

# 5

## Verification Report

This Corporate Responsibility Report of SegurCaixa Holding was made in accordance with the GRI directives for drawing up Sustainability Reporting Guidelines published in 2006 and known as G3.

According to these guidelines, there are a series of requirements on degrees of application of the guidelines, which is shown in the table below.

The standard followed in its preparation was the Standard Assurance AA1000AS (2003) of AccountAbility. The principles applied are:

- **Relevance:** Identification of the material or relevant issues for SegurCaixa Holding and its stakeholders.

- **Completeness:** A balanced and impartial account between the understanding and communication of material issues and the performance of the company.
- **Responsiveness:** Responses with specific actions to identified material issues and reporting on the performance.

Chapter 1 describes the main actions in relation to the participation of stakeholders and the conclusions about the material or relevant issues that are explained in the Report.

Similarly, in order to help the comprehension of the responsiveness of SegurCaixa Holding to these issues, there is a summary of actions taken in 2008 and challenges for 2009 at the beginning of each chapter.

	Level of qualification	C	C+	B	B+	A	A+
<b>Development of standard</b>	G3 Profile Disclosures	Report on: 1.1, 2.1, 2.10, 3.1, 3.8, 3.10-3.12, 4.1-4.4, 4.14-4.17	<b>Report Verified externally</b>	Report all the criteria listed in level C plus: 1.2, 3.9-3.13, 4.5-4.13, 4.16-4.17	<b>Report Verified externally</b>	The same as for level B	<b>Report Verified externally</b>
	Focus of G3 Management	It is not required		Management focus for each category of indicators		Management focus for each category of indicators	
	Development Indicators and supplements of the sector	Report a minimum of 10 development indicators including at least one of each indicator: social, economic and environmental		Report a minimum of 20 development indicators at least one of each indicator: economic, environmental, human rights, work, society and product responsibility		Answer all the indicators that are central to G3 and the Supplement with respect to the principle of materiality: a) Reporting on every indicator b) Explaining the reason for the omission	

## 5. Verification Report

SegurCaixa Holding considers that the Corporate Responsibility Report fulfils all the requirements associated with level A+ from the G3 Application, which implies that it complies with the specifications associated with level A of G3 in Profile, Management Focus and Performance Indicators and it has been submitted to verification mechanisms that have implied:

- The external verification by an independent and competent firm on the subject, with professional standards of verification.
- The follow-up of the verification processes applied, described in the verifier's report and that have been duly documented.
- The evaluation of the suitability of the content and the structure of the Corporate Responsibility Report to what

is set out in the G3 standard of GRI and the verification that the content and indicators correspond to those recommended by that standard.

- The existence of a verification report that includes the conclusions of the verifier and that are attached to the Corporate Responsibility Report.

In Chapter 4 of the Corporate Responsibility Report, of the summary of GRI performance indicators, the page numbers and the cover of the requirements, management focus and indicators are given. Should the central performance indicators be omitted, and the additional indicators as well, an indication must be given of the page number of the Report explaining the reason for the omission, having considered the principle of materiality in these cases.

