working hours.
- Practical guide to inclusive language.
- Guide to measures, aid and benefits.

As part of the action plan to obtain recognition in this area, work has been carried out to obtain the EFR (Family-Responsible Company) Certificate awarded by the Másfamilia Foundation, obtaining the award in 2021 and obtaining the favourable evaluation report in the EFR Aenor external audit in May 2022.

In 2022, Cecabank continues to adhere to Empowering Women's Talent and has achieved recognition as a Diversity Leading Company.

The bank has incorporated the diversity component in its recruitment processes, both in the workforce and through temporary employment agencies. Currently, there are two people with disabilities providing

services through the ETT and three people who are part of the workforce. In 2021 Cecabank had two people on staff and three people through ETTs. Cecabank also collaborates with entities that promote the inclusion of people with disabilities in the workplace.

Description of the indicator	Units	2021	2022
Total number of employees in Cecabank Spain	Number	458	472
Percentage of women in Cecabank Spain	Percentage (%)	51%	51%

Health and Safety

In accordance with applicable legislation, responsibility for the implementation, application and integration of the Occupational Risk Prevention System lies with the company's management. At Cecabank, the organisation of the resources necessary for the development of preventive activities has been designed in accordance with the External Prevention Service modality, which covers the preventive specialities of: Industrial Hygiene and Ergonomics and Applied Psychosociology, Occupational Medicine and Occupational Safety.

Cecabank has a Prevention Plan which establishes a set of rules and procedures through which the mechanisms for the management and integration of occupational risk prevention are developed, including the different actions in preventive matters, such as Policy, Objectives and goals, organisational structure of occupational risk prevention, responsibilities and functions within the organisation and monitoring and control at the level of integration.

As for the operational procedures included in the Prevention Plan, there are the procedures for contracting, material and human resources, contracts and subcontracts, information and training procedures, consultation and participation of workers, action in the event of an emergency, etc.

Cecabank, S.A. has contracted the speciality of Occupational Medicine with the External Prevention Service of QUIRON PREVENCIÓN, S.L.U., whose activities include monitoring the health of workers in relation to risks derived from work, analyses, medical examinations and epidemiological studies of the results of health examinations in order to investigate and analyse the possible relationships between exposure to occupational risks and damage to health.

In addition, the company has a doctor, external personnel subcontracted by the External Prevention Service, located at the work centre, where he carries out medical care work.

Accidents at work and occupational illnesses of employees are covered by MC Mutual, a mutual insurance company for accidents at work and occupational illnesses.

Cecabank also provides training and information for its employees through its Training Department, which runs courses on occupational hazards and preventive measures for all employees, data display screens, as well as training for intervention teams in fire-fighting and first aid measures.

In this regard, during 2022, new emergency brigade teams have been formed, which have received specific practical training on fire and evacuation.

Likewise, in May 2022, an evacuation drill was carried out with the participation of the entire workforce. Also during the year 2022, the voluntary medical check-up campaign was launched for all members of the organisation's staff, with the percentage of medical check-ups carried out being 51.69% of the total staff. This year, as a novelty, a self-appointment system was introduced so that employees could choose the medical centre and the day of the check-up.

In addition, a preventive seasonal flu vaccination campaign was launched in October 2022, with 20.34% of the workforce having been vaccinated. With regard to prevention for the detection and containment of the impact of Covid-19, Cecabank has implemented a procedure whereby any employee with symptoms of the disease goes to the Medical Service for an antigen test. If the result is positive, the person leaves the bank's premises to telework for a week (if the disease is not associated with health complications). After this period, before returning to Cecabank's premises, the affected person must undergo a new antigen test at the Medical Service to verify that there is no risk of contact with the rest of the staff.

The company's Prevention Service, together with the Medical Service and the Personnel Department, has carried out exhaustive monitoring of all cases of COVID in the company, putting into practice all the recommendations of the health authorities.

In 2018, Cecabank launched the Ckbe-Well Plan, which encompasses a series of actions to promote healthy behaviours and habits aimed at improving the wellbeing of our employees. Since its inception, a Physiotherapy service has been promoted to improve health through the prevention and treatment of work-related injuries, a nutrition and dietetics service for employees, back school courses, training in healthy eating, etc.

In 2022, face-to-face activities were resumed and online activities continued, such as back school courses, training on occupational risk prevention, as well as seminars focused on emotional wellbeing.

There have also been targeted screening campaigns with antigen tests for the return after holiday periods or the creation of bubble groups for stable work shifts.

In 2022, 100% of employees were represented on the Health and Safety Committee, a joint body that meets quarterly and is governed by the regulations of the Health and Safety Committee.

30 Employees covered by collective bargaining agreement in Spain: 100%.

Absenteeism²¹ hours in the entity in Spain:

2021	13,410
2022	15,025

As in the previous year, in 2022 there were no occupational illnesses among the workforce. In 2022, excluding COVID cases, there were 4 occupational accidents, all of them "in itinere". In 2021 there were no occupational accidents.

As a result of these policies, we can highlight that the workforce has been retained as a means of retaining value and knowledge.

In terms of social dialogue, the entity has a Works Committee with 13 members in which 3 trade union sections are represented and which meet every two months. The last trade union elections were held on 30 November 2022.

The Works Council carries out its trade union and company dialogue activities through a series of working committees:

²¹ In order to measure the hours of absenteeism, in accordance with the provisions of indicator 403-2 of the GRI standard, only the hours of sick leave due to COVID, illness and IT accidents have been taken into account.

- Health and Safety Committee
- Equality
- Timetables
- Loans
- Training
- Search
- Teleworking

In addition, all labour agreements signed with labour representatives have their own monitoring committee to ensure that they are complied with.

2.2. Social commitment

With our environment

Cecabank develops its social commitment through initiatives in line with its corporate characteristics and objectives. The bank and its staff are aware of social problems and specifically those affecting the most disadvantaged groups. The entity implements specific contribution actions, which also foster pride of belonging among the people of the entity.

Every year, Cecabank launches the **"Tú Eliges" (You Choose) programme**, in which the bank's staff present various social, environmental or cultural projects and Cecabank undertakes to finance those selected after an internal voting process.

In 2022, the 8th edition of the programme was held, in which a total of 24 projects from various associations were presented (17 in the social sphere, 4 in the environmental sphere and 3 in the cultural sphere), which Cecabank supported with a grant of 100,000 euros.

In 2021, in the 7th edition of the programme, the aid amounted to 97,000 euros.

These are the 24 projects submitted by Cecabank employees to the 8th call of the "Tú Eliges" programme:

SOCIAL PROJECTS

Ayuda médico-social para pacientes de ELA

Asociación Española de Esclerosis Lateral Amiotrófica (adELA)

Hogar La familia San José

Fundación Emalaikat

I Guía Multidisciplinar Epilepsia Infanto-Juvenil

Asociación Nacional de Personas con Epilepsia (ANPE)

Comedor Social para personas Sin Hogar

Fundación Luz Casanova

Crecer con una cardiopatía congénita

Fundación Menudos Corazones

Incubadora con Valores
Asociación CON VALORES

Intheos- investigación cáncer infantil
Fundación INTHEOS

Vivir mejor con enfermedades neuromusculares
Asociación ASEMPA

En casa San Cristobal crecemos contigo
Fundación Montemadrid

Un trabajo, UNA VIDA
Fundación Integra

Una vida digna en mi primer año en la Pouponnière
Asociación amigos de la Pouponnière Medina-Dakar

STOP HATERS contra el acoso en internet
Asociación STOP HATERS

Hilando Vidas: Tus manos, tus palabras cuentan
Fundación UNICAP

Hacia una inclusión total: Competencias digitales
Fundación Jardines de España

32 Si tu puedes trabajar yo también... ¿me ayudas?
Federación Síndrome de Down de Castilla la Mancha

Ayúdanos a proteger sus pulmones
Asociación Española de Discinesia Ciliar Primaria

Fundación de Atrofia Muscular Espinal (FundAME)
FundAME, Fundación Atrofia Muscular Espinal.

ENVIRONMENTAL PROJECTS

Los gatos callejeros merecen oportunidades
Asociación Gestión Felina Madrid

Cuidando el vínculo humano-animal
Asociación FEEL

Ayúdanos a combatir el tráfico ilegal de especies
Fundación para la investigación en Etología y Biodiversidad

¡Salvemos la Chanta!
BRINZAL

CULTURAL PROJECTS

Valorarte
Asociación Laborvalia

Rugby con ilusión
Osos del Pardo Rugby Club

Radio-grafía(s)

33% Cultura Sin Límites

In this edition, participation reached 78.94%, exceeding last year's 77.2% and demonstrating once again, not only Cecabank's commitment to its Social Action Plan, which is part of the bank's Sustainability Policy, but also that of all its employees to promoting the well-being of society and its impact on the community.

The finalists of the "Tú Eliges" programme are shown below²²:

Category	Beneficiary association	Aid amount
Social	Fundación INTHEOS	15,000 €
Social	Asociación Española de Esclerosis Lateral Amiotrófica (adELA)	13,000 €
Social	STOP HATERS	10,000 €
Social	Fundación Luz Casanova	7,500 €
Social	Fundación Menudos Corazones	7,500 €
Social	ANPE, Asociación Nacional de Personas con Epilepsia	7,500 €
Social	Casa San Cristóbal Fundación Montemadrid	7,500 €
Social	Asociación Española de Discinesia Ciliar Primaria	5,000 €
Social	Asociación ASEMPA	5,000 €
Social	Fundación UNICAP	5,000 €
Social	Fundación Emalaikat	5,000 €
Cultural	Fundación Osos del Pardo Rugby Club	3,000 €
Social	Asociación Amigos de la Pouponniere Medina-Dakar	3,000 €
Environment	BRINZAL	3,000 €
Cultural	33% Cultura Sin Límites	3,000 €

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In 2022, Cecabank was recognised by the Food Bank as one of the companies that have stood out for our collaboration and solidarity in the years of maximum need in 2020 and 2021. The awards ceremony was held at the Food Bank's offices in October.

In addition, we would like to highlight the following initiatives carried out in 2022:

- a. **Humanitarian emergencies:** Cecabank has been part of the network of companies collaborating with the Spanish Emergency Committee since 2018. The Committee is a pioneer in Spain for uniting companies, the media and international NGOs specialising in humanitarian aid (SOS Children's Villages, Educo, Intermón Oxfam, Doctors of the World, Plan International and World Vision) under a single voice to raise funds in emergencies.

With this initiative we highlight the alignment with the fulfilment of SDG 17 of the 2030 agenda.

- The Spanish Emergency Committee continues to support people fleeing Ukraine and those who have had to stay in the country through its six member NGOs.
- The main actions around humanitarian emergencies this year have focused on border countries such as Romania, Poland and Moldova and Ukraine. The main areas of work were shelter and reception, food, financial aid, education, psychological support, water and sanitation, and health and prevention.

²² The You Choose Program for the year 2021 is attached in Annex IV.

- Cecabank joined this initiative of the Emergency Committee to attend to the needs of those affected by the war in Ukraine by contributing €18,560 in a special campaign among employees, which, when added to the same amount with which Cecabank matches this contribution, brought the total amount of aid to €37,120.


b. Solidarity Market:

The Solidarity Market is a much-anticipated and much-loved event by Cecabank staff, inviting some associations and foundations known from previous years and which this year were unable to take part in the "Tú Eliges" Programme. As on other occasions, the various associations and foundations were able to sell their products and their own products, which they use to partially fund their activities. Among the associations invited this year were the Adisli Foundation, the Esperanza y Alegría Foundation, the Bobath Foundation, the Kyrios Foundation and the Spanish Emergency Committee.

Both the Solidarity Market and the blood donation campaign were held during the Cecabank Solidarity Day, taking advantage of the awards ceremony of the "Tú Eliges" (You Choose) programme.

c. Blood Donation Campaign with the Red Cross:

On the day of the Solidarity Day, a blood donation campaign was held among employees with the result according to the transfusion centre of Salud Madrid and the Red Cross these blood donations helped to improve the lives of 87 patients.



Gracias de CoRazón por donar sangre



Gracias a vuestra solidaridad hemos conseguido salvar muchas vidas. Os invitamos a seguir donando, podéis hacerlo hasta 3 o 4 veces al año. Os esperamos.

Lo hemos conseguido.

Gracias a todas las personas que formaron parte de la campaña de donación de sangre realizada el día 28 de septiembre de 2022 en **CECABANK**

Se presentaron 33 personas, de las cuales **29 pudieron donar sangre**. Estas donaciones ayudarán a mejorar la vida de 87 pacientes, ya que cada donación de sangre salva 3 vidas.

Sois un gran ejemplo de generosidad y colaboración.

- d. Collaboration with Banco de Alimentos de Madrid:** since its inception, Cecabank has maintained a strong commitment to Banco de Alimentos, collaborating with this organisation by sponsoring Calle Cecabank at its headquarters in Colegio San Fernando and Avenida Cecabank at its logistics centre. Given the link and the history of collaboration between the two entities since 2020, Cecabank Street was replaced by Cecabank Avenue and the Avenue was converted into Cecabank Plaza with the consequent pride and satisfaction for Cecabank. In 2022, the bank has continued to collaborate in this sense, even increasing the donation and sponsorship from the previous year to €15,000.

- **Operation Kilo for the Food Bank:** In parallel to the sponsorship of the Avenida y Plaza Cecabank, the Food Bank of Madrid also continued with the "Operation Kilo" campaign - Christmas campaign - where Cecabank employees were able to make their most charitable purchases, helping the most needy families in the Community (the homeless, the elderly, children, the unemployed, among others). This year a total of 3,780 euros was collected from employees. This amount has been doubled by Cecabank, which has meant the donation of a total of 7,560 euros representing 6,804 kg of food. Thanks to food donations, the Fundación Banco de Alimentos de Madrid provides a daily meal to more than 190,000 people through 560 charities.
- e. **Madre Coraje Clothes and Shoes Container:** Since 2019, the entity has made a container available to employees for the donation of clothes and shoes. In 2022, more than 290 kg have been accounted for, exceeding the amount donated last year. This association is responsible for giving a second life to the products, through donations to communities, sales at charity markets, or their delivery to external companies, generating funds for social, educational and cooperation associations. This NGO carries out its main activity in Peru, Mozambique and Spain. This year, 2022 saw the 500th container of humanitarian aid sent by Madre Coraje since its creation.
- f. **Computer classrooms-ICT classrooms sponsored by Cecabank:** The bank is committed to financial education, digitalisation and social action. Since 2019, it has collaborated with the Sanders Foundation and the Community of Madrid in the construction of computer rooms for this purpose. In 2022, Cecabank contributed with a donation of 22,000 euros for the maintenance and organisation of training courses for the most disadvantaged groups in these classrooms.
 - The first computer classroom in the Royal Oratory of Caballero de Gracia, aimed at groups of elderly people, immigrants and the unemployed.
 - The second computer classroom in the school of the Bobath Foundation, aimed at people with cerebral palsy to varying degrees, both children and adults.
 - The third computer room or ICT room was inaugurated in the first half of 2022 at the Adisli Foundation, focused on training and providing support and opportunities for people with mild disabilities or borderline intelligence to develop their life projects and a network of support.
 - The fourth computer classroom was opened in the second half of 2022 at the Senara Foundation to help vulnerable people. In particular, it focuses on and offers job orientation and training for women and their families, improving their work-life balance.
 - The fifth IT classroom is scheduled to open in the first quarter of 2023 at the Integra Foundation, which supports people in social exclusion and with disabilities to regain control of their lives, mainly through job placement.

Finally, it should be noted that no relevant risks on social issues have been detected.

With Human Rights

Cecabank is committed to operating responsibly, complying with applicable legislation and respecting and supporting human rights. Given the nature of its activity and its presence in Spain and various European countries through its operational and representative offices, the entity has therefore not identified any significant risks in these matters. The compliance, risk and internal audit functions ensure that Cecabank complies with applicable laws.

Cecabank signed up to the Global Compact in February 2017 and in 2022 has continued to work towards the dissemination of its ten principles, based on human rights, labour, environmental and anti-corruption.

In 2020, the entity adhered to the "Declaration of business leaders for a renewed international cooperation" promoted by the Global Compact, which aims to unite companies in favour of international cooperation (based on human rights) and sustainable development.

This year, 2022, training pills were sent to all employees on the 10 Principles of the Global Compact and the Sustainable Development Goals, bringing sustainability closer to the entire company. Cecabank has also supported various Human Rights campaigns on Social Networks.

On the day of the June 2022 General Assembly, Sanda Ojiambo, Under-Secretary General of the United Nations and CEO of UN Global Compact presented the Contigo Somos+ Awards. These awards recognise Global Compact partners that have succeeded in attracting new members. Cecabank has been awarded the bronze insignia, the bronze insignia is awarded to those partner companies that have managed to incorporate between one and four members to the Global Compact during one year.

Human Rights	
<p>Principle 1 Businesses should support and respect the protection of internationally proclaimed human rights within their sphere of influence.</p>	<p>The Corporate Code of Conduct ensures compliance with and defence of Human Rights and makes the Corporate Conduct Channel available to employees to report any type of Human Rights violation. As in recent years, in 2022 no complaints were received regarding Human Rights or any other type of violation.</p> <p>The Risk and Compliance and Internal Audit areas ensure strict compliance with applicable regulations. The Criminal Compliance Policy and reputational reporting to stakeholders also ensure compliance with legislation, due diligence and non-violation of human rights.</p> <p>For more information see the Ethics and Compliance section of the EINF.</p>
<p>Principle 2 Businesses should make sure that they are not complicit in human rights abuses.</p>	
Labour Standards	
<p>Principle 3 Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.</p>	<p>The people who work at Cecabank are its main asset. For this reason, various policies and initiatives are developed to promote physical integrity and respect among people, health and safety at work, professional development, equal opportunities and non-discriminatory treatment, among others.</p> <p>Cecabank's work organisation is based on the collective bargaining agreement for savings banks and financial institutions, improving conditions by contract and applying compensatory measures to employees with special conditions.</p> <p>Cecabank holds the EFR (Family Responsible Company) Certificate awarded by the Másfamilia Foundation, which will be renewed in 2022.</p> <p>Cecabank has a Plan for Equality between women and men and reconciliation of family and work life. It also includes a Protocol for action in the event of a complaint of harassment at work, sexual harassment and harassment based on gender in Cecabank.</p> <p>For more information, see the People section on Reconciliation and Equality.</p>
<p>Principle 4 Businesses should support the elimination of all forms of forced and compulsory labour.</p>	
<p>Principle 5 Businesses should support the elimination of child labour.</p>	
<p>Principle 6 Businesses should support the elimination of discrimination in respect of employment and occupation.</p>	

Environment	
<p>Principle 7 Businesses should maintain a precautionary approach to environmental challenges.</p>	<p>Cecabank promotes responsible and sustainable management of material resources and efficiency.</p> <p>The bank has implemented an Energy Management System in accordance with the ISO 50001 standard, ensuring continuous improvement in energy management through the installation of technologies to reduce consumption and renewable energy.</p> <p>The entity has progressively reduced its carbon emissions in recent years. In addition, in 2020 and 2021 Cecabank has offset its carbon footprint through various reforestation projects both nationally and internationally. For more information see the Planet Carbon Footprint and Environmental Management section.</p>
<p>Principle 8 Businesses should encourage initiatives that promote greater environmental responsibility.</p>	
<p>Principle 9 Businesses should encourage the development and diffusion of environmentally friendly technologies.</p>	
Anti-corruption	
<p>Principle 10 Businesses should work against corruption in all its forms, including extortion and bribery.</p>	<p>In addition to the Code of Conduct, which incorporates aspects related to the prevention of corruption and bribery, Cecabank was certified by AENOR in 2022 in accordance with the UNE 19601 Criminal Compliance Standard. The company also has procedures in place for the Prevention and Money Laundering.</p> <p>For more information, see Section 07. Anti-corruption and anti-bribery issues.</p>

3. Planet

Cecabank is firmly committed to operating responsibly with its environment, working under the precautionary principle and mitigating environmental impact, both in its activity and in its sphere of influence.

Cecabank's Sustainability Policy reflects this commitment by seeking responsible and sustainable management of material resources, promoting efficiency in their use.

Environmental protection is one of Cecabank's four action blocks in its Sustainability Plan 2022-2024, approved by the Bank's Board of Directors.

The Planet work block includes the "Climate Change and environmental management" line of action, made up of 9 actions to be carried out over the strategic horizon and whose objective is twofold:

- To advance in best practices and respond to the commitments assumed in terms of carbon footprint and climate-related risks and objectives.
- And to achieve maximum efficiency in the management of direct environmental impacts.

This new Plan has given greater prominence to these aspects in order to address not only our direct impact, but also that derived from our activity. The Sustainability Committee ensures compliance with the principles established in this area, as well as compliance with the actions set out in the Plan.

3.1. Carbon footprinting and climate management

Cecabank has been calculating and managing its carbon footprint since 2017. Every year, the entity prepares its Greenhouse Gas (GHG) emissions inventory, taking into account scopes 1, 2 and 3. This inventory is verified by an independent third party (Aenor), which issues its emissions report in accordance with the ISO 14064 reference standard.

In 2022, the entity has worked on adapting the calculation to the requirements of the new ISO 14064-1:2018 standard (official version, in Spanish, of the European Standard EN ISO 14064-1:2019), which proposes a new categorisation of indirect emissions, as well as the performance of a materiality study, to identify those categories of emissions that are significant for the entity. The entity calculated its 2021 emissions based on these new requirements, obtaining the corresponding verification report from Aenor. In addition, in 2022, the entity carried out a training course on carbon footprint calculation, which was attended by representatives of the departments involved in the calculation, reduction and supervision of these aspects.

The estimated results of the 2022 emissions calculation for categories 1 and 2 are shown below. This calculation is based on the information available at the date of presentation of this report. However, the entity will carry out the complete calculation of its footprint in the coming months, publishing its verified emissions report in the course of the year.

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Emissions (tCO ₂ eq) ²³	2021 ²⁴	2022
Alcance 1	42.41	103.42
Alcance 2	0.0	0.0
Alcance 3	144.42 ²⁵	-.26

The increase in Scope 1 emissions in 2022 is due to a refrigerant gas leak in an air conditioning unit. The entity reviewed and adapted the installation so that it is in an optimal state.

Since the entity started calculating this indicator in 2017, the volume of emissions has decreased drastically (1,274 tCO₂eq in 2017 to 103.42 tCO₂eq in the 2022 estimate, for scope 1+2). This is due to several factors, among which we highlight:

²³ The entity uses the market approach to calculate its emissions.

²⁴ The 2021 emissions (scope 1 and 2) have been modified with respect to the 2021 EINF. Cecabank calculates its carbon footprint based on the three scopes, updating the emission factors and verifying its carbon footprint in accordance with the ISO 14064 standard -1:2018 (official version, in Spanish, of the European Standard EN ISO 14064-1:2019). This calculation has been verified in the month of September by AENOR.

²⁵ Displacements of employees from home to work and waste (WEEEs).

²⁶ In process of calculation.

- Consumption reduction measures carried out during the year. The organisation has an Energy Management system certified according to ISO 50001:2018, through which emission reduction plans are managed.
- Hiring of green electricity with renewable energy certification. As a sign of its commitment to reducing emissions, Cecabank purchases all its electricity with a Certificate of Origin (renewable), both for data processing centres and corporate buildings.
- Encouragement of good habits among the workforce through training actions.

In addition to this reduction, the bank complements its commitment with compensation actions. Since 2020, Cecabank has participated in offsetting projects with various entities. Cecabank offset its 2021 emissions through two projects:

- Scope 1 and 2 emissions, totalling 43 tCO₂eq, were offset domestically, through a reforestation project in the Sierra de Gredos (Ávila), specifically in the Iruelas project for reforestation of burnt areas.
- The remaining emissions, equivalent to Scope 3 (145 tCO₂), were offset internationally, through a project for the Conservation of the Amazon in Madre de Dios in Peru.

With these actions, Cecabank has reinforced its commitment to SDG 13 (Climate action) and SDG 15 (Life of terrestrial ecosystems).

The bank's carbon footprint management actions are accredited with the "I calculate, reduce and compensate" seal awarded by the Spanish Climate Change Office of the Ministry for Ecological Transition and the Demographic Challenge. In 2022, Cecabank obtained this accreditation for the years 2017 to 2021.



Cecabank also joined the "Collective Commitment to Climate Action", promoted by UNEP FI and in line with the Paris Agreement, in which it undertook to reduce the portfolio's carbon footprint. In 2022, the bank has made progress in this area. To this end, Cecabank has set up an internal working group, which brings together the Finance, Risk, Planning and Sustainability areas, to respond to this commitment and make progress in measuring and calculating emissions. This work is carried out on the basis of the PCAF methodology, a benchmark standard in the financial sector, which focuses its efforts on calculating emissions associated with the loan portfolio. It should be noted that in Cecabank's business, the credit portfolio does not represent a significant percentage. However, the bank also seeks to make progress in its fixed income and equity portfolios.

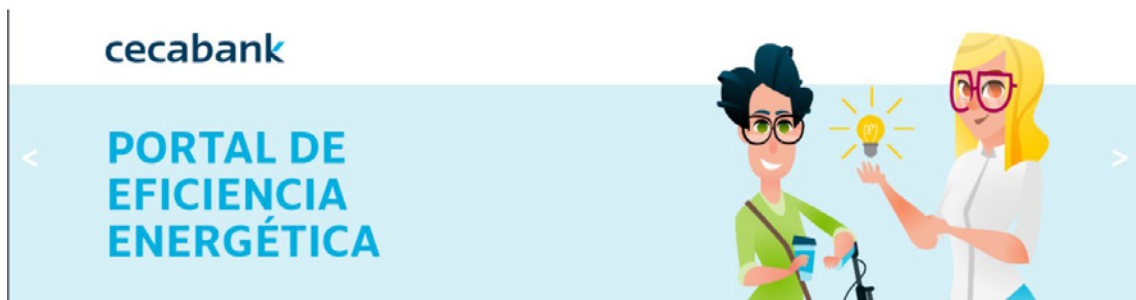
3.2. Environmental management at Cecabank

Since 2018, Cecabank has had an Energy Management System in place in accordance with the UNE/ISO 50001:2011 standard for the corporate buildings where it operates. In 2020 it adapted to the UNE/ISO 50001:2018 standard, in 2021 the entity obtained renewal of the certification until 2024 and in September

2022 the first follow-up audit was carried out by Aenor, the result of which was favourable, which means that the certification has been maintained.

Cecabank has an energy policy through which it provides a framework for establishing and reviewing the energy saving and efficiency objectives and targets that the company undertakes. This document is promoted and led by Senior Management and concerns all those, employees or otherwise, who carry out their activities within the bank's facilities.

To reinforce this commitment, Cecabank employees receive mandatory training in efficient energy management. In addition, awareness-raising actions are carried out through the Good Energy Use Practices guide or through the Employee Portal where the Energy Efficiency Portal is located, where best practices, energy performance and certificates are shown.



The entity has gradually carried out actions related to the measurement and monitoring of consumption. These measures allow for better management and optimisation of energy resources. In this way, the entity has consumption analysers, a tool that facilitates the management of energy consumption in a simple and automated way (SMARKIA) and has worked on the optimisation of the control and indicator management system.

The energy management system implemented in the bank is based on the principle of continuous improvement. In this way, Cecabank sets itself annual objectives and targets. For the period 2022-2023, the bank has defined the following objectives:

- Study of self-consumption of electricity from renewable sources through the implementation of photovoltaic solar panels.
- Reduction of 1% of the consumption of electrical air conditioning in the building of Alcalá Street. Finally achieving an overall electricity saving of 6%.
- 10% reduction in the consumption of CPDs (Data Processing Centres) and UPS (Uninterruptible Power Supply) in the building on C/Caballero de Gracia.



The evolution of the main environmental indicators is shown below:

	Building consumption	Year	
		2021	2022
	Unit of measurement		
Energy (Electricity) ²⁷	GJ	6,204	6,193
Energy (Natural Gas) ²⁸	GJ	968	973
Paper (Ecological- Ecolabel)	Kg	6,000	7,645
Water	M3	2,132	1,347

The reduction in consumption of both gas and electricity remains constant, especially taking into account the variable occupancy of the buildings. The entity's efforts to improve its environmental performance have resulted in an annual reduction in energy and water consumption.

With regard to water consumption, a performance improvement policy continues to be pursued, which includes the collection and analysis of consumption. As a result of this, a meter breakdown has been detected, which has already been reported to the supply company and is awaiting replacement.

As regards paper consumption, there was a slight increase in the number of DIN-A4 80 g, DIN-A4 100 g, DIN-A3 80 g and DIN-A3 100 g packets consumed, as a result of the return to face-to-face use in the offices. The entity continues with its Paper 0 programme, which calls on all departments not to print paper documents and to digitalise information to reduce paper consumption and recycling.

The bank also tries to reduce its environmental impact through waste collection processes, differentiating between paper and cardboard, glass and hazardous waste, among others, which are collected by authorised external parties and taken to specialised plants. In 2022, Cecabank has changed supplier for waste management with a more accurate classification at source.

²⁷ The source for the conversion of energy consumption from indirect emissions as a consequence of the entity's electricity consumption is "Emission Factors - Ministry for Ecological Transition" https://www.miteco.gob.es/es/cambio-climatico/themes/mitigation-policies-and-measures/factoresemision_tcm30-479095.pdf.

²⁸ The source for the conversion of energy consumption from direct emissions from the entity's natural gas consumption is "Emission factors - Ministry for Ecological Transition" https://www.miteco.gob.es/es/cambio-climatico/temas/mitigacion-politicas-y-medidas/factoresemision_tcm30-479095.pdf.

Waste generated (tonnes)

	2021	2022
Paper and Cardboard	9.41	27.10
Mix	9.88	19.10
WEEE (waste with hazardous components)	1.85	4.06
Construction and demolition	-	46.38

WEEE is electrical and electronic equipment, a small proportion of which includes hazardous waste. Additionally, Cecabank generates toner waste, which in 2022 totalled 15 units.

In 2022 Cecabank has carried out interior refurbishments of its offices which have generated significant amounts of construction and demolition waste. The management of the works included the reuse of many existing materials to minimise the impact of waste. For example, all existing chairs have been refurbished to prevent them from becoming waste.

4. Prosperity

Our financial, technological and business expertise at our clients' service

4.1. Our Clients

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Customers are the key to Cecabank's business. The bank focuses its model on responding to their expectations, supporting their business objectives and building lasting relationships. This model is based on transparency and continuous dialogue with customers, to detect their priorities and needs, as well as on pillars such as:

Quality and excellence	Specialisation and expertise	Innovation and digital development
At Cecabank, the culture of customer focus and continuous improvement permeates the entire organisation.	Cecabank has the best talent, with a high degree of specialisation, to offer high value-added services.	The entity seeks to offer innovative solutions that respond to the needs of its current and potential customers.

These pillars enable the bank to build loyalty and attract new customers. In 2022, Cecabank provided services to more than 300 customers, including traditional financial institutions and new players, management companies and Investment Services Companies, Large Corporations, Venture Capital Managers, Insurance Companies, Securities Companies and Agencies, Fintech and Public Administrations with a differential range of services.

In order to maximise business opportunities, Cecabank's 2022-2024 Strategic Plan set revenue diversification as one of its Objectives, understood from different perspectives: business, customers and segments. This diversification enables the bank to be resilient to economic cycles and this has been demonstrated over the last ten years, since the bank's formation.

Each year, the entity defines its commercial objectives, integrating them into the monitoring of the Strategic Plan and its monitoring by senior management. The entity has a Strategy Committee and a Commercial Committee which monitor compliance with the commercial objectives on a monthly basis and

are in turn responsible for reporting their evolution to the Management Committee and the Board of Directors.

The bank also has a New Products Committee, which is responsible for analysing new initiatives, assessing whether they can be incorporated into Cecabank's portfolio of services.

Business diversification

At the end of 2022, the contribution to gross income of the bank's 4 core business lines shows a diversified picture of service revenues.

- Securities Services: 50%.
- Treasury: 27%.
- Payments: 12%
- Technology platforms: 7%.

NOTE: Rest (associative services and others): 4%

Client diversification

New client acquisition between 2017 - 2022 was very significant, with more than 250 new clients in the period. This has offset the outflow of clients, especially due to the restructuring of the sector. The breakdown by year is set out below:

	2017	2018	2019	2020	2021	2022
New clients ²⁹	39	50	34	51	47	42

Segment diversification

Cecabank's customer portfolio is divided into 4 main sectors of activity, which are monitored in terms of the distribution of customers and opportunities.

- Savings sector: entities associated with CECA.
- Banks: both national and international.
- Management companies, insurance companies and investment services companies (ESIs).
- Rest: including the public sector, corporates, non-traditional financial institutions, etc.

In order to establish lasting relationships with its customers, Cecabank focuses on establishing long-term agreements.

²⁹ A new customer is understood to be one who has not had any relationship with Cecabank in the last three years.

In 2022, Cecabank continued to work on four main areas of work:

- **Quality Management Systems:** maintenance and implementation of management systems for continuous improvement in those areas where certification provides differential value.

During 2022, the Securities and Depository certification was renewed until January 2026 and the Collections and Payments certification was maintained under the criteria of the ISO 9001:2015 standard. On the other hand, in the areas certified under ISO 9001:2015, continuous improvement and the development of principles, beyond compliance with the requirements of the standard itself, as well as the simplification of workflows and the adoption of agile methodologies, have been further developed.

- **Objective quality project:** definition and analysis of objective indicators in services with an impact on customers to measure objective quality and contrast it with customer perception.

This indicator has been incorporated in 2022 for monitoring by Senior Management.

- **Measurement and Analysis of the Voice of the Customer:** to understand their needs and expectations, so that these are taken into account in decision-making.

In 2022, a new tool was implemented for conducting surveys and preparing and distributing reports, which allows for maximum precision in obtaining and presenting information.

- **Improvement Plans:** aimed at achieving the entity's strategic objectives in terms of customer loyalty and the establishment of long-term relationships:

- Improve the quality of our processes.
- Improve the customer experience.

Throughout 2022, the customer experience measurement model was further integrated with the definition and monitoring of improvement plans perfectly suited to each service.

The satisfaction index, recommendation index and predisposition to continue trusting Cecabank in new solutions are shown below:

	Overall Satisfaction (Average 0-10)	NPS	Likelihood to continue contracting (% of customers scoring 8 to 10)
2021	8.4	62	81%
2022	8.5	52	81%

Cecabank has a Customer Service Department³⁰. As in 2021, in 2022 the bank received one complaint, which was not admitted for processing as it did not fall within its remit.

4.2. Sustainable finance

Cecabank is aware of its role in the financial sector and in sustainable finance. As a wholesale bank and as set out in our sustainability plan, our objective in this area is to support our customers in their transformation process towards a sustainable finance model.

The bank's 2022-2024 Strategic Plan established ESG aspects as a vector for growth. This measure is also contemplated in the bank's Sustainability Plan, which establishes the Sustainability Committee, in which the bank's businesses are integrated, as the body responsible for identifying and monitoring initiatives. The Sustainability Committee reports its conclusions to the Strategy Committee.

In this way, we closely follow regulatory developments and work hand in hand with our customers to understand their needs and seek solutions that can meet their sustainable finance needs.

In the area of sustainable finance, Cecabank offers a range of services:

- In the Securities Services area, the following services stand out:
 - Proxy voting service: Cecabank has different alternatives for Proxy Voting services, which include communication, vote execution, traceability of operations and assistance for agreements with proxy-advisory (voting advisors) if necessary. It is a flexible and tailor-made service: the final model is designed according to the preferences of each client and the possible agreements they may have with proxy-advisory providers.

In 2022, we communicated more than 3,200 boards in 73 countries across five continents and successfully sent more than 11,000 voting instructions to the market.

- SRI verification of funds: Cecabank, in its role as depositary, verifies that the financial vehicles that are SRI and are under its supervision really comply with the levels of socially responsible investment that correspond to them, giving the end customer the certainty that they are really accessing an SRI product. To carry out this monitoring, Cecabank has created an ecosystem together with leading financial information providers, specialised in the area and monitoring of SRI criteria.

At the close of the 2022 financial year, the assets of funds deposited in the entity that promote environmental or social characteristics, or have sustainable investments as their Objective, exceed 70,000 million euros. For the latter, the weighting of the total assets of vehicles deposited with Cecabank at year-end, in accordance with the classification established by the Sustainable Finance Disclosure Regulation (SFDR), is shown below^[1]:

³⁰ In accordance with Order ECO/734/2004 of March 11, on Customer Service Departments or Services and on the Customer Ombudsman of financial institutions.

Article 8 Promote social and environmental initiatives alongside traditional outcome objectives	Article 9 Investment products with explicit sustainability objectives.
33%	1%

(1) For IICs and ECR's, information on SFDR items obtained from vehicle brochures. For FP's and EPSV's, information on SFDR articles obtained from the managers.

- In the area of technology, the bank incorporates ESG aspects to improve customer services:
 - Cecabank thus has an electronic invoicing solution that enables it to eliminate paper invoices and generate notable efficiencies for both the entity itself and the customers of the solution. Cecabank's solution generates and stores more than 2.5 million invoices a month, 30 million a year.
 - Cecabank's digitised signature solution provides legal security for the digital signature of contracts in the office by replacing paper with a solution where the customer signs on a tablet that digitises the process. The solution is implemented in more than 50% of the financial system's branches in Spain, as well as in approximately 15% of the insurance sector.
 - Cecabank has recently started a project for the digitalisation of card slips in one of the largest retailers in Spain. The solution has now passed the pilot phase and is being rolled out nationwide.
- In the financial area, the bank incorporates ESG criteria in its operations. In this way:
 - At 31 December 2022, Cecabank held 18 ESG (Environmental, Social & Governance) bond positions worth EUR 150 million. This represents an increase of 33% compared to the end of 2021, when the bank held positions worth €113 million.
 - Cecabank has been a member of the European Primary Dealer Network since 2021. The first EU issues in which it has participated have been the macro debt issues that finance the Next Generation EU Recovery Fund, the €750,000 million aid package for Europe's economic, ecological and digital transformation.
 - In order to formalise its commitment to sustainable finance, the entity will work on its responsible investment policy throughout 2023, as set out in the Sustainability Plan.

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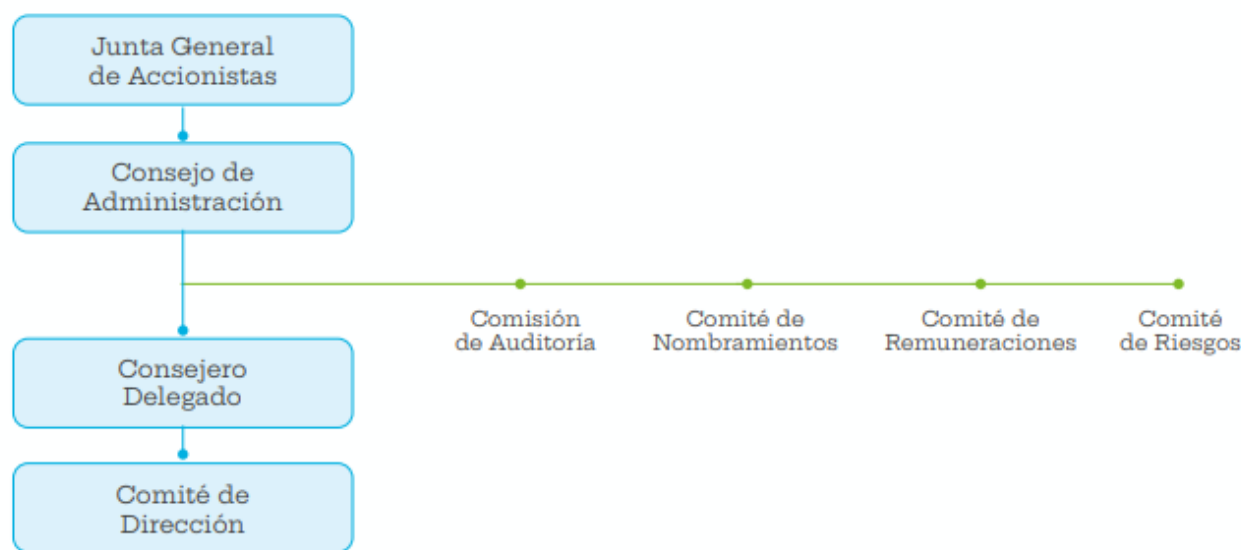
5. Governance

Good governance as a hallmark of Cecabank's identity. Our commitment to our stakeholders is based on a solid governance model that allows us to maintain long-lasting relationships based on trust.

5.1. Good corporate governance

Cecabank's corporate governance consists of a set of rules, principles and policies that regulate the composition, structure and operation of the governing bodies (the General Shareholders' Meeting, the Board of Directors and its committees), which are periodically reviewed and/or updated to adapt to national and international best practices.

Governance bodies



Cecabank's General Shareholders' Meeting is the highest body for the representation and participation of shareholders in the bank. At 31 December 2022, Cecabank's shareholder portfolio comprised the following entities

Entity	No. of shares	% share
CECA	100,000,000	89.08 %
CaixaBank, S.A.	5,907,921	5.26 %
Kutxabank, S.A.	1,352,325	1.20 %
Unicaja Banco, S.A.	2,188,398	1.95 %
Ibercaja Banco, S.A.	765,561	0.68 %
Abanca Corporación Bancaria, S.A.	712,677	0.63 %
Banco Bilbao Vizcaya Argentaria, S.A.	644,683	0.57 %
Banco Sabadell, S.A.	574,171	0.51 %
C.A. y M.P. Ontinyent	57,920	0.05 %
Caixa D'Estalvis de Pollença	52,884	0.05 %

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Cecabank is administered, managed and represented by its Board of Directors. The Board has the broadest powers for the administration of the bank and, except in matters reserved for the competence of the General Shareholders' Meeting, in accordance with the provisions of applicable legislation and the Articles of Association, is the highest decision-making body and is responsible for the risks assumed by the bank.

Cecabank's Board of Directors is made up of the number of members appointed by the General Shareholders' Meeting, which, in accordance with the regulations applicable to capital companies, may not be less than five or more than fifteen. The General Meeting of Shareholders held on 29 March 2022 resolved, among other things, to set the number of members of the Board of Directors at ten.

There were no changes in the composition of the Board of Directors during the financial year 2022. As at 31 December, the Board of Directors consisted of ten members, five of whom are proprietary directors, four independent directors and one executive director.

The Board of Directors held in April 2022 resolved to appoint the Chief Executive Officer, Mr. José María Méndez, as Chief Executive Officer of the entity. This appointment did not entail a significant change as he already held the position of executive director with broad powers granted to him.

As a result, the Board of Directors is made up of the following members as at 31 December 2022:

- **Composition:**
 - D. Manuel Azuaga Moreno: Presidente (Dominical)
 - D. Javier Pano Riera: Vicepresidente (Dominical)
 - D. José M^a Méndez Álvarez-Cedrón: Consejero Delegado (Executive)
 - D. Francisco Javier García Lurueña: Vocal (Dominical)
 - D. Francisco Botas Ratera: Vocal (Dominical)
 - D. Víctor Manuel Iglesias Ruiz: Vocal (Dominical)
 - D^a. María del Mar Sarro Álvarez: Vocal (Independent)
 - D. Santiago Carbó Valverde: Vocal (Independent)
 - D^a. Julia Salaverría Monfort: Vocal (Independent)
 - D^a. Carmen Motellón García: Vocal (Independent)
 - D. Fernando Conlledo Lantero: Non-Counselor Secretary
- **Meetings and attendance:** during financial year 2022, the Board of Directors held eleven meetings, all of which were ordinary meetings in accordance with the provisions of its Work Plan. In terms of attendance at meetings, there was 94% attendance by its members, reaching 100% attendance with proxies for attendance and voting.

Furthermore, in compliance with the regulations governing capital companies and the regulation, supervision and solvency of credit institutions, Cecabank has set up four committees, with their supervisory and advisory powers, which assist the Board in the exercise of its competencies. These committees are the Audit Committee, the Appointments Committee, the Remuneration Committee and the Risk Committee.

They are composed entirely of non-executive directors, in line with the provisions of the regulations for each of them and with the functions set out in their respective rules of procedure.

In accordance with the provisions of their respective regulations, the committees perform, among others, the following duties:

- **Audit Comission:**
 - **Functions:** among others, supervises and assesses the effectiveness of the entity's internal control, internal audit and risk management systems, as well as supervises the process of preparing and presenting the mandatory financial information and submitting recommendations or proposals to the management body, aimed at safeguarding its integrity.
 - **Composition**
 - D^a. María del Mar Sarro Álvarez: Presidenta (Independent)
 - D. Santiago Carbó Valverde: Vocal (Independent)

- D^a. Carmen Motellón García: Vocal (Independent)
 - D. Francisco Botas Ratera: Vocal (Dominical)
 - D. Víctor Iglesias Ruiz: Vocal (Dominical)
 - D. Fernando Conlledo Lantero: Non-Counselor Secretary
- **Meetings and Attendance:** during financial year 2022, the Audit Committee held six meetings, all of which were of an ordinary nature in accordance with the provisions of its Work Plan. As regards attendance at the meetings, 90% of its members attended, reaching 100% attendance, taking into account the attendance and voting delegations.
- **Risk Committee:**
 - **Functions:** among others, it advises the Board on setting and monitoring the entity's risk tolerance levels and assesses the application of this strategy by senior management and its results, as well as being aware of and periodically analysing the solvency, liquidity and, in general, risk situation of the entity.
 - **Composition:**
 - D^a. Carmen Motellón García: Presidenta (Independent)
 - D^a. Julia Salaverría Monfort: Vocal (Independent)
 - D^a. María del Mar Sarro Álvarez: Vocal (Independent)
 - D. Francisco Javier García Lurueña: Vocal (Dominical)
 - D. Víctor Manuel Iglesias Ruiz: Vocal (Dominical)
 - D. Fernando Conlledo Lantero: Non-Counselor Secretary
 - **Meetings and Attendance:** during financial year 2022, the Risk Committee held five meetings, all of which were of an ordinary nature in accordance with the provisions of its Work Plan. In terms of attendance at meetings, there was 100% attendance by its members.
- **Remuneration Committee:**
 - **Functions:** among others, advises the Board on the entity's remuneration policies (remuneration policies for Directors and senior management), and the alignment of these policies with the maintenance of risk tolerance levels.
 - **Composition**
 - D. Santiago Carbó Valverde: Presidente (Independent)
 - D^a. María del Mar Sarro Álvarez: Vocal (Independent)
 - D. Francisco Botas Ratera: Vocal (Dominical)
 - D. Fernando Conlledo Lantero: Non-Counselor Secretary
 - **Meetings and attendance:** during financial year 2022, the Remuneration Committee held three meetings, one of which was extraordinary in nature with respect to the provisions of its Work Plan. In terms of attendance at the meetings, 89% of its members attended, reaching 100% attendance with proxies for attendance and voting.

- **Appointments Committee:**

- **Functions:** inter alia, advises the Board on candidates for vacant positions on the Board of Directors, as well as assesses the balance of knowledge, skills, diversity and experience of the Board and the suitability requirements of Board members.
- **Composition**
 - D^a. Julia Salaverría Monfort: Presidenta (Independent)
 - D. Santiago Carbó Valverde: Vocal (Independent)
 - D. Javier Pano Riera: Vocal (Dominical)
 - D. Francisco Javier García Lurueña: Vocal (Dominical)
 - D. Fernando Conlledo Lantero: Non-Counselor Secretary
- **Meetings and attendance:** during financial year 2022, the Appointments Committee held five meetings, four of which were ordinary meetings in accordance with the provisions of its Work Plan and one extraordinary meeting. In terms of attendance at the meetings, 94% of its members attended, reaching 100% attendance with proxies for attendance and voting.

Full details of the composition, functions and operation of the General Shareholders' Meeting, the Board of Directors and the Committees can be found in both the Articles of Association and their operating regulations, which are available in the "corporate information" section of Cecabank's website³¹.

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The Training Plan for the 2022 financial year consisted of a total of eight sessions, three of which were training sessions, given by external experts and lasting approximately one hour each, and the other five were induction sessions, all of which were given by executives of the entity and lasted approximately thirty minutes. In addition to the Training Plan, it should be noted that during the meetings of the Board of Directors, approximately thirty minutes are devoted to explaining all the new developments in the regulatory sphere and monitoring regulatory projects which, at both national and European level, may affect the banking and financial sector.

In this respect, as part of the documentation sent to the directors prior to each meeting, a document called "regulatory overview" is provided, which includes all the sectoral regulations approved during the month, as well as the monitoring of regulatory projects.

In total, the number of hours dedicated by directors to Cecabank's annual regulatory training plan is eleven hours. The percentage of attendance by directors at the training and induction sessions of the board's annual training plan was 88%.

In terms of attendance at board meetings, 94% of board members attended, reaching 100% attendance including proxy voting. It should also be added that the directors of the entity are, in turn, members of the Boards of Directors of other entities and that, for their part, they also receive their respective training plans.

³¹ <https://www.Cecabank.es/>

Plan de formación 2022

Sesiones formativas

3 de 60 min

Sesiones de introducción

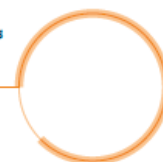
5 de 30 min

Reuniones Panorama regulatorio

11 de 30 min

Asistencia Consejeros a plan formativo

88%



Asistencias a las reuniones del Consejo

Miembros

94%

Delegaciones y voto

100%

Suitability Policy

In applying the Suitability Policy, Cecabank recognises the value of diversity in the composition of the Board of Directors and the importance of having directors capable of contributing diverse points of view, perspectives, skills, experience and professional backgrounds, both in debates within the Board and in its decision-making processes, which ultimately leads to an improvement in the Board's decisions.

In this respect, Cecabank encourages diversity on the Board of Directors, so that its composition reflects a diverse group, taking into account the structure of the CECA-Cecabank group, in which the majority shareholder is CECA.

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In the selection procedure for Board members, an effort is made, as far as possible, to incorporate a wide range of qualities and competencies in order to achieve a diversity of views and experiences and to promote independent opinions and sound decision-making within the Board of Directors. To this end, the following diversity aspects, among others, are taken into account: academic and professional profile, age and gender.

With regard to gender, Cecabank ensures that the principle of non-discrimination and equal treatment is respected in the selection and evaluation processes and that they do not suffer from implicit biases that hinder the selection of women and that measures are adopted to include among potential candidates, women who meet the professional profiles sought.

On the other hand, the figure of the independent director is considered essential in corporate governance matters, as a means of channelling the supervisory functions of the Board of Directors. The regulations in force give special weight to this type of director, establishing that in the Appointments, Remuneration and Risk Committees, at least one third of its members and, in any case, the chairman must be independent directors and, in the case of the Audit Committees, where it is established that they shall be composed exclusively of non-executive directors, the majority of whom, at least, must be independent directors and one of whom must be appointed on the basis of their knowledge and experience.

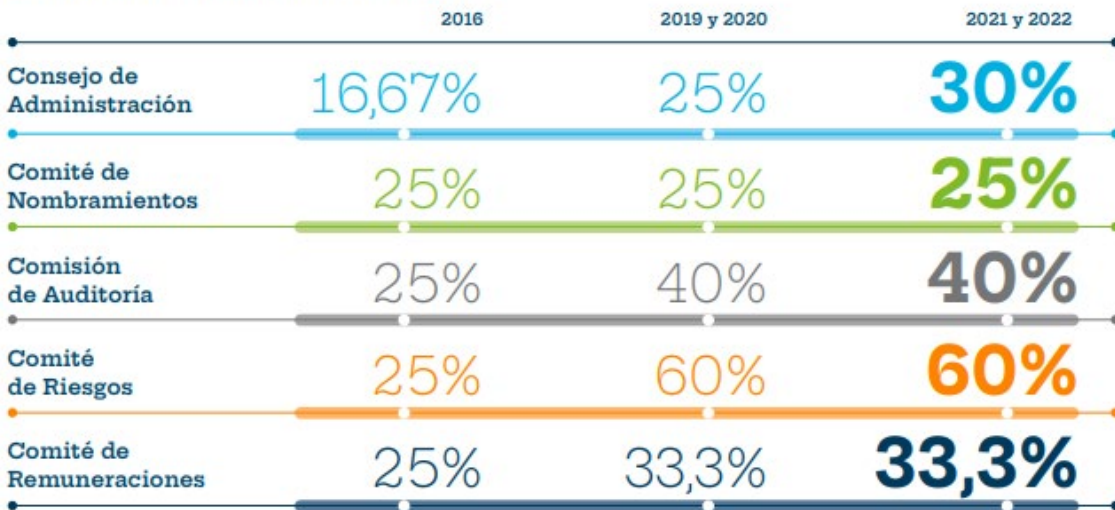
In order for the Board of Directors to be enriched both by the presence of independent directors and by the diversity of its composition, it is considered advisable to ensure that a sufficient percentage of women, especially independent female directors, is reached on the Board of Directors, without prejudice to compliance with the applicable suitability requirements.

The entity has set the Objective of representation of women on Cecabank's Board of Directors at least 50% of the independent directors.

In addition, the representation of women on Cecabank's Board of Directors will tend to increase with the ultimate objective of achieving a balanced presence of men and women. In order to achieve this, vacancies on the board and on the various board committees will be taken into account.

Below is the evolution of the presence of female directors with respect to the composition of the Board, as well as a comparison with respect to independent directors since 2016.

Evolución del número de Consejeras



Fit and proper exercise to assess the suitability of directors and the Board as a whole.

Law 10/2014 of 26 June 2014 on the regulation, supervision and solvency of credit institutions (hereinafter Law 10/2014) and Royal Decree 84/2015 of 13 February 2015 implementing it (hereinafter RD 84/2015) establish that credit institutions must have a Board of Directors made up of persons who meet the suitability requirements necessary to hold office. They must also have adequate internal units and procedures to carry out the annual selection and assessment of the positions subject to the suitability regime established in the aforementioned regulations.

For this reason, in accordance with the provisions of the Policy for the Selection and Assessment of the Suitability of the Members of the Board of Directors and the Chief Executive Officer or similar, approved by the Board in November 2018, the Appointments Committee agreed at its meeting of 22 November 2022 to carry out the annual assessment exercise of the suitability of the directors and of the Board as a whole for the 2022 financial year.

The conclusion reached after this exercise is reflected in the annual suitability assessment report, which shows that the entity's directors meet the criteria of commercial and professional honourability, knowledge and experience and good governance, so that they should all be considered, on an individual level, suitable for the performance of their duties as directors of Cecabank and, except in the case of the executive director, as members of any of its committees.

It is also concluded that the Board of Directors, taken as a whole, has sufficient professional experience in the governance of credit institutions to ensure its effective capacity to take decisions independently and autonomously for the benefit of the institution.

Evaluation exercise of the Board of Directors and its Committees

Pursuant to the provisions of Law 10/2014 and RD 84/2015, the Board of Directors has the non-delegable function of monitoring, controlling and periodically evaluating the corporate governance system, attributing

to the Appointments Committee the function, among others, of periodically evaluating, at least once a year, the structure, size, composition and performance of the Board of Directors, making recommendations to the Board with respect to possible changes.

In addition, in accordance with the recommendations of both the Basel Committee on Banking Supervision of 2015, applicable to banks, and the CNMV's Code of Good Governance of 2020 for listed companies, it is suggested that at least every three years the self-assessment exercise should be supported by an external consultant. In this regard, considering that the self-assessment exercise of the functioning of the Board and its Committees for the financial year 2019 was carried out with the support of an external consultant, the Appointments Committee at its meeting held on 14 September 2022 agreed to carry out this self-assessment exercise with the support of an external consultant, who was appointed at that same meeting.

The self-assessment of the Board of Directors and the Committees has been carried out through the external consultant by sending self-assessment questionnaires to be completed, as well as through individual interviews with the directors. As part of this process, a review has also been carried out of the documentation reflecting, among other matters, the functioning of these bodies, frequency of meetings, main matters dealt with or attendees at meetings, which have been included in the annual reports on the activities of the Board and the Committees for financial year 2022.

The self-evaluation of the Board and its Committees concludes that both the Board of Directors and its Committees have performed their functions adequately, attending to the specific needs of the entity and shows a very positive assessment by the directors of the functioning of the Board of Directors, the Committees, as well as the positions held on them.

Board of directors

In addition, Cecabank has a Management Committee which is responsible for deciding on matters submitted directly to it by the Board of Directors, or those matters submitted by the Chief Executive Officer prior to their approval by the Board of Directors, as well as approving the rules of conduct and internal regulations of the entity which are not the responsibility of the Board of Directors.

This Committee, made up of the main executives of the entity, is chaired by the CEO, with the General Secretary and Secretary to the Board of Directors acting as secretary of the Committee. However, its meetings may be attended, with the right to speak but not to vote, by other employees of the entity who are required by the Chairman of the Committee.

5.2. Ethics and Compliance: corruption and bribery

The fight against corruption and bribery, as well as against any of the potential crimes attributable to legal persons or which may be committed within them, is and must be a central objective of good governance. With this objective in mind, entities have been equipping themselves for years, as in the case of Cecabank, with instruments and tools (preventive framework) to prevent and avoid the commission of the aforementioned crimes.

The Bank has a Corporate Code of Conduct which formalises the commitment of all professionals to the highest standards of integrity and professional ethics in order to prevent, among other things, criminal risk. The values and rules contained therein must be complied with and applied globally to all members of the Board of Directors, all employees and other member entities of its consolidated group, either directly or through its suppliers, and must permeate relations with stakeholders. This code incorporates, among other aspects, guidelines of conduct on aspects related to corruption, prevention of money laundering and financing of terrorism, confidential information, free competition, conflicts of interest, among others.

In relation to this Code, Cecabank has a Corporate Conduct Channel through which all persons subject to the Code can report possible breaches, as well as make the relevant queries arising from the interpretation of the Code. Complaints are treated confidentially.

In addition, Cecabank has other instruments that promote exemplary conduct as an institution:

- Criminal risk organisation and management system. The system was re-certified by AENOR in 2022 in accordance with the UNE 19601 Criminal Compliance Standard.
- Backbone document of the criminal risk organisation and management system.
- Procedures for the prevention of money laundering and terrorist financing and control structure.
- Internal rules of conduct in the securities market.
- Policies for the provision of investment services or MiFID policies. These policies fall into three blocks: transparency and reporting (Transparency Policy and TR Governance Framework), structural market issues (Record Keeping Policy, Product Governance Policy and Algorithmic Trading Policy) and investor protection (Best Execution Policy, Safeguarding of Assets Policy and Incentive Policy). The main objective of these policies is the Bank's proper compliance with the rules of conduct and organisational requirements related to the provision of investment services.

Cecabank reviews its Criminal Compliance system annually, establishing actions to ensure the continuous improvement of the system.

Description of the indicator	2021	2022
Ongoing actions (corrective, improvement, preventive) deriving from the Criminal Compliance system	5	2
Internal Audit recommendations on the system	2	1

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Cecabank has a Manual for the prevention of money laundering and the financing of terrorism which aims to ensure that the bank and its employees prevent illicitly obtained funds from entering the financial system through Cecabank. The bank's IT systems enable it to analyse its own and intermediated operations in order to detect possible transactions linked to these aspects. To this end, contrasts are carried out against lists of financial sanctions, and there are specific scenarios for detecting suspicious transactions. In addition, there are tools and processes that allow for an exhaustive knowledge of the customer and monitoring of the customer relationship.

The organisational structure and internal control mechanisms developed by senior management are aligned with the nature of Cecabank's strategy and business model, with well-defined, transparent and coherent lines of responsibility aimed at ensuring effective and efficient operations; prudent business management; appropriate identification, measurement and mitigation of risks; reliable internal and external financial and non-financial information published; sound administrative and accounting procedures; and compliance with laws, regulations, supervisory requirements and internal policies, processes, rules and decisions.

This structure is characterised by the development of comprehensive and specialised management, with specific units for the management and control of the various risks; by being based on a committee structure; by being a structure that guarantees the independence of the units that perform control functions with respect to the areas, units or functions on which their verification is based; and by being based on the three lines of defence model.

During 2022, the entity has continued working on the definition of a relevant indicator on operations analysed in relation to the risk of corruption, as well as the associated controls. In this regard, the number of assessments carried out increased in 2022 to 28,545 transactions.

Description of the indicator	2021	2022
No. of operations assessed for corruption-related risks	5,806	28,545
Confirmed cases of corruption and measures taken	0	0

5.3. Risk Management

Cecabank's wholesale approach focuses on serving professional customers with a high degree of sophistication in their activity, with long-lasting relationships based on mutual trust. Within this framework, the management and control of non-financial risks are fundamental aspects.

Cecabank's risk management philosophy is based on rigorous criteria of prudence, consistent with the commercial strategy and aims to ensure efficient use of the capital allocated to the business units. The results of applying this philosophy translate into a conservative risk profile with high levels of solvency and ample liquidity.

The entity has established a governance model for ESG and non-financial risks, which places responsibility for these matters with the highest management and governance body. Cecabank's Articles of Association give the Board responsibility for, among other things, approving and overseeing general policies and strategies, the implementation of its strategic objectives, its risk strategy and its internal governance. Both the Board of Directors and its delegated committees, in line with best corporate governance practices, draw up and approve an annual work plan, which includes a forecast of the matters to be dealt with by these bodies and which are attributed to them by virtue of their functions and powers.

The Risk Committee is responsible for designing the risk control and management model (financial and non-financial) and for monitoring the entity's risk profile, including climate and environmental risks, and for integrating them into the risk management processes. The Risk Committee follows up on the climate and environmental risk management roadmap and reviews the Risk Tolerance Framework and the General Risk Management Framework, among others. These frameworks also include non-financial risks, such as environmental, social and governance (ESG) risk.

In addition, the Audit Committee's duties include assessing and supervising the preparation process and the integrity of financial and non-financial information, as well as overseeing the control and management systems for financial and non-financial risks. Its functions include monitoring compliance with the Sustainability Plan.

The monitoring and control of ESG risks is previously carried out by the Compliance and Operational Risk Committee and the Sustainability Committee. The Strategy Committee, for its part, supervises the Strategic Business Plan, which includes the ESG growth vector line of work, where new ESG business possibilities are assessed.

In 2022 Cecabank has established a scorecard of ESG indicators that facilitates monitoring by the governing bodies and incorporates indicators related to ESG risks, such as the evaluation and monitoring of ESG scoring of customers, as well as the quantification of green investment.

Among other aspects, it should be noted that the entity incorporates ESG aspects as part of the credit risk admission analysis of customers and counterparties and the supplier analysis process, validating that they share Cecabank's ethical, social and environmental values. In addition, in 2022 Cecabank worked on assessing the positioning of the bank's business in ESG matters, especially in its investment portfolio, where it takes into account the ESG rating of customers.

The bank has established various mechanisms to control and manage non-financial risks. In this way it stands out:

Non financial Risks	Main control and management mechanisms
Social and governance risk	The Code of Conduct, the Criminal Compliance Policy, the Equality and Diversity Policy, among other policies of the entity, ensure that ethical principles, equality and diversity are upheld. Specifically, the Equality and Diversity Policy aims, among other things, to promote the possibilities for women to access decision-making positions or functions, or to improve the reconciliation of family and work life.

Non financial Risks	Main control and management mechanisms
	<p>In the area of reporting, Cecabank has launched an ambitious plan to improve transparency. It is worth noting that in 2021 the bank drew up the Non-Financial Information Statement Control Framework. In this framework, the bank established three levels of control over the content of non-financial information: the Sustainability department, responsible for preparing the report, a secondary control carried out by the Coordination and Transversal Risks Unit, which is part of the Risks and Compliance area, and a tertiary control carried out by Internal Audit.</p>
<p>Cybersecurity and technological risk</p>	<p>Cecabank voluntarily assumes the highest standards and all the recommendations on technological risk assessment (ICT) proposed by the EBA, including in its scope the risks of security, cybersecurity, change, integrity, continuity and outsourcing, all of which are included in the risk management policy. Likewise, the services offered by Cecabank are largely based on a high level of sophisticated technological support that guarantees data privacy and business continuity.</p> <p>For more information, see section: Cybersecurity.</p>
<p>Risk related to compliance and prevention of bribery and corruption</p>	<p>Cecabank has implemented a Criminal Compliance System based on the UNE 19601 standard and verified by an independent third party. The system incorporates a mandatory Criminal Compliance Policy, which is one of its fundamental pillars. This policy develops the provisions of Cecabank's Code of Corporate Conduct and, consequently, is linked to its ethical and corporate values, ratifying Cecabank's desire to maintain conduct that respects both the rules and these values, defining its framework of principles in the area of Criminal Compliance.</p> <p>The social initiatives carried out by the entity, which involve the disbursement of funds, are subject to control mechanisms in order to ensure compliance with internal and external procedures and regulations in the operational sphere, the safeguarding of assets and financial accounting information. In 2022, the entity has worked to automate these processes for greater control and traceability.</p>
<p>Reputational Risk</p>	<p>In addition to financial, strategic and operational risks, the entity's reputational risk map identifies and assesses those corresponding to ESG factors (environmental, social and governance). In addition, the entity incorporates stakeholder analyses (including ESG aspects) which are applied to new customers within the scope of reputational risk, to existing customers with above-average risk and to the entity's chain of custody relating to global custodians and non-EU countries.</p>
<p>Climate and Environmental Risks</p>	<p>Cecabank considers climate and environmental risk at all stages of its risk management model. They are also incorporated into the bank's organisational structure, in accordance with the three lines of defence model.</p> <p>The entity has a Climate and Environmental Risks roadmap, in which it identifies and assesses those risks which, due to our business model, may have an impact on the entity. The entity has established voluntary improvement plans and plans to meet the expectations of regulators and supervisors. These measures have been incorporated into the bank's</p>

Non financial Risks	Main control and management mechanisms
	<p>Sustainability Plan, which includes actions in the Planet block that will enable progress to be made in identifying and managing this type of risk.</p> <p>It should be noted that the bank manages its climate and environmental risks in the various processes:</p> <ul style="list-style-type: none"> • Customer assessment and admission: the bank includes ESG factors in its customer analysis and management procedures (through credit risk admission and monitoring reports and customer reputational risk reports), as well as in its supplier and service analysis reports. • Ranking and monitoring: Cecabank has a scorecard of ESG indicators that include factors linked to environmental and climate risks. <ul style="list-style-type: none"> ○ In 2022, Cecabank worked on identifying exposure to carbon-intensive sectors and measuring the carbon footprint indicator. ○ As part of the process of reviewing its policies and procedures, Cecabank has incorporated a qualitative threshold for climate and environmental risks (within the Risk Tolerance Framework) that enables it to monitor these risks. These controls are reported to the bank's management and governance bodies. • Throughout 2023, the entity plans to work on the development and implementation of a Responsible Investment Policy that takes into account Climate Change and Environmental aspects.

Further information on the Bank's risk policy can be found in the Organisational Structure and Governance Practices report, the Bank's Consolidated Management Report, the Information of Prudential Relevance (IRP) report, available on the corporate website³², and the General Control Framework.

Cybersecurity

Cybersecurity is understood to be a fundamental pillar of the service and a key part of the bank's strategic technology plan.

Information security and technological risk management at Cecabank are articulated through a governance model, the existence of a solid system of three lines of defence and the implementation of mechanisms aimed at detecting, mitigating and resolving security events, including the definition of resilience mechanisms in the event of potential incidents.

Throughout 2022, numerous actions have been carried out to improve cybersecurity. These improvements have been motivated by the appearance of new regulations in the field of technological risks, the performance of security audits and consultancies and the appearance of new trends and offence modalities within the framework of the technological evolution and digital transformation undertaken by the entity and in general by the sector.

³² Financial reports - Cecabank

Security governance and technological risk

The governance of cybersecurity and technology risk is based on a system of governance bodies that enables detailed monitoring of the entity's security (Security and Technology Risk Committee, Compliance and Operational Risk Committee) and technology risk (Risk Committee, Audit Committee).

The cybersecurity and technology risk action plan is aligned with the strategic technology plan. This plan is monitored through the Digitalisation and Technology Committee. The convergence of both plans is ensured by the participation in this committee of staff from the Risk Area.

Three lines of defence model

The entity's three lines of defence are based on industry governance best practices. The first line of defence, established at the level of the operational and technology departments, maintains the functions associated with the operation and implementation of technical security measures and the execution of corrective and mitigating actions arising from the occurrence of incidents.

The second line of defence is aimed at implementing alerts, monitoring security and managing early warnings, developing and coordinating security projects and reporting incidents.

Finally, the third line, carried out by Internal Audit, has a team specialised in the assessment of cybersecurity and technological risk.

Security Mechanism

The year 2022 saw the improvement of incident response mechanisms and the development of new detection methods (AI, Machine Learning), as well as the implementation of comprehensive infrastructure and application bastioning systems.

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Among other initiatives, the number of alerts was increased and the system for detecting incidents and technological fraud events was optimised. Anti-malware and anti-phishing capabilities were increased and the metrics for calculating the entity's technological risk were improved.

Other actions carried out in 2022 included improvements to perimeter protection and access control measures, the generalised bastioning of the business and service support infrastructure and the implementation of advanced security procedures for managing users with high privileges and intra-perimeter movements.

Finally, it is important to highlight the implementation of both general and targeted training actions for the prevention of end-user cyber-attacks and those based on social engineering methods.

Training and Awareness Raising

Raising employee awareness of cybersecurity is an ongoing activity, both by the People Planning and Development teams and by the Information Security teams. To cover this, Cecabank has general and specialised training programmes, monographic training and induction days and regular communication actions such as the publication of a monthly cybersecurity newsletter. Training plans related to cybersecurity are carried out on an annual basis using the most up-to-date information techniques and by experts in the field. The effectiveness of these training plans is periodically evaluated by means of metrics that make it possible to assess the degree of staff awareness, the results of which are periodically reported to the entity's governing bodies responsible for the entity's cybersecurity. By 2022, 74% of employees have received cybersecurity training.

5.4. Responsible supply chain

Cecabank strives to establish fair and stable business relationships based on responsibility, transparency and communication.

The Corporate Code of Conduct reflects this commitment, which is also reflected in the various management policies and procedures implemented at the bank. These include the "Procurement of services with suppliers" standard, which aims to guarantee competition in each procurement process and the appropriate evaluation of the same, and the "Outsourcing and contracting of services and functions policy" (the latest update of which was approved by the Board of Directors on 25 October 2022), which establishes the principles, rules and procedures that must be complied with in the different phases of the process of contracting any service from a supplier.

In order to ensure that suppliers share and respect Cecabank's ethical values and mitigate the risks associated with the supply chain, the entity carries out various processes:

- **Approval of Suppliers:**

For outsourced service providers and contracts for significant amounts, Cecabank carries out an approval process. The purpose of this process is to assess the supplier's productive, technical and financial capacity, as well as its alignment with Cecabank's ethical values and sustainability policies. This includes the evaluation of Corporate Responsibility aspects, such as adherence to international standards on Human Rights, environmental protection and appropriate working conditions.

In 2022, Cecabank has worked on the revision of these criteria by implementing a double requirement to obtain approval.

- Obtaining a minimum overall score in the accreditation questionnaire; and
- Obtaining a minimum score in the ESG and Corporate Governance modules.

These criteria ensure that our suppliers are aligned with our ESG and governance policies, mitigating the potential risks to which the entity may be exposed. It should be noted that our requirements for suppliers are in the process of evolving, in order to adapt to the new requirements in terms of banking supervision in terms of registration and resolution.

It should be noted that the Bank manages the process of assessing the quality of service provided by suppliers in an integrated manner with the corporate approval and assessment processes. The process is carried out through a new application.

- **Operational control audits**

In addition, some of our suppliers are subject to operational risk audits, where the aspects and requirements of the approval process are analysed in more detail.

- **Procurement clauses**

The bank also includes in the clauses of contracts with suppliers requirements relating to the prevention of criminal risks and compliance with the principles set out in Cecabank's Code of Ethics.

In 2022, the bank continued to work on the comprehensive management of the bank's suppliers through aspects such as:

- Reducing supply chain risk and monitoring the continuity of the services provided,
- Strategic advice to the business departments in their outsourcing,
- Improving the operational agility of purchasing,

- The implementation of reports and analysis tools for monitoring approvals,
- Contribution to centralised negotiation with the main suppliers in collaboration with the organisational units contracting the outsourced services.

Cecabank maintains a high level of commitment to its suppliers, as they are an essential link in its range of products and services. For this reason, supplier-related aspects are supervised at the highest level in the entity. The Non-Financial Risks and Compliance Division is responsible for reporting regularly to the Compliance and Operational Risk Committee and, on an annual basis, to the Audit Committee and the Board of Directors on the results of supplier monitoring and reporting outsourcing to the competent authorities.

Likewise, the supervision of approved outsourcings and possible incidents that may be detected are supervised by the Management Committee.

On the other hand, the entity materialises its commitment to local employment and communities through the contracting of local suppliers. In 2022, local suppliers accounted for 90.45% of the total, with 483 Spanish suppliers and 51 non-resident suppliers, an increase compared to 2021 (82.5%).

Key figures	2021	2022
Registered Suppliers	578	534
General Approvals	53	68
Approvals by Service	8	5
Tendering	9	16
Register of Outsourcing	63	73

5.5. Fiscal Responsibility

Cecabank's tax policy seeks to comply with regulations and eliminate any risk that might arise from non-compliance with regulations. In this regard, the company has a Tax Committee responsible for analysing and interpreting the regulations applicable to Cecabank's activity and for monitoring compliance with formal obligations in the investigation, evaluation and monitoring of possible risks related to this matter. This Committee in turn reports to the Audit Committee, the Management Committee and the Risk Committee.

Consolidated profit before tax amounted to 92,204 thousand euros in 2022 and 93,600 thousand euros in 2021, broken down as follows:

	(thousands of euros)	
	2022	2021
España	92.128	93.647
Bélgica	61	(136)
Portugal	15	89

As for the tax contribution related to corporate income tax (corporate tax) in 2022 amounted to 16,184 thousand euros (10,466 thousand euros in 2021) according to the following breakdown:

	(thousands of euros)
España	16,183
Portugal	1

For further information on income tax, see note 2.12 to the financial statements of Cecabank, S.A. and its subsidiaries comprising the Cecabank Group.

As in 2021, Cecabank did not receive any government grants in the year ended 31 December 2022.

Appendixes

Appendix I: About this Report

This report on Cecabank's Consolidated Statement of Non-Financial Information is prepared and published in compliance with Law 11/2018, of 28 December, which amends the Commercial Code, the revised text of the Capital Companies Act approved by Royal Legislative Decree 1/2010, of 2 July, and Law 22/2015, of 20 July, on the Auditing of Accounts, in relation to non-financial information and diversity.

For the preparation of this Statement of Non-Financial Information, the internationally recognised Global Reporting Initiative (GRI) Sustainability Reporting Guidelines have been used as a reference standard, following the principles and content defined by the most updated version of the guide, GRI Standards.

In this context, through the Statement of Non-Financial Information, the entity has the objective of reporting on environmental, social, personnel, human rights and anti-corruption and anti-bribery issues that are relevant to the entity in the execution of its business activities. In order to determine these issues, Cecabank carried out a materiality study which can be found in section 1.3. Our Sustainability Management of this Non-Financial Information Statement.

Furthermore, and in accordance with the provisions of Law 11/2018 of 28 December, we hereby inform you that this Statement of Non-Financial Information forms part of the Cecabank Group's Consolidated Management Report and is presented in a separate document.

Appendix 2: Comparison of the number of employees by professional category in 2022 and 2021

Number of employees by age

<30		30-50		>50	
2021	2022	2021	2022	2021	2022
20	26	291	318	147	128

Number of employees by professional category

	Level I		Level II		Level III		Level IV		Level V		Level VI		Level VII		Level VIII		Level IX		Level X		Level XI		Level XII		Level XIII		Level XIV		
	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022
Group 1																													
Male	5	5	3	3	18	12	23	30	35	31	49	52	30	28	30	25	7	10	8	7	6	3	13	10	1	-	1	-	
Female	3	3	2	2	11	17	17	12	27	30	46	46	36	41	58	51	10	15	8	7	7	4	14	10	-	-	-	-	
Group 2																													
Male	1	1	1	2	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Leave by gender

Period	Gender	ERE	Voluntary termination	Does not pass trial period	Dismissal	Voluntary leave of absence and contract suspension	Terminations	Retirement	Total
2021	Female	16	1	0	1	1	1	0	20
	Male	19	4	0	1	0	2	0	26
2022	Female	20	0	1	0	0	0	0	21
	Male	15	5	5	1	1	1	1	29

Dismissals by gender and age and professional category

Gender	2021	2022
Female	1	0
Male	1	1
Total	2	1

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Age Range	2021	2022
> 50	0	1
30 - 50	2	0
Total	2	1

Age Range	2021	2022
Group 1. Level IV	1	0
Group 1. Level VI	0	1
Group 1. Level VIII	1	0
Total	2	1

Appendix III: Comparison of training hours in 2022 and 2021

TRAINING HOURS PER LEVEL 2022

	I	II	III	IV	V	VI	VII	VIII	IX	X	XI	XII	XIII	XIV
Group 1	239	364	2,610	2,222	2,505	2,963	2,006	2,659	586	886	728	1,050	86	22
Group 2	2	3	0	252	0	0	0	0	0	0	0	0	0	0
Total	241	367	2,610	2,474	2,505	2,963	2,006	2,659	586	886	728	1,050	86	22

TRAINING HOURS PER LEVEL 2021

	I	II	III	IV	V	VI	VII	VIII	IX	X	XI	XII	XIII
Group 1	364	177	1,546	2,326	2,901	4,468	2,765	2,901	1,120	387	231	272	0
Group 2	17	34	0	0	0	0	0	0	0	0	0	0	0
Total	381	211	1,546	2,326	2,901	4,468	2,765	2,901	1,120	387	231	272	0

Appendix IV: Comparison of the Tú eliges 2021 programme

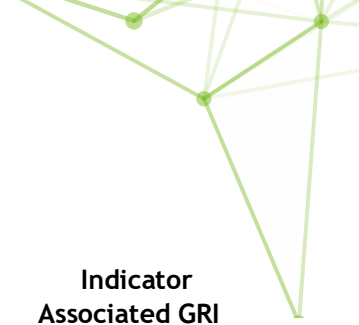
Category	Beneficiary association	Amount
Social	ALEPH-TEA	15,000 €
Social	Fundación Madre de la Esperanza	13,000 €
Social	Asociación Española contra el Cáncer (AECC)	10,000 €
Social	APROMAR	7,500 €
Social	ACTAYS	7,500 €
Social	Fundación el Arca de Madrid	7,500 €
Environment	GREFA	7,500 €
Environment	Fundación CBD-HÁBITAT	5,000 €
Social	Fundación SENARA	5,000 €
Social	Kyrios	5,000 €
Social	COMUNIDAD DEL CORDERO	5,000 €
Environment	Asociación Peluditos Urbanos	3,000 €
Social	ADISLI	3,000 €
Social	Fundación Esperanza y Alegría	3,000 €
Total Aid		97,000 €

Appendix V: Table of compliance with Law 11/2018 (28 December)

The following table provide details regarding which section of this Non-Financial Information Statement responds to the requirements of Law 11/2018 and identifies the reporting standard that has been used in this respect.

Contents of Law 11/2018 INF	Chapter of the NFS where the information is collected	Indicator Associated GRI
Business Model		
Business environment and business model	1.1. Our Business Model	
Organisation and structure	1.1. Our Business Model	GRI 2-1
Markets in which it operates	1.1. Our Business Model	GRI 2-2
Objectives and strategies	1.1. Our Business Model	GRI 2-6
Main factors and trends that may affect its future development	1.1. Our Business Model 1.2. Our corporate culture 1.3. Our sustainability management 4.2. Sustainable Finances	GRI 2-22
Policies	They are detailed in each of the corresponding sections of this report, by virtue of the subject matter covered.	GRI 3
Main risks	5.3. Risk Management	GRI 205-1 GRI 413-1
Environmental Issues		
Global		
Environmental, health and safety impacts of the company's activities and environmental assessment or certification procedures;	3. Planet	GRI 3
Precautionary principle, the number of provisions and safeguards for environmental risks	3. Planet	GRI 2-23
Resources dedicated to environmental risk prevention	3. Planet	GRI 2-23
Pollution		
Measures to prevent, reduce or remediate carbon emissions that seriously affect the environment, taking into account any form of activity-specific air pollution, including noise and light pollution.	3.2. Environmental management at Cecabank	GRI 305-5
Circular economy and waste prevention and management		
Circular economy and measures for waste prevention, recycling, reuse, other forms of recovery and disposal.	3.2. Environmental management at Cecabank	GRI 306-1
Actions to combat food waste	Not Material	GRI 3

Contents of Law 11/2018 INF	Chapter of the NFS where the information is collected	Indicator Associated GRI
Sustainable use of resources		
Water consumption and water supply according to local limitations	3.2. Environmental management at Cecabank	GRI 303-5
Consumption of raw materials and the measures adopted to improve the efficiency of their use	3.2. Environmental management at Cecabank	GRI 301-1
Energy: Consumption, direct and indirect; Measures taken to improve energy efficiency, Use of renewable energy	3.2. Environmental management at Cecabank	GRI 302-1
Climate change		
Emissions of greenhouse gases	3.1. Carbon footprint and management of climate-related aspects	GRI 305-1 GRI 305-2
Measures adopted to adapt to the consequences of Climate Change	3.1. Carbon footprint and management of climate-related aspects	GRI 3
Reduction goals established voluntarily in the medium and long term to reduce GHG emissions and means implemented for this purpose.	3.1. Carbon footprint and management of climate-related aspects	GRI 3
Biodiversity protection		
Measures taken to preserve or restore biodiversity	Not Material	GRI 3
Impacts caused by activities or operations in protected areas	Not Material	
Social and personnel issues		
Employment		
Total number and distribution of employees by gender, age, country and professional classification	2.1. Our talent	GRI 2-7
Total number and distribution of employment contract modalities	2.1. Our talent	GRI 2-7
Annual average of permanent, temporary and part-time contracts by gender, age and professional classification	2.1. Our talent	GRI 2-7
Number of dismissals by sex, age and professional classification	2.1. Our talent	GRI 401-1
Average remunerations and their evolution broken down by sex, age and professional classification or equal value	2.1. Our talent: Working conditions (Salary) (Social benefits)	GRI 405-2
Salary Gap, the remuneration of equal or average jobs in society	2.1. Our talent: Working conditions (Salary) (Social benefits)	GRI 405-2
Average remuneration of directors and managers, including variable remuneration, per diems, indemnities, payment to long-term savings pension	2.1. Our talent: Working conditions (Salary) (Social benefits)	GRI 2-19 GRI 2-20 GRI 2-21



Contents of Law 11/2018 INF	Chapter of the NFS where the information is collected	Indicator Associated GRI
systems and any other perception disaggregated by gender		
Implementation of labor disconnection measures	2.1. Our talent: Conciliation and equality	GRI 3
Employees with disabilities	2.1. Our talent: Conciliation and equality	GRI 405-1
Organization of working time		
Organization of working time	2.1. Our talent: Working conditions	GRI 3
Number of hours of absenteeism	2.1. Our talent: Working conditions	GRI 403-9 GRI 403-10
Measures designed to facilitate the enjoyment of reconciliation and promote the jointly responsible exercise of these by both parents.	2.1. Our talent: Working conditions	GRI 3
Health and security		
Health and safety conditions in the job	2.1. Our talent: Safety and Health	GRI 3
Work accidents (frequency and severity) disaggregated by sex	2.1. Our talent: Safety and Health	GRI 403-9 GRI 403-10
Occupational diseases (frequency and severity) disaggregated by sex	2.1. Our talent: Safety and Health	GRI 403-9 GRI 403-10
Social relationships		
Organization of social dialogue, including procedures for informing, consulting and negotiating with staff	2.1. Our talent: Working conditions	GRI 3
Mechanisms and procedures that the company has to promote the involvement of workers in terms of integration, consultation and participation.	2.1. Our talent: Working conditions	GRI 3
Percentage of employees covered by collective agreement by country	2.1. Our talent: Working conditions	GRI 2-30
Balance of collective agreements, particularly in the field of health and safety at work	2.1. Our talent: Working conditions	GRI 403-4
Training		
Policies implemented in the field of training	2.1. Our talent: Training	GRI 3
Total number of training hours by professional category	2.1. Our talent: Training	GRI 404-1
Universal accessibility for people with disabilities	2.1. Our talent: Training	GRI 3
Equality		
Measures adopted to promote equal treatment and opportunities between men and women	2.1. Our talent: Conciliation and equality	GRI 3
Equality plans, measures adopted to promote employment, protocols against	2.1. Our talent: Conciliation and equality	GRI 3

Contents of Law 11/2018 INF	Chapter of the NFS where the information is collected	Indicator Associated GRI
sexual and gender-based harassment and the integration and universal accessibility of people with disabilities		
Policy against all types of discrimination and, where appropriate, diversity management	2.1. Our talent: Conciliation and equality	GRI 3
Human rights		
Application of due diligence procedures in human rights	2.2. Social Commitment: with Human Rights	GRI 3
Prevention of risks of violation of human rights and, where appropriate, measures to mitigate, manage and repair possible abuses committed	2.2. Social Commitment: with Human Rights	GRI 3
Complaints for cases of human rights violations	2.2. Social Commitment: with Human Rights	GRI 406-1
Promotion and compliance with the provisions of the fundamental ILO conventions related to respect for freedom of association and the right to collective bargaining, the elimination of discrimination in employment and occupation, the elimination of forced or compulsory labor and the effective abolition of child labor	2.2. Social Commitment: with Human Rights	GRI 3
Corruption and bribery		
Measures taken to prevent corruption and bribery	5.2. Ethics and compliance: corruption and bribery	GRI 2-23 GRI 2-26 GRI 205-1 GRI 205-3
Measures to combat money laundering	5.2. Ethics and compliance: corruption and bribery	GRI 205-2
Contributions to foundations and non-profit entities	5.2. Ethics and compliance: corruption and bribery	GRI 413-1
Society		
Company commitments to sustainable development		
Impact of the company's activity on employment and local development, local populations and the territory	2.2. Social Commitment: with our environment	GRI 413-1
Relationships maintained with local community actors and the modalities of dialogue with them	2.2. Social Commitment: with our environment	GRI 2-29
Association or sponsorship actions	2.2. Social Commitment: with our environment	GRI 2-28
Subcontracting and suppliers		
Inclusion in the purchasing policy of social, gender equality and environmental issues	5.4. Responsible supply chain	GRI 2-6



Contents of Law 11/2018 INF	Chapter of the NFS where the information is collected	Indicator Associated GRI
Consideration in relations with suppliers and subcontractors of their social and environmental responsibility	5.4. Responsible supply chain	GRI 308-1 GRI 414-1
Supervision systems and audits and their results	5.4. Responsible supply chain	GRI 3
Consumers		
Measures for the health and safety of consumers	Not Material	GRI 3
Complaint systems, complaints received and their resolution	4.1. Our customers	GRI 416-2
Tax information		
Benefits obtained by country	5.5. Fiscal Responsibility	GRI 3
Income taxes paid	5.5. Fiscal Responsibility	GRI 3
Public subsidies received	5.5. Fiscal Responsibility	GRI 201-4



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