

BANKIA CONSIDERS MEASURING
ITS ENVIRONMENTAL FOOTPRINT
AS PRIMORDIAL

MILLION INVESTMENT IN
ENERGY EFFICIENCY PLAN
€10 MN

REDUCTION IN CONSUMPTION
OF FOSSIL FUELS
30.9%

ELECTRICITY CONSUMED GENERATED
BY RENEWABLE ENERGY SOURCES
100%

INCREASE IN THE USE OF AUDIO-CONFERENCES
AND MULTI-VIDEO CONFERENCES
23.11%

CUSTOMERS USING E-CORRESPONDENCE
3,033,341

ENVIRONMENT

The bank's environmental policy was reviewed and redefined in 2015 in order to bring it into line with stakeholder requirements, pledges made, and the new ISO 14001 standard. The new fundamental principles, approved by the Management Committee in March, are:

A PLEDGE TO TACKLE CLIMATE CHANGE, ACHIEVE ECOEFFICIENCY AND PREVENT WASTE GENERATION, ALL WITHIN THE FRAMEWORK OF A CERTIFIED ENVIRONMENTAL MANAGEMENT SYSTEM



PROFESSIONALISM, THROUGH TRAINING AND AWARENESS-RAISING OF ALL STAFF TO ENGAGE THEM IN ENVIRONMENTAL PROTECTION AND ALIGN THEIR PERFORMANCE TARGETS WITH COMPETENT ENVIRONMENTAL MANAGEMENT

TARGET-BASED APPROACH, WITH ONGOING ENHANCEMENTS TO ENVIRONMENTAL MANAGEMENT. THE PROPOSAL IS TO ADOPT BEST PRACTICES AND ESTABLISH ENVIRONMENTAL PERFORMANCE INDICATORS TO MEASURE THE CORPORATE CARBON FOOTPRINT



INTEGRITY, BASED ON ACTING ETHICALLY, RESPONSIBLY AND TRANSPARENTLY, FOCUSING ON COMPLIANCE WITH PREVAILING LEGISLATION



PROXIMITY TO SUPPLIERS, TO ENCOURAGE ENVIRONMENTALLY FRIENDLY PRACTICES AMONG THEM

ENERGY EFFICIENCY PLAN

Bankia has a 2015-2019 Energy Efficiency Plan built upon the results of the analysis and diagnosis of the status of the branch network and corporate offices in 2013. The plan covers the vast majority of work centres and its goal is to drive down electricity and fuel (natural gas and diesel) consumption by 19% compared to the base year.

This objective will be met by investing more than 10 million euros over five years that will be used, among other measures, to install remote energy management systems in offices and IT equipment, renew air conditioning, and carry out internal awareness campaigns

A number of specific measures were taken in 2015 to boost energy efficiency at the Las Rozas corporate centre:

- Replacement of uninterruptible power supply (UPS) systems using low energy alternatives.
- Replacement of cooling units.
- Study, analysis and adaptation of air conditioning in the data processing centre (DPC).

€3.15 MILLION INVESTED DURING 2015 IN SPECIFIC ENVIRONMENTAL PROTECTION MEASURES: ENERGY EFFICIENT EQUIPMENT, DOMOTICS, BUILDINGS MAINTENANCE, AND STUDY AND ANALYSIS OF POTENTIAL IMPROVEMENTS

Work was also carried out at the Paseo de la Castellana 189 building for the same reason:

- Installation of a Compass lift destination management system.
- Swapping out of halogen lighting for LED units on floors 22 to 24 and in the lift lobby and emergency stairways.
- Replacement of burners in boilers.

General energy saving measures for the commercial network were also fully defined and started to be rolled out in 2015:

- Approval was given to replace air conditioning at 54 branches, 13 of which received new systems during the year.
- A further 97 were given the green light to install centralised energy management systems using temperature and light sensors, energy meters, light regulators and climate control devices. Work was completed at 28 of these branches.
- Two branches equipped with domotics were also selected for the installation of autotransformers to monitor and measure energy savings made.
- The low energy IT equipment acquired at a cost of over 33 million euros in 2014 began to bear fruit.

Thanks to its clean energy drive, since 2013 Bankia has managed to eliminate the indirect emissions associated with electricity consumption in all of its buildings and across its commercial network. It also has two photovoltaic solar arrays installed on the Pintor Sorolla building in Valencia (the bank's headquarters) and another in the Canary Islands. Its goal for 2016 is to ensure 100% of electricity demand is met using renewable sources.

CUSTOMERS USING E-CORRESPONDENCE

43.27%

OTHER CONSUMPTION AND WASTE MANAGEMENT

The following action was taken with regard to other consumption:


- Paper consumption: e-contracts and e-billing through a digital platform that validates and processes all payments without using a single sheet of paper.
- Water consumption: Installation of water saving devices on taps at 55.4% of the bank's branches and 66.7% of its offices. The goal is to cut water consumption by 5%.

Waste was reduced by donating some equipment. Over the last three years, upwards of 350 items of electronic and IT equipment have been donated to numerous educational centres and NGOs dedicated to social causes. This makes a major contribution to the work of these organisations, while preventing these devices from being sent to landfill.

CONSUMPTION OF MATERIALS ¹	2015	2014	2013	UNITS
Total paper consumption (DIN A4)	743.13	658.9	797.7	Tonnes
Total consumption of white paper produced using virgin pulp with a low environmental impact (DIN A4) ²	1.63	1.3	4.2	Tonnes
Consumption of paper produced using virgin pulp with a low environmental impact as a percentage of total (DIN A4)	100.0	100.0	100.0	Percentage
Total consumption of paper receipt rolls	689.8	608.1	603.2	Tonnes
Total consumption of printer cartridges	14,575	13,328	18,906	Printer cartridges
Total recycled paper consumption (DIN A4)	741.5	657.6	793.5	Tonnes
Percentage of paper recycled (DIN A4)	99.78	99.8	99.5	Percentage
Percentage of printer cartridges recycled	99.82	99.7	99.3	Percentage

¹ Data for Bankia, S.A.

² Paper supplied by manufacturers with FSC and PEFC certifications, which guarantee that the materials used come from sustainably-managed forests.

ENERGY AND WATER CONSUMPTION ¹	2015	2014	2013	UNITS
Total primary energy consumption	16.182	16.794	34.321	GJ
Total natural gas consumption	12.644	11.674	25.600	GJ
Total fuel consumption	3.538	5.120	8.721	GJ
Total electricity consumption ²	379.638	369.051	461.490	GJ
Total water consumption ³ 	280.446	305.516 ⁴	89.088	Cubic metres

¹ Data for Bankia, S.A.

² Total water supplied by mains networks. Buildings: Las Rozas, Pº Castellana, 189 and Pº Castellana, 259-A, in Madrid; Pintor Sorolla, 8, in Valencia; Pza. Santa Teresa, in Avila; Triana, 20, in Las Palmas de Gran Canaria; and Cervantes, 22, in Segovia. Branch network: consumption estimated using bills.

³ Data recalculated based on estimate of branch network water consumption under 2015 criteria.

⁴ Figure for total electricity consumption. 100% of the electricity acquired was generated by renewable energy sources (green energy).

Unsorted waste bins have also been phased out in the largest buildings, with specific bins being installed in

common areas to separately collect non-confidential paper, packaging and batteries.

WASTE¹ (tonnes)	2015	2014	2013
TOTAL NON-HAZARDOUS WASTE SENT FOR REUSE AND/OR RECYCLING	1,522.46	895.28	1,625.7
Paper	683.07	812.2	1,521.6
IT equipment	785.84	38.9	46.7
Printer cartridges	37.16	33.9	33.4
Batteries	0.25	0.14	0.05
Packaging	15.06	9.4	16.0
Glass	1.06	0.7	1.3
Vegetable oil	0.02	0.04	0.04
TOTAL NON-HAZARDOUS WASTE SENT TO LANDFILL	2.10	11	6.6
Portable IT devices	2.04	10.6	0.0
Bank cards	0.06	0.4	6.6
TOTAL HAZARDOUS WASTE GENERATED	0.77	0.65	1.18
Hazardous waste handled by an authorised waste management company and recycled	0.76	0.32	0.56
Hazardous waste handled by an authorised waste management company and sent to a safe waste storage facility	0.01	0.33	0.62

1 Data for Bankia, S.A.

*BANKIA IS A STAUNCH
SUPPORTER OF CLEAN
ENERGY AND CONTINUES
TO PURCHASE ALL OF ITS
ELECTRICITY FROM CLEAN
AND RENEWABLE SOURCES
(GREEN ENERGY)*



TONNES OF CO₂ EMISSIONS PREVENTED BY PURCHASING ELECTRICITY FROM RENEWABLE

39,018.30

TACKLING CLIMATE CHANGE

Climate change is one of the greatest challenges in the field of environmental management.

The Energy Efficiency Plan 2015-2019 was approved in 2014, marking an important milestone for the company as part of its strategy to combat climate change. This plan is a continuation of Bankia's commitment to clean energy and to continue to purchase all of its electricity from clean and renewable sources (green energy). Thanks to this initiative, since 2013 Bankia has managed to eliminate the indirect emissions associated with electricity consumption in all of its buildings and across its commercial network.

In the field of renewable energy, Bankia has six photovoltaic solar arrays, one of which is installed on the Pintor Sorolla building in Valencia (the bank's headquarters) and five are in the Canary Islands, with a total capacity of 2,586.60 kW.

Audio-conferencing and multi-videoconferencing facilities as an alternative to business travel continued to be used heavily in 2015 to minimise fuel consumption and reduce the polluting emissions associated with transport. In 2015, 4,464 requests for these services were received, with 79,431 people making use of them.

The protocol for measuring our carbon footprint is now well established and a comprehensive review of emissions sources has been carried out, increasing the coverage of the information taken into account in search of continuous management improvement and to offer a more comprehensive overview



Each year, Bankia completes the Global Climate Change Report questionnaire drawn up by the Carbon Disclosure Project (CDP) to analyse its climate change strategy and management.

As a member of the CDP Climate Disclosure Leadership Index 2015 (CDLI) it is a leader worldwide.

Bankia was given the highest possible score for corporate transparency (100) vis-à-vis climate change, improving on its 2014 score by three points. In this regard, thoroughness, integrity and quality when answering the questionnaire are all assessed and scored.

Bankia also achieved the second best score for its performance (B) concerning action taken to cut carbon emissions and mitigate climate change-related business risks. The information provided in the questionnaire is used to evaluate the action taken to fight and respond to climate change, and transparently report thereon.

EMISSIONS¹ (tonnes)	2015	2014	2013
TOTAL SCOPE 1 EMISSIONS^{2,3} (REF. GRI)	3,632.28	3,348.1	4,083.1
Direct CO ₂ e emissions from natural gas consumption	717.9	662.8	1,453.5
Direct CO ₂ e emissions from fuel consumption	273.95	346.5	623.4
Direct CO ₂ e emissions from refrigerant gas recharging	2,640.43	2,338.8	2,006.2
TOTAL SCOPE 2 EMISSIONS	0	0	0
Indirect CO ₂ e emissions from electricity consumption ⁴	0	0	0
TOTAL SCOPE 3 EMISSIONS²	5,004.83	4,672.7	4,195.4
Indirect CO ₂ e emissions from business trips ⁵	3,315	3,281.0	2,810.9
Indirect CO ₂ e emissions from commutes (Ofibus shuttle service)	325	249.1	47.8
Indirect CO ₂ e emissions from commutes (shared transport)	9.2	9.2	9.2
Indirect CO ₂ e emissions from consumption of paper (DIN A4) and printer cartridges	1,227.1	1,089.0	1,327.5
Indirect CO ₂ e emissions from water consumption ⁶ G4-22	96.5	25.2	--
Indirect CO ₂ e emissions from waste management	32.1	19.2	--
OTHER EMISSIONS⁷			
CO emissions	0.21	0.21	0.41
NO _x emissions	1.55	1.53	3.10

1 Data for Bankia, S.A.

2 Sources of emissions factors used: IPCC 2006/2013, CORINAIR 2007, U.S. U.S. EPA, Spain – GHG Inventory Report 1990-2013 (2015), DEFRA 2015, Guide for calculating GHG emissions (2014) – Catalan Office for Climate Change, Environmental Paper Network (2012) and Carbon Impact Studies: Toner Refills at Cartridge World – Comparative Carbon Footprints (2008).

3 Global warming potentials for 100 years published in the Fifth Assessment Report of the Intergovernmental Panel on Climate Change (IPCC) (2013) have been considered.

4 100% of the electricity acquired was generated by renewable energy sources (green energy). This has prevented the emission of 39,018.3 tonnes of CO₂. Source: Electricity Labelling and Source Guarantee System (2014). National Markets and Competition Commission.

5 The emissions relating to business trips made by employees by plane, train and leased fleet vehicles were also included, as well as the emissions related to the mileage travelled by employees in their own vehicles, for work purposes. Widened in 2015 to include staff business trips by coach and boat.

6 The scope of water consumption for 2015 and 2014 has been widened, with 2014 emissions being recalculated.

7 Source: CORINAIR 2007.

PARTICIPATION IN ENVIRONMENTAL INITIATIVES

Pursuant to its environmental policy, the bank participates in the following initiatives:

“UN MILLÓN DE COMPROMISOS POR EL CLIMA” [A MILLION CLIMATE PLEDGES]

Headed up by the Ecodes ecology and development foundation, the Spanish Office for Climate Change, and the Biodiversidad Foundation. This initiative aims to recognise the efforts of companies, institutions and citizens involved in curbing climate change. Bankia's commitments consist of:

- Buying electricity from a renewable energy supplier.
- Using LED lighting.
- Using water saving devices.
- Using video-conferencing and online meetings.
- Procuring cooling/air conditioning systems that are fluorinated gas free.
- Optimising paper use.
- Separating and recycling waste.
- Verifying the carbon footprint of the bank, and its products and events.

Bankia is not only involved in this initiative at an institutional level, but also encourages its staff and primary stakeholders (customers, suppliers, etc.) to make their own pledges.

BANKIA WAS GIVEN THE HIGHEST POSSIBLE SCORE FOR CORPORATE TRANSPARENCY (100) VIS-À-VIS CLIMATE CHANGE FOR ITS THOROUGHNESS, INTEGRITY AND QUALITY WHEN ANSWERING THE CDP GLOBAL CLIMATE CHANGE REPORT QUESTIONNAIRE

CLIMATE CHANGE CLUSTER

Coordinated by Forética, Spain's sole representative on the World Business Council for Sustainable Development (WBCSD). This brings businesses together to serve as a meeting point for fostering leadership, knowledge, the exchange of ideas and discussions about climate change. In order to be a member, an organisation must have a climate change strategy, regularly publish performance indicators, and appoint a long-standing intermediary at departmental management or executive level.

EARTH HOUR

Bankia has taken part in this project since 2012, and participates in the campaign by turning off the lights at its flagship buildings on the day and hour established by the organisers.

ENVIRONMENTAL TRAINING AND AWARENESS-RAISING

In order to honour the pledges set out in the Code of Ethics and Conduct, employees from various specific groups completed an online course in 2015 reminding them of the main environmental challenges and action taken by Bankia to tackle them. Participants also received training on really simple best practices at home and in the workplace

Workforce awareness-raising included in-house forums to foster dialogue, discuss proposals and encourage staff participation in the initiatives Bankia backs at corporate level (see information attached). For the first time, the Bankia blog and the Bankia Online magazine publicised the most important events in this area such as the Climate Change Conference in Paris.

During 2016, new content was posted on the website and intranet in order to fully engage personnel in protecting the environment.

SUPPLIER SURVEYS

As part of the supplier approvals process, a specific evaluation is conducted of their environmental performance and management (including the carbon footprints of their products and services). They are informed of the principles they should adhere to in their dealings with Bankia and of best environmental practices.

The suppliers with the greatest impact are invited to attend workshops that contribute to improving working practices and making Bankia a more sustainable and environmentally friendly organisation day to day.

One of the challenges in 2016 is to include a raft of environmental criteria in the bank's tender specifications.

DURING 2016, NEW CONTENT WAS POSTED ON THE WEBSITE AND INTRANET IN ORDER TO FULLY ENGAGE PERSONNEL IN PROTECTING THE ENVIRONMENT



EMPLOYEES RECEIVING ENVIRONMENTAL AWARENESS

872

TRAINING

18

SUPPLIERS

ACCREDITATION

Bankia's headquarters in Valencia, operations centre in Madrid, and the Las Rozas building in Madrid (home to Bankia's data processing centre) boast an Environmental Management System that has been certified.

The goal for 2016 is to adapt the documentation on Bankia's Environmental Management System to the new ISO 14001: 2015.

