



CAJA MADRID
¿QUIERES? PUEDES.

2007

Corporate
Social
Responsibility





8

About this report



About this report

The information provided in this Corporate Social Responsibility Report, written annually since 2004, covers the Caja Madrid Group's activities in 2007 in the areas where it operates, with the exception of those indicators for which some other perimeter is specified. Supplementary information is available in the Caja Madrid Annual Report, in the Obra Social and Fundación Caja Madrid Annual Reports and in previous reports available in the Responsabilidad Social section of the Caja Madrid website.

One of the aims of this report is to open up an additional communication channel with our stakeholder groups (as identified in the chapter CSR and Caja Madrid) where they can learn more about Caja Madrid's activities and aims.

Its structure is based on the G3 Guidelines of Global Reporting Initiative (GRI) and the "Financial Services Sector Supplements".

Note that data measurement techniques and bases for calculation, and all estimates applied, are explained in the tables or chapters where they appear whenever clarification seems warranted for ease of understanding.

For any further information relative to the contents of this report, please contact us at the following address:

rsc@cajamadrid.es

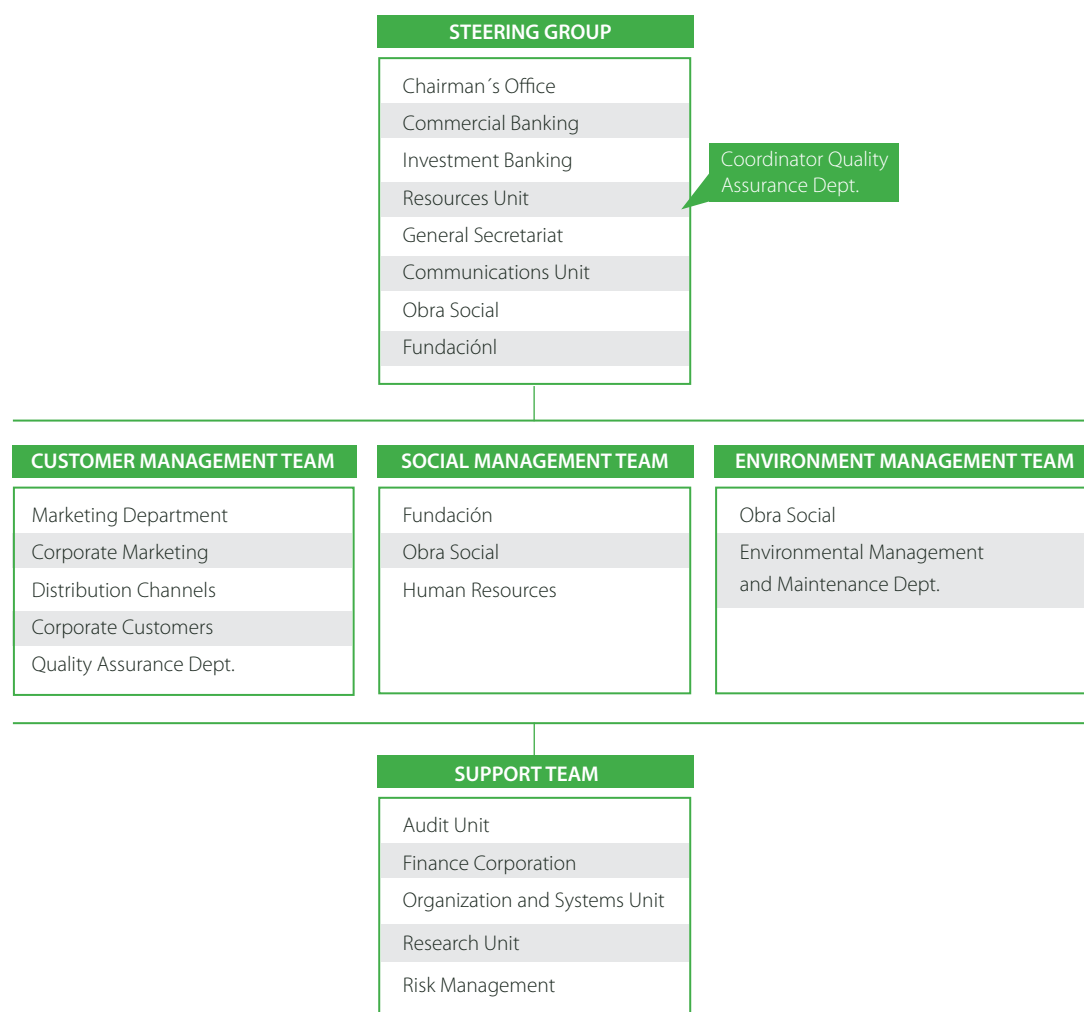
8.1 Report content

To ensure it effectively covers the topics and indicators reflecting our main social, economic and environmental impacts, we have taken into account the information gleaned from stakeholder groups (listed in the Caja Madrid Corporate Social Responsibility System) through established dialogue channels, as well as external regulations applying to the financial institutional sector and the Organisation's mission, vision and values.

Work was begun in 2007 on a materiality project with assistance from an outside organisation. Its results, along with those of an internal study conducted in 2006, have highlighted certain stakeholder concerns emerging from the dialogue function of the Caja Madrid CSR Management System.

Four years ago, Caja Madrid set up a permanent CSR steering group whose mission is to promote social responsibility projects within the organisation and to prepare the Corporate Social Responsibility Report. This group, which draws its members from organisational units interfacing with stakeholders, is guided in its work by the conclusions obtained through stakeholder dialogue channels.

The organisational units making up its membership are as listed below:



8.2 Boundary

The reporting boundary for the Caja Madrid Group, defined as the entities over which it exercises control or significant influence, has been set as follows for the 2007 report:

- **Caja Madrid**
- **Fundación Caja Madrid**
- **Corporate sectors where the Caja Madrid Finance Corporation has a significant impact**
 - **Financial asset management and intermediation**
information on the economic, social and environmental impact of the companies Gesmadrid, Caja Madrid Pensiones and Caja Madrid Bolsa is disclosed on a consolidated basis in the 2007 report.
 - **Private banking**
Altae. Information on its economic, social and environmental impact is disclosed on a consolidated basis in the 2007 report.
 - **Insurance**
Mapfre - Caja Madrid Holding de Entidades Aseguradoras. Further to the principles of information clarity and accuracy, readers are referred to this organisation's own CSR report.
 - **Real estate**
Realia, in which Caja Madrid holds a 27.65% stake, publishes its own Corporate Social Responsibility Report setting out all the relevant information, while the economic, social and environmental performance of 100%-owned Tasamadrid is presented in consolidated form in the 2007 report.
 - **Development capital**
A narrative description of companies in this sector can be found in the Caja Madrid Annual Report, although without disclosure of their management approach or performance indicators on the grounds that the Organisation does not exercise control or significant influence under stability and management integration criteria.
 - **International development**
A narrative description of companies in this sector can be found in the Caja Madrid Annual Report, although without disclosure of their management approach or performance indicators on the grounds that the Organisation does not exercise control or significant influence under the earnings contribution criterion.

Regarding indicator scope, we present the consolidated social and economic data of the companies defined above as configuring the report boundary. Quantitative environmental impact indicators refer to the operations of the Group, Caja Madrid and Central Services. The specific perimeter of each indicator is detailed in the Table of Performance Indicators.

8.3 Report assurance

Caja Madrid is convinced that external verification of its CSR reports provides a valuable endorsement of the accuracy and reliability of their contents and of the social responsibility activities described therein.

It is also important that CSR compliance should be subject to independent analysis and verification, with stakeholders having full access to the results. There can be no advance in CSR without transparent disclosure to stakeholder groups, enabling them to make reliably informed decisions. And this is likewise the only way to identify the companies that engage most actively with society.

For this reason, Caja Madrid has approached an independent external agent (Deloitte) to verify all the information provided in its CSR report, just as it audits the financial statements appearing in the Annual Report.

8.4 Identification data

Caja de Ahorros y Monte de Piedad de Madrid

Founded in 1702 (Monte de Piedad) and 1838 (Caja de Ahorros de Madrid)

Registered office

Plaza de Celenque, 2 - 28013 - Madrid

Tel.: 902 2 4 6 8 10

Fax: 91 423 94 54

Swift: CAHM ES MM XXX

Entered in the Bank of Spain Savings Banks Register, No. 99

Bank of Spain Code 2038

Entered in the Madrid Mercantile Registry

Sheet no. 20, Volume 3,067 General, Page M-52,454, Entry 1

Tax Identification Number

G-28029007

Member of the Savings Banks Deposit Guarantee Fund

Website

www.cajamadrid.com

The bylaws and other information of public record may be consulted at the registered office or the website.

