



Human rights
and business:

a valuable
itinerary for
your company

Human Rights awareness-raising
for CaixaBank suppliers

A value itinerary for your company:

Human rights pact in the company

Why?



At the time of carrying out its activity, companies can impact on the set of human rights of the different stakeholders (employees, suppliers, customers, shareholders, general society, etc.)

For this reason, companies must identify their impacts on human rights initiatives to prevent them, as well as implement mitigation and compensation measures in case the impacts materialize.

How?

A continuous management process to fulfil the responsibility of respecting the rights human. CaixaBank undertakes to respect all human rights that are internationally recognised and set forth in:

- The United Nations International Charter of Human Rights
- The International Labour Organisation Declaration (ILO)
- The Charter of Fundamental Rights of the Union European

CaixaBank commitments in this area

What is the company's overall vision?



CaixaBank has the [Principles of Human Rights at CaixaBank](#), which are public and updated in February 2024, approved by the Board of Directors as a demonstration of its commitment to human rights, in accordance with the highest international standards and in line with its *Code of Ethics*. These Principles have a group vision.

For CaixaBank, respect for human rights is an intrinsic part of its values and a minimum standard for the legitimacy of its business activities.

Regarding its implementation, the company considers actions related to human rights when starting, renewing, expanding, or terminating business relationships with third parties, including suppliers. Additionally, every 3 years, a [human rights due diligence process](#) is conducted to review supply chain practices as well.

What are CaixaBank commitments to human rights with its suppliers?

CaixaBank requires its supplier companies to strictly respect human, and labour rights and encourages them to include behaviours aligned with their values in their practices and to convey these to their own supply chain.

CaixaBank works to integrate ethical, social, and environmental factors into its purchasing processes and has reinforced these factors in the different phases of the Purchasing management process with the aim of strengthening the integration of ESG criteria to select the best supplier. The supplier index where social issues (and human rights) account for 40% of the ESG index. This index weighs in the bidding matrix to choose the best supplier.

Additionally, throughout the relationship with the supplier, additional controls are carried out, such as ESG Audits where evidence of the commitments signed with the supplier is collected on-site. As a result of these audits, mitigation measures are defined if deemed necessary. CaixaBank supports the supplier throughout the process.

A value itinerary for your company:

How can your company act?

What must I consider to guarantee a Good performance in human rights matters?



In line with good practices in this area and the commitments expected from CaixaBank, the main blocks to be considered in the operations are included in both the [Human Rights Principles](#) and the entity's [Supplier Code of Conduct](#).

How?

The company has assured that it identifies its impacts - both real and potential - in terms of human rights, and specifically, to focus on:

- Public commitment and transmission in the value chain; this means ensuring that both your employees and other third parties involved are aware of the elements to consider in protecting human rights.
- Alignment of values with respect for human rights and integration into business operations at all levels.
- Establishing timely control mechanisms to prevent them and, if necessary, implementing appropriate mitigation and compensation measures.

A value itinerary for your company:

Impact of human rights on the company

What are human rights and why are they relevant for companies?



In 1948 the Universal Declaration of Human Rights was approved by the United Nations General Assembly. The Declaration aims to ensure that all human beings should have the same rights and be treated with dignity, regardless of their nationality, place of residence, sex, national or ethnic origin, colour, religion, Language, or any other condition. This Declaration must be respected by all, including governments and companies. Following a chronological approach, there are three “generations” of rights :

1st generation: civil and political rights

- Contents of the Universal Declaration of Human Rights of 1948 and reinforced in 1966 through the International Covenant on Civil and Political Rights. Among them, the right to **life, freedom of ideology and expression, the right to vote, to strike, to property, etc.**

2nd generation: economic, social and cultural rights

- Contents in the Universal Declaration of Human Rights of 1948 and incorporated in the International Covenant on Economic, Social and Cultural Rights.
- Among them, the right to **adequate education, health, work, water, dignified housing, and adequate food stand out.**

3rd generation: solidarity rights

- Explicit recognition in the Declaration of the United Nations Conference on the Human Environment, adopted in Stockholm in 1972, and the Rio Declaration on Environment and Development of 1992, which refers to sustainable development.
- They highlight the rights to a **healthy environment and to peace.**

As a result of globalization and the sheer magnitude of certain value chains, the United Nations decided in 2011 to approve the **Framework of Guiding Principles on Business and Human Rights**, developed by Professor John Ruggie, to regulate corporate conduct in this context.

This framework consists of a set of **31 principles** addressed to States and businesses, clarifying their duties and responsibilities regarding the protection and respect for human rights in the context of business activities, and access to an effective remedy for individuals and groups affected by such activities.

The Guiding Principles provide a **roadmap for action by States and businesses to respect human rights based on three pillars:**

Protect – addressed to States

"States must protect against human rights violations committed in their territory and/or jurisdiction by third parties, including businesses."

Respect – addressed to companies (Principles 3 11 to 24)

"Businesses must respect human rights. This means they must refrain from violating the human rights of others and address any negative human rights impacts in which they have any involvement."

Remediation – addressed to business (Principles 29 to 31)

"Companies should establish or participate in effective operational-level grievance mechanisms available to individuals and communities who suffer negative consequences."

A value itinerary for your company:

CaixaBank commitments in this area

What is the company's overall vision?



Within the framework of the [Human Rights Principles](#), CaixaBank is committed to respecting all internationally recognized human rights enshrined in the **United Nations International Bill of Human Rights**, the **ILO Declaration on Fundamental Principles and Rights at Work** and the eight core conventions it has identified, and the **Charter of Fundamental Rights of the European Union**.

Likewise, it commits to carrying out its activities in accordance with the highest ethical standards and professional conduct, including the **United Nations Guiding Principles on Business and Human Rights**, the **OECD Guidelines for Multinational Enterprises**, the **United Nations Global Compact**, the **United Nations Women's Empowerment Principles**, the **Equator Principles**, the **United Nations Principles for Responsible Investment**, the **United Nations Principles for Responsible Banking**(UNEP FI), the **European Union Action Plan on Human Rights and Democracy 2020-2024**, the **Commitment to Financial Health and Inclusion of Responsible Banking Principles**, the **United Nations Declaration on the Rights of Indigenous Peoples**, the **Convention on the Rights of the Child**, among others (see the complete list in the human rights principles document).

The entity conducts periodic **due diligence processes** that take into consideration supply chain practices.

What are CaixaBank's human rights commitments to its suppliers?

- Knowledge and respect of the Code of Conduct for suppliers.
- Knowledge and respect for the Principles of the United Nations Global Compact.
- Carrying out additional controls, when deemed appropriate, on those suppliers that are considered internally to be of medium-high potential risk.
- The adoption of the necessary corrective actions to mitigate non-compliance.

How can your company act?

What should I take into account to ensure good performance in human rights?



In line with good practices in this area, and the commitments expected from CaixaBank, the main blocks to consider in the operation would be:

Public commitment and transmission in the value chain, to employees and other stakeholders.	Alignment of values with respect for human rights and integration into operations	Establishment of timely control mechanisms and corrective measures (if necessary)
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- Recognition of the **freedom of association**, trade union freedom, and the right to collective bargaining, in accordance with the current legislation of the country of operation.
- Promotion of **equal opportunities and prohibition of discrimination** in work and employment on the grounds of gender, gender identity, race, color, nationality, creed, religion, political opinion, affiliation, age, sexual orientation, status, incapacity, disability, and other situations protected by law.
- **Abolition of forced and compulsory labor** (or any type of intimidation, retaliation or abuse of power for the purpose of exploitation and forced labor of workers) and the effective **abolition of child labor and human trafficking**.
- **Promotion of safe and healthy work environments**, carrying out the necessary activities to reduce the risk of accidents, injuries, and exposure of its workers.
- Compliance with applicable environmental regulations and they will provide the services and tasks included in them in an environmentally respectful manner.
- **Data protection, privacy, and information security**.

Thank you!