

# Sustainable Banking Presentation

1Q24



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1. 

CAIXABANK GROUP  
AT A GLANCE

▶ [Page 4](#)

2. 


SUSTAINABLE  
BANKING

▶ [Page 16](#)

3. 

ESG RATINGS

▶ [Page 35](#)

4. 

SDG BOND  
FRAMEWORK  
& ISSUANCES

▶ [Page 38](#)

1.



**CAIXABANK GROUP**  
AT A GLANCE



# Our purpose



## Standing by

Be close to people and society. Be part of their lives, communities, reality and financial needs. Be close to their concerns, commit to them

## People

Placing people at the centre and including all CaixaBank's stakeholders (both external and internal)

# Standing by people for everything that matters

## Everything

Beyond our financial activity

## Matters

It allows everyone to embrace the purpose, according to their needs and specific situation. It lets CaixaBank talk about both micro and macro aspects, thus also encompassing the organisation's social commitment

## OUR MISSION

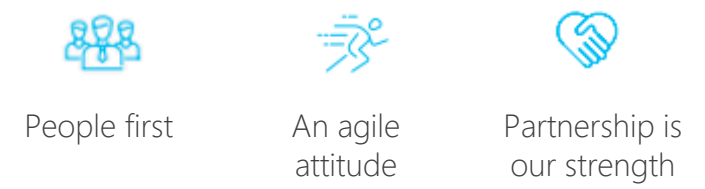
Contribute to the **financial well-being** of our customers and to the **progress of society**



## OUR VALUES



## OUR CULTURE



# CaixaBank Group at a glance



## Leading bancassurance franchise in Spain + Portugal

<b>20.1 M</b> Clients	<b>€613 Bn</b> Total assets	<b>€355 Bn</b> Client loans (gross)	<b>€636 Bn</b> Client funds
<b>23%   25%</b> Market share in loans   deposits <sup>(1)</sup>	<b>30%</b> Market share in wealth management <sup>(1)(2)</sup>	<b>26%</b> Market share in life-risk insurance <sup>(1)</sup>	<b>43%</b> Penetration in digital clients <sup>(1)</sup>



## Omni-channel distribution platform and comprehensive offering with own leading factories

<b>4,161</b> Branches	<b>12,478</b> ATMs	<b>45,005</b> Employees	<b>11.6 M   0.9 M</b> Digital clients Spain   Portugal
<b>#1</b> Life-insurance Group in Spain	<b>#1</b> In Mutual funds in Spain	<b>#1</b> By credit card turnover in Spain	<b>#1</b> Private micro-finance entity in Europe



## Financial strength: step-up in profitability backed by a solid balance sheet

<b>€33 Bn</b> Market cap. <sup>(3)</sup>	<b>€1.0 Bn</b> 1Q24 Net income	<b>15.8%</b> 1Q24 RoTE	<b>40.3%</b> 1Q24 C/I
<b>8.7%</b> Dividend yield <sup>(4)</sup>	<b>2.8%   71%</b> % NPL   % NPL coverage	<b>197%</b> % LCR eop	<b>12.3%</b> % CET1



## A unique way of banking: strong commitment to support society and to sustainability

<b>&gt;1.4 M</b> Microcredits granted since inception <sup>(1)</sup>	<b>798</b> Villages <sup>(1)</sup> served by mobile branches	<b>~370K</b> Clients with social or basic accounts <sup>(1)</sup>	<b>2   A   16.1</b> Sustainable Fitch I CDP   Sustainability
<b>Net zero</b> Carbon emissions by 2050	<b>#1</b> By green financing in EMEA (2023) <sup>(5)</sup>	<b>#1</b> In Europe by SDG bond issues in 2019-24 <sup>(6)</sup>	<b>~€64 Bn</b> Mobilisation of sustain. finance 2022-24e <sup>(7)</sup>

(1) In Spain. (2) Combined market share of mutual funds, pension plans and savings insurance (asset management perspective). Based on INVERCO and ICEA data. For savings insurance, sector data for March are internal estimates. (3) As of 31 March 2024 and excluding treasury shares. (4) Quotient between DPS against FY23 results and share price at closing of March 2024. (5) Source: LSEG-Refinitiv. (6) Source: Dealogic. (7) Ex BPI. Refer to the glossary for definition.

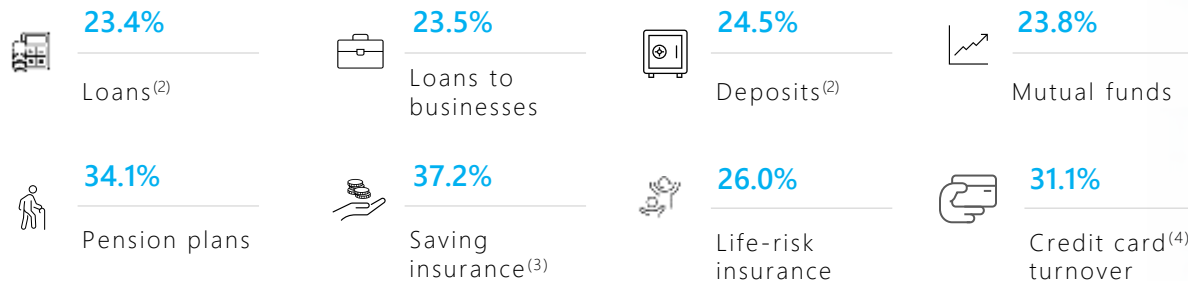




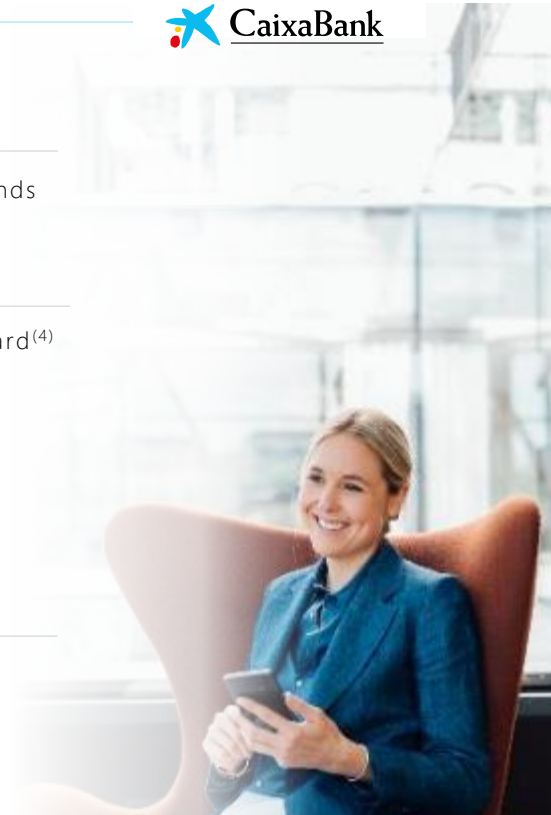
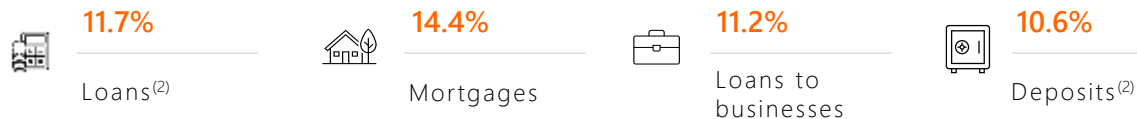
# The bank of choice for Spanish retail customers with a solid and growing franchise in Portugal



Market share in key products: % in Spain<sup>(1)</sup>



Market share in key products: BPI, % in Portugal<sup>(5)</sup>



20.1 Million

Clients  
in Spain + Portugal



(1) Based on latest available data from Bank of Spain, ICEA, INVERCO, Cards and Payments System. (2) Resident households and businesses (excluding financial institutions and public sector). (3) Based on ICEA data. Sector data for March 2024 are internal estimates. (4) Including credit and debit cards. (5) Source: BPI and Bank of Portugal, latest available data (as of Feb. 2024).

# Best-in-class omni-channel distribution platform

with multi-product capabilities

## PHYSICAL FOOTPRINT



# of retail branches



**3,589**  
Spain

**270**  
Portugal

**23.8%**

market share by # of branches (Spain)<sup>(1)</sup>

# of ATMs



**11,221**  
Spain

**1,257**  
Portugal

### NO WITHDRAWAL FROM VILLAGES

Presence in villages with >5K inhabitants



**99%**  
Spain  
(Dec.23)

**61%**  
Portugal  
(Dec.23)

SPAIN  
(Mar. 24)

- **458** villages where CABK is the only bank
- **798** villages with mobile branches
- Agreement with post office (coverage of villages with <500 inhabitants)

## LEADER IN DIGITAL CHANNELS

# of digital clients<sup>(2)</sup>



**11.6 M**  
Spain

**0.9 M**  
Portugal

**~43%**

digital penetration (Spain)<sup>(3)</sup>



Digital and remote relationship models

**CaixaBankNow**

**inTouch**

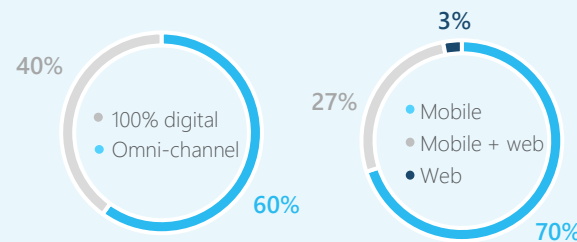


**3.3 M** clients<sup>(4)</sup>

**3.3 M** clients<sup>(5)</sup>

### USE OF MOBILE CHANNEL IS GROWING RAPIDLY

Breakdown of digital clients<sup>(2)</sup>, (Spain, Dec.23)



**2.6 M**  
of purchases with mobile phones

**4.9 M**  
cards downloaded to mobile phones

(1) As of September 2023. (2) Individual clients with at least one access to Digital Banking in the last 6 months, as of March 2024. (3) 12-month average, latest available data as of 31 March 2024. Total digital banking penetration (desktop + mobile). Including exclusive clients and shared clients with other entities. Source: ComScore MP Finance-Banking universe and Home and Work (Spain). (4) In Spain. InTouch was launched in mid-2018. As of December 2023. (5) Imagin was launched in 2016 and re-launched in 2020. As of December 2023.



# Captive product factories facilitate innovation and agility

while offering the best value proposition to our clients



## INSURANCE: LIFE AND NON-LIFE



- **100%** ownership
- **#1** in life-insurance (Spain)<sup>(1)</sup>



- **49.9%** ownership
- **#1** in Health insurance (Spain)<sup>(1)</sup>



## ASSET MANAGEMENT



- **100%** ownership
- **#1** in mutual funds (Spain)<sup>(1)</sup>
- Market share in mutual funds in Spain: **23.8%**
- CaixaBank AM and BPI Gestao de Activos: Highest UN rating in sustainable investment **A+**



## PAYMENTS & CONSUMER FINANCE

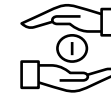


- **100%** ownership
- **#1** in credit card turnover (Spain)<sup>(1)</sup>



Comercia Global Payments

- **20%** ownership<sup>(2)</sup>



## MICRO-CREDIT



- Largest private microfinance institution in Europe
- **100%** ownership
- **>1.4 M** micro-credits and other loans with social impact granted since inception
- Support from:



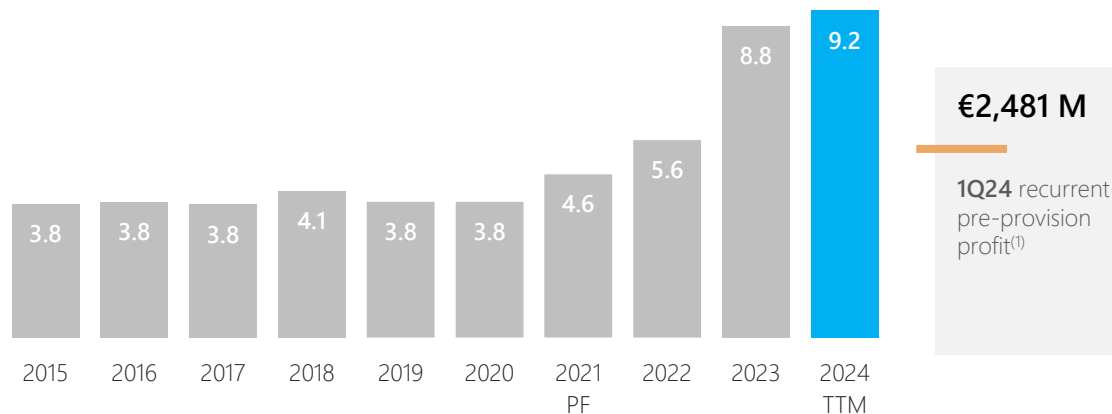
(1) Based on latest available data, from Bank of Spain, ICEA, INVERCO, Cards and Payments System.

(2) Strategic partnership with Global Payments (owner of 80% of Comercia Global Payments).

# Financial strength: solid P&L and balance sheet metrics

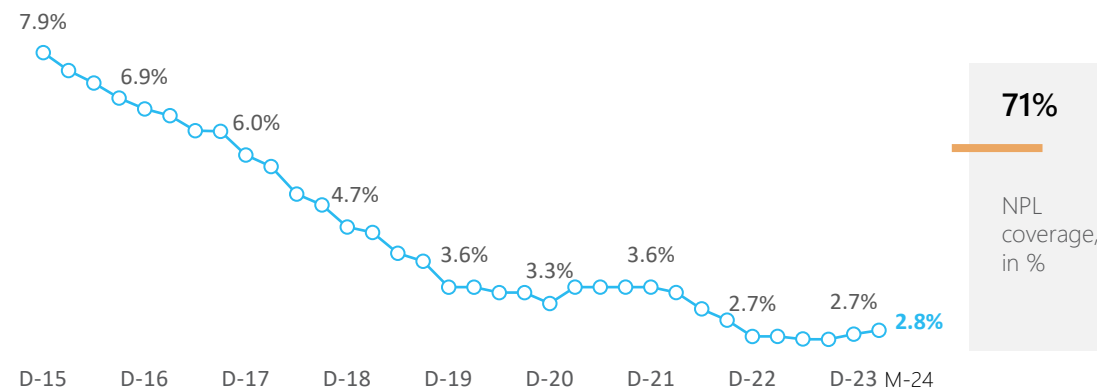
## » HIGHER PRE-PROVISION PROFIT

Recurrent PPP<sup>(1)</sup>, €Bn



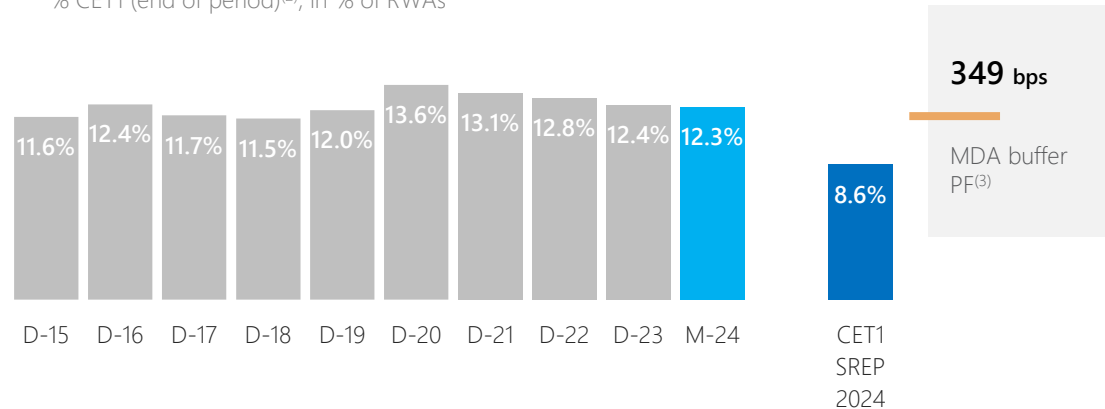
## » SIGNIFICANT DE-RISKING WITH HIGH COVERAGE

NPL ratio (end of period), in %



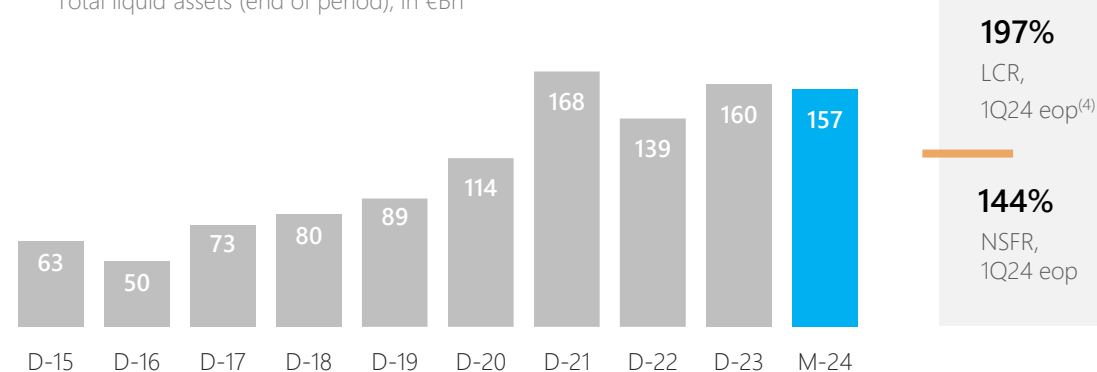
## » SOLID CAPITAL WELL ABOVE REQUIREMENTS

% CET1 (end of period)<sup>(2)</sup>, in % of RWAs



## » AMPLE LIQUIDITY REMAINS A HALLMARK

Total liquid assets (end of period), in €Bn



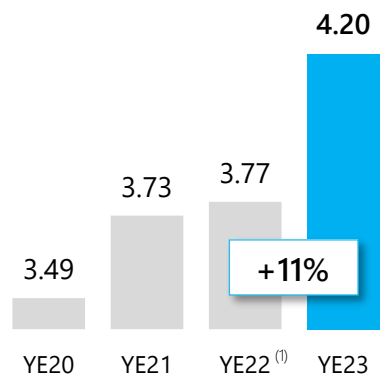
(1) Pre-provision profit excluding extraordinary operating expenses. 2021 PF including BKIA 1Q21. 2023 with 1Q23 excluding impact from the banking tax (€373M pre/post tax). 2024 with 1Q24 excluding impact from the banking tax (€493M pre/post tax). (2) Reported Basel III fully loaded ratios. From 2020 onwards, including IFRS9 transitional arrangements. (3) Total capital MDA buffer PF deducting €395M AT1 for which the call was already announced (to be executed in June 2024). Reported MDA buffer at 366 bps. (4) % LCR 12-month average as of 31 March 2024 at 203%.



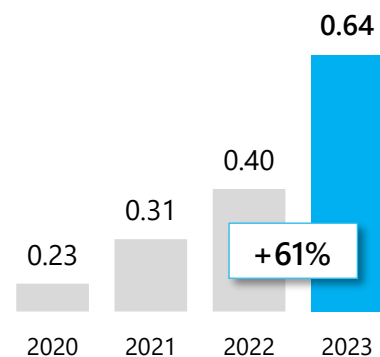
# Strong financials support higher shareholder distributions

## 2023

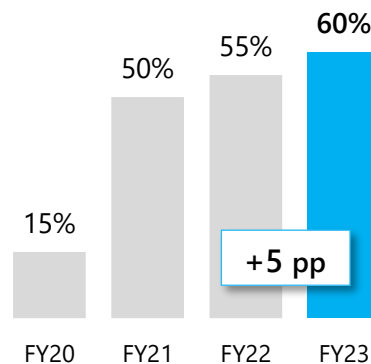
**INCREASED TBVPS**  
TBVPS, €



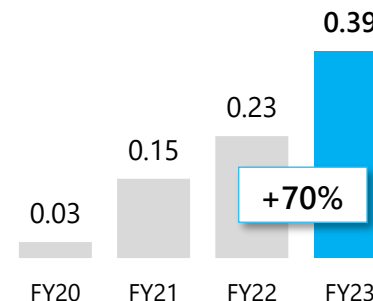
**INCREASED EPS**  
EPS<sup>(2)</sup> in €



**% INCREASED PAYOUT**  
Cash payout<sup>(3)</sup>, %



**INCREASED DPS**  
DPS<sup>(3)(4)</sup>, €



**EXTRAORDINARY DISTRIBUTIONS**

**€500 M**  
2<sup>nd</sup> extraordinary SBB  
already completed<sup>(5)</sup>

**€500 M**  
3<sup>rd</sup> extraordinary SBB  
already completed<sup>(5)</sup>

## 2024

### ORDINARY DIVIDEND<sup>(6)</sup>

**50-60%**  
Cash Payout target

- **Interim dividend** in Nov-24e (30-40% of 1H24 result)
- **Final dividend** in April 2025e

## 2022-24

### ORDINARY PAYOUT TOPPED UP BY EXTRAORDINARY DISTRIBUTION

**2022-24E CAPITAL DISTRIBUTION CAPACITY<sup>(7)</sup>**

UPGRADED STRATEGIC AMBITION

**~€12 Bn**  
(vs. c.€9 Bn initial target)

o/w **~€7.4 Bn**  
including

- FY22 and FY23 dividends already paid<sup>(3)</sup>
- 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> SBB already executed<sup>(5)</sup>

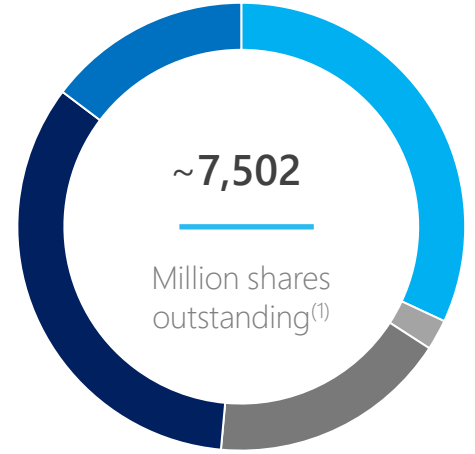
(1) IFRS 17/9. (2) Profit attributed to the Group, ex M&A impacts in 2021, divided by the average number of shares outstanding. (3) FY23: dividend paid on 3 April 2024. (4) DPS rounded to nearest € cent and calculated as total dividend against each fiscal year result divided by year-end outstanding shares. FY23: total dividend divided by outstanding shares as of end of Dec-2023 excluding those repurchased under 2<sup>nd</sup> SBB (€500M completed on 3 January 2024). (5) 1<sup>st</sup> extraordinary SBB (€1.8 Bn) executed in 2022. 2<sup>nd</sup> extraordinary SBB: €500M executed between September 2023 and January 2024. 3<sup>rd</sup> extraordinary SBB: €500M executed between March and May 2024. (6) Dividend plan for 2024 approved by the BoD in February 2024. (7) Includes 2022 SBB plus capital generated in 2022-24 in excess of 12% CET1 ratio (ex IFRS 9 TA).

# Profitability and returns to society are fully aligned

## BREAKDOWN OF SHARE CAPITAL

In % of total as of 31 March 2024

**~15%**  
Retail



**~34%**  
Institutional

**~32%**  
"la Caixa" Foundation

**~2%**  
Treasury stock and Board of Directors

**~17%**  
FROB<sup>(2)</sup>

## SOCIAL DIVIDEND AND COLLABORATION WITH "LA CAIXA" FOUNDATION IN SOCIAL INITIATIVES



### Collaboration in social initiatives

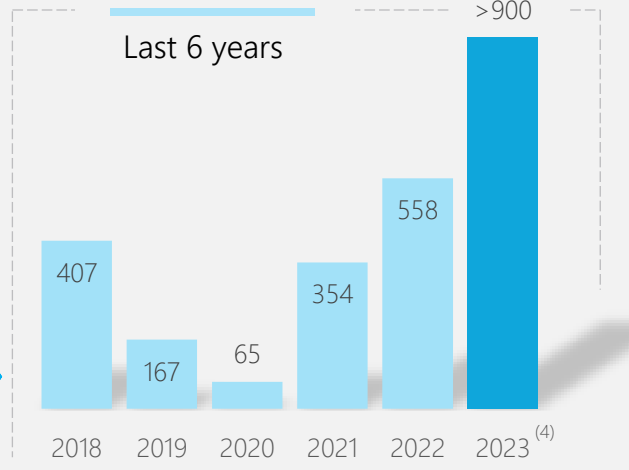


### Social dividend

Dividend distributed to "la Caixa" Foundation in recent years, €M

**~€2.5 Bn**

Last 6 years



2023 "La Caixa" Foundation Welfare budget: breakdown in % of total<sup>(3)</sup>

- 59%** Social
- 21%** Culture & Science
- 12%** Research & Health
- 8%** Education & Scholarship



**~585,000** SHAREHOLDERS

### Creating value

2023 Dividend<sup>(4)</sup>

**>€900 M**

"la Caixa" Foundation

**~€500 M**

FROB

**~€1,450 M**

Other shareholders

(1) Includes treasury stock (including shares acquired under the 2<sup>nd</sup> and 3<sup>rd</sup> SBB programme). On 3 May 2024, CaixaBank announced a share capital reduction by cancelling all treasury shares acquired under the 2<sup>nd</sup> SBB programme. This reduction, approved by the General Shareholder Meeting on March 22, 2024, resulted in CaixaBank's share capital decreasing by €129,404,256 through the cancellation of 129,404,256 own shares, each with a face value of one euro. The resulting share capital is €7,372,727,363, represented by 7,372,727,363 shares. Refer to CNMV ORI #28436 for additional information. (2) Spanish Executive Resolution Authority, which holds the stake via holding company BFA Tenedora de Acciones, S.A., was a controlling shareholder of Bankia S.A. and entered CaixaBank's shareholder base upon the merger with Bankia in March 2021. (3) Source: "la Caixa" Foundation, Quick Guide 2023. (4) Based on dividend paid against FY23 CaixaBank results.



# Strengthening our commitments to clients and society

Standing by people for everything that matters

## Fostering financial inclusion

- The only bank in 458 villages
- 798 w/mobile branch
- ~370K clients with social or basic accounts

## Leading micro-credit in Europe

- >1.4 M microcredits granted since inception
- ~338,000 jobs created since inception
- Launch of Microbank Academy

## Solutions with social impact

- ~43K beneficiaries<sup>(1)</sup> for payment arrangements, refinancing and CGP
- >10K social housing units; >860 new social rentals in 2024
- Impulsa: >6K beneficiary households since programme inception

## Social projects

- Volunteering programme: 17,700 participants and 7,700 activities in 1Q24
- Dualiza: >10K direct beneficiaries in 2023

## MICROBANK IN 2023 KEY FIGURES



€1,383 M

**Micro-credits** and other loans with social impact granted; +36% yoy



28,521

**Jobs** created with micro-credit support



8,621

**New businesses** created with the support of micro-credits



€2,779 M

**Outstanding loans**, YE23



>148,000

**Beneficiaries**

(1) Since the beginning of interest rate increase. Individual clients with a mortgage.

# Advancing our sustainability aims

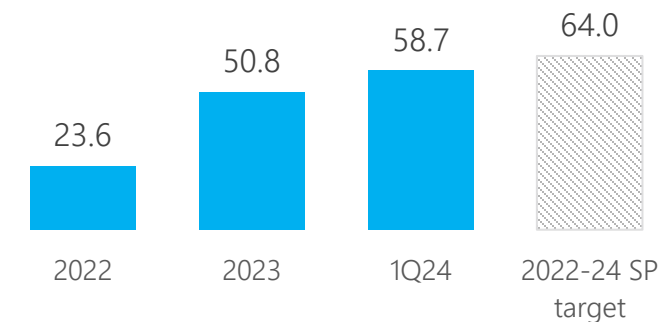
- » **DJSI** amongst the most sustainable banks worldwide (#2 in Europe)
- » **1<sup>st</sup>** Spanish bank to publish an ESG solicited rating: rating of “2” by Sustainable Fitch<sup>(1)</sup>
- » **Top UN rating** in sustainable investment<sup>(2)</sup> (VCX, CAM, BPI GA)
- » **Leader** in 2019-24 SDG bond issues<sup>(3)</sup>
- » **#1 EMEA Bank** – Top Tier Green & ESG Loans<sup>(4)</sup>
- » **Best bank** for Sustainability and in Corporate Responsibility in Spain 2023 by Euromoney

**€58.7 Bn mobilisation of sustainable financing<sup>(5)</sup>** since launching the Strategic Plan



**92%** of 2022-24 target

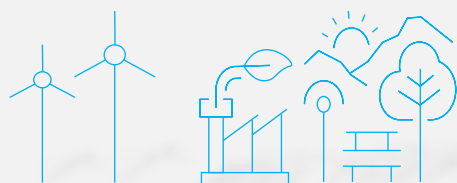
Mobilisation of sustainable finance<sup>(5)</sup> since launching the Strategic Plan. €Bn (cumulative since YE21, ex BPI)



NEW

## 2030 DECARBONISATION TARGETS FOR 5 ADDITIONAL SECTORS<sup>(6)</sup>

<b>COMMERCIAL RE</b> -41% kgCO <sub>2</sub> e/m <sup>2</sup>	<b>RESIDENTIAL RE</b> -19% kgCO <sub>2</sub> e/m <sup>2</sup>	<b>AVIATION</b> -30% gCO <sub>2</sub> e/RPK	<b>SHIPPING</b> -11.9% Alignment Delta	<b>AGRICULTURE</b> Qualitative <sup>(7)</sup>
<b>POWER GENERATION</b> -30% kgCO <sub>2</sub> e/MWh	<b>OIL &amp; GAS</b> -23% MtCO <sub>2</sub> e	<b>THERMAL COAL</b> -100% exposure in €M	<b>AUTOMOTIVE</b> -33% gCO <sub>2</sub> /vkm	<b>IRON &amp; STEEL</b> -[10-20%] kgCO <sub>2</sub> e/t steel



A unique way of banking

Best Bank in Spain for the 10<sup>th</sup> consecutive year by Global Finance



(1) Rating range: 1-5 with 1 being the best rating. (2) In “Policy, Governance and Strategy”. (3) Source: Dealogic. (4) Source: LSEG-Refinitiv. (5) Cumulative since YE21 and ex BPI. Refer to the glossary for definition. (6) 2020-30 for “Power Generation” and “Oil & Gas”; 2022-30 for “Thermal Coal phase-out”, “Iron & Steel”, “Automotive”, “Agriculture”, “Commercial Real Estate”, “Residential Real Estate”, “Aviation” and “Shipping”. No decarbonisation targets were established for Aluminum and Cement since exposure to both sectors is non-material. (7) Considering the early stages of global methodologies and the lack of sufficient and homogeneous data, a qualitative objective has been established for the Agricultural sector.

# 1Q24 highlights



## Positive activity dynamics

in a quarter affected by seasonality

NEW LOANS TO THE PRIVATE SECTOR<sup>(1)</sup>

**+3.5 % yoy**

+11.6 % qoq

WEALTH MGMT. (customer funds)<sup>(2)</sup>

**+4.4 % ytd**

1Q24 Net inflows<sup>(3)</sup>: €3.4 Bn



## High-quality net income growth yoy

in a seasonal quarter with banking tax fully booked in Q1

NET INCOME

**€1,005 M**

+17.5 % yoy | -13.1 % qoq

NII

**+27.4% yoy**

+1.2% qoq

WEALTH + PROTECTION REV.<sup>(4)</sup>

**+12.0% yoy**

+1.1% qoq adj.<sup>(5)</sup>



## Asset quality remains under control

and evolving as expected

% NPL

**2.8 %**

71% NPL coverage

% CoR ttm

**0.29 %**

1Q24 annualised: 0.28%



## Capital strength supports high distribution

ordinary and extraordinary

% CET1

**12.3 %**

Max. amount of ongoing 3<sup>rd</sup> SBB deducted in full

DISTRIBUTION SINCE YE21<sup>(6)</sup>

**€7.4 Bn**

~€4.6 Bn pending to reach ~€12 Bn 2022-24e target

RoTE up to 15.8% (+5.3 pp yoy) with upgraded outlook

FY24e NII: mid-single digit growth yoy

FY24e % RoTE >16%

(1) New production of residential mortgages, consumer and business lending. (2) Mutual funds, managed portfolios and SICAVs; pension plans; and life-savings insurance (on-balance sheet, including unit linked, and off-balance sheet). (3) Ex markets. (4) Wealth includes revenues from AuMs and savings insurance; protection includes revenues from life-risk insurance and insurance distribution fees. (5) Adjusted for seasonal effects (day-count and 4Q success fees in Wealth management). (6) FY22 and FY23 dividends plus 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> SBB.



2.



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## SUSTAINABLE BANKING



# Born sustainable and responsible



It is in our DNA

"la Caixa" was founded originally as a savings bank in 1904, with the aim of fostering savings, retirement planning and disability insurance for the working class



It is in our mission, vision and values

**OUR MISSION:** Contribute to the financial well-being of our customers and to the progress of society

**OUR VISION:** To be a leading and innovative financial group, with best-in-class service and a benchmark in sustainability

**OUR VALUES:** Quality, Trust, Social Commitment



It is in our activity and actions

Universal banking model, offering high- quality service, following best-practices in corporate governance & management and showing exemplary conduct



*"I am the most ambitious man in the world: having no needs of my own, I made mine those of others"*

**Francesc Moragas**  
Founded "la Caixa" in 1904



# Setting the benchmark in sustainable and responsible banking is and has always been a key priority in the Group strategy

## Strategic Priorities 2015-2018

1. **Best-in-class in quality of service and reputation**
2. Sustainable profitability above cost of capital
3. Optimisation of capital allocation
4. Enhance our leadership in banking digitalisation
5. Retain and attract the best talent



## Strategic Priorities 2019-2021

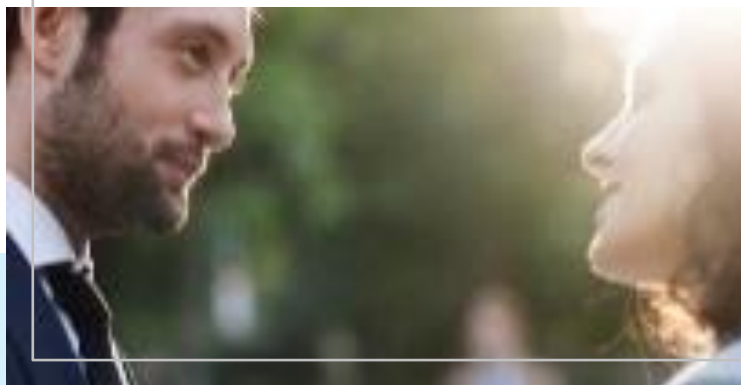
1. Offer the best customer experience
2. Accelerate digital transformation to boost efficiency and flexibility
3. Foster a people-centric, agile and collaborative culture
4. Attractive shareholder returns and solid financials
5. **A benchmark in responsible banking and social commitment**



## Strategic Priorities 2022-2024

1. Growing the business, developing the best value proposition for our customers
2. Operate an efficient customer model adapted to customer preferences
3. **Sustainability – a benchmark in Europe:**
  - Assist customers in their energy transition;
  - Lead positive social impact;
  - Promote a culture of responsibility while being a sector benchmark in governance

ENABLERS: Technology & People



The current focus on sustainability allows us to highlight one of our competitive advantages inherent in our approach to banking



# 2022-24 Sustainable Banking Plan

## PUTTING OUR BANKING EXPERTISE AT THE SERVICE OF PEOPLE



FOSTER A **RESPONSIBLE CULTURE** AS A BENCHMARK IN GOVERNANCE

- > Benchmark in regulatory standards
- > Transparency and accountability
- > People-centered culture
- > Integrating ESG in the bank



PROMOTE THE **SUSTAINABLE TRANSITION** OF COMPANIES AND SOCIETY



- > Assist customers in their energy transition and commitment to our own transition
- > Decarbonisation
- > Integrating ESG risks

LEAD **POSITIVE SOCIAL IMPACTS** AND PROMOTE FINANCIAL INCLUSION



- > Promoting positive social impact, employment and entrepreneurship
- > Leadership in microfinance
- > Social projects with alliances to multiply people's opportunities

Through our activities and strategic alliances, we contribute to the achievement of the Sustainable Development Goals



# Sustainable banking targets



## 2022-2024 SUSTAINABLE BANKING PLAN COMMITMENTS

GLOBAL

**2022-24E TARGETS**

- Mobilisation of **~€64 Bn in sustainable finance**<sup>(1)</sup>
- Maintain **category "A"** in the synthetic sustainability indicator<sup>(2)</sup>

**PROGRESS TO TARGETS**

**~€58.7 Bn SUSTAINABLE FINANCE**

**92%**

**"A" SYNTHETIC SUSTAINABILITY INDICATOR**

**100%**

ENVIRONMENTAL

- Work towards decarbonisation of the portfolio to achieve **net zero emissions by 2050** with **2030 interim decarbonisation targets**<sup>(3)</sup>

- ✓ OIL & GAS
- ✓ POWER GENERATION
- ✓ THERMAL COAL
- ✓ IRON & STEEL
- ✓ AUTOMOTIVE
- ✓ COMMERCIAL RE
- ✓ RESIDENTIAL RE
- ✓ AVIATION
- ✓ SHIPPING
- ✓ AGRICULTURE

SOCIAL

- €3.5 Bn of micro-loans origination** by MicroBank

**~€3.0 Bn MICRO-LOANS ORIGATION**

**85%**

GOVERNANCE

- 43%**<sup>(4)</sup> of **females** in managerial positions<sup>(5)</sup>

**42.9% of FEMALES IN MANAGERIAL POSTS**

**~100%**

(1) Ex BPI. Refer to the appendix (glossary) for definition. (2) CaixaBank's own indicator constructed using KPMG methodology. It consists of an objective weighting of the scores awarded by the main international ESG analysts (S&P Global, Sustainalytics, MSCI and ISS ESG). (3) 2020-30 for "Power Generation" and "Oil & Gas"; 2022-30 for "Thermal Coal phase-out", "Iron & Steel", "Automotive", "Agriculture", "Commercial Real Estate", "Residential Real Estate", "Aviation" and "Shipping". No decarbonisation targets were established for Aluminum and Cement since exposure to both sectors is non-material. (4) As a result of the Equality Plan update in 2023, the initial target for 2024 of 42% has been revised upwards to 43%. (5) CaixaBank S.A., considering deputy-manager positions in branches type A and B and above.



# Promoting the sustainable transition of companies and society

## Assisting our customers in the transition while being committed to our own

### MAIN INITIATIVES

#### PRODUCT OFFERING

- ESG financing solutions for companies and individuals (green mortgage; eco-loans; sustainable verticals in Wivai; EV leasing...)
- ESG investing philosophy

#### RAISING AWARENESS

- NGEU grant and subsidy search tools
- Carbon footprint calculation tools
- ESG engagement with issuers in VidaCaixa & CABK AM portfolios

#### ESG ADVISORY

- Agreements with third parties to provide expert advice to clients on energy transition and the design of carbon footprint reduction plans

#### TRAINING

- ESG training plan - itinerary linked to sustainability (bonus-related training programmes for all employees, certified private and premier banking managers and specific training itineraries for groups with specific sustainability needs, as well as voluntary materials for self-training)
- External dissemination on ESG matters

### PRIORITIES 2022-24

#### > MOBILISATION OF SUSTAINABLE FINANCE<sup>(1)</sup>

**~€64 Bn**

TARGET FOR 2022-2024

**~€58.7 Bn**

ALREADY MOBILISED BY MAR.24

#### > FOCUS ON SECTORS MOST AFFECTED BY THE TRANSITION

- TRANSPORTATION
- ENERGY EFFICIENCY
- BUILDING & CONSTRUCTION
- AGRICULTURE
- RENEWABLES

#### > COMMITTED TO DECARBONISATION: NET ZERO CARBON EMISSIONS BY 2050, WITH 2030 DECARBONISATION TARGETS FOR 10 SECTORS<sup>(2)</sup>

<div style="display: flex; align-items: center; margin-bottom: 10px;"> <div> <p>POWER GENERATION</p> <p><b>↓30%</b> kgCO<sub>2</sub>e/MWh</p> <p>2020-30</p> </div> </div> <div style="display: flex; align-items: center; margin-bottom: 10px;"> <div> <p>OIL &amp; GAS</p> <p><b>↓23%</b> MtCO<sub>2</sub>e</p> <p>2020-30</p> </div> </div> <div style="display: flex; align-items: center; margin-bottom: 10px;"> <div> <p>THERMAL COAL<sup>(3)</sup></p> <p><b>↓100%</b> exposure, €M</p> <p>2022-30</p> </div> </div> <div style="display: flex; align-items: center; margin-bottom: 10px;"> <div> <p>AUTOMOTIVE</p> <p><b>↓33%</b> gCO<sub>2</sub>/vkm</p> <p>2022-30</p> </div> </div> <div style="display: flex; align-items: center;"> <div> <p>IRON AND STEEL</p> <p><b>↓[10-20%]</b> kgCO<sub>2</sub>e/t steel</p> <p>2022-30</p> </div> </div>	<div style="display: flex; align-items: center; margin-bottom: 10px;"> <div> <p>COMMERCIAL RE</p> <p><b>↓41%</b> kgCO<sub>2</sub>e/m<sup>2</sup></p> <p>2022-30</p> </div> </div> <div style="display: flex; align-items: center; margin-bottom: 10px;"> <div> <p>RESIDENTIAL RE</p> <p><b>↓19%</b> kgCO<sub>2</sub>e/m<sup>2</sup></p> <p>2022-30</p> </div> </div> <div style="display: flex; align-items: center; margin-bottom: 10px;"> <div> <p>AVIATION</p> <p><b>↓30%</b> gCO<sub>2</sub>e/RPK</p> <p>2022-30</p> </div> </div> <div style="display: flex; align-items: center; margin-bottom: 10px;"> <div> <p>SHIPPING</p> <p><b>↓11.9%</b> Alignment Delta</p> <p>2022-30</p> </div> </div> <div style="display: flex; align-items: center;"> <div> <p>AGRICULTURE</p> <p><b>Qualitative<sup>(4)</sup></b></p> <p>2022-30</p> </div> </div>
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<sup>(1)</sup> Refer to the appendix (glossary) for definition. Ex BPI. <sup>(2)</sup> New 2030 decarbonisation targets. Carbon intensive sectors targets (Oil & Gas and Electricity) established in 4Q22; Auto and Iron & Steel targets included in the new Climate Report published in October 2023; Coal target included in the semi-annual Management Report published in July 2023. No decarbonisation targets were established for Aluminum and Cement since exposure to both sectors is non-material. Refer to CaixaBank's [website](#) for further information. <sup>(3)</sup> Will stop financing companies involved in thermal coal activities (clients whose revenues from thermal coal mining and/or coal-fired power generation exceed 5% of the total), reducing our exposure to zero by 2030. <sup>(4)</sup> Considering the early stages of global methodologies and the lack of sufficient and homogeneous data, a qualitative objective has been established for the Agricultural sector.





# Continued delivery: highlights



## DRIVING SUSTAINABLE BUSINESS: ESG SOLUTIONS TO ASSIST CUSTOMERS IN THEIR TRANSITION



**~€58.7Bn**  
Mobilisation of sustainable finance<sup>(1)</sup> YE21-Mar.24

**> €63 Bn | 46.5%**  
AuMs | % of total AuMs under SFDR Articles 8 & 9<sup>(3)</sup>

**#1**  
EMEA Bank – Top Tier Green & ESG Loans<sup>(2)</sup>

**~€7.2Bn**  
In Green Bond issued (2020-May.24)



- DJSI: Amongst the most sustainable banks worldwide (#2 in Europe)
- 1st Spanish bank to publish an ESG solicited rating: rating of “2” by Sustainable Fitch<sup>(4)</sup>
- Top UN rating in sustainable investment<sup>(5)</sup>
- Leader in 2019-2024 SDG bond issues<sup>(6)</sup>

## COMMITTED TO OUR OWN TRANSITION: MINIMISING OUR OWN FOOTPRINT



**100%**  
Carbon neutral since 2018<sup>(7)</sup>

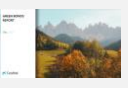
**100%**  
Electricity consumed from renewable sources

**-33%**  
Global CO2 emissions reduced in 2023 vs. 2021

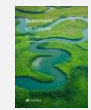
**10 sectors**  
with 2030 decarbonisation targets



Statement on Climate Change (updated in 2024)



Green Bond Report (Dec.- 2023)



Statement on Nature (February 2024)



2nd Climate Report (Oct.- 2023)

## MANAGING ESG AND CLIMATE-RELATED RISKS



**EQUATOR PRINCIPLES**  
Signatory since 2007

**POSEIDON PRINCIPLES**  
1st Spanish bank to adhere to Poseidon principles in 2022



Operating principles of the Corporate Policy for managing sustainability and ESG risks



2023 Sustainability Training plan to provide further knowledge to employees



## COMMITMENTS, ALLIANCES & PARTNERSHIPS



(1) Ex BPI. Refer to the appendix (glossary) for definition. (2) In 2023. By LSEG-Refinitiv. (3) As of December 2023. (4) Rating range: 1-5 with 1 being the best rating. (5) For VidaCaixa, CaixaBank AM and BPI GA. In “Policy, Governance and Strategy”. (6) Source: Dealogic as of March 2024. (7) The carbon neutrality perimeter (“Carbon Neutral”) is defined taking into account Scopes 1, 2 and 3.6 (corporate travel) at a CaixaBank Group-wide level. To achieve this, we implement measures to reduce emissions, calculate emissions that could not be avoided and offset them by purchasing credits on the voluntary emissions offset market.



# Mobilisation of sustainable finance – additional details

## MOBILISATION OF SUSTAINABLE FINANCE

Mobilisation of sustainable finance<sup>(1)</sup> since launching the Strategic Plan, €Bn (cumulative YE21-Mar.24, ex BPI)



**€50.8 Bn**  
Sustainable Financing

**€7.9 Bn**  
Sustainable Intermediation

**o/w €25.1 Bn** Sustainable Financing in 2023

**€9.3 Bn**  
Green financing

**€3.1 Bn**  
Social financing

**€12.7 Bn**  
Linked to sustainability variables

**€1.7 Bn**  
Retail

**€4.1 Bn**  
Businesses

**€19.2 Bn**  
CIB & IB



**o/w €2.1 Bn** Sustainable Intermediation in 2023

**€1.7Bn** Participation in the placements of sustainable bonds in 2023 (excluding own issues)

**€1.0 Bn**  
Green bonds

**€0.5 Bn**  
Sustainable bonds

**€0.1 Bn**  
Sustainable Linked bonds

**€0.5Bn** Increase in managed sustainable assets

**~€64 Bn**

**MOBILISATION OF SUSTAINABLE FINANCE 2022-24E TARGET**



CaixaBank is renowned for its leadership in sustainable financing

1<sup>st</sup> EMEA bank Sustainable Finance Loan – top Tier<sup>(2)</sup>  
6<sup>th</sup> Global bank Sustainable Finance Loan – top Tier<sup>(2)</sup>



Outstanding Leadership in ESG-Related Loans in the World, 2023  
Outstanding Financial Leadership in Sustaining Communities in Western Europe, 2023



(1) Refer to the appendix (glossary) for definition. (2) According to LSEG-Refinitiv as of December 2023.



# Leading positive social impact and promoting financial inclusion is part of our DNA



## I. PROMOTING POSITIVE SOCIAL IMPACT

- Solutions with social impact for vulnerable groups
- Active housing policy
- Financing companies with a positive social impact
- Focus on social inclusion in rural areas
- Proximity & accessibility to facilitate financial inclusion through all customer service channels
- Employability: entrepreneurship, training programmes



## II. MICROBANK: LARGEST PRIVATE MICROFINANCE INSTITUTION IN EUROPE

- Promoting financial inclusion since 2007 through the development of entrepreneurship, micro-enterprises, social enterprises and education
- >1.4 million micro-loans and other social financing granted since its creation



With the support of European Institutions

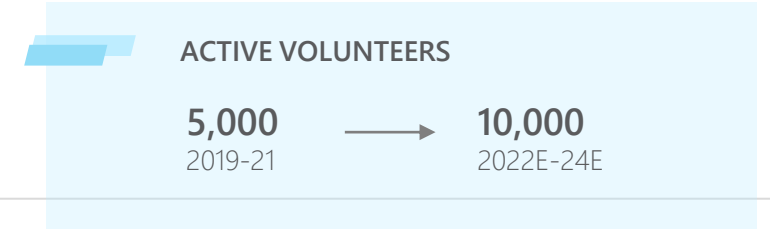
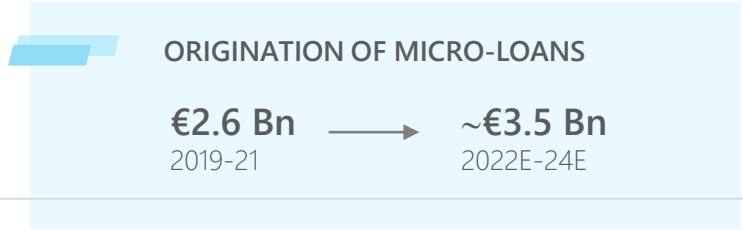


## III. SOCIAL PROJECTS IN OUR COMMUNITIES AND WITH ALLIANCES

- Alliances with third parties to provide solutions to social challenges, promote education and accompany vulnerable groups
- Promote the participation and dissemination of "la Caixa" Foundation programmes
- Develop social programmes tailored to the needs of each territory
- Promotion of volunteering initiatives



### AMBITION 2022-24





# I. Promoting positive social impact

## Recent examples



### SOLUTIONS WITH SOCIAL IMPACT AND MICROFINANCING



<p>~370K</p> <p>Clients with social accounts</p>	<p>&gt;10K</p> <p>Housing units within social rent programme</p> <p><b>"Code of Good Practices"</b></p> <p>For families with mortgage debt on primary homes</p>	<p>&gt; 1.4 M</p> <p>Micro-credits and other loans with social impact granted since inception</p>	<p>L/t savings and financial planning</p> <p>VidaCaixa and CaixaBank AM → #1 in Spain: ~30% market share in wealth management<sup>(1)</sup></p>
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### INCLUSIVE BANKING, ACCESSIBLE AND CUSTOMER CENTERED



<p><b>Universal banking</b></p> <p>A bank for everyone</p>	<p><b>Senior Citizen Programme</b></p> <p>1<sup>st</sup> bank AENOR certified in senior citizen servicing<sup>(3)</sup></p> <p><b>AENOR</b> Certified by AENOR as "organisation committed to the elderly"</p>	<p>99%</p> <p>Presence in towns and villages with &gt;5,000 inhabitants<sup>(4)</sup></p>	<p><b>458</b></p> <p>Villages where CABK is the only bank (Spain)<sup>(5)</sup></p>
<p><b>Accessibility</b></p> <p>Best-in-class omni-channel platform with high accessibility<sup>(2)</sup></p>			<p><b>798</b></p> <p>Villages served with mobile branches, (Spain)<sup>(5)</sup></p>

### FOSTERING DIVERSITY, EMPLOYMENT AND FINANCIAL CULTURE



<p><b>Fostering diversity</b></p> <p>Externally and internally</p> <p><b>Top 3 worldwide in gender equality<sup>(6)</sup></b></p> <p>Logos: United Nations, Wengage, MAG MUJERES MEJORES EMPRESAS, Bloomberg Gender-Equality Index 2023 Member</p>	<p><b>CaixaBank Dualiza<sup>(7)</sup></b></p> <p>Focus on training and employability → <b>c.6.9K</b> students benefitting from Dualiza</p> <p>Logos: CaixaBank, dualiza</p>	<p><b>Financial Culture</b></p> <p><b>CABK Research:</b> creating and spreading knowledge through economic &amp; CSR research and analysis</p> <p>Logos: mucho por hacer, CaixaBank, Life, CaixaBank talks, Aula</p>
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**€5 Bn**

Issued in Social Bonds advancing SDGs in 2019-2024 ytd



(1) In Spain. Combined market share of mutual funds, pension plans and savings insurance (asset management perspective). Based on INVERCO and ICEA data. For savings insurance, sector data as of Mar. 2024 are internal estimates. (2) E.g. ATM design considering all impairments/disabilities. (3) As of December 2022 and renewed in 2023. (4) In Spain. In Portugal, BPI is present in 61% of towns and villages with >5,000 inhabitants as of December 2023. (5) As of March 2024. (6) According to Bloomberg GEI as of December 2023. (7) Dual Vocational Training Programme. As of December 2023.





# II. MicroBank:

## leading micro-credit institution in Spain and a reference in Europe

### MICROBANK – 2023 KEY FIGURES

**>1.4 Million**  
Micro-credits and loans with social impact granted since MicroBank was created in 2007

**€1,383 M**  
**Micro-credits** and other loans with social impact granted

**28,521**  
**Jobs** created with micro-credit support

**8,621**  
**New businesses** created with the support of micro-credits

**€2,779 M**  
Loan-book outstanding balance



**Business micro-credit<sup>(1)</sup>**

<b>19,267</b>	Transactions
<b>€253 M</b>	Total amount
<b>€13,150</b>	Average €/transaction
<b>274</b>	Active entities with a collaboration agreement to promote self-employment

**Family micro-credit<sup>(2)</sup>**

<b>118,753</b>	Transactions
<b>€862 M</b>	Total amount
<b>€7,260</b>	Average €/transaction
<b>€25,200</b>	Maximum annual per year of applicants' income <sup>(2)</sup>

**Other financing with social impact**

<b>6,453</b>	Transactions
<b>€268 M</b>	Total amount
<b>€41,501</b>	Average €/transaction
<b>€33 M</b>	"Skills and Education loans" (agreement with EIF) <sup>(3)</sup>

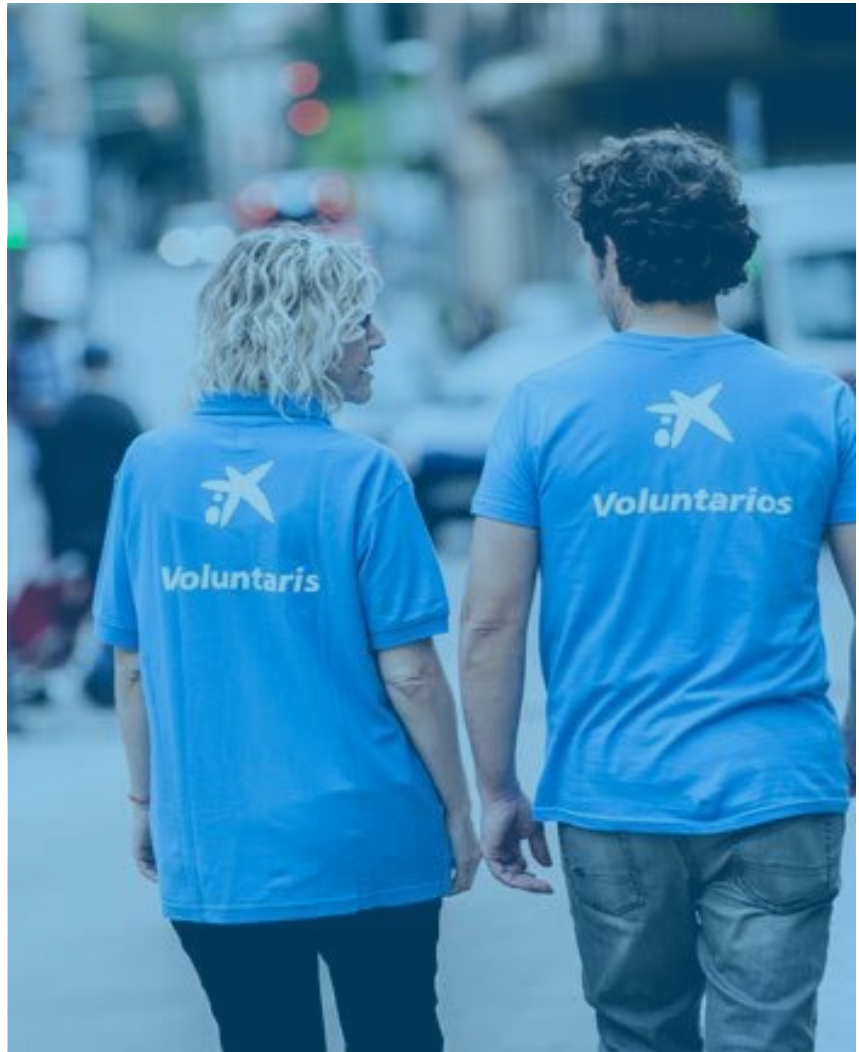
With support from European institutions



(1) Entrepreneurs and micro-enterprises with fewer than 10 employees and with a turnover not exceeding two million euros a year that need financing to start, consolidate or expand the business, or to meet working capital needs. (2) Projects related to personal and family development for people with limited income of up to 3 times IPREM (Public Multiple Purpose Income Indicator). (3) In 2021, MicroBank signed an agreement with the European Investment Fund (EIF) to improve the access to financing of individuals and organisations that wish to invest in training and education with the aim of improving their employability.



# III. Social projects in our community



## SOCIAL PROJECTS



€25 M

Of "la Caixa" Social Welfare budget managed through CABK network<sup>(1)(2)</sup> for local needs

> 5,300

Beneficiary entities<sup>(2)</sup>

> 5,800

Activities targeting local social entities<sup>(2)</sup>

€18.5 M

Donations collected through CABK NGOs platform to support the Third Social Sector<sup>(2)(3)</sup>

## CORPORATE VOLUNTEERING PROGRAMME



17,700

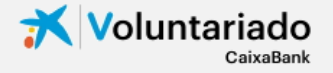
Volunteers

7,700

Volunteering activities

> 96,000

Beneficiaries (Spain)



## PARTNERSHIPS AND COMMITMENTS



Strategic partnership with Fundación "la Caixa"



Aim: improving the level and quality of financial culture (Spain)



Commitment to financial health and inclusion

Code of Good Practice

1<sup>st</sup> Spanish bank to publicly adhere

(1) CaixaBank ex BPI. (2) In 2023. (3) Includes donations from No Home without Food.

# Strong culture of responsibility



## RESPONSIBLE COMMERCIAL PRACTICES



**31,843** Employees certified in MIFID II<sup>(1)</sup>

**29,189** Employees certified in new Mortgage Law<sup>(2)</sup>

**30,510** Employees certified in insurance IDD<sup>(2)</sup>

**€15.1 M**

Invested in Training programmes in 2023



Both AM and Insurance subsidiaries are signatories of PRI



## FOSTERING DIVERSITY



**40%** Of the BoD are women Directors

**43%** Of management positions are carried out by women<sup>(3)</sup>



Programme fostering diversity (gender, function, generation) internally and externally



Top ranked worldwide in gender equality according to Bloomberg Gender Equality Index (2023)



Excellence Level A in the 2023 EFR<sup>(4)</sup> Certification

Diversity Advisory Committee created in 2022

## PROCESS SIMPLIFICATION AND INFORMATION SECURITY



**100%**

Digital processes in 2023<sup>(5)</sup>

**€1,263 M**

Invested in IT and development in 2023



Advanced information security model with certified standards



### FOLLOWING STRICT GUIDELINES



Ethical, socially responsible and sustainable conduct



Maximum service quality



Economic efficiency



Long-term view in decision-making



Permanent innovation

(1) CaixaBank Group. In 2023. (2) CaixaBank S.A. In 2023. (3) CaixaBank S.A. considering deputy-manager positions in branches type A and B and above. (4) EFR: Empresa Familiarmente Responsable. (5) % of documentation related to product acquisition that is digitalised. CABK ex BPI.

# Best-in-class governance is a corporate priority

## BOARD OF DIRECTORS

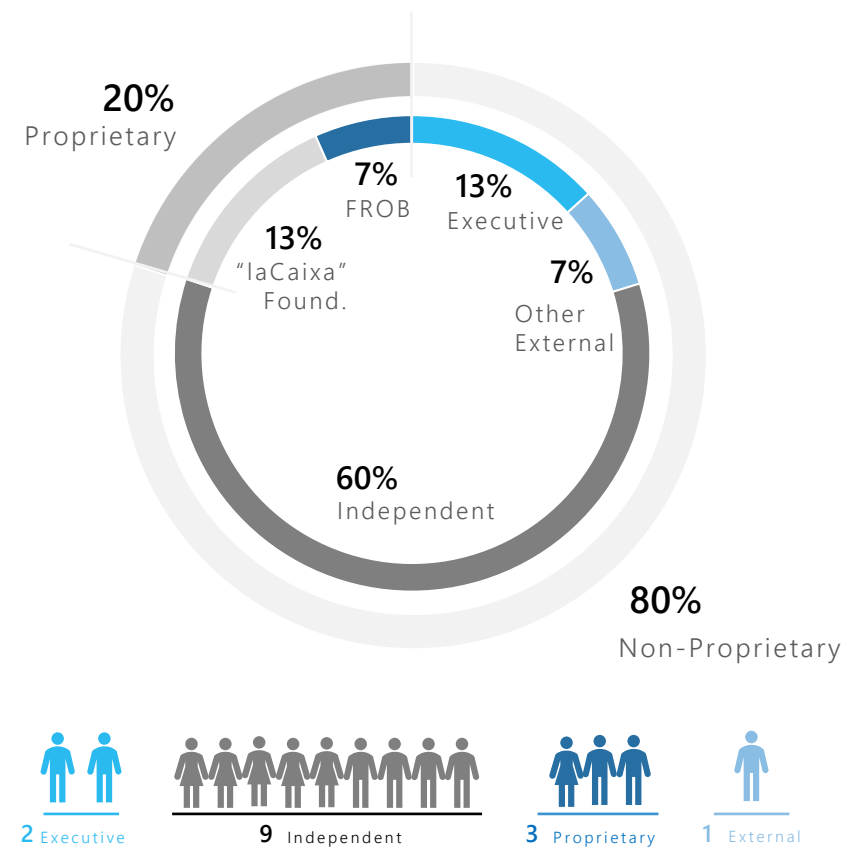
Breakdown by category as of March 2024

**15**  
Directors

**60%**  
Independent

**40%**  
Women

**5.2 years**  
in office<sup>(1)</sup>



## BEST-IN-CLASS GOVERNANCE PRACTICES

- One share, one vote
- Separate roles for chairman and CEO
- Appointment of Lead Independent Director since 2017
- Diversified Board in terms of nationality, skills, backgrounds and disciplines, with yearly self-assessment exercise
- "Fit & Proper" process (ECB suitability approval needed)
- Balanced remuneration aimed at attracting and retaining the appropriate profile for the BoD
- Protection of minority shareholders and initiatives to foster their involvement
- AENOR certified
- ISS ESG Quality Score: Top ranked in all categories including Governance<sup>(2)</sup>



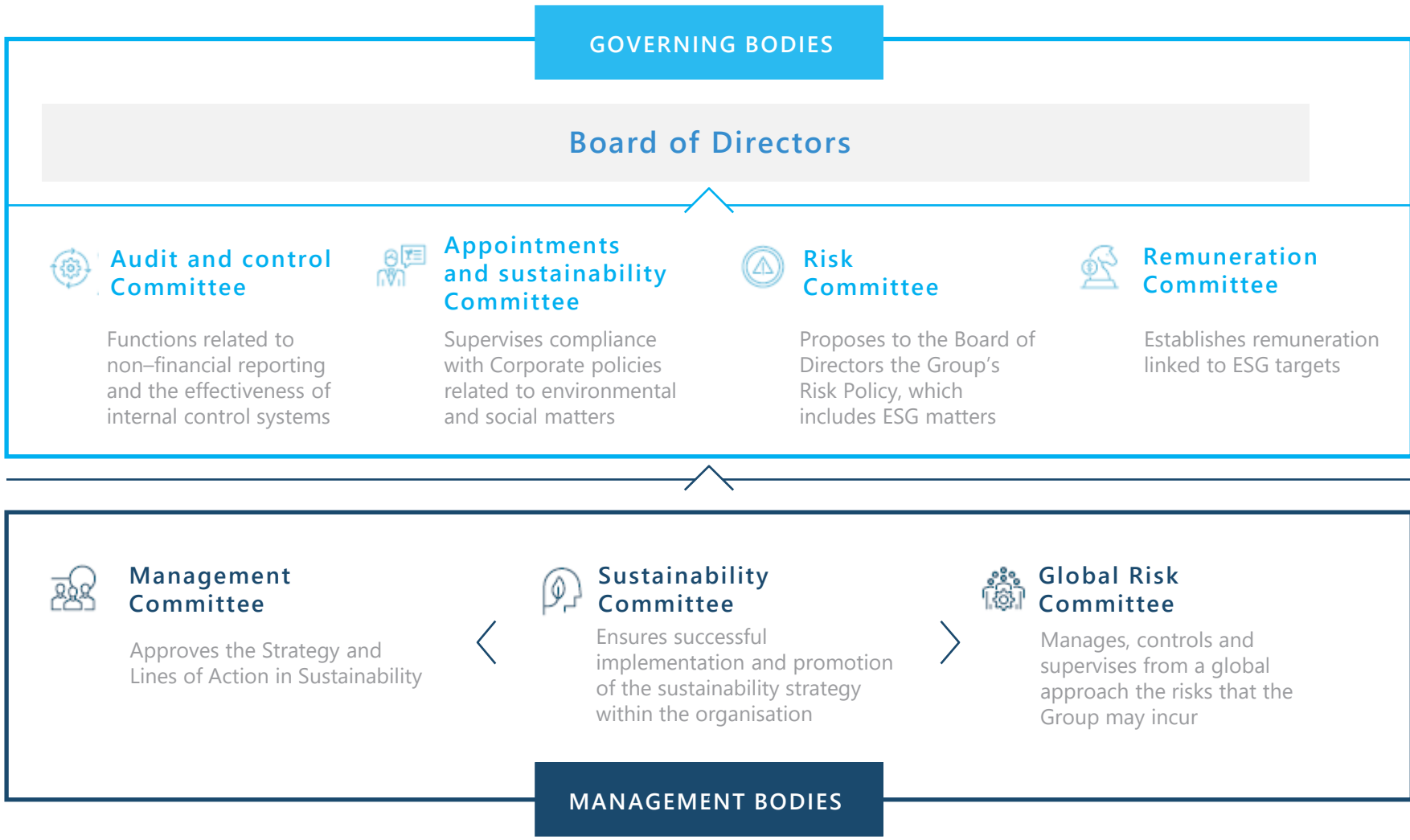
(1) Term of office 5.1 years in the case of independent board members. As of 31 December 2023.

(2) Latest update: April 2024.





# ESG commitment supported by a strong governance structure –with Board of Directors supervision

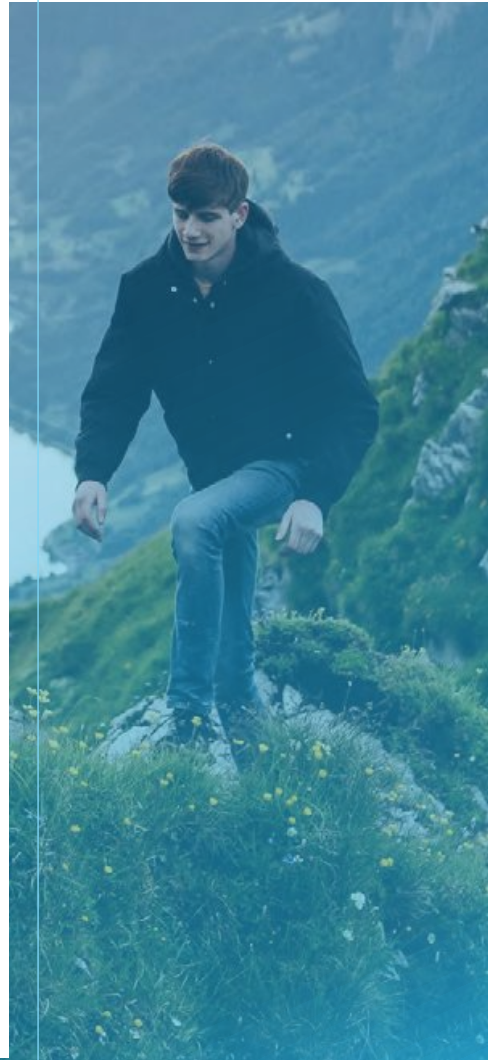


## The Board of Directors

Is the highest governing body responsible for approving the strategy and action principles in matters of Sustainability as well as for supervising their implementation

# ESG commitments supported by ethics and integrity policies

	<b>Code of Ethics</b>		<b>CaixaBank Human Rights Principles<sup>(1)</sup></b> Summary of the HR due diligence and assessment process in Human Rights		<b>Discretionary Portfolio Management involvement policy</b> Corporate framework for integrating ESG risks into investment and asset management services.
	<b>Tax Risk Control and Management Policy</b>		<b>Principles of action of the Corporate Sustainability/ESG Risk Management Policy<sup>(2)</sup></b>		<b>Corporate Criminal Compliance Policy</b>
	<b>Procurement Principles</b>		<b>Principles of action of the Information Security Policy</b>		<b>Corporate Compliance Policy</b>
	<b>Supplier Code of Conduct</b>		<b>General Principles of the Corporate Privacy and Data Protection Policy</b>		<b>Corporate Policy for the Prevention of Money Laundering and Terrorist Financing and the Management of International Financial Sanctions and Countermeasures of the CaixaBank Group</b>
	<b>Sustainability Business Principles<sup>(1)</sup></b>		<b>Corporate Internal Information System Policy</b>		<b>CaixaBank Group General Corporate Conflicts of Interest Policy</b>
	<b>General principles of the Corporate Anti-Corruption Policy</b>		<b>Information Management Procedure</b>		<b>Internal Rules of Corporate Conduct in the Securities Market (RIC)</b>
	<b>Health and Safety policy</b>				
	<b>Healthy Organization Policy</b>				



(1) Updated February 2024.  
 (2) Updated March 2024.

# Active participation in key initiatives (I/II)

## Join effort is essential to foster ESG and exchange best practices

### CROSS-DISCIPLINARY ESG



UN international initiative that promotes sustainable development by aligning the business activity with ten principles on human rights, labour standards, the environment and the fight against corruption. CaixaBank (2005); MicroBank and VidaCaixa (2009); CABK AM (2011) and BPI (2021)



Responsible Banking Principles. A voluntary initiative to promote the alignment of the banks' actions with the Sustainable Development Goals and the Paris Agreement. CaixaBank (2019), and BPI (2023)



They promote investment management based on environmental, social and good governance criteria. VidaCaixa (2009), CaixaBank AM (2016) and BPI Gestao de Activos (2019)



Initiative that drives the development and expansion of innovative risk and insurance management solutions that contribute to environmental, social and economic sustainability. VidaCaixa (2020)



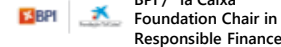
Promoting responsible and sustainable investment in Spain (2011)



Strives to fulfil SDGs by promoting high-impact investments. CaixaBank Asset Management holds the chairmanship of SpainNAB, the Advisory Board for Impact Investment (2019)



Commitment to promoting, fostering and disseminating new knowledge about sustainability and social impact (2005)



To promote research and education on the role of finance in society's progress and economic development, together with the Nova School of Business Economics. BPI (2020)



They strive to ensure enough private capital is allocated to sustainable investments. Members of the network of UN European sustainability centres (2019)



Monitors compliance with the SDGs by Spanish companies. Created by "la Caixa" in collaboration with the Leadership and Democratic Governance Chair of ESADE (2017)



Promotion of the development and integrity of the green and social bond market (2018, 2021)



Promotes the commitment of companies to improve society by acting responsibly. CaixaBank is on the Board of Trustees and the Advisory Board (2011)



Spanish Association of CSR prof. CABK is a member of the Board (2015)



Promotes the integration of ESG in the management of companies (2010)

# Active participation in key initiatives (II/II)

## Join effort is essential to foster ESG and exchange best practices

### ENVIRONMENTAL



Commitment to achieve neutral greenhouse gas emissions in credit and investment portfolios by the deadline of 2050 (2021)



An initiative driven by the United Nations and PRI involving the commitment to transition its portfolios towards net zero greenhouse gas emissions in 2050. VidaCaixa (2022)



Partnership of financial institutions to develop and implement a methodology for measuring and reporting greenhouse gas emissions associated with loans and investments (2021)



Commitment to apply a voluntary management framework for determining, assessing and managing social and environmental risks in project financing (2007)



Promotes and develops renewable green hydrogen production as a driver of decarbonization with the aim of achieving the European Union's climate targets (2021)



Initiative to foster dialogue with companies around the globe with high greenhouse emission levels (2018). VidaCaixa and CABK AM (2018)



Framework established by the Global Maritime Forum for assessing and promoting climate-aligned shipping portfolios. It seeks to enhance the role of maritime financing in addressing global climate goals. CaixaBank (2022)



Initiative promoted by the climate Aligned Finance Standard for the Aviation Sector to enable financial Institutions to measure and disclose the climate alignment of their aviation loans (2024)



Collaborative dialogue initiative promoted by PRI and that seeks to promote the objective of the Kunming-Montreal Caixabank AM and VidaCaixa Global Biodiversity Framework (2023)

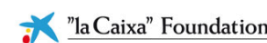


Promotes economic growth linked to a low-carbon economy through collaboration between the public and private sectors (2016)



Commitment to promote innovation and sustainability in the agribusiness industry (2016)

### SOCIAL



Partnership with "la Caixa" Foundation, the first Social Action Project in Spain and one of the largest in the world



To reinforce the social and sustainable commitment of banking on measures to promote financial inclusion, adherence through CECA (2021)



**Collective Commitment to Financial Health and Inclusion**

Initiative to promote better health and financial inclusion of customers and society in general (2021)



Participating in Advance as a collaborative dialogue initiative promoted by PRI to act and influence companies and other institutions to act on human and social rights. CaixaBank AM and VidaCaixa (2022)



The Funcas-Educa Financial Education Stimulus Programme, promoted by CECA and the Funcas Foundation, aims to improve the level and quality of financial culture in Spanish society (2018)



Promotes microfinance as a tool to combat social and financial exclusion in Europe through self-employment and the creation of micro-enterprises. MicroBank (2008)

### GOVERNANCE



Promotes and recognizes the company's actions that improve the quality of life and well-being of employees by managing the reconciliation of personal, family and work life



European initiative that promotes the Diversity Charter in Spain



Company alliance acting as a reference cluster, with public and private collaboration, that analyses the cost of economic and social opportunity of gender gaps (2021)



Promoted by the UN, involving the public commitment of aligning policies towards advancing gender equality. CABK (2013), BPI (2021)



Promoted by the UN, aiming at fostering women representation at Board of Directors and executive management positions. CABK (2013); BPI (2021)



Spanish non-profit association that promotes an inclusive and respectful environment with LGTBI diversity in the workplace. CABK (2022)



International partnership to unify the global response against cybercrime, of which CaixaBank is a co-founder (2013)



# Contributing to advancement of SDGs

**Priorities** >> **Interrelated SDGs**

<p><b>1 NO POVERTY</b></p>	<p><b>2 ZERO HUNGER</b></p>	<p><b>3 GOOD HEALTH AND WELL-BEING</b></p>	<p><b>4 QUALITY EDUCATION</b></p>	<p><b>10 REDUCED INEQUALITIES</b></p>	<p>Commitment <b>to people</b></p>		
<p><b>8 DECENT WORK AND ECONOMIC GROWTH</b></p>	<p><b>5 GENDER EQUALITY</b></p>	<p><b>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</b></p>	<p><b>11 SUSTAINABLE CITIES AND COMMUNITIES</b></p>	<p>Commitment <b>to society</b></p>			
<p><b>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</b></p>	<p><b>6 CLEAN WATER AND SANITATION</b></p>	<p><b>7 AFFORDABLE AND CLEAN ENERGY</b></p>	<p><b>13 CLIMATE ACTION</b></p>		<p><b>14 LIFE BELOW WATER</b></p>	<p><b>15 LIFE ON LAND</b></p>	<p><b>16 PEACE, JUSTICE AND STRONG INSTITUTIONS</b></p>
<p><b>17 PARTNERSHIPS FOR THE GOALS</b></p>	<p> CaixaBank has been a <b>Signatory member of the Spanish Network</b> of the United Nations Global Compact since 2005</p>						

## CAIXABANK'S CONTRIBUTION TO SDGs – SOME EXAMPLES

- Microloans and other finance with social impact
  - Social accounts
  - Capillarity
  - Social actions
  - AgroBank
  - Active Housing policy
  - Social bonds
  - Adherence to the Commitment to Financial Health and Inclusion promoted by UNEP FI
  - Gama SI, Impact Solutions
  - Financial Education Plan
- Financing for companies and the self-employed
  - Microloans to entrepreneurs and businesses
  - Investment in R&D
  - Social bonds
  - Wengage Diversity Programme
  - Adherence to the United Nations Women's Empowerment Principles
  - DayOne<sup>(1)</sup>
  - CaixaBank Dualiza Foundation, to promote vocational training
- Adherence to the Net Zero Banking Alliance (NZBA) & PCAF
  - Adherence to Poseidon Principles
  - Financing based on ESG criteria
  - Ethics and integrity policies
  - Due Diligence and assessment in Human Rights
  - Green bonds & loans
  - PRI & Climate 100+ membership (VidaCaixa and CABK AM)
  - Principles for Sustainable Insurance (PSI) and Net Zero Asset Owner Alliance (VidaCaixa)
  - Verified reporting (SASB, TCFD)
  - Certification BCorp imagin & Wivai
- Alliances directly associated with different SDGs
  - Strategic Alliance with "la Caixa" Foundation
  - Responsible Banking Principles signatory
  - Chairs with leading universities to foster sustainability knowledge

(1) Specialised network and services for start-ups and scale-ups.

3.








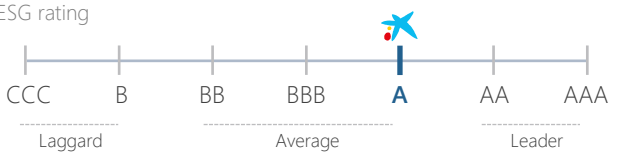

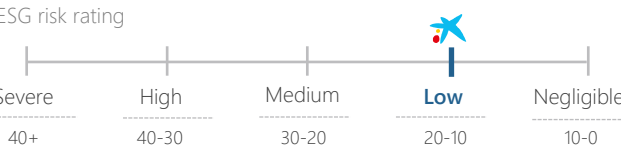


**ESG RATINGS**





# Strong sustainability performance



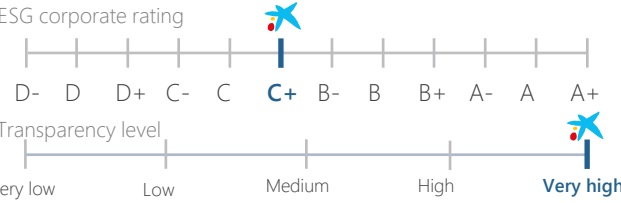


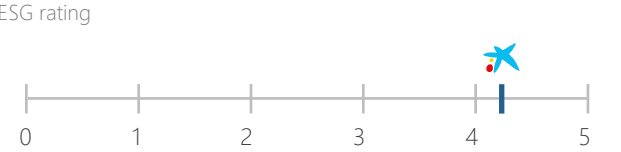



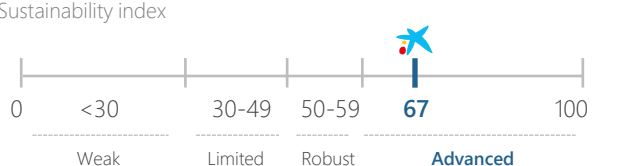
## Ample recognition by main ESG analysts and rating agencies (I/II)

ESG Indices - Ratings	Worst ← Rating scale → Best	 <b>CaixaBank</b>	Additional information
	<p>ESG Entity Rating Score (solicited)</p> 	2	<ul style="list-style-type: none"> <li>ESG Entity Rating Score. Reference analyst: Sustainable Fitch Solicited</li> <li>First inclusion/Last update/Next update: 2023 / Oct. 2023 / Oct. 2024 (annual)</li> <li>First Spanish bank that has been subject voluntarily to the ESG rating by Sustainable Fitch in its solicited classification</li> </ul>
<p>Member of <b>Dow Jones Sustainability Indices</b> Powered by the S&amp;P Global CSA</p>	<p>Sustainability score</p> 	82	<ul style="list-style-type: none"> <li>Included uninterruptedly since 2012 in DJSI World/DJSI Europe. Reference analyst: S&amp;P Global</li> <li>First inclusion/Last update/Next update: 2012 / Dec. 2023 / Dec. 2024 (annual)</li> <li>CaixaBank is in 13<sup>th</sup> position in DJSI World and 2<sup>nd</sup> in DJSI Europe</li> </ul>
	<p>ESG rating</p> 	A	<ul style="list-style-type: none"> <li>MSCI<sup>(1)</sup> ESG Leader indices. Reference analyst: MSCI</li> <li>First inclusion/Last update/Next update: 2015 / Feb. 2024 / Feb. 2025 (annual)</li> <li>In 2024, CaixaBank has obtained the MSCI ESG rating of A in the "Average" category, with scores above average in Financing Environmental Impact, Consumer Financial Protection, Access to Finance and Privacy &amp; Data Security</li> </ul>
	<p>ESG risk rating</p> 	16.1	<ul style="list-style-type: none"> <li>STOXX Global ESG; included in ESG STOXX index. Reference analyst: Sustainalytics</li> <li>First inclusion/Last update/Next update: 2013 / Dec. 2023 / Dec. 2024</li> <li>CABK is at Low Risk of experiencing material financial impacts from ESG factors. CABK's Management of ESG Material Risk is Strong and above the international banking subindustry average (Diversified Banks), which is 26.6</li> </ul>
	<p>ESG QualityScore</p> 	1   1   1   1 E I S I G	<ul style="list-style-type: none"> <li>ISS ESG QualityScore</li> <li>Last update/Next update: Apr. 2024/ May 2024 (monthly)</li> <li>Top rated in all categories: QualityScore "1" in Environment, Social and Governance <ul style="list-style-type: none"> <li>- Environment: maximum score in Risk and Opportunities and Carbon and Climate</li> <li>- Social: maximum score in Human rights, Labour, Health &amp; Safety and Stakeholders &amp; Society</li> <li>- Governance: maximum score in Compensation, Shareholder Rights and Audit &amp; Risk oversight</li> </ul> </li> </ul>

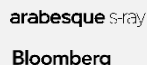
(1) The use of CaixaBank of any MSCI ESG Research LLC or its affiliates data and the use of MSCI logos, trademarks, service marks or index names herein do not constitute a sponsorship, endorsement, recommendation or promotion of CaixaBank by MSCI. MSCI services and data are the property of MSCI or its information providers and are provided "as-is" and without warranty. MSCI names and logos are trademarks or service marks of MSCI.

# Strong sustainability performance

Ample recognition by main ESG analysts and rating agencies (II/II)

ESG Indices - Ratings	Worst ← Rating scale → Best		Additional information
	<p>ESG corporate rating</p>  <p>Transparency level</p> 	<p><b>C +</b> Status: <b>Prime</b> Transparency: <b>very high</b> Decile rank: <b>#1</b></p>	<ul style="list-style-type: none"> <li>ISS ESG corporate rating, ISS ESG Europe Governance QualityScore Index, Solactive ISS ESG index Series. Reference analyst: ISS</li> <li>First inclusion/Last update/Next update: 2013 / Dec 2023 / Dec 2024</li> <li>In the absolute rating, rated in the ISS ESG Prime segment, in top 10% of industry group ("Public &amp; Regional Banks", including 279 companies under analysis). In the #1 decile in terms of relative performance ("High") and in transparency, rated "very high"</li> </ul>
	<p>ESG rating</p> 	<p><b>4.2</b></p>	<ul style="list-style-type: none"> <li>FTSE4Good Index Series. Reference analyst: FTSE Russell</li> <li>First inclusion/Last update/Next update: 2011 / June 2023 / June 2024</li> <li>Overall rating above sector average (4.2 vs. 3.1 sector average); also above average in all the dimensions: Environment: 3 vs. 2.8 sector average; Social: 4.7 vs. 2.7 average. sector; Governance: 4.8 vs. 3.6 sector average</li> </ul>
	<p>Climate change rating</p> 	<p><b>A</b></p>	<ul style="list-style-type: none"> <li>Reference analyst: CDP</li> <li>First inclusion/Last update/Next update: 2012 / 2023 / 2024 (annual)</li> <li>10<sup>th</sup> consecutive year in the Leadership category for corporate transparency and action on climate change</li> <li>This rating is higher than the Europe regional average (B), and global Financial services sector average (B)</li> </ul>
	<p>Sustainability index</p> 	<p><b>67</b></p>	<ul style="list-style-type: none"> <li>Euronext Indices, Solactive Europe Corporate Social Responsibility Index PR. Analyst: Moody's</li> <li>First inclusion/Last update/Next update: 2013/ Oct. 2023 / 2025</li> <li>"Advanced" category and above "Diversified banks" sector average; "Advanced" category in 16 subjects, including , Environmental Strategy and Climate Change, 3 areas of Human Resources, Green products and SRI, Internal controls &amp; Risk management, Non-discrimination and Financial inclusion, among others</li> </ul>

Other analysts/ESG ratings with ongoing assessment on CaixaBank



Other recognition



S&P Global Sustainability Yearbook 2024



Bloomberg Gender Equality Index: Top 3 worldwide (2023)



CDP Supplier Engagement Leader 2022



4.



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## SDG BOND FRAMEWORK & ISSUANCES



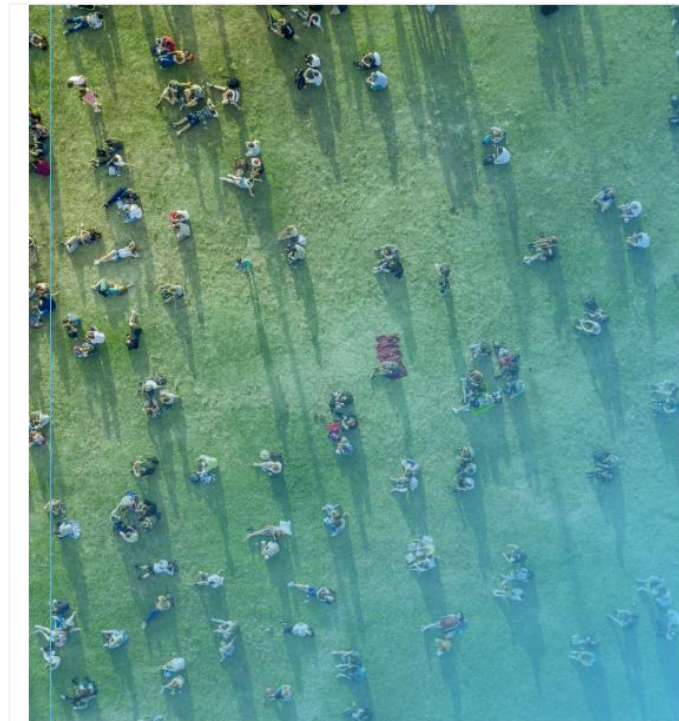
# CaixaBank SDG Funding Framework

## FRAMEWORK UPDATE IN 2022

- In line with CaixaBank’s Sustainability Principles, the **SDG Bond Framework published in 2019 and updated in 2022** represents a **statement of intent to clearly contribute to the process of transition** to a carbon neutral economy and contributing to the economy, employment and social initiatives
- CaixaBank has been a **frequent Green and Social Bond issuer** since the **establishment of its SDGs Bond Framework in August 2019<sup>(1)</sup>**
- Since then, CaixaBank’s Sustainable asset portfolio has been growing and several additional ESG commitments have been pledged; in line with those commitments, **CaixaBank updated its SDGs Bond Framework in Nov-22, which reflects the current sustainability strategy of the bank and its intention to be aligned with the EU Regulation on ESG**
- **CaixaBank reports on a portfolio basis<sup>(2)</sup>**: Green Bonds impact reports published in 2021, 2022 and 2023; impact reports on Social Bonds published in 2020, 2021, 2022 and 2023

## HIGHLIGHTS

- The Framework allows CaixaBank to issue **Green<sup>(3)</sup>, Social<sup>(4)</sup> and/or Sustainability debt instruments<sup>(5)</sup>**
- **Debt instruments issued under the Framework are fully aligned with the four key pillars of the ICMA Green Bond Principles 2021 (“GBP 2021”), Social Bond Principles 2021 (“SBP 2021”) and Sustainability Bond Guidelines 2021 (“SBG 2021”)**
- **For each Green, Social or Sustainability debt instrument issued, CaixaBank asserts that it will adopt: (1) Use of Proceeds; (2) Project Evaluation and Selection; (3) Management of Proceeds; (4) Reporting, as set out in the Framework**
- **Funds raised** through issuances under this Framework will be allocated to finance or refinance a variety of assets (“Eligible Projects”) that promote the following **SDGs**:



Sustainable Development Goals (SDGs) Funding Framework

November 2022

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(1) 13 issuances under the SDGs Bond Framework between August 2019 and February 2024: 8 Green Bonds and 5 Social Bonds for a total Euro equivalent issue volume of €12.2Bn, becoming one of the leading issuers among Euro Area financial institutions. (2) Annually updated SDG bonds reports. For latest reports, refer to CaixaBank’s website: [SDG Bonds Report – CaixaBank](#). Social and Green reports have both been verified by an independent third party, with limited assurance. (3) Proceeds allocated to green projects only. (4) Proceeds allocated to social projects only. (5) Including Bonds and/or Commercial Paper.



# SDG Funding Framework is aligned with the four key pillars of ICMA 2021 GBP, 2021 SBP and 2021 SBG<sup>(1)</sup>

## 4 KEY PILLARS

### Use of proceeds

- Net proceeds will be used to **finance or refinance**, in whole or in part, **new or existing** loans, investments and expenditures (“Eligible Projects”) that meet the categories of eligibility<sup>(2)(3)</sup> as established in ICMA 2021 GBP/ 2021 SBP and 2021 SBG<sup>(1)</sup>
- Eligible Projects refers to **assets initiated up to 3 years prior to the year of inclusion** in any of the Eligible Portfolios
- **Commitment to full alignment with the EU Taxonomy Climate Delegated Act**, where relevant and possible<sup>(4)</sup>

### Project evaluation and selection

- A **3-stage process** determines eligibility and selects projects:
  - **Loan nomination** by business units
  - **Review and selection** by the SDGs Funding Working Group
  - **Inclusion/exclusion** in Eligible portfolios after the shortlisted projects plus the Working Group review and recommendation are submitted to the Sustainability Committee
- At least on an **annual basis**, the alignment of **Eligible Projects** with the **Eligibility Criteria** will be re-assessed<sup>(5)</sup>

### Management of proceeds

- **Portfolio approach to manage proceeds**
- CaixaBank’s **Treasury team** is in charge of **managing and tracking the proceeds** (from the Green, Social or Sustainability debt instruments) and of keeping its **SDGs Funding Register** including:
  - Principal, maturity and coupon
  - Eligible portfolios, criteria and projects
  - Issuance remaining capacity
- **Unallocated proceeds** to be invested according to general guidelines for s/t investments

### Reporting

- **Allocation and Impact** reporting:
  - An **annual allocation and impact report** will be provided<sup>(6)</sup> at least until full allocation of net proceeds; thereafter, information on allocation of net proceeds would be provided in case of material change in allocation
  - Allocation information will at least contain: **amount** allocated by SDG and Eligibility Criteria; **remaining balance**; amount and % of **new financing/refinancing**

<sup>(1)</sup> ICMA Green Bond Principles 2021 (“2021 GBP”) and Social Bond Principles 2021 (“2021 SBP”) and Sustainability Bond Guidelines 2021 (“2021 SBG”). <sup>(2)</sup> Where a business or project derives ≥90% of revenues from activities that align with Eligibility Criteria, its financing can be considered eligible for CABK Green, Social, or Sustainability Bonds. In these instances, the Use of Proceeds can be used by the business for general purposes (as long as it does not fund activities in the Exclusion list). <sup>(3)</sup> Expenditures could be considered if compliant with the pending final EU GBS (Green Bond Standard) definition of Green expenditures. <sup>(4)</sup> CaixaBank has broadened the scope of the Second Party Opinion, including an analysis of the alignment of the Green Assets included in the Framework with the EU Taxonomy at the Technical Screening Criteria and Minimum Social Safeguards level. <sup>(5)</sup> Additionally, the Non-Financial Risk Department supervises and monitors the fulfilment of eligibility conditions on a regular basis. <sup>(6)</sup> On CaixaBank’s website at <https://www.caixabank.com/en/shareholders-investors/fixed-income-investors/sdg-bonds.html>



# Use of proceeds (I/III) - Social eligible categories

SDG & SDG Target	ICMA SBP category	Preliminary EU Social Taxonomy Objective	Target Population	Eligibility criteria	Examples of eligible assets
<p><b>1</b> NO POVERTY</p> <p>1.4 1.5</p>	<p>Access to essential services</p>	Adequate living standards and well-being for end-users	Low-income population (as per income criteria defined by MicroBank) Population living in rural areas in Spain who lack access to basic financial services	Activities that improve access to financial services for underserved populations	MicroBank's Family Microcredit; essential bank services (e.g. microfinance, deposit-taking, insurance, retail loans/mortgages) provided to individuals or MSME businesses in rural areas
<p><b>3</b> GOOD HEALTH AND WELL-BEING</p> <p>3.8 3.b</p>	<p>Access to essential services</p>	Adequate living standards and well-being for end-users	General Spanish population, regardless of their income capacity Elderly population and other groups in need of medical support, including the vulnerable population	Activities that enhance (i) access to free/subsidised healthcare, early warning, risk ↓ and mgmt. of health crises; (ii) provision of adequate treatments to the elderly and vulnerable population	Healthcare facilities providing public and/or subsidised health care services; public infrastructure and equipment supplying emergency medical care and disease control services; public training centers for healthcare/emergency response professionals; medical/ social centres; free and/or subsidised nursing homes
<p><b>4</b> QUALITY EDUCATION</p> <p>4.1 4.2 4.3 4.4</p>	<p>Access to essential services</p>	Adequate living standards and well-being for end-users	General Spanish population, regardless of their income capacity	Activities that improve (i) access to publicly funded primary, secondary, adult and vocational education, including for vulnerable population groups; (ii) publicly funded educational infrastructure	Construction and/or renovation of public or publicly subsidised schools, public student housing, public or publicly subsidised professional training centers. Educational loans.
<p><b>5</b> GENDER EQUALITY</p> <p>5.5 5.a</p>	<p>Socioeconomic advancement and empowerment</p>	Decent work	Women and/or gender minorities	Bank financing granted to self-employed women and to women-owned Micro, Small and Medium Enterprises ("MSMEs")	Personal loans for self-employed women Loans granted to women-owned MSMEs, as per the European Commission definition
<p><b>8</b> DECENT WORK AND ECONOMIC GROWTH</p> <p>8.3 8.10</p>	<p>Decent work and econ. growth; Employment generation</p>	Decent work	Entrepreneurs and business owners located in the most economically disadvantaged regions of Spain Entrepreneurs and business owners, who belong to vulnerable groups	Bank financing that: (i) promotes growth of MSMEs in the most economically disadvantaged regions of Spain; (ii) contributes to sustainable job creation, econ. Growth and social well-being to encourage entrepreneurship	Personal loans without any collateral or guarantee for self-employed workers; loans to MSMEs in the most deprived regions of Spain; loans granted by CaixaBank to entrepreneurs or to newly created start-ups in the most deprived regions of Spain
<p><b>10</b> REDUCED INEQUALITIES</p> <p>10.2 10.3</p>	<p>Socioeconomic advancement and empowerment</p>	Adequate living standards and well-being for end-users	Vulnerable populations include the unemployed, migrants, the youth, the elderly, the undereducated and disabled individuals	Financing local social projects sponsored by either: (i) non-profit organizations; (ii) religious organizations; (iii) foundations or any other philanthropic structures	Loans granted to NGOs and private Social Projects for the accomplishment of general interest initiatives, aimed at reducing exclusions and inequalities
<p><b>11</b> SUSTAINABLE CITIES AND COMMUNITIES</p> <p>11.1 11.3</p>	<p>Affordable housing</p>	Inclusive and sustainable communities and societies	Eligible beneficiaries according to socio-economic requirements set by regional governments in Spain	Loans granted to the development and provision of Social Housing	Social housing ownership Social housing available for rent

# Additional target vs. previous Framework



# Use of proceeds (II/III) - Green eligible categories

SDG & SDG Target	ICMA GBP category	EU-GBS environmental objectives	Eligibility criteria	Examples of eligible assets
<p><b>6</b> CLEAN WATER AND SANITATION</p> <p>6.3 6.4</p>	<p>Sustainable water and wastewater management</p>	<ul style="list-style-type: none"> <li>Sustainable use/protection of water/marine resources and climate change mitigation</li> <li>NACE<sup>(1)</sup>: water supply sewerage, waste management and remediation</li> </ul>	Activities that increase water-use efficiency and quality through water recycling, treatment and reuse (including treatment of wastewater) while maintaining high degree of energy efficiency	Improvements in water quality and use efficiency in line with EU Taxonomy's Technical Screening Criteria (E.g. construction and maintenance of new water networks to improve residential access to water; etc.)
<p><b>7</b> AFFORDABLE AND CLEAN ENERGY</p> <p>7.1 7.2 7.3</p>	<p>Renewable energy Energy efficiency</p>	<ul style="list-style-type: none"> <li>Climate change mitigation</li> <li>NACE: electricity, gas, steam and air conditioning supply</li> </ul>	Activities aiming at financing equipment, development, manufacturing, construction, expansion, operation, distribution and maintenance of low-carbon and renew. energy <sup>(2)</sup>	Renewable energy projects; grid and associated infrastructure expansion/development; individual, or small-scale installation of renewable energy plants; smart grids; energy storage for renewables; improved lighting technology
<p><b>9</b> INDUSTRY, INNOVATION AND INFRASTRUCTURE</p> <p>9.1 9.2 9.4</p>	<p>Green buildings Energy efficiency</p>	<ul style="list-style-type: none"> <li>Climate change mitigation</li> <li>NACE: construction, real estate activities</li> </ul>	Activities aimed at developing quality, reliable, sustainable green buildings, including development, acquisition, renovation and refurbishment	Buildings built before 31/12/20 that belong to the top 15% of the national building stock based on the primary energy demand; buildings built after 31/12/20 with a primary energy demand which is at least 10% < threshold of the "Nearly Zero Energy Building" (NZEB); building renovations
<p><b>11</b> SUSTAINABLE CITIES AND COMMUNITIES</p> <p>11.2 11.6</p>	<p>Clean Transportation</p>	<ul style="list-style-type: none"> <li>Climate change mitigation</li> <li>NACE: transport and storage</li> </ul>	Activities that expand or maintain access to affordable, accessible, and sustainable individual and/or mass passenger and/or freight transport systems and related infrastructure	Metro, tram, high speed passenger train; bicycle infrastructure; all emission-free transport and/or other mass public transportation projects with zero direct tailpipe CO <sub>2</sub> emissions; financing of Electric Vehicles, charging stations; etc.
<p><b>12</b> RESPONSIBLE CONSUMPTION AND PRODUCTION</p> <p>12.2 12.5</p>	<p>Pollution prevention and control</p>	<ul style="list-style-type: none"> <li>Pollution prevention/control; transition to circular econ., and climate change mitigation</li> <li>NACE: water supply sewerage, waste management and remediation</li> </ul>	Activities that contribute to waste prevention, minimisation, collection, management, recycling, re-use, or processing for recovery	Urban waste collection/recycling of separately collected non-hazardous waste, biogas plants <sup>(1)</sup> (primarily processing bio waste), fertilizers from anaerobic digestion or bio waste, solid waste treatment; carbon transport and storage technologies
<p><b>15</b> LIFE ON LAND</p> <p>15.2 15.9 15.a</p>	<p>Biodiversity conserve. Environmentally sustainable manag.</p>	<ul style="list-style-type: none"> <li>Protection and restoration of biodiversity and ecosystems, and climate change mitigation</li> <li>NACE: Agriculture, forestry and fishing</li> </ul>	Activities that contribute to the conservation of terrestrial ecosystems and a sustainable use of the land	Afforestation/reforestation programmes with recognised certifications (FSC or PEFC); rehab of/ new greenfield woody perennial agriculture, plantations of autochthonous species, aligned with EU standards; sustainable farming, etc.

(1) Statistical classification of economic activities in the European Community.

(2) The GHG emissions shall not exceed 100gr CO<sub>2</sub>e/kWh or any other lower threshold endorsed by the EU Taxonomy.

# Additional target vs. previous Framework

## Use of proceeds (III/III) - Exclusions

» ON TOP OF THE EXCLUSIONS SPECIFIED IN THE ESG MANAGEMENT RELATED POLICIES<sup>(1)</sup>, LOANS AND PROJECTS FALLING IN THE FOLLOWING CATEGORIES WILL BE NON-ELIGIBLE AS USE OF PROCEEDS OF CAIXABANK GREEN, SOCIAL OR SUSTAINABILITY DEBT INSTRUMENT ISSUES

- × **Animal** maltreatment and intensive animal farming
- × **Asbestos**
- × **Coal** mining and power generation from coal (coal-fired power plants)
- × **Conflict** minerals
- × **Fossil** Fuel
- × **Gambling**/adult entertainment
- × **Hazardous** chemicals
- × Inorganic, synthetic **fertilizers, pesticides or herbicides**
- × **Large scale dams** (above 25MW)
- × **Nuclear** power generation
- × **Oil and gas**
- × **Palm oil**
- × **Soy oil**
- × **Tobacco**
- × **Weapons**

(1) Refer to CaixaBank's [website](#) for further details.

# Asset evaluation and selection process



- > IN LINE WITH CAIXABANK'S **SUSTAINABILITY PRINCIPLES**, THE USE OF PROCEEDS CATEGORIES IN THE SDGs FUNDING FRAMEWORK ARE ALIGNED WITH THE AIM OF SUPPORTING THE **TRANSITION TO A CARBON NEUTRAL ECONOMY** AND CONTRIBUTING TO **ECONOMY, EMPLOYMENT, AND SOCIAL INITIATIVES**
- > THE ELIGIBLE PROJECTS NEED TO **COMPLY WITH LOCAL LAWS AND REGULATIONS** AS WELL AS **CAIXABANK'S ENVIRONMENTAL AND SOCIAL RISK POLICIES**

01

## Nomination

Each **Business Unit** nominates new and existing loans within the eligible Use of Proceeds categories **to the SDGs Funding Working Group** (which includes representatives from the Treasury and Sustainability departments)



02

## Review and selection

The **Working Group**:

1. **Reviews** the financial assets and client
2. **Assess** and confirm the type of asset, its compliance with the Framework and its benefit to SDGs
3. **Submits shortlist**, review and recommendation to the Sustainability Committee for informational purposes



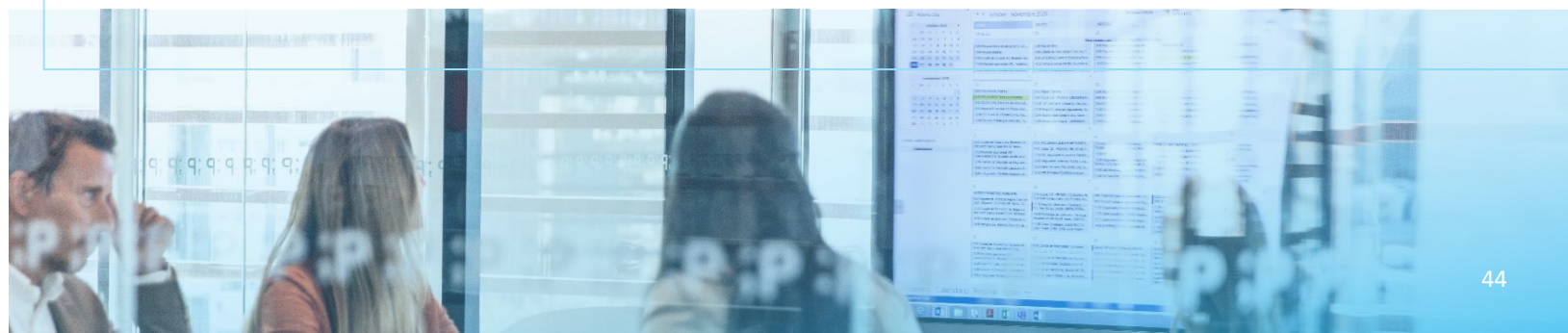
03

## Inclusion (or exclusion)

The **Eligible Portfolios** are subsequently recorded in the **SDGs Debt Instruments Register**



- > At least on an **annual** basis, the alignment of **Eligible Projects** with the **Eligibility Criteria** will be re-assessed
- > Additionally, the **Non-Financial Risk Department** (as a second line of defense on Reputational and ESG Risk) **supervises and monitors** the fulfilment of eligibility conditions **on a regular basis**





# Management of proceeds



CAIXABANK'S **TREASURY TEAM** WILL BE IN CHARGE OF **MANAGING THE NET PROCEEDS**



THE **SDGs FUNDING REGISTER** WILL INCLUDE THE FOLLOWING INFORMATION:

- > Green, Social, or Sustainability debt instrument(s) information such as the **principal amount, maturity date or the coupon**
- > **Eligible Portfolios indicating breakdown by SDG and the corresponding Eligibility Criteria**, as well as a brief description of the Projects included in each portfolio
- > The **issuance remaining capacity** defined as the differential between each Eligible Portfolio and the Green, Social, or Sustainability debt instrument(s) issued and outstanding



- > Intend to maintain an **aggregate amount of assets** in the different Eligible Portfolios at least equal to the aggregate net proceeds of all outstanding Green, Social or Sustainability debt instruments
- > In case of **asset divestment or if a project no longer meets the Eligibility Criteria**, the asset in question is to be replaced with other Eligible Projects compliant with the Eligibility Criteria of the Framework
- > The proceeds are to be **allocated within 2 years from the date of issuance**. Pending full allocation of Proceeds, or in case of an insufficient Eligible assets, the balance of net proceeds will be invested according to the Treasury's general liquidity guidelines for short-term investments



# Reporting



## ALLOCATION REPORTING

On an **annual basis**, CaixaBank will provide **information on the allocation of the net proceeds** of its Green, Social, or Sustainability debt instrument(s) on CaixaBank's website. Such information will be provided, at least, until all the net proceeds have been allocated and thereafter in case of any material change to the allocation. The information **will contain at least the following details**:

- > Total amount allocated by SDG and Eligible Criteria
- > The remaining balance of unallocated proceeds
- > The amount and percentage of new financing and refinancing



## IMPACT REPORTING

**Performance indicators on the Eligible Projects financed will be provided annually**, at least until all net proceeds have been allocated. Performance indicators monitored by CaixaBank **may include**:

<p><b>1 NO POVERTY</b></p>	<p># loans or # people provided with them</p> <p># loans financed to individuals/families living in rural areas</p>	<p><b>8 DECENT WORK AND ECONOMIC GROWTH</b></p>	<p># jobs created/maintained</p> <p># microfinance, and MSME loans</p> <p># of start-ups granted a loan</p>
<p><b>3 GOOD HEALTH AND WELL-BEING</b></p>	<p># public hospitals and other healthcare facilities built/upgraded</p> <p># residents benefitting from healthcare</p>	<p><b>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</b></p>	<p>Location and type of certified green buildings</p> <p># tonnes of CO<sub>2</sub> avoided</p> <p>Energy consumption (KWh/m<sup>2</sup> per year)</p>
<p><b>4 QUALITY EDUCATION</b></p>	<p># students supported</p> <p># loan beneficiaries</p>	<p><b>10 REDUCED INEQUALITIES</b></p>	<p># loans granted</p> <p># beneficiaries</p>
<p><b>5 GENDER EQUALITY</b></p>	<p># loans granted to women-led companies</p> <p># beneficiaries</p>	<p><b>11 SUSTAINABLE CITIES AND COMMUNITIES</b></p>	<p>Lengths of tracks built for mass public transport; # tonnes of CO<sub>2</sub> avoided through sustainable transport; Total GHG emissions in CO<sub>2</sub>e/p-Km; Location and populations served through new transport; # electric vehicles provided; # affordable housing loans granted</p>
<p><b>6 CLEAN WATER AND SANITATION</b></p>	<p>m<sup>3</sup> of: water saved/reduced/treated; recycled water used; water provided/cleaned</p> <p>Energy consumption per /cubic m<sup>3</sup> recycled water</p>	<p><b>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</b></p>	<p>Tonnes of waste recycled/reduced/avoided/diverted</p> <p>Annual GHG emissions reduced/avoided in tonnes of CO<sub>2</sub> equivalent</p> <p>Energy recovered from waste of net energy generate</p>
<p><b>7 AFFORDABLE AND CLEAN ENERGY</b></p>	<p>MWh of clean energy installed; # ton of CO<sub>2</sub>e avoided through renewable energy</p> <p># of solar farms, wind farms or hydro power plants; location and type of solar/wind farms</p>	<p><b>15 LIFE ON LAND</b></p>	<p>Tones or CO<sub>2</sub> emissions avoided through planted forests</p> <p>Continued maintenance of FSC, Cerflor (PEFC) or equiv.</p> <p>Restoration of native forest cover from degraded land; Total land area with restoration; Total area (in hectares) or output from agro-farms</p>





# Second Party Opinion –Sustainalytics deems CaixaBank SDG Funding Framework credible and impactful<sup>(1)</sup>

## HIGHLIGHTS

Sustainalytics is of the opinion that:

- CaixaBank's Sustainable Development Goals (SDGs) Funding Framework is **credible and impactful**
- It also **aligns with the relevant market standards:** SBG 2021, GBP 2021 and SBP 2021
- Activities and projects to be financed under the Framework will be carried out in **alignment with the EU Taxonomy's Minimum Safeguards**. The Framework's six green use of proceeds categories map to 42 economic activities which **align with the applicable Technical Screening Criteria (TSC) of the EU Taxonomy** <sup>(2)</sup>
- The Framework is **aligned with the Bank's overall sustainability strategy** and initiatives and will further the Bank's action on its key environmental priorities
- CaixaBank has **adequate measures to identify, manage and mitigate environmental and social risks** commonly associated with the eligible projects
- Investments in the eligible categories are expected to **advance the UN Sustainable Development Goals, specifically SDGs 1, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12 and 15**

ALIGNED WITH RELEVANT MARKET STANDARDS

USE OF PROCEEDS

PROJECT EVALUATION AND SELECTION

MANAGEMENT OF PROCEEDS

REPORTING

EXPECTED TO ADVANCE UN SDGs

ALIGNED WITH CAIXABANK'S OVERALL SUSTAINABILITY STRATEGY AND ENVIRONMENTAL AND RISK MANAGEMENT

**Second-Party Opinion**  
**CaixaBank Sustainable Development Goals (SDGs) Funding Framework**

Reviewed by:

Second-Party Opinion

Reviewed by:

Report date: November 16, 2022

Issue Location: Valencia, Spain

**USE OF PROCEEDS** The 11 eligible categories for the use of proceeds are aligned with those accepted by the Green Bond Principles and Social Bond Principles. Sustainalytics considers that investments in the eligible categories are expected to contribute to the decarbonization of CaixaBank's investment portfolio and advance economic development in Spain and other countries, such as the UK and France, and advance the UN Sustainable Development Goals, specifically SDGs 1, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12 and 15.

**PROJECT EVALUATION / SELECTION** CaixaBank's internal process for identifying and selecting eligible projects will be carried out by the Sustainable Development Goals Funding Working Group, which is composed of representatives from Sustainability Strategy and Sustainable Investments. CaixaBank's Sustainable Committee will provide final approval to eligible projects. CaixaBank has an internal control framework that applies to all investment decisions made under the Framework. Sustainalytics considers the project selection process to be in line with market practice.

**MANAGEMENT OF PROCEEDS** CaixaBank's Treasury team will be responsible for the management and allocation of loan proceeds. CaixaBank has in place an internal system to track the use of proceeds. CaixaBank should allocate the proceeds with a double filter mechanism. Unallocated proceeds will be temporarily invested according to CaixaBank's general liquidity guidelines for short-term investments. This is in line with market practice.

**REPORTING** CaixaBank commits to report on the allocation of proceeds on its website on an annual basis with full allocation allocation reporting. It will include the total amount of proceeds allocated to eligible categories, the balance of unallocated proceeds, and the amount and share of unallocated proceeds. CaixaBank will continue reporting on relevant impact metrics. Sustainalytics views CaixaBank's allocation and reporting approach as aligned with market practice.

**Alignment with the Technical Screening Criteria of the EU Taxonomy Delegated Act**  
Sustainalytics has assessed CaixaBank's Sustainable Development Goals (SDGs) Funding Framework for alignment with the applicable Technical Screening Criteria (TSC) of the EU Taxonomy. The Framework is in green use of proceeds categories, which may be eligible economic activities by Sustainalytics. Sustainalytics is of the opinion that the activities and projects to be financed under the Framework will be carried out in alignment with the EU Taxonomy's Minimum Safeguards. The Framework's eligible categories are aligned with the Significant Contribution (SC) criteria of the EU Taxonomy in this second party opinion. CaixaBank has committed to Sustainalytics that it is currently undertaking an exercise to assess its holdings against the criteria, which is expected to complete by 2023.

1. Eligible use of proceeds categories: 1. Essential Services, 2. Essential Services, 3. Essential Services, 4. Essential Services, 5. Essential Services, 6. Essential Services, 7. Essential Services, 8. Essential Services, 9. Essential Services, 10. Essential Services, 11. Essential Services, 12. Essential Services, 13. Essential Services, 14. Essential Services, 15. Essential Services, 16. Essential Services, 17. Essential Services, 18. Essential Services, 19. Essential Services, 20. Essential Services, 21. Essential Services, 22. Essential Services, 23. Essential Services, 24. Essential Services, 25. Essential Services, 26. Essential Services, 27. Essential Services, 28. Essential Services, 29. Essential Services, 30. Essential Services, 31. Essential Services, 32. Essential Services, 33. Essential Services, 34. Essential Services, 35. Essential Services, 36. Essential Services, 37. Essential Services, 38. Essential Services, 39. Essential Services, 40. Essential Services, 41. Essential Services, 42. Essential Services.



(1) Refer to CaixaBank's [website](#) for further details.

(2) The Framework was not assessed for Do Not Significant Harm (DNSH) alignment.

# CaixaBank Sustainable Development Goals Bond Issues – Social Bonds

INAUGURAL SOCIAL BOND	2 <sup>ND</sup> SOCIAL BOND	3 <sup>RD</sup> SOCIAL BOND	4 <sup>TH</sup> SOCIAL BOND	5 <sup>TH</sup> SOCIAL BOND
Issue date: <b>26 Sep. 2019</b>	Issue date: <b>10 Jul. 2020</b>	Issue date: <b>26 May 2021</b>	Issue date: <b>21 Jan. 2022</b>	Issue date: <b>16 May 2023</b>
Type: <b>Senior Non-Preferred</b>	Type: <b>Senior Preferred</b>	Type: <b>Senior Non-Preferred</b>	Type: <b>Senior Preferred</b>	Type: <b>Senior Non-Preferred</b>
Nominal amount: <b>€1 Bn</b>	Nominal amount: <b>€1 Bn</b>	Nominal amount: <b>€1 Bn</b>	Nominal amount: <b>€1 Bn</b>	Nominal amount: <b>€1 Bn</b>
Maturity: <b>1 Oct. 2024</b>	Maturity: <b>10 Jul. 2026</b>	Maturity: <b>26 May 2028</b>	Maturity: <b>21 Jan. 2028</b>	Maturity: <b>16 May 2027</b>
Coupon: <b>0.625%</b>	Coupon: <b>0.75%</b>	Coupon: <b>0.75%</b>	Coupon: <b>0.625%</b>	Coupon: <b>4.625%</b>
<ul style="list-style-type: none"> <li>• 1<sup>st</sup> Spanish bank to issue a social bond linked to SDGs</li> <li>• Social bond of the year 2020 (banks) by Environmental Finance</li> </ul>	<p>COVID Social Bond</p>			

**1 NO POVERTY**

**3 GOOD HEALTH AND WELL-BEING**

**4 QUALITY EDUCATION**

**8 DECENT WORK AND ECONOMIC GROWTH**

**Social Bond Reports<sup>(1)</sup>**  
 2020 | 2021  
 2022 | 2023

**€5 Bn**  
 in SDG Social bond issues  
 2019-May.24

(1) Refer to the following link for additional detail: [SDG Social Bonds](#)



# CaixaBank Sustainable Development Goals Bond Issues – Green Bonds

**~€7.2 Bn** in SDG Green bond issues 2020–May.24

**7 RENEWABLE ENERGY** **9 GREEN BUILDINGS**

Green Bond Report<sup>(1)</sup> 2021 | 2022 | 2023



INAUGURAL GREEN BOND	2 <sup>ND</sup> GREEN BOND	3 <sup>RD</sup> GREEN BOND	4 <sup>TH</sup> GREEN BOND
<p> Issue date: <b>18 Nov. 2020</b></p> <p> Type: <b>Senior Non-Preferred</b></p> <p> Nominal amount: <b>€1 Bn</b></p> <p> Maturity: <b>18 Nov. 2026</b></p> <p> Coupon: <b>0.375%</b></p>	<p> Issue date: <b>9 Feb. 2021</b></p> <p> Type: <b>Senior Non-Preferred</b></p> <p> Nominal amount: <b>€1 Bn</b></p> <p> Maturity: <b>9 Feb. 2029</b></p> <p> Coupon: <b>0.50%</b></p>	<p> Issue date: <b>18 Mar. 2021</b></p> <p> Type: <b>Tier 2</b></p> <p> Nominal amount: <b>€1 Bn</b></p> <p> Maturity: <b>18 June 2031</b></p> <p> Coupon: <b>1.25%</b></p>	<p> Issue date: <b>3 June 2021</b></p> <p> Type: <b>Senior Non-Preferred</b></p> <p> Nominal amount: <b>€0.5 Bn</b></p> <p> Maturity: <b>3 Dec. 2026</b></p> <p> Coupon: <b>1.50%</b></p>
<p> Green bond of the year 2021 (banks) by Environmental Finance</p>		<p> First issuance of a Tier 2 subordinated green bond by a Spanish bank</p>	<p> First CaixaBank bond issuance in currency other than Euro</p>
5 <sup>TH</sup> GREEN BOND	6 <sup>TH</sup> GREEN BOND	7 <sup>TH</sup> GREEN BOND	8 <sup>TH</sup> GREEN BOND
<p> Issue date: <b>7 Sep. 2022</b></p> <p> Type: <b>Senior Preferred</b></p> <p> Nominal amount: <b>€1 Bn</b></p> <p> Maturity: <b>7 Sep. 2029</b></p> <p> Coupon: <b>3.75%</b></p>	<p> Issue date: <b>14 Nov. 2022</b></p> <p> Type: <b>Senior Non-Preferred</b></p> <p> Nominal amount: <b>€1 Bn</b></p> <p> Maturity: <b>14 Nov. 2030</b></p> <p> Coupon: <b>5.375%</b></p>	<p> Issue date: <b>9 Feb. 2024</b></p> <p> Type: <b>Senior Non-Preferred</b></p> <p> Nominal amount: <b>€1.25 Bn</b></p> <p> Maturity: <b>9 Feb. 2032</b></p> <p> Coupon: <b>4.125%</b></p>	<p> Pricing date: <b>20 Feb. 2024<sup>(2)</sup></b></p> <p> Type: <b>Senior Preferred</b></p> <p> Nominal amount: <b>CHF0.3 Bn</b></p> <p> Maturity: <b>19 Mar. 2030</b></p> <p> Coupon: <b>2.175%</b></p>

(1) Refer to the following link for additional detail: [SDG Green Bonds](#) (2) Issue date: 19 March 2024.

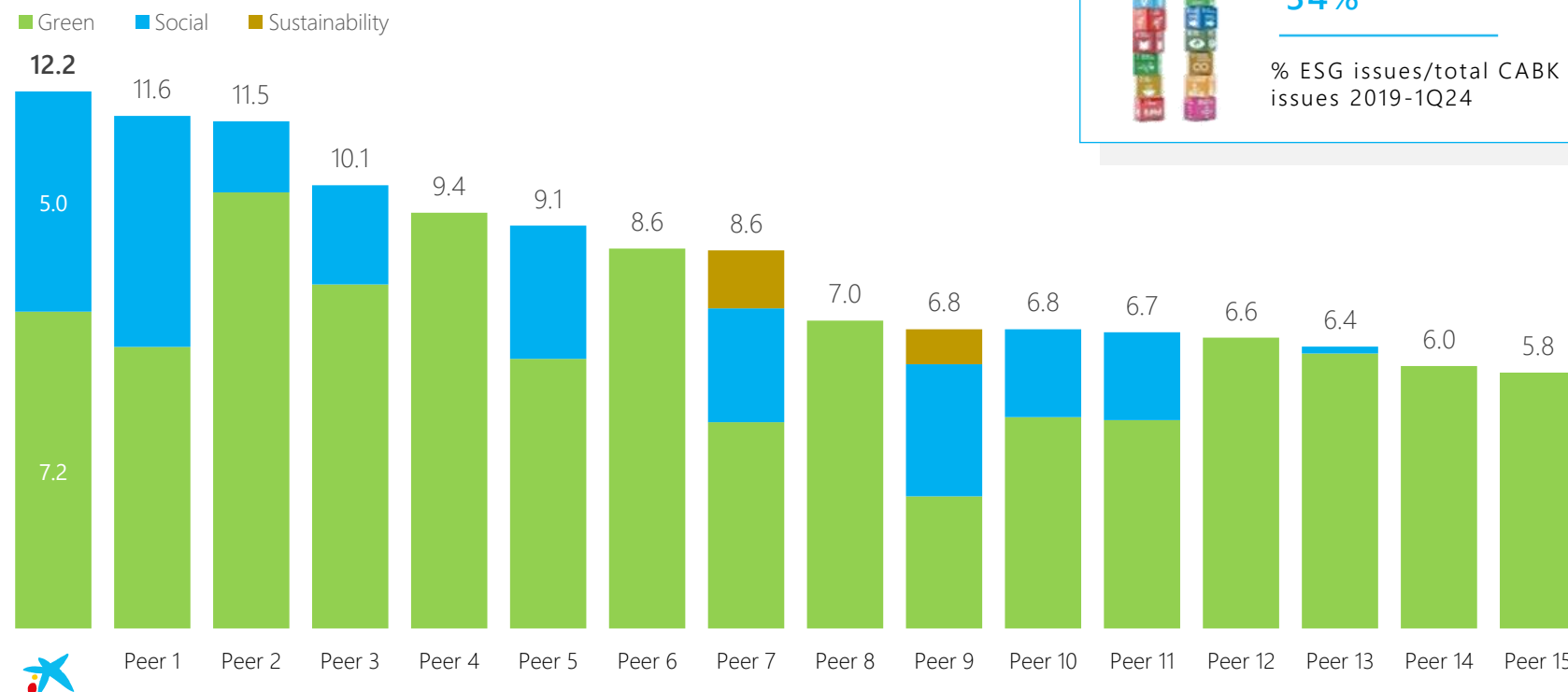


# ESG commitment reflected in strong sustainability ratings –which facilitate ESG issuances

#1 EUROPEAN BANK BY TOTAL ESG ISSUANCES 2019-1Q 2024<sup>(1)</sup>



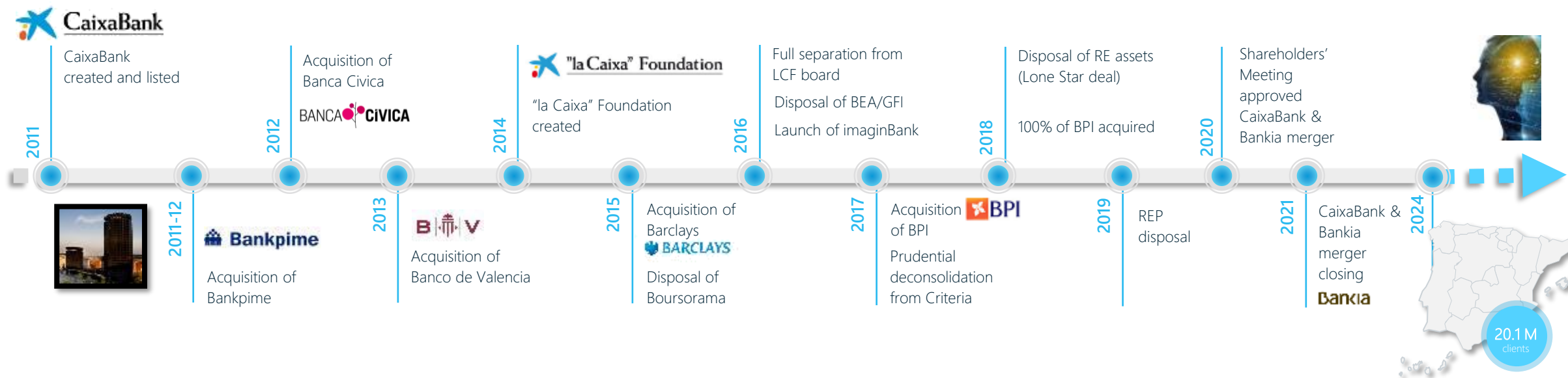
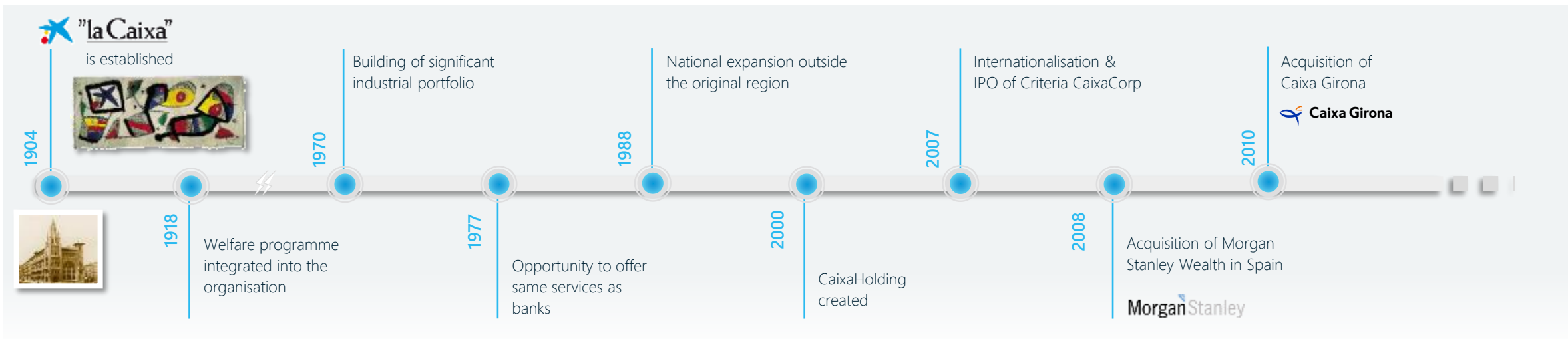
Top 15 European banks<sup>(2)</sup> by total ESG issuance during 2019-1Q 2024<sup>(1)</sup>, €Bn equivalent



(1) Includes public issuances until 31 March 2024. (2) Top 15 European banks excluding CABK; peer group includes: ABN AMRO, Bayern LB, BBVA, BNP Paribas, BPCE, Credit Agricole, Credit Mutuel, DNB Markets, ING Groep, ISP, LBBW, Nordea, SocGen, Sparebank 1 and Unicredit. Based on data from Dealogic as of 31 March 2024.

# Appendix

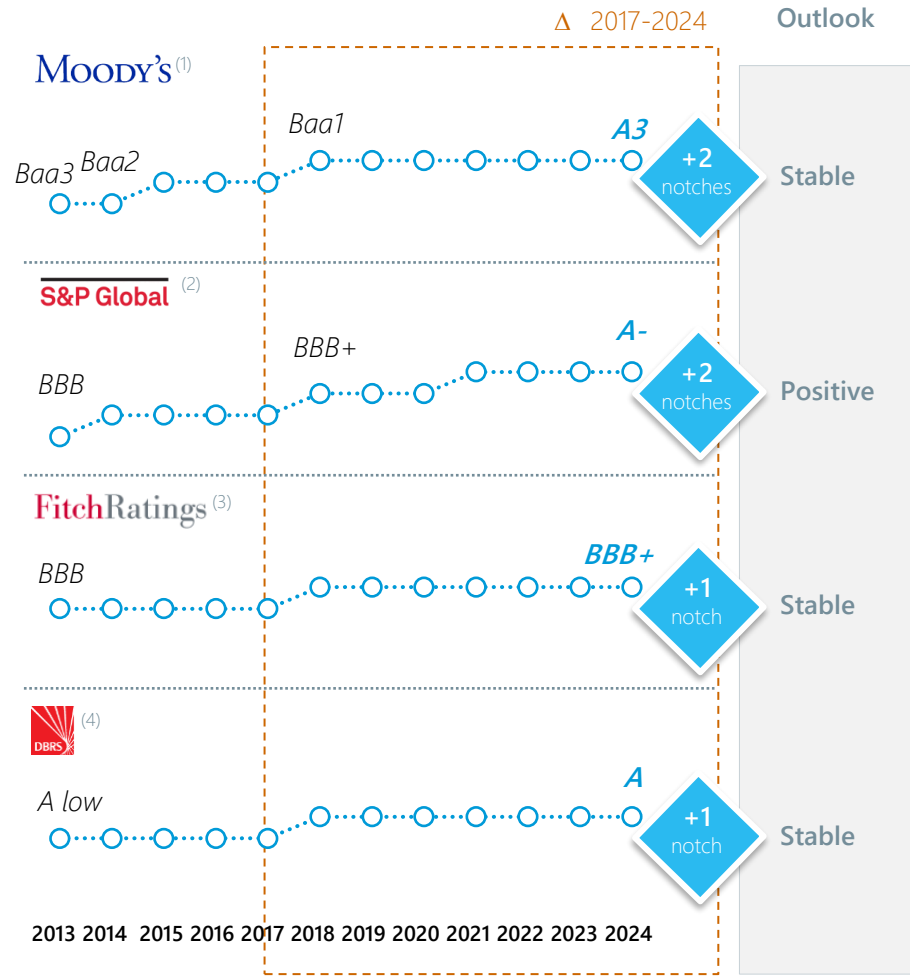
# A history that spans since 1904



# Credit ratings facilitate continued market access

## CaixaBank long-term ISSUER ratings

Evolution 2013 – May 2024



## CaixaBank ratings by type of debt instrument

As of May 2024

	MOODY'S	S&P Global	FitchRatings	DBRS
Investment grade	Aaa	AAA	AAA	AAA CB
	Aa1 CB	AA+ CB	AA+	AA high
	Aa2	AA	AA	AA
	Aa3	AA-	AA-	AA low
	A1	A+	A+	A high
	A2	A	A	A SP
	A3 SP	A- SP	A- SP	A low SNP
	Baa1 SP	BBB+	BBB+ SNP	BBB high T2
	Baa2 SNP	BBB SNP	BBB	BBB
	Baa3 T2	BBB- T2	BBB- T2	BBB low
Non-investment grade	Ba1	BB+	BB+	BB high
	Ba2	BB AT1	BB	BB
	Ba3	BB-	BB-	BB low
	B1	B+	B+	B high

(1) As of 19 March 2024. Short-term rating P-2. (2) As of 29 April 2024. Short-term rating A-2. (3) As of 13 June 2023. Short-term rating F2. (4) As of 13 March 2024. Short-term rating R-1 (low).

CB = Covered bonds    SP = Senior preferred notes    SNP = Senior non-preferred notes    T2 = Tier 2 notes



# Premium brand reputation with ample external recognition

## » Premium brand reputation



Best Bank in Spain 2024  
 Best Bank in Western Europe 2024  
 World's Best Bank for Sustaining Communities 2024  
 Best Bank for Sustainable Finance in WE 2024  
 Best Bank for Sustaining Communities in WE 2024  
 Best Bank for Social Bonds in Western Europe 2024  
 Best Bank for ESG-related loans in Western Europe 2024  
 Global Finance



Best Domestic Private Bank in Spain 2024  
 Best Private Bank for UHNW in Spain 2024  
 Best Private Bank for Discretionary Portfolio Management in Spain 2024  
 Best Private Bank for Family Office services in Spain 2024  
 Euromoney



Best Bank in Spain 2023  
 Best Bank for ESG in Spain 2023  
 Best Bank for CSR in Spain 2023  
 Euromoney

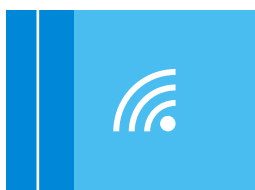


Top 3 worldwide in gender equality  
 Bloomberg GEI

Member of Dow Jones Sustainability Indices  
 Powered by the S&P Global CSA

Among Top15 banks in the world in ESG  
 Dow Jones Sustainability Index  
 PRIPrinciples for Responsible Investment  
 Highest rating (5 stars) in sustainable investment  
 PRI

## » Wide recognition of leading IT infrastructure and innovation



European Innovator of the Year 2024 (Silver)  
 Qorus



Best Digital Private Bank in Europe 2024  
 Best Private Bank for Digital Marketing and Communication in Europe 2024  
 PWM (FT Group)



Best Digital Bank in Western Europe (WE) 2023  
 Best Bank for Digital Solutions in Spain 2023  
 Euromoney

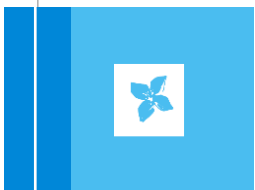


Best Consumer Digital Bank in Spain for 2023  
 Best Consumer Digital Bank in Spain 2023 for: Mobile Banking App; Innovation and Transformation; Open Banking APIs  
 Best Consumer Digital Bank in Spain and WE 2023 for: Online Product Offerings; Bill Payment and Presentment; Lending  
 Best Integrated Consumer Banking Site in Spain 2023  
 Best Corporate/Institutional Digital Bank for Online Cash Management Services in Spain 2023  
 Global Finance



Best Global Innovation in Customer Journey Design 2023: Insights Center  
 BAI (Bank Admin. Institute)

## » BPI: Premium brand and innovation recognition



Best Domestic Private Bank in Portugal 2024  
 Best Private Bank for Sustainability in Portugal 2024  
 Best Private Bank for HNW in Portugal 2024  
 Best Private Bank for Digital Solutions in Portugal 2024  
 Best Private Bank for Next-Gen in Portugal 2024  
 Euromoney



Most Trusted Banking Brand in Portugal 2024  
 Reader's Digest



#1 Prestige Products 2024  
 Cinco Estrelas



Market Member – Bonds 2024  
 Euronext Lisbon Awards



Best Private Bank for Digital Education in Europe 2024  
 PWM (FT Group)



Best Private Bank in Portugal 2023  
 PWM (FT Group)



Excellence Brand 2023  
 Superbrands

# Group P&L

€M	1Q24	4Q23	3Q23	2Q23	1Q23
Net interest income	2,781	2,749	2,740	2,442	2,182
Revenues from services <sup>(1)</sup> , o/w:	1,197	1,238	1,192	1,165	1,181
Wealth management	420	449	409	392	363
Protection insurance	282	287	285	257	264
Banking fees	495	502	498	516	555
Other revenues	(482)	(445)	84	(35)	(262)
Dividends	5	18	0	77	68
Equity accounted	56	35	101	66	79
Trading income	61	21	72	61	82
Other op. income & exp.	(604)	(519)	(88)	(239)	(491)
<b>Gross income</b>	<b>3,496</b>	<b>3,542</b>	<b>4,016</b>	<b>3,572</b>	<b>3,101</b>
Total operating expenses	(1,508)	(1,447)	(1,475)	(1,457)	(1,442)
<b>Pre-impairment income</b>	<b>1,988</b>	<b>2,095</b>	<b>2,541</b>	<b>2,115</b>	<b>1,659</b>
LLCs	(268)	(359)	(282)	(200)	(255)
Other provisions	(91)	(53)	(95)	(75)	(25)
Gains/losses on disposals and other	(8)	(53)	(24)	(44)	(20)
<b>Pre-tax income</b>	<b>1,620</b>	<b>1,630</b>	<b>2,140</b>	<b>1,795</b>	<b>1,359</b>
Income tax expense	(614)	(473)	(618)	(514)	(504)
<b>Profit / (loss) after tax</b>	<b>1,006</b>	<b>1,157</b>	<b>1,522</b>	<b>1,281</b>	<b>855</b>
Minority interests and others	1	0	(0)	0	(0)
<b>Net income</b>	<b>1,005</b>	<b>1,157</b>	<b>1,522</b>	<b>1,281</b>	<b>855</b>
<i>Pro memoria</i>					
Fees	902	917	895	909	937
Insurance service result	295	321	297	257	244

(1) Equivalent to the sum of "Net fees" and "Insurance service result" in previous revenue presentation.

# Balance sheet

€ Million	31 March 2024	31 Dec. 2023	Change	% Change
- Cash and cash balances at central banks and other demand deposits	43,888	37,861	6,026	15.9
- Financial assets held for trading	6,789	6,992	(203)	(2.9)
- Financial assets not designated for trading compulsorily measured at fair value through profit or loss	15,149	13,385	1,764	13.2
Equity instruments	15,149	13,385	1,764	13.2
Debt securities	0	0	(0)	(1.2)
Loans and advances	0	0	(0)	(0.2)
- Financial assets designated at fair value through profit or loss	6,940	7,240	(300)	(4.1)
- Financial assets at fair value with changes in other comprehensive income	66,125	66,590	(465)	(0.7)
- Financial assets at amortised cost	437,663	437,181	482	0.1
Credit institutions	12,299	11,882	417	3.5
Customers	344,697	344,384	314	0.1
Debt securities	80,667	80,915	(249)	(0.3)
- Derivatives - Hedge accounting	908	1,206	(298)	(24.7)
- Investments in joint ventures and associates	1,934	1,918	16	0.8
- Assets under reinsurance contracts	61	54	8	14.3
- Tangible assets	7,195	7,300	(105)	(1.4)
- Intangible assets	4,969	4,987	(19)	(0.4)
- Non-current assets and disposal groups classified as held for sale	2,085	2,121	(37)	(1.7)
- Other assets	19,751	20,332	(581)	(2.9)
<b>Total assets</b>	<b>613,457</b>	<b>607,167</b>	<b>6,290</b>	<b>1.0</b>
<b>Liabilities</b>	<b>579,176</b>	<b>570,828</b>	<b>8,348</b>	<b>1.5</b>
- Financial liabilities held for trading	2,104	2,253	(149)	(6.6)
- Financial liabilities designated at fair value through profit or loss	3,365	3,283	82	2.5
- Financial liabilities at amortised cost	487,228	480,450	6,779	1.4
Deposits from central banks and credit institutions	18,461	19,411	(950)	(4.9)
Customer deposits	402,544	397,499	5,044	1.3
Debt securities issued	56,198	56,755	(557)	(1.0)
Other financial liabilities	10,026	6,785	3,241	47.8
- Insurance contract liabilities	72,204	70,240	1,964	2.8
- Provisions	4,279	4,472	(194)	(4.3)
- Other liabilities	9,996	10,130	(134)	(1.3)
<b>Equity</b>	<b>34,281</b>	<b>36,339</b>	<b>(2,058)</b>	<b>(5.7)</b>
- Shareholders' equity	35,797	38,206	(2,409)	(6.3)
- Minority interest	34	32	1	4.0
- Accumulated other comprehensive income	(1,549)	(1,899)	350	(18.4)
<b>Total liabilities and equity</b>	<b>613,457</b>	<b>607,167</b>	<b>6,290</b>	<b>1.0</b>

(1) It includes the recognition, reducing shareholders' equity, of the dividend corresponding to 2023 approved by the Annual General Meeting held on 22 March 2024.

# Glossary (I/V)

In addition to the financial information prepared in accordance with International Financial Reporting Standards (IFRS), this document includes certain Alternative Performance Measures (APMs) as defined in the guidelines on Alternative Performance Measures issued by the European Securities and Markets Authority on 5 October 2015 (ESMA/2015/1415). CaixaBank uses certain APMs, which have not been audited, for a better understanding of the company's financial performance. These measures are considered additional disclosures and in no case replace the financial information prepared under IFRS. Moreover, the way the Group defines and calculates these measures may differ to the way similar measures are calculated by other companies. Accordingly, they may not be comparable. ESMA guidelines define an APM as a financial measure of historical or future performance, financial position, or cash flows, other than a financial measure defined or specified in the applicable financial reporting framework. In accordance with these guidelines, following is a list of the APMs used along with a glossary for abbreviations and other. Refer to the Quarterly Financial Report for additional information on APMs and a reconciliation between certain management indicators and the indicators presented in the consolidated financial statements prepared under IFRS.

Term	Definition
AT1	Additional Tier 1.
ATM	Automated Teller Machine.
AuM / AM	Includes mutual funds, managed portfolios, SICAVs, pension plans and some unit linked products at BPI that are not affected by IFRS 17/9.
Banking fees	Sum of recurrent banking fees and wholesale banking fees.
BPI GA	BPI Gestao de Activos.
Bps / bps	Basis points.
BFA	Banco de Fomento Angola.
BKIA	Bankia.
BoD	Board of Directors.
C/I	Cost to income ratio.
CAM	CaixaBank Asset Management.
CDP	Carbon Disclosure Project.
CET1	Common Equity Tier 1.
CGP	Code of Good Practices.
CHF	Swiss Franc currency.
CIB&IB	Corporate and Institutional Banking and International Banking.
CNMV	<i>Comisión Nacional del Mercado de Valores</i> (Spain).
Consumer loans (Group)	Unsecured loans to individuals, excluding those for home purchases. Includes personal loans, as well as revolving credit card balances excluding float.
CoR / CoR ttm	Cost of risk. Total allowances for insolvency risk (ttm) divided by gross average lending plus contingent liabilities, using management criteria.



# Glossary (II/V)

Term	Definition
Digital clients	Individual clients with at least one access to Digital Banking in the last 6 months.
DJSI	Dow Jones Sustainability Indices.
DPS	Dividend per share.
€Bn   €M	Billion euros   Million euros.
ECB	European Central Bank.
EIF	European Investment Fund.
EMEA	Europe, the Middle East and Africa.
EOP/eop	End of period.
EPS	Earnings per share. Profit attributed to the Group, ex M&A impacts in 2021, divided by the average number of shares outstanding.
Eq.	Equivalent.
Equity accounted/ Equity acc. income	Share of profit/(loss) of entities accounted for using the equity method.
ESG	Environmental, Social, and Governance.
E/Est.	Estimate.
EU	European Union.
FROB	<i>Fondo de Reestructuración Ordenada Bancaria</i> (Spain).
FSC	Forest Stewardship Council.
FY	Fiscal year.
Gains/losses on disposals & others	Gains/losses on de-recognition of assets and others. Includes the following line items: Impairment/(reversal) of impairment on investments in joint ventures or associates; Impairment/(reversal) of impairment on non-financial assets; Gains/(losses) on derecognition of non-financial assets and investments, net; Negative goodwill recognised in profit or loss; Profit/(loss) from non-current assets and disposal groups classified as held for sale not qualifying as discontinued operations, net.
GBP	Green Bond Principles.
GHG	Greenhouse Gas.
ICMA	International Capital Market Association.
IDD	Insurance Distribution Directive.
Insurance service result	It includes the accrual of the margin on savings insurance contracts, as well as on Unit Linked products, and the recognition of income and expenses from claims corresponding to short term risk insurance. For the entire insurance business, this line item is reported net of expenses directly attributable to the contracts.

# Glossary (III/V)

Term	Definition
#K	# Thousand.
LCR	Liquidity coverage ratio.
Liquidity sources	Includes total liquid assets (i.e. HQLAs and ECB Deposit Facilities ex HQLAs) plus covered bond issuance capacity.
LLCs/LLPs	Loan-loss charges/Loan-loss provisions.
(Loan) Impairment losses and other provisions	Allowances for insolvency risk and charges to provisions.
M	Million.
Max.	Maximum.
MDA buffer	Maximum Distributable Amount buffer: capital threshold below which limitations exist on dividend payments, variable remuneration and interest payments to holders of Additional Tier 1 capital instruments.
Minority interests & other	Profit/(loss) attributable to minority interests and others. Includes the following line items: Profit/(loss) for the period attributable to minority interests (non-controlling interests); Profit/(loss) after tax from discontinued operations.
Mgmt.	Management.
Mobilisation of Sustainable Finance	The mobilisation of sustainable financing is the sum of the following items:- Sustainable mortgage financing (with energy performance certificate "A" or "B"), financing for home energy refurbishment, financing for hybrid/electric vehicles, financing for photovoltaic panels, agricultural eco-financing and microloans granted by MicroBank; Sustainable financing to Business, Developer and CIB & IB; The sum considered for the mobilisation of sustainable financing is the limit of risk arranged in sustainable financing operations with customers, including long-term financing, working capital and off-balance sheet exposure. Novations and tacit and explicit renewals of sustainable financing are also included. CaixaBank's share in the issuance and placement of sustainable bonds (green, social or mixed) by customers;- Net increase of Assets under management in CaixaBank Asset Management, in products classified under Article 8 and Article 9 of SFDR (includes new funds/fund mergers registered as per Article 8 and Article 9, plus net contributions and market effect); Gross increase of Assets under management in VidaCaixa, in products classified under Article 8 and Article 9 of SFDR (includes gross contributions —without considering withdrawals or the market effect— to Pension Funds, Voluntary Social Security Entities (EPSV) and Unit Linked classified under Article 8 and Article 9 of SFDR).
MSMEs	Micro, Small and Medium Enterprises.
Net fees and commissions	Net fee and commission income. Includes the following items: Fee and commission income; fee and commission expenses.
NGO	Non-governmental organization.
NII	Net interest income. Under IFRS 17, it continues to consider revenues from financial assets affected by the insurance business, but at the same time, accounts for a cost derived from interests which come from the capitalisation of the new insurance liabilities at an interest very similar to the asset acquisition performance rate. The difference between those revenues and costs it is not significant. The margin from savings insurance contracts is accounted for in "Insurance service result".

# Glossary (IV/M)

Term	Definition
NPL coverage ratio	Quotient between total credit loss provisions for loans to customers and contingent liabilities, using management criteria; and non-performing loans and advances to customers and contingent liabilities, using management criteria.
NPL ratio	Non-performing loan ratio. Non-performing loans and advances to customers and contingent liabilities, using management criteria over gross loans to customers and contingent liabilities, using management criteria.
NSFR	Net stable funding ratio.
NZBA	Net-Zero Banking Alliance.
Operating expenses (total)	Include the following items: administrative expenses; depreciation and amortization and extraordinary expenses.
P&L	Profit and Loss Account.
Payout	Payout ratio. Quotient between dividends; and profit attributable to the Group.
PEFC	Programme for the Endorsement of Forest Certification.
PF	Pro Forma.
pp	Percentage points.
Pre-impairment income	Pre-provision profit / pre-impairment income includes: (+) Gross income; (-) Operating expenses.
PRI	Principles for Responsible Investment.
Protection/ Protection revenues	Includes revenues from life-risk insurance and insurance distribution fees.
RE	Real Estate.
REV.	Revenues.
RIC	<i>Reglamento Interno de Conducta</i> (Spain).
RoTE	Return on Equity. Profit attributable to the Group trailing 12 months (adj. by AT1 coupon, registered in shareholder equity) over 12 month average shareholder equity plus valuation adjustments.
RWAs	Risk Weighted Assets.
SBB	Share Buy-Back.
SBG	Social Bond Guidelines.
SBP	Social Bond Principles.
SDG	Sustainable Development Goals.
SFDR	Sustainable Finance Disclosure Regulation.

# Glossary (V/M)

Term	Definition
SNP	Senior non preferred debt.
SP	Senior preferred debt.
s/t	Short term.
TBVPS	Tangible Book Value per share. Quotient between equity less minority interests and intangible assets divided by the number of outstanding shares at a specific date.
Trading income	Gains/(losses) on financial assets and liabilities. Includes the following line items: Gains/(losses) on de-recognition of financial assets and liabilities not measured at fair value through profit or loss, net; Gains/(losses) on financial assets not designated for trading that must be designated at fair value through profit or loss, net; Gains/(losses) on financial assets and liabilities held for trading, net; Gains/(losses) from hedge accounting, net; Exchange differences, net.
ttm	Trailing 12 months.
UN	United Nations.
VCX	VidaCaixa.
Wealth / Wealth management	Includes AuM fees and savings insurance revenues.
Wealth / Wealth management volumes (balances)	Includes mutual funds, managed portfolios and SICAVs; pension plans; and life-savings insurance (on-balance sheet, including unit linked, and off-balance sheet).
YE	Year End.
YTD	Year to Date.





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