

GRI 4 INDICATORS

SCOPE AND EXTERNAL AUDIT OF THE EXTRA-FINANCIAL INFORMATION

G4-18

The scope of the independently reviewed extra-financial information in this report is based on the G4 Guidelines with the Comprehensive option and the Financial Services Sector Supplement of the Global Reporting Initiative (GRI). These guidelines include a set of principles and indicators designed to define the scope and coverage of extra-financial reporting, while ensuring the quality of the information provided. Furthermore, the Report has been prepared taking into consideration compliance with the principles laid down in the AA1000 APS (2008) standard issued by Accountability.

In the preparation of this report, Bankia called on the services of an independent expert to carry out an exhaustive materiality analysis for the purposes of carrying out various stakeholder consultations and identifying the most relevant matters that must be covered in this report. The GRI G4 Content Index is provided hereon.

During the entire process of compiling and presenting information, Bankia adheres to the principles of balance, comparability, accuracy, timeliness, clarity and reliability required to ensure the quality of the information presented in this report. The work was performed by an external assurance provider (Ernst & Young); the same firm responsible for auditing the consolidated financial statements. The Audit and Compliance Committee is responsible for assuring the external assurance provider's independence.

The information reviewed covers the financial activities performed by the Bankia Group. Any indicators with a different scope are specified in the GRI indicators table. Where required for clarification purposes, the methods used to calculate the data and estimates applied, are explained in the relevant tables or chapters of the report to make them easier to understand.

INDICATOR	DESCRIPTION OF INDICATOR	RESPONSE	MATERIAL ISSUE	INDEPENDENT REVIEW	REFERENCE
STRATEGY AND ANALYSIS					
G4-1	Statement by the organisation's most senior decision-maker (person holding an executive management position, chairman or similar officer) concerning the relevance of sustainability to the organisation and its strategy	•	*	✓	Page 04-05
G4-2	Description of key impacts, risks and opportunities	•	*	✓	Page 10-29 Page 46-73 Page 162-181
ORGANISATIONAL PROFILE					
G4-3	Name of the organisation	•	*	✓	Bankia S.A.
G4-4	Primary brands, products, and services	•	*	✓	Page 22 - 29 Page 98 - 135
G4-5	Location of organisation's headquarters	•	*	✓	Pintor Sorolla, nº 8 (46002 Valencia)
G4-6	Number of countries where the organisation operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report	•	*	✓	Page 22 - 29
G4-7	Nature of ownership and legal form	•	*	✓	Bankia is inscribed in the Valencia Companies Register (Volume 9,341, Book 6,623, File 104, Sheet V-17,274). It is a credit institution supervised by the Bank of Spain, and is inscribed in the Bank of Spain's Administrative Register with the BE Code: 2038, BIC: CAHMESMMXXX
G4-8	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries)	•	*	✓	Page 22 - 29 Page 98 - 135
G4-9	Scale of the reporting organisation, including: a. Number of employees b. Number of transactions c. Net sales (for private sector organisations) or net revenues (for public sector organisations) d. Total capitalisation broken down in terms of debt and equity (for private sector organisations) e. Quantity of products or services provided	•	*	✓	Key indicators
G4-10	a. Total number of employees by employment contract and gender b. Total number of permanent employees by employment type and gender c. Total workforce by employees and supervised workers and by gender d. Total workforce by region and gender e. Report whether a substantial portion of the organisation's work is performed by workers who are legally recognized as self-employed, or by individuals other than employees or supervised workers, including employees and supervised employees of contractors f. Report any significant variations in employment numbers	•		✓	Pág 36 - 45
G4-11	Percentage of total employees covered by collective bargaining agreements	•		✓	100%

INDICATOR	DESCRIPTION OF INDICATOR	RESPONSE	MATERIAL ISSUE	INDEPENDENT REVIEW	REFERENCE
G4-12	Describe the organisation's supply chain	•	*	✓	148 - 151
G4-13	Report any significant changes during the reporting period regarding the organisation's size, structure, ownership, or its supply chain	•		✓	Page 37 Page 76-87
G4-14	Report whether and how the precautionary approach or principle is addressed by the organisation	•		✓	Page 162-181
G4-15	List externally developed economic, environmental and social charters, principles, or other initiatives to which the organisation subscribes or which it endorses	•		✓	Page 18-19 Page 159
G4-16	List memberships of associations (such as industry associations) and national or international advocacy organisations in which the organisation holds a position	•		✓	Page 18-19 Page 159

MATERIAL ASPECTS AND BOUNDARY

G4-17	Group entities: a. List all entities included in the organisation's consolidated financial statements or equivalent documents b. Report whether any entity included in the organisation's consolidated financial statements or equivalent documents is not covered by the report	•	*	✓ Page 197	Note 15.1 to the financial statements. Page 102
G4-18	a. Explain the process for defining the report content and the Aspect Boundaries b. Explain how the organisation has implemented the Reporting Principles for Defining Report Content	•	*	✓ Page 197	Page 183
G4-19	List all the material Aspects identified in the process for defining report content	•	*	✓ Page 197	Page 15
G4-20	Report the aspect boundary within the organisation for each material aspect	•	*	✓ Page 197	Page 14
G4-21	Report the aspect boundary outside the organisation for each material aspect	•	*	✓ Page 197	Page 14
G4-22	Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements	•	*	✓ Page 197	Page . 155 Page 158
G4-23	Report significant changes from previous reporting periods in the Scope and Aspect Boundaries	•		✓ Page 197	There were no significant changes in the scope, the aspect boundaries or the valuation methods, except for the matter reported under G4-22

INDICATOR	DESCRIPTION OF INDICATOR	RESPONSE	MATERIAL ISSUE	INDEPENDENT REVIEW	REFERENCE
STAKEHOLDER ENGAGEMENT					
G4-24	Provide a list of stakeholder groups engaged by the organisation	•	*	√ Page 197	Page 12
G4-25	Report the basis for identification and selection of stakeholders with whom to engage	•	*	√ Page 197	Page 12-16
G4-26	Report the organisation's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process	•	*	√ Page 197	Page 13
G4-27	Report key topics and concerns that have been raised through stakeholder engagement, and how the organisation has responded to those key topics and concerns, including through its reporting. Report the stakeholder groups that raised each of the key topics and concern	•	*	√ Page 197	Page 15
REPORT PROFILE					
G4-28	Reporting period for information provided	•		√	2015
G4-29	Date of most recent previous report (if any)	•		√	2015. Year 2 Report
G4-30	Reporting cycle	•		√	Annual
G4-31	Provide the contact point for questions regarding the report or its contents	•		√	bankiacomunicación@bankia.com
G4-32	Report the 'in accordance' option and External Assurance Report	•		√	Page 197
G4-33	Assurance policies and involvement of senior executives	•		√	Approval of sustainability content of Year 3 Report by Board of Directors External review performed by E&Y.
GOVERNANCE					
G4-34	Report the governance structure of the organisation, including committees of the highest governance body Identify any committees responsible for decision-making on economic, environmental and social impacts	•	*	√	Page 20-21 Page 74-79
G4-35	Report the process for delegating authority for economic, environmental and social topics from the highest governance body to senior executives and other employees	•	*	√	Page 17 Page 77-79
G4-36	Report whether the organisation has appointed an executive-level position or positions with responsibility for economic, environmental and social topics, and whether post holders report directly to the highest governance body	•	*	√	Page 17 Page 77-79

INDICATOR	DESCRIPTION OF INDICATOR	RESPONSE	MATERIAL ISSUE	INDEPENDENT REVIEW	REFERENCE
G4-37	Report processes for consultation between stakeholders and the highest governance body on economic, environmental and social topics. If consultation is delegated, describe to whom and any feedback processes to the highest governance body.	•	*	✓	Page 13 Page 17 Page 77-79
G4-38	Report the composition of the highest governance body and its committees by: a. Executive or non-executive b. Independence c. Tenure on the governance body d. Number of each individual's other significant positions and commitments, and the nature of the commitments e. Gender f. Membership of under-represented social groups g. Competences relating to economic, environmental and social impacts h. Stakeholder representation	•	*	✓	Page 20-21 Page 74-79
G4-39	Report whether the Chair of the highest governance body is also an executive officer (and, if so, his or her function within the organisation's management and the reasons for this arrangement)	•	*	✓	Page 77-79
G4-40	Report the nomination and selection processes for the highest governance body and its committees, and the criteria used for nominating and selecting highest governance body members	•	*	✓	Page 78 Page 85
G4-41	Report processes for the highest governance body to ensure conflicts of interest are avoided and managed. Report whether conflicts of interest are disclosed to stakeholders.	•	*	✓	Page 83 Page 87
G4-42	Report the highest governance body's and senior executives' roles in the development, approval, and updating of the organisation's purpose, value or mission statements, strategies, policies, and goals related to economic, environmental and social impacts.	•	*	✓	Page 11 Page 17 Page 78-79
G4-43	Report the measures taken to develop and enhance the highest governance body's collective knowledge of economic, environmental and social topics.	•	*	✓	Page 17 Page 85
G4-44	Evaluation of the Board of Directors and action taken.	•	*	✓	Page 85
G4-45	Board of Director's role in the identification and management of economic, environmental and social risks and opportunities, and in stakeholder engagement.	•	*	✓	Page 14-17 Page 166-167
G4-46	Report the highest governance body's role in reviewing the effectiveness of the organisation's risk management processes for economic, environmental and social topics.	•	*	✓	Page 78-79 Page 166-167
G4-47	Report the frequency of the highest governance body's review of economic, environmental and social impacts, risks, and opportunities.	•	*	✓	Page 77-79
G4-48	Report the highest committee or position that formally reviews and approves the organisation's sustainability report and ensures that all material Aspects are covered.	•	*	✓	The sustainability content of the Year 3 Report is approved by the Board of Directors
G4-49	Report the process for communicating critical concerns to the highest governance body.	•		✓	Page 17 Page 166-167

INDICATOR	DESCRIPTION OF INDICATOR	RESPONSE	MATERIAL ISSUE	INDEPENDENT REVIEW	REFERENCE
G4-50	Report the nature and total number of critical concerns that were communicated to the highest governance body and the mechanism(s) used to address and resolve them	•		✓	Page 162-181
G4-51	Remuneration policies for the Board of Directors and senior executives	•	*	✓	Page 87
G4-52	Report the process for determining remuneration Report whether remuneration consultants are involved in determining remuneration and whether they are independent of management Report any other relationships which the remuneration consultants have with the organisation	•	*	✓	Page 86-87
G4-53	Report how stakeholders' views are sought and taken into account regarding remuneration, including the results of votes on remuneration policies and proposals, if applicable	•	*	✓	Page 77-78 Page 86
G4-54	Report the ratio of the annual total compensation for the organisation's highest-paid individual in each country of significant operations to the median annual total compensation for all employees (excluding the highest-paid individual) in the same country			✓	Not available
G4-55	Report the ratio of percentage increase in annual total compensation for the organisation's highest-paid individual in each country of significant operations to the median percentage increase in annual total compensation for all employees (excluding the highest-paid individual) in the same country			✓	Not available
ETHICS AND INTEGRITY					
G4-56	Describe the organisation's values, principles, standards and norms of behaviour such as codes of conduct and codes of ethics	•	*	✓	Page 11 Page 88-91
G4-57	Report the internal and external mechanisms for seeking advice on ethical and lawful behaviour, and matters related to organisational integrity, such as helplines or advice lines	•	*	✓	Page 94
G4-58	Report the internal and external mechanisms for reporting concerns about unethical or unlawful behaviour, and matters related to organisational integrity, such as escalation through line management, whistleblowing mechanisms or hotlines	•	*	✓	Page 94
ECONOMIC					
G4-EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments	•	*	✓	Breakdown EC indicators
G4-EC2	Financial implications and other risks and opportunities for the organisation's activities due to climate change	•	*	✓	Page 152-161 Page 176-179
G4-EC3	Coverage of the organisation's defined benefit plan obligations	•	*	✓	Staff costs. Note 36 to the financial statements. Page 141

INDICATOR	DESCRIPTION OF INDICATOR	RESPONSE	MATERIAL ISSUE	INDEPENDENT REVIEW	REFERENCE
G4-EC4	Financial assistance received from government	•	*	√	Grants for training: €1,995,600.15
G4-EC5	Ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation	•	*	√	According to the collective agreement, basic salaries are only broken down by professional category
G4-EC6	Proportion of senior management hired from the local community at locations of significant operation	•	*	√	100% of senior management are Spanish. Subchapter Corporate Governance
G4-EC7	Development and impact of infrastructure investments and services supported	•	*	√	Page 138-147
G4-EC8	Significant indirect economic impacts, including the extent of impacts	•	*	√	Page 44 Page 95 Page 139-140 Page 179-180 Page 148-151
G4-EC9	Proportion of spending on local suppliers at significant locations of operation	•	*	√	Page 148 Page 151

ENVIRONMENT

G4-EN1	Materials used by weight or volume	•	*	√	Page 155
G4-EN2	Percentage of materials used that are recycled input materials	•	*	√	Page 155
G4-EN3	Energy consumption within the organisation	•	*	√	Page 155
G4-EN4	Energy consumption outside of the organisation	•	*	√	Page 155
G4-EN5	Energy intensity	•	*	√	29.72 GJ / employee
G4-EN6	Reduction of energy consumption	•	*	√	Page 154, 155
G4-EN7	Reductions in energy requirements of products and services	•	*	√	Page 154, 155
G4-EN8	Total water withdrawal by sources	•	*	√	Page 155
G4-EN9	Water sources significantly affected by withdrawal of water	•		√	All Bankia's work centres are in urban areas, with appropriate water withdrawal and distribution services provided by suppliers
G4-EN10	Percentage and total volume of water recycled and reused	•		√	Page 155
G4-EN11	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	•		√	All Bankia's offices are in urban areas, and therefore none are located in, or adjacent to, this type of protected area

INDICATOR	DESCRIPTION OF INDICATOR	RESPONSE	MATERIAL ISSUE	INDEPENDENT REVIEW	REFERENCE
G4-EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas	•		✓	Bankia's activity does not impact biodiversity
G4-EN13	Habitats protected or restored	•		✓	None
G4-EN14	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk	•		✓	Bankia's activity does not impact biodiversity
G4-EN15	Direct greenhouse gas (GHG) emissions (scope 1)	•	*	✓	Page 158
G4-EN16	Energy indirect greenhouse gas (GHG) emissions (scope 2)	•	*	✓	Page 158
G4-EN17	Other indirect greenhouse gas (GHG) emissions (scope 3)	•	*	✓	Page 158
G4-EN18	Greenhouse gas (GHG) emission intensity	•	*	✓	0,7208 tCo ₂ e / € mill
G4-EN19	Reduction of greenhouse gas (GHG) emissions	•	*	✓	Page 158
G4-EN20	Emissions of ozone-depleting substances (ODS)	•	*	✓	Page 158
G4-EN21	NO _x , SO _x and other significant air emissions	•	*	✓	Page 158
G4-EN22	Total waste water discharge by nature and destination	•	*	✓	All Bankia's offices are in urban areas, and therefore all waste water is discharged into the municipal sewer system Bankia has a number of waste permits for its Castellana 189 work centre (by volume)
G4-EN23	Total weight of waste by type and processing method used	•	*	✓	Page 156
G4-EN24	Total number and volume of significant spills	•	*	✓	Bankia's activity does not result in spills
G4-EN25	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationall	•	*	✓	Bankia does not transport, import or export hazardous waste
G4-EN26	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the organization's discharges of water and runoff	•	*	✓	Bankia's activity does not impact biodiversity
G4-EN27	Extent of impact mitigation of environmental impacts of products and service	•	*	✓	Page 154-155
G4-EN28	Percentage of products sold and packaging materials that are reclaimed by category	•	*	✓	Page 156
G4-EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	•	*	✓	No significant environmental fines have been received. Significant fines are those disclosed in Note 1.8 (Page 12)

INDICATOR	DESCRIPTION OF INDICATOR	RESPONSE	MATERIAL ISSUE	INDEPENDENT REVIEW	REFERENCE
G4-EN30	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce	•	*	✓	Page 158
G4-EN31	Total environmental protection expenditures and investments by type	•	*	✓	Page 152 Page 154
G4-EN32	Percentage of new suppliers that were screened using environmental criteria	•	*	✓	Page 148-149
G4-EN33	Significant actual and potential negative environmental impacts in the supply chain and actions taken	•	*	✓	No significant environmental impacts have been identified
G4-EN34	Number of grievances about environmental impacts filed, addressed and resolved through formal grievance mechanisms	•	*	✓	No significant environmental fines have been received

SOCIAL PERFORMANCE

G4-LA1	Total number and rates of new employee hires and employee turnover by age group, gender, and region	•	*	✓	Page 43
G4-LA2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation	•	*	✓	Collective labour agreement applicable, no differentiation in this regard
G4-LA3	Return to work and retention rates after parental leave, by gender	•	*	✓	100% retention rate as per collective labour agreement and prevailing legislation
G4-LA4	Minimum notice periods regarding operational changes, including whether these are specified in collective agreements	•		✓	15 days according to the Workers' Statute
G4-LA5	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programmes	•		✓	100%
G4-LA6	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities, by region and by gender	•		✓	Page42
G4-LA7	Workers with high incidence or high risk of diseases related to their occupation	•		✓	Page42
G4-LA8	Health and safety topics covered in formal agreements with trade unions	•		✓	Page42
G4-LA9	Average hours of training per year per employee by gender, and by employee category	•	*	✓	Page39
G4-LA10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	•	*	✓	Page 37- 41
G4-LA11	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category	•	*	✓	Page40-41

INDICATOR	DESCRIPTION OF INDICATOR	RESPONSE	MATERIAL ISSUE	INDEPENDENT REVIEW	REFERENCE
G4-LA12	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity	•	*	✓	Page 43 Page 20-21
G4-LA13	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation	•	*	✓	According to the collective agreement, basic salaries are only broken down by professional category
G4-LA14	Percentage of new suppliers that were screened using labour practices criteria	•	*	✓	Page 148-150
G4-LA15	Significant actual and potential negative impacts for labour practices in the supply chain and actions taken	•	*	✓	No significant actual impacts for labour practices have been identified in the supply chain
G4-LA16	Number of grievances about labour practices filed, addressed and resolved through formal grievance mechanisms	•		✓	Page 91
HUMAN RIGHTS					
G4-HR1	Total number and percentage of significant investment agreements that include human rights clauses or that underwent human rights screening	•		✓	Page 18-19 Page 179-181 Page 22-21
G4-HR2	Total hours of employee training on human rights policies or procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained	•		✓	No specific training provided on these matters, other than on aspects relating to Bankia's activity
G4-HR3	Total number of incidents of discrimination and corrective actions taken	•	*	✓	No knowledge of any claims, reports, lawsuits or litigation relating to incidents of discrimination
G4-HR4	Operations and suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and measures taken to support these rights	•		✓	No activities or operations have been identified that are exposed to this type of risk
G4-HR5	Operations and significant suppliers identified as having significant risk for incidents of child labour, and measures taken to contribute to the effective abolition of child labour	•		✓	No activities or operations have been identified that are exposed to this type of risk
G4-HR6	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labour, and measures to contribute to the elimination of all forms of forced or compulsory labour	•		✓	No activities or operations have been identified that are exposed to this type of risk
G4-HR7	Percentage of security personnel trained in the organization's human rights policies or procedures that are relevant to operations	•		✓	Security personnel are outsourced and are therefore not subject to supplier controls
G4-HR8	Total number of incidents of violations involving rights of indigenous people and actions taken	•		✓	Due to the scope of its activity, Bankia is not affected by this risk

INDICATOR	DESCRIPTION OF INDICATOR	RESPONSE	MATERIAL ISSUE	INDEPENDENT REVIEW	REFERENCE
G4-HR9	Total number and percentage of operations that have been subject to human rights reviews or impact assessments	•		✓	Due to the scope of its activity, Bankia is not subject to reviews or controls of this nature
G4-HR10	Percentage of new suppliers that were screened using human rights criteria	•	*	✓	Page 148-149
G4-HR11	Significant actual and potential negative human rights impacts in the supply chain and actions taken	•	*	✓	No significant human rights impacts have been detected in the supply chain
G4-HR12	Number of grievances about human rights impacts filed, addressed and resolved through formal grievance mechanisms	•		✓	No knowledge of any claims, reports, lawsuits or litigation relating to incidents of human rights violations

SOCIETY

G4-S01	Percentage of operations with implemented local community engagement, impact assessments, and development programmes	•	*	✓	Pág 138-147
G4-S02	Operations with significant actual and potential negative impacts on local communities	•		✓	No significant impacts on local communities have been detected
G4-S03	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified	•	*	✓	Remote audits are performed of 100% of the branches using an alerts system designed to prevent fraud and exercise internal control. Page 95
G4-S04	Communication and training on anti-corruption policies and procedures	•	*	✓	Page 88 -97
G4-S05	Confirmed incidents of corruption and actions taken	•	*	✓	Page 91
G4-S06	Value of political contributions, by country and recipient/beneficiary	•	*	✓	Page. 88-90 The Code of Ethics and Conduct expressly states that: "on no account may donations be made to political parties or unions, or to representatives thereof"
G4-S07	Total number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes	•	*	✓	No knowledge of any claims, reports, lawsuits or litigation relating to anti-competitive behaviour, anti-trust, or monopoly practices
G4-S08	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	•		✓	No significant fines have been received for non-compliance with laws and regulations. Significant fines are those disclosed in Note 2.20.2 (Page 47)

INDICATOR	DESCRIPTION OF INDICATOR	RESPONSE	MATERIAL ISSUE	INDEPENDENT REVIEW	REFERENCE
G4-S09	Percentage of new suppliers that were screened using criteria for impacts on society	•	*	✓	Page 148-150
G4-S010	Significant actual and potential negative impacts on society in the supply chain and actions taken	•	*	✓	No significant impacts on society in the supply chain have been identified
G4-S011	Number of grievances about impacts on society filed, addressed and resolved through formal grievance mechanisms	•		✓	No knowledge of any claims, reports, lawsuits or litigation relating to incidents of human rights violations. Subchapter Corporate Governance
PRODUCT RESPONSIBILITY					
G4-PR1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	•		✓	Page 100-104 Page 112-113
G4-PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcome	•		✓	Page 91 Page 104-105
G4-PR3	Type of product and service information required by the organisation's procedures for product and service information and labelling, and percentage of significant product and service categories subject to such information requirements	•		✓	Bankia's activity does not require labelling of products and services
G4-PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcome	•		✓	Bankia's activity does not involve any possible incidents of non-compliance of this nature
G4-PR5	Results of surveys measuring customer satisfaction	•	*	✓	Page 100-103
G4-PR6	Sale of banned or disputed products	•	*	✓	Sector regulation prohibits Bankia from having banned or disputed products
G4-PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, by type of outcomes	•	*	✓	No knowledge of any claims, reports, lawsuits or litigation relating to marketing communications, advertising and sponsorship
G4-PR8	Number of substantiated complaints regarding breaches of customer privacy and losses of customer data	•	*	✓	Bankia has received 13 complaints regarding data protection, 8 of which have been resolved and resulted in a fine of €126,000
G4-PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	•	*	✓	One disciplinary proceedings has been concluded for breach of MIFID rules that resulted in the levying of a fine of one million euros. No significant fines have been received concerning the provision and use of products and services. Significant fines are those disclosed in Note 2.20.2 (Page 47)

INDICATOR	DESCRIPTION OF INDICATOR	RESPONSE	MATERIAL ISSUE	INDEPENDENT REVIEW	REFERENCE
ECONOMIC ASPECTS FOR THE FINANCIAL SERVICE SECTOR					
Economic performance					
G4-EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings and payments to capital providers and governments	•	*	✓	Accompanying table (Page 196)
ENVIRONMENTAL ASPECTS FOR THE FINANCIAL SERVICE SECTOR					
G4-EN15	Direct greenhouse gas (GHG) emissions (scope 1)	•	*	✓	Page 158
G4-EN16	Energy indirect greenhouse gas (GHG) emissions (scope 3)	•	*	✓	Page 158
G4-EN17	Other indirect greenhouse gas (GHG) emissions (scope 3)	•	*	✓	Page 158
G4-EN23	Total weight of waste by type and processing method used	•	*	✓	Page 156
HUMAN RIGHTS ASPECTS FOR THE FINANCIAL SERVICE SECTOR					
G4-HR1	Total number and percentage of significant investment agreements that include human rights clauses or that underwent human rights screening	•	*	✓	Page 18-19 Page 22-29 Page 112-113 Page 140 Page 179-181
SOCIAL ASPECTS FOR THE FINANCIAL SERVICE SECTOR					
Cartera de productos					
FS-6	Percentage of the portfolio for business lines by specific regions, sizes (e.g. large, SME, micro-firms) and by sectors	•	*	✓	Page 22-29 Page 106-135
FS-7	Monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose	•	*	✓	Page 106-135
FS-8	Monetary value of products and services designed to deliver a specific environmental benefit for each business line broken down by purpose	•	*	✓	Page 106-135
Active ownership					
FS-10	Percentage and number of companies held in the institution's portfolio with which the reporting organisation has interacted on environmental or social issues	•	*	✓	Page 14-15 Page 160-161 Page 176-179
FS-11	Percentage of assets subject to positive and negative environmental or social screening	•	*	✓	Page 176-179
Local communities					
FS-13	Accessibility in areas of small populations or economically disadvantaged areas	•	*	✓	Page 22-29
FS-14	Initiatives to improve access to financial services for disadvantaged people	•	*	✓	Page 22-29 Page 107-108 Page 111 Page 112-113 Page 115-117 Page 130 Page 179-180 Page 140-142
Product and service responsibility					
DMA G4	Policies for fair design and sale financial products and services (FS-15)	•	*	✓	Page 12-14 Page 16 Page 88-91 Page 94-95 Page 103-104
DMA G4	Initiatives to enhance financial literacy by type of beneficiary (FS-16)	•	*	✓	Page 19 Page 141 Page 145

CALCULATION OF EC1 INDICATOR: BANKIA GROUP**BANKIA GROUP**

Gross income ⁽¹⁾	3,806,183
Net profit/(loss) of discontinued operations	0
Gains/(losses) on disposal of assets not classified as non-current assets held for sale	36,936
Economic Value Generated	3,843,119
Dividend ⁽²⁾	302,330
Other administrative expenses	481,126
Staff costs	970,507
Income and other taxes ⁽³⁾	450,913
Economic Value Distributed	2,204,876
Economic Value Retained	1,638,243

(1) Gross margin plus net gains on disposal of assets.

(2) Dividends charged against 2014, 2013 and 2012 profits.

(3) Only includes expense for "Income tax" and "Levies and taxes".

CALCULATION OF G4-EN5 INDICATOR**ENERGY INTENSITY**

$$\frac{\text{Primary energy consumed + electricity consumed}}{\text{Number employee}} = \frac{16,182 \text{ GJ} + 379,638 \text{ GJ}}{13,318} = 29.72 \text{ GJ / employee}$$

METHODOLOGY FOR CALCULATION G4-EN18**GREENHOUSE GAS (GHG) EMISSION INTENSITY**

$$\frac{\text{Scope 1 Emissions + Scope 2 Emissions}}{\text{Revenues Bankia, S.A.}^{(1)} (\text{€ mn})} = \frac{3,632.3 + 0}{5,039.426} = 0.7208 \text{ tCO}_2\text{e/€mn}$$

(1) The denominator is the Bankia, S.A. revenue figure as taken from the Income Statement of the Bankia, S.A. Financial Statements (€ MN)

REVENUE ITEM	AMOUNT	FINANCIAL STATEMENTS
Interest and similar income	3,622,819	Note 27
Return on equity instruments	52,007	Note 29
Fees and commission income	931,664	Note 30
Gains and losses on financial assets and liabilities	376,220	Note 32
Other operating income	33,761	Note 34
Gains/(losses) on disposal of assets not classified as non-current assets held for sale	22,955	Note 42
Gains/(losses) on disposal of non-current assets held for sale not classified as discontinued operations	0	Note 43