

Free translation of the report on independent review of the 2011 Corporate Social Responsibility Report of Cajamar Caja Rural Sociedad Cooperativa de Crédito originally issued in Spanish. In the event of a discrepancy, the Spanish-language version prevails.

REPORT ON INDEPENDENT REVIEW OF THE 2011 CORPORATE SOCIAL RESPONSIBILITY REPORT OF CAJAMAR CAJA RURAL

To the Management of Cajamar Caja Rural Sociedad Cooperativa de Crédito

Scope of the work

We have reviewed the conformity of the contents of the 2011 Corporate Social Responsibility Report of Cajamar Caja Rural Sociedad Cooperativa de Crédito, hereinafter referred to as Cajamar, to the Guidelines for drawing up Sustainability Reports contained in the Global Reporting Initiative (GRI), version 3.1 (G3.1).

The preparation and contents of the Corporate Social Responsibility Report are the responsibility of the Management of Cajamar, who are also responsible for defining, adapting and maintaining the internal control and management systems from which the information is obtained. Our responsibility is to issue an independent report based on the procedures applied in our review.

We have carried out our review work in accordance with ISAE 3000 *Assurance Engagements Other than Audits or Reviews of Historical Financial Information* issued by the International Auditing and Assurance Standard Board (IAASB) of the International Federation of Accountants (IFAC), Accountability Principles (A1000 APS) and with the Procedural Guidelines for reviewing Corporate Social Responsibility Reports of the Spanish Institute of Auditors (“Instituto de Censores Jurados de Cuentas de España”).

Our review work has consisted of making enquiries to the Management and the various Cajamar units that have taken part in the preparation of the Corporate Social Responsibility Report, and applying certain analytical procedures and sample tests described below.

- Meetings with Cajamar personnel to ascertain the management approaches applied and obtain the information required for the external review.
- Analysis of processes for gathering and validating the data presented in the 2011 Corporate Social Responsibility Report.
- Review of the actions taken with respect to the identification and analysis of the stakeholders during the year, as well as the coverage, relevance and completeness of the information included in the Corporate Social Responsibility Report on the basis of the Cajamar’s understanding of the requirements of the stakeholder groups.
- Analysis of the conformity of the contents of the Corporate Social Responsibility Report to the GRI G3.1 Guidelines.
- Review of the information concerning management approaches applied to each group of indicators.
- Verification, through sample-based tests, of the quantitative and qualitative information used in core and specific indicators of the G3.1 Guidelines as well as of the Financial Supplement, both relating to the Global Reporting Initiative (GRI) and included in the 2011 Corporate Social Responsibility Report. Besides, we have verified the appropriate compilation thereof on the basis of the data supplied by the information sources of Cajamar. The indicators reviewed and the scope of the review are detailed in the accompanying Annexes.

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The scope of a review is significantly less than that of a reasonable assurance report. Accordingly, the degree of assurance provided is also lower. The report may under no circumstances be taken to be an audit report.

Independence

We have carried out our work in accordance with the independence rules set out in the Code of Ethics of the International Federation of Accountants (IFAC).

Conclusion

As a result of our work, no issues have come to light that lead us to believe that the 2011 Corporate Social Responsibility Report of Cajamar contains errors or has not been prepared, in all significant respects, in accordance with the GRI Guidelines 3.1 version (G3.1) for the preparation of Sustainability Reports.

This report has been drawn up exclusively in the interest of Cajamar in accordance with the terms of our Letter of Engagement.

PricewaterhouseCoopers Auditores, S.L.

(Originally signed in Spanish)

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Partner

March 9, 2012

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Annexes of Independent Assurance Report on the Indicators of Cajamar 2011 Corporate Social Responsibility Report

Annex 1. Core and additional indicators of the GRI – G3.1 Guidelines

Aspect	Type of Indicator	G3.1 Code	Description	Type of Review
Economic Performance Indicators				
Economic Performance	Core	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.	Full
	Core	EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	Not available
	Core	EC3	Coverage of the organization's defined benefit plan obligations.	Full
	Core	EC4	Significant financial assistance received from government.	Full
Market Presence	Additional	EC5	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation.	Full
	Core	EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	Partial
	Core	EC7	Procedures for local hiring and proportion of senior management hired from the local community at locations of significant operation.	Full
Indirect Economic Impacts	Core	EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	Partial
	Additional	EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	Partial

Environmental Performance Indicators				
Materials	Core	EN1	Materials used by weight or volume.	Full
	Core	EN2	Percentage of materials used that are recycled input materials.	Full
Energy	Core	EN3	Direct energy consumption by primary energy source.	Full
	Core	EN4	Indirect energy consumption by primary source.	Full
	Additional	EN5	Energy saved due to conservation and efficiency improvements.	Full
	Additional	EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	Full
	Additional	EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	Full
Water	Core	EN8	Total water withdrawal by source.	Full
	Additional	EN9	Water sources significantly affected by withdrawal of water.	Not applicable
	Additional	EN10	Percentage and total volume of water recycled and reused.	Not applicable
Biodiversity	Core	EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	Not applicable
	Core	EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	Not applicable
	Additional	EN13	Habitats protected or restored.	Not applicable
	Additional	EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.	Not applicable
	Additional	EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	Not applicable
Emissions, Effluents and Waste	Core	EN16	Total direct and indirect greenhouse gas emissions by weight.	Full
	Core	EN17	Other relevant indirect greenhouse gas emissions by weight.	Full
	Additional	EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	Partial
	Core	EN19	Emissions of ozone-depleting substances by weight.	Not applicable
	Core	EN20	NO, SO, and other significant air emissions by type and weight.	Not applicable
	Core	EN21	Total water discharge by quality and destination.	Not applicable
	Core	EN22	Total weight of waste by type and disposal method.	Full
	Core	EN23	Total number and volume of significant spills.	Not applicable
	Additional	EN24	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 internationally.	Not applicable
	Additional	EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.	Not applicable



Environmental Performance Indicators (cont)				
Products and Services	Core	EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	Full
	Core	EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	Not applicable
Compliance	Core	EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	Full
Transport	Additional	EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	Full
Overall	Additional	EN30	Total environmental protection expenditures and investments by type.	Partial

Social Performance Indicators				
Labor Practices and Decent Work Performance Indicators				
Employment	Core	LA1	Total workforce by employment type, employment contract, and region, broken down by gender.	Full
	Core	LA2	Total number and rate of employee turnover by age group, gender, and region.	Full
	Additional	LA3	Benefits provided to Total-time employees that are not provided to temporary or part-time employees, by major operations.	Full
	Core	LA15	Return to work and retention rates after parental leave, by gender.	Full
Labor/Management Relations	Core	LA4	Percentage of employees covered by collective bargaining agreements.	Full
	Core	LA5	Minimum notice period(s) regarding operational changes, including whether it is specified in collective agreements.	Full
Occupational Health and Safety	Additional	LA6	Percentage of total workforce represented in formal joint management–worker health and safety committees that help monitor and advise on occupational health and safety programs.	Full
	Core	LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of workrelated fatalities by region and by gender.	Full
	Core	LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	Full
	Additional	LA9	Health and safety topics covered in formal agreements with trade unions.	Full
Training and Education	Core	LA10	Average hours of training per year per employee, by gender, and by employee category.	Full
	Additional	LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Full
	Additional	LA12	Percentage of employees receiving regular performance and career development reviews, by gender.	Full
Diversity and Equal Opportunity	Core	LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.	Full
	Core	LA14	Ratio of basic salary of men to women by employee category.	Full

Human Rights Performance Indicators				
Investment and Procurement Practices	Core	HR1	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening.	Full
	Core	HR2	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken.	Partial
	Additional	HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	Partial
Non-Discrimination	Core	HR4	Total number of incidents of discrimination and actions taken.	Full
Freedom of Association and Collective Bargaining	Core	HR5	Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights.	Full
Launch Impact	Core	HR6	Operations identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor.	Full
Forced and Compulsory Labor	Core	HR7	Operations identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of forced or compulsory labor.	Full
Security Practices	Additional	HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	Full
Indigenous Rights	Additional	HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	Full
Assessment	Core	HR10	Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments.	Full
Remediation	Core	HR11	Number of grievances related to human rights filed, addressed, and resolved through formal grievance mechanisms.	Full



Society Performance Indicators				
Local Communities	Core	SO1	Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting	Partial
	Core	SO9	Operations with significant potential or actual negative impacts on local communities.	Full
	Core	SO10	Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities.	Full
Corruption	Core	SO2	Percentage and total number of business units analyzed for risks related to corruption.	Full
	Core	SO3	Percentage of employees trained in organization's anti-corruption policies and procedures.	Full
	Core	SO4	Actions taken in response to incidents of corruption.	Full
Public Policy	Core	SO5	Public policy positions and participation in public policy development and lobbying.	Full
	Additional	SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	Full
Anti-Competitive Behavior	Additional	SO7	Total number of legal actions for anticompetitive behavior, anti-trust, and monopoly practices and their outcomes.	Full
Compliance	Core	SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	Full

Product Responsibility Performance Indicators				
Customer Health and Safety	Core	PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	Full
	Additional	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 outcomes.	Full
Product and Service Labeling	Core	PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	Full
	Additional	PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	Full
	Additional	PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	Full
Marketing Communications	Core	PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	Full
	Additional	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.	Full
Customer Privacy	Additional	PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Full
Compliance	Core	PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	Full

TYPES OF SCOPE OF VERIFICATION CARRIED OUT:

- **Full verification:** Verification of the computation of the quantitative indicators and of the aspects of a qualitative nature, as well as that it has been duly compiled using the information drawn by the different units of Cajamar and external sources of information.
- **Partial verification:** Have not been verified all aspects associated to the indicators stipulated by the GRI version G3.1, since a part of the information only has been provided, for which the calculations of the quantitative and/or qualitative aspects have been verified. In addition, it has been verified that those have been duly compiled using the information drawn by the different units of Cajamar and external sources of information.
- **Not available:** Cajamar does not have the necessary information associated to the indicator in question.
- **Not applicable:** On the basis of the principles of the GRI version G3.1 and of the business of Cajamar, the information associated to this indicator is not applicable.

Annex 2. Financial Supplement Indicators of the GRI – G3.1 Guidelines

Financial Supplement Indicators				
Aspect	Type of Indicator	G3.1 Code	Description	Type of Review
Product Portfolio	Core	FS6	Percentage of the portfolio for business lines by specific region, size (e.g. micro/SME/large) and by sector.	Partial
	Core	FS7	Monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose.	Full
	Core	FS8	Monetary value of products and services designed to deliver a specific environmental benefit for each business line broken down by purpose.	Partial
Audit	Core	FS9	Coverage and frequency of audits to assess implementation of environmental and social policies and risk assessment procedures.	Not available
Active Ownership	Core	FS10	Percentage and number of companies held in the institution's portfolio with which the reporting organisation has interacted on environmental or social issues.	Partial
	Core	FS11	Percentage of assets subject to positive and negative environmental or social screening.	Partial
	Core	FS12	Voting polic(ies) applied to environmental or social issues for shares over which the reporting organisation holds the right to vote shares or advises on voting.	Not available
Community	Core	FS13	Access points in low-populated or economically disadvantaged areas by type.	Full
	Core	FS14	Initiatives to improve access to financial services for disadvantaged people.	Full
Product and Service Labeling	Core	FS16	Initiatives to enhance financial literacy by type of beneficiary.	Full

TYPES OF SCOPE OF VERIFICATION CARRIED OUT:

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