

RISK SCHOOL EXPERIENCE

CAIXABANK GROUP

UPF BARCELONA SCHOOL OF MANAGEMENT



RISK SCHOOL EXPERIENCE

CAIXABANK GROUP
UPF BARCELONA SCHOOL OF MANAGEMENT

EXECUTIVE SUMMARY

CaixaBank is a leading financial group in retail banking in Spain and one of the most important in Portugal. The bank currently has more than 15.4 million clients, 4,208 offices in Spain, and employs more than 35,000 people.

In the environment that arose as a result of the financial and real estate crisis of 2009, CaixaBank's Senior Management set out in its Strategic Plan 2015-18, the essential strategic lines to raise profitability with an increase in investment and reduction in number of non-performing loans in order to regain the trust of employees.

To achieve these objectives, several lines of action were chosen, one of which was the creation of a new vehicle: the Risk School, which in collaboration with the UPF-BSM, the School of Management of the Pompeu Fabra University, highly appreciated internationally for its level of excellence in teaching and research, should make the necessary tools available to all its professionals in order to meet the challenges of the business, improve their individual training, and at the same time respond to the demands of regulators.

We are proud of the effort made, since through this strategy we have not only been able to fulfil the objectives that were set, but have also been able to transmit the culture and risk management policies of the organization; risk knowledge has been defined for each function and we have also been able to anticipate new legislative requirements.

In summary: the Risk School has shown itself to be a key tool for keeping professionals properly trained, promoting a culture of risk management, and contributing effectively to the challenges set at all times by the management of the organization.